



Best Friends For Kidz - Flexible Child Care Center
Drop In, Part Time, Full Time

**733 W. Lumsden Rd.
Brandon, FL 33511
813-490-9084**

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State License Number: C HC 432636**

www.bffkidz.com

Parent Handbook

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Welcome to Best Friends for Kidz, Inc.
733 W. Lumsden Rd., Brandon, FL, 33511 PH: (813)490-9084
www.bffkidz.com

We are excited to welcome you and your child to Best Friends for Kidz Drop In and Flexible Child Care Center. We are a State Licensed facility that is here to provide you with both top rate dependable childcare at the spur of the moment, and first rate fun for your child, or flexible full-time care. Visit our **drop in center** if you need to go to an appointment, get your hair done, take in a movie, squeeze in some shopping, or you just want to go out for dinner. Once you are a registered member, appointments are only required for infants and toddlers up to 2 years of age to ensure adequate staffing, other than that, drop in any time. If you need **full-time or consistent part-time care, we can help!** The Play and Learn Program has areas for infants and toddlers and follows an early childhood curriculum. A preschool program is also offered for children ages 2 to 5. We are open as early as 6:30am by appointment to 10:00pm, Monday through Friday, 6:30am to 12midnight first weekend of the month and 8:00am to 5pm on Sundays for private engagements. Children must arrive by 8:00pm for extended evening hours. Our centers are licensed for full-time care. And don't forget. . . we can provide you with tax receipts for your childcare expense!

Days of Operation:

We are open every day except for the following holidays: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day. Watch for postings as we usually close for the whole weekend for Memorial Day, Independence Day and Labor Day depending on demand. We close at 6:00pm on the following days: Halloween (unless it falls on a Friday!), and Thanksgiving Eve. On New Year's Eve we are open until 10pm at selected centers so please check your center for operation times.

***Please note that all though we offer drop in services, we appreciate any call ahead time you can give us to ensure adequate staffing! Think of it as "call ahead seating"! Even if you are on the way, please call to give us the heads up! (813) 490-9084**

Center Philosophy: Our goal is to provide children with a safe and secure environment where they can learn through play. Our program is play based and a curriculum is built around it. According to Jean Piaget, "play is a child's work." Children need time to learn and experience the world through role play.

About our Staff:

All of our staff are experienced childcare givers who are certified in CPR, First Aid, and Child Abuse Recognition. Most staff members have an early education background or a university degree in Early Childhood or related program. Police background checks and reference checks are conducted on all staff. We pride ourselves on providing a safe, loving and friendly atmosphere for your child to play and learn. Our staff members strive

to make your children feel welcome at our center, and are confident that your children will enjoy themselves so much that they will beg to come see us again!

Director of Operations:

Best Friends for Kidz: is a small business, the founder of Best Friends for Kidz: is Amanda Danielle Flowers. She holds a Florida Teaching License for Elementary children (Kindergarten through 6th grade) and Exceptional Student Education Certification (K-12). Amanda has worked with children of all ages and backgrounds for the past 12 years. She holds a Bachelor of Education Degree in Early Childhood Education and a Masters degree in Curriculum and Instruction.

I know that each child is an individual and as educators it is the teachers job to unlock the talents of each child.

My personal philosophy is “ put the children first”. we works hard to make sure all teachers are highly qualified professionals and ready to educate our youth. We make sure that each teacher builds a personal relationship with the children in their class.

About our Centers:

Best Friends for Kidz is located at 733 West Lumsden Road in Brandon, Florida. We are in the Oak Park Plaza on the corner of Kings and Lumsden, next door to Shapes.

The Best Friends for Kidz: licensing record, including compliance report forms from Hillsborough County Childcare Licensing, and evaluating forms from Health, Building, and Fire Departments that inspected the center are posted in our reception area.

*Please note that we do not discriminate in enrollment of children upon basis of race, color, religion, sex, or national origin.

Ratios:

We are committed to the safety and well being of your child. The following are staff: child ratios as noted in the childcare licensing rules regulating Best Friends for Kidz:

- 1:4 infants 6 weeks to 1 years of age (Note we will only take infants with a reservation.)
- 1:6 infants 13 months- 23 months (Note we will only take infants with a reservation.)
- 1:11 toddlers 24 months to 3 years
- 1:15 preschool children who are 3 years old
- 1:20 preschool children who are 4 or 5, but not school children
- 1:25 school children under 12

*Note: Group size shall not exceed twice the maximum number of children allowed per child care staff member. Children are only combined in one group when there are less than 12 children in the early morning and evening, otherwise they are with their specific age group and assigned teacher. **Children will be supervised at all times.**

We are very conscious of our ratios to ensure the safety of children in our care. We maintain a roster of “on-call” staff members in the event we are busier than expected and carry a “floater” who helps out in rooms that need extra hands. We also reserve the right to turn children away if we are at capacity. Reservations can also be made to guarantee you a spot. Please note that a reservation is required for infants as we are limited on infant space. If you make a reservation for an infant that you cannot keep, you must call as soon as possible to cancel. After one failure to cancel, or “no show,” we require you to reserve the day of service with advanced payment. Failure to show up or cancel an appointment results in a loss of the reservation fee.

Procedure for transitioning to another group: Since we are a small center, the children get to know all of the children, teachers and staff. Transitioning is easier for the children at our centers. Infants and toddlers have their own areas and as they get older they have opportunities to participate in activities with children of the next age group. All children are evaluated on a case by case basis to determine if they are ready for the next age group. Parents and staff work together to determine if the child is ready to move up.

Screening and Assessment

Teachers use a wide variety of assessments throughout the year to determine the progress of students. Classroom Observations, Curriculum Based Measurements, and Formal developmental questionnaires such as ASQ may be used. Most children will receive a pre- test and a post- test, however more frequent assessments may be deemed necessary if your child is showing sign of delay and you will be notified if this is a concern. All screenings are conducted in the child’s natural environment by the classroom teacher. At any time during the year, parents may request a conference with the teacher to check on child’s development. Teachers at Best Friends for Kidz are not qualified to diagnose children; however they can refer you to outside organizations to get further screenings done if recommended.

GENERAL INFORMATION

Pick up and drop off Policy:

Arrival: Children and families are greeted by a staff member. Parents/guardians need to sign in using the electronic fingerprint system. If you are not registered on the system yet, we will set you up. Anyone on your pickup list will be required to have a photo taken and register their fingerprint in order to be able to pick up your children. You may also be required to sign in on a sign in sheet if the computer system is down for any reason and leave details including a contact phone number for the day, an approximate time of return and any special instructions. Children are brought in by a staff member to their appropriate area.

Children shall be dismissed only to parents or an authorized pickup person, unless the Administrator or Staff Member in charge has been informed of a change in writing. When children are signed in, be sure to let us know if someone other than you will be picking the child/children up. You will need to add this person to your authorized pick up list in your file. The pickup person will be required to take their photo and fingerprint upon pick up if they are not in our system yet. Photo ID is required on the first visit.

Children arriving from another program: If your child is scheduled to arrive by bus we will call you if they do not arrive at the scheduled time. The school/bus garage will also be contacted. If another program is delayed or cancelled or not open due to a school holiday or teacher in-service, you must contact us if your child will not be attending. If a child is arriving from a CSB visitation we will contact you if they are not at the center at the scheduled time.

Participation Policy:

Parents are welcome to visit, watch and/or participate at Best Friends for Kidz. Our open window concept allows parents to see their children at play. Parent's have unlimited access to their child while in care at the center. We have seasonal festivities and parties that you may want to be a part of. A monthly newsletter can be picked up on site or emailed to you to keep you informed about the services we offer, and upcoming events, new staff, etc. Please info@bffkidz.com if you have any questions or concerns, or suggestions. Any issues will be dealt with promptly. Parents are encouraged to discuss their child's needs with the caregivers on duty. We are here to make your child's Best Friends for Kidz experience a happy one, so let us know what we can do to help your child adjust. (Please note that if your child is in regular attendance (at least 2 times/week, during the day, a conference can be scheduled to discuss your child's development.) Staff and parents can discuss concerns with the administrator or leave a message for the administrator/Director of Operations and the call will be returned promptly.

Enrollment: Each child must have on file the Child Enrollment Form, current health records, emergency transportation information and parent roster information no later than the child's first day of attendance. This form must be reviewed and updated annually. You must also provide all up to date contact information, including cell phone numbers and email addresses if you have them. **Full time and Part time parents are required to provide the center with a 2 weeks' notice when child will no longer be attending on a regular basis.** Parent is responsible for tuition for last 2 weeks of tuition after notice is given.

Custody Agreements

Any custodial parent or guardian of a child enrolled in a child care center shall be permitted unlimited access to the center during hours of operation for the purpose of contacting their child/children, or evaluation of their care or the premises. A parent of a child enrolled at the center who is not the child's residential parent shall be permitted unlimited access to the center and be afforded the same rights as the residential parent, unless there is court documentation limiting access and conditions of the non-residential

parent. Upon entering the center, the parent or guardian shall notify the administrator or designee of their presence.

Abuse and Neglect Reporting: Best Friends for Kidz is in full compliance with state and federal laws which mandate the reporting of all suspected cases of neglect, sexual and physical abuse to the proper authorities.

Outdoor Play Policy

Best Friends for Kidz: will provide outdoor play each day for any child in attendance for more than 4 consecutive daylight hours, weather permitting. We will not go outside if the temperature is above 98 degrees or below 28 degrees, taking wind chill factors into account. In the event of rain, lightning, ice, hail, etc., children will remain inside and participate in large muscle play with games led by staff. Staff members will actively supervise children while outside to prevent injury. An attendance list of children is also taken out. Please be sure to send your child with appropriate clothes for the weather such as hats, mittens, boots and coats in the winter, and jackets or sweaters in the fall. Staff will assist the children in preparing to go outside. The play area is located adjacent to the rear of the building right outside the exit and is fenced in. First Aid supplies are readily available from inside Best Friends for Kidz. Please complete a sunscreen medication form and provide the sunscreen so we can ensure your child is adequately blocked.

Socks/ Shoes

Please send your child in closed toe shoes with socks, even in the summer months. Slippers are okay for evening drop ins and lots of fun for kids!

The infant room is a shoe free zone!

Evening Care

Best Friends for Kidz: is available for evening care of your children. Our center is secure. The front door is always closed and locked. **Have your children in the center by 8pm for extended evening hours as we will not open the doors after 8:00pm unless it is for a parent picking a child up. (9pm on weekends)** Children may sleep if they are tired on cots, or cribs depending on their age. Quiet time is one hour before closing during the week and two hours before on Fridays and Saturdays. Feel free to send pj's, a sleeping bag, face cloth, toothbrush and toothpaste, if you wish. (Please be sure to label everything that is brought to the center) Kid's all love the slumber party atmosphere! (Staff remain awake at all times to supervise sleeping children! Access to the center is limited only to parents/guardians of children in attendance.)

Evening schedule:	6:30pm to 7:30pm	dinner
	6:30pm to 8:00pm	free play, games, art
	8:00pm to 8:30pm	snack
	8:30pm to 9:00pm	clean-up
	9:00pm to close	quiet time (movie, quiet games)

Behavior Problems/Disenrollment Policy

Safety is our first priority at Best Friends for Kidz. If a child demonstrates behavior that endangers the safety and well being of others (i.e. biting), their behavior will be documented, and it will be discussed with the parents. If, after attempting to work with the child and they are still endangering other children, Best Friends for Kidz: will notify the parents and the child may be suspended of privileges. **Other reasons for disenrollment include**, but are not limited to: failure to pay for services upon check-out, parent not communicating with the staff regarding their child's care, parents not being accessible if necessary (i.e. Not answering cell phones), and parents not complying with Best Friends for Kidz: policies and state day care rules. Disenrollment is documented in the child's file.

DISCIPLINE POLICY

Children are coming to our center to have fun in a learning environment. The safety of the children is our top priority. The first role of the staff is to ensure safety. Prevention is the key to success. Staff will take care to keep children involved in appropriate activities, and to emphasize respect and care for others. Staff will use developmentally appropriate techniques suitable to the child's age and circumstance. Constructive methods, such as redirection, separation from the problem situation, talking to the child about the situation, and positive reinforcement, or praise for appropriate behavior are sample techniques used by Best Friends for Kidz staff. Our goal is to model the correct behavior, encourage children to control their behavior and learn to cooperate with their peers. Clear guidelines and limits are explained and taught to the children. If a time out is used, the separation will last no longer than one minute for each year of age of the children and time outs are not used with infants. A teacher explains and reviews the reason the child is in time out with the child and discusses appropriate behavior before the child returns to the group. We will always communicate and consult with the parents regarding behavior issues and work together with the parent to come up with a behavioral plan that will be documented and signed by the parent.

If the child becomes a danger to the staff or other children, parents will be called immediately. The discipline methods are restricted as follows, staff shall not:

1. Abuse or neglect children;
2. Utilize cruel, harsh, unusual, or extreme techniques;
3. Utilize any form of corporal punishment;
4. Delegate children to manage or discipline other children;
5. Use physical restraints on a child;
6. Restrain a child by any means other than holding children for a short period of time, such as in a protective hug, so that the children may regain control;
7. Place children in a locked room or confine children in any enclosed area;
8. Confine children to equipment such as cribs or high chairs;
9. Humiliate, threaten or frighten children;
10. Subject children to profane language or verbal abuse;

11. Make derogatory or sarcastic remarks about children or their families;
12. Punish children for failure to eat or sleep or for toileting accidents;
13. Withhold any food (including snacks and treats), rest or toilet use;
14. Punish an entire group of children due to the unacceptable behavior of one or a few;
15. Isolate and restrict children from all activities for an extended period of time.

Withdrawal Policy

Two weeks notice for the preschool program and full/part time programs. Please note that there are no refunds for the preschool program and payment is due at the beginning of the month.

Parents must choose a program to enroll their child in to guarantee their spot on a daily basis.

Complaints / Concerns

Your children are very important to us, and we look forward to having them visit. Do not hesitate to call us if you have any questions or concerns. We are here to be a service to you. Please call Best Friends for Kidz Corporate office at 813-473-2331 or email us at admin@bffkidz.com if you cannot reach your center Administrator.

Best Friends for Kidz: Safety Policy

The safety and well being of the children in our care is our top priority at Best Friends for Kidz. Prevention is the key to a safe environment. Staffs are always alert and concerned about the children in our care. The following is our safety policy.

1. No child shall be left alone or unsupervised. Two staff members will be on duty at all times. Extra staff will be on call if the center exceeds ratios.
2. The front door is locked at all times. No one is given access into the center that does not appear to have business there. No one is allowed inside the center unless they are there to drop off, pick up or take a potential customer tour. Repairmen should have an appointment, and their appointment needs to be verified with the owner/administrator.
3. Only the authorized persons of the child/children may pick them up, unless specified to staff at time of drop off. If we are not sure of the identity of the person picking up a child, (example-during a shift change), you will be **asked for a picture I.D.)**
Please have your I.D. ready. Once you are in our software system with a picture and fingerprint, we will no longer need your I.D.
4. Please do not leave your car running with children in it while you drop off or pick up a child. Bring them in with you. Children need to be wearing an appropriate safety belt in the vehicle please!
5. The door leading from the play area to the front door must stay closed when not in use. Children are not allowed into the reception area between the front door and

safety gate, except when checking in or out, or in the event of an emergency where children must exit the building.

6. Parents will be greeted by a staff member upon arrival and departure of the children from the premises in order to be sure of the child's presence. Children must be checked in by their parents on our Procure computer system. Staff will label their bag, note cubby number, and give the child a nametag.
7. If a child is scheduled to arrive at Best Friends for Kidz from another program (i.e. Comes on the bus from school), and does not arrive, the administrator or designee will attempt to determine the child's whereabouts by calling the parents and the program or school or place that they are coming from.
8. Children will be engaged in appropriate activities. We want them to have a safe, fun time.
9. Children are not allowed outside the center unless they are with the person who is authorized to pick them up.
10. Food for small children must be cut into small pieces.
11. Staff members will keep all areas of the center under observation.
12. Fire drills will be conducted once a month.
13. The fire emergency and weather alert plan is posted both at the front and rear doors of the center.
14. The back door will remain locked and closed at all times, except in the event of an emergency. All clients, repair people, etc. must use the front entrance.
15. **Incident Reports** are completed when an accident or injury occurs. One copy will be given to the parents, and the other placed in the Accident and Injuries binder to be kept on file. Note:
 - a) All children will have on file an emergency transportation form, which must be filled out prior to the child staying in the center. If a child is in need of emergency assistance at a source away from the center and the center has obtained the consent from the parent or guardian to transport the child, the child's records shall be transported with the child.
 - b) The administrator or staff member accompanying the child to a source of emergency care shall remain with the child until the child's parent or guardian assumes responsibility for the child's care.
 - c) Notify parent or guardian immediately in the event of any accident, injury, or illness.
 - d) The medical and dental emergency plan is posted by the telephone, as well as all emergency phone numbers.

****Parents are responsible for all the cost associated with transportation, emergency room care, and hospitalization.**
16. Spray aerosols are not used by Best Friends for Kidz for any purpose.
17. At least one staff member trained in CPR, First Aid, and Child Abuse Recognition will be on duty at all times.
18. In the event of a general emergency, such as an environmental threat, or threat of violence, the following action will be taken:
 - a. **Threat of violence:** Children will be moved to the rear of the center away from any windows. The front door will remain locked (it is always locked-parents need to be "buzzed" in), and police will be called.

- b. **Fire Emergency:** Monthly fire drills are conducted and reviewed with staff to follow procedure in case of a fire. In the event of a fire, parents are notified as soon as possible of the situation. The sign-in and attendance sheets exit the building with a teacher to ensure all children have been evacuated.
- c. **Tornado/Weather/Flood:** Children are moved to the rear of the center away from any windows according to posted plan. They can remain in the center until it is safe for parents/guardians to come to retrieve their children. In the event of a flood, children are evacuated from the center. Parents are called immediately.
- d. **Evacuation:** In the event that we are required to evacuate the building, the staff will take the children to Pump it Up where parents will be called.
- e. **Power Failure:** In the event of a power failure, the administrator will contact the power company to determine if it can be restored quickly. Families will be notified if the power cannot be restored within the hour and if not the center will be closed.

Hurricane Days: We remain open unless there is a severe warning. Please watch local news stations for details or delays.

General Emergency: For any of the above emergencies a plan is posted in the classrooms and by all exits. Staff is trained in emergency situations and have a cell phone readily available in the event that the center lines are down. If children are evacuated from the center, they are evacuated to Pump it Up.

Serious Incident, Injury or Illness: defined as any situation occurring while a child is in the care of the center that requires emergency medical treatment or professional consultation or transportation, by emergency services only, for emergency treatment. Best Friends for Kidz does not provide transportation. The following action steps are taken:

1. an incident/injury report shall be completed by the child care staff member in charge of the child when an illness, accident, or injury which requires first aid treatment; any bump or blow to the head; emergency transporting of the child; or any unusual or unexpected event which jeopardizes the safety of the children or staff such as a child leaving the center unattended.
2. The completed report will be given to the parent/guardian or person picking up the child from the center. In situations requiring emergency transportation, the incident/injury report shall be available at the center for the parent or guardian within at least twenty-four hours following the incident/injury. Copies of the forms shall be kept on file at the center for at least one year and shall be available for review.

3. Notifications to Child care licensing: the center administrator or designee shall speak with a representative from the appropriate licensing office within 24 hours in the event of the following: death of a child at a center; serious incident, injury or illness that requires emergency transporting; and any unusual or unexpected event as defined in number 1 above. Written notification on the incident/injury form shall follow within 3 days of the occurrence to the licensing office via fax or mail.
4. If a child is transported by ambulance to the hospital a staff member will go with the child and bring the child's enrollment and health information. This staff member will stay with the child until the child's parent or guardian assumes responsibility for the child's care. The parents/guardians are notified immediately in such an event.

HEALTH POLICY

Our policy is set up to protect the children against the spread of illnesses. To prevent the spread of illness or disease, all staff and children shall wash their hands upon arrival at the Center, immediately before and after eating or serving food, after using the restroom or assisting a child in the restroom, diaper changing, sneezing or coughing into hand or blowing nose, or handling animals and before and after administering first aid. Each child must have an annual physical exam or obtain a statement of health condition and an up-to-date immunization record or a Religious/Medical Exemption Form. Parents/guardians should keep the staff informed of any changes in their child's health and/or eating habits. (example: a child who develops an allergy or an infant changing formula, teething, immunizations, etc.) Children who are ill should not be brought to the Center. Each child shall have direct contact with a staff member upon arrival at the Center to detect any apparent illness, communicable disease or unusual condition or behavior that may adversely affect the child or other children. Children should be able to participate in daily activities.

Communicable Disease Policy/Infection Control

The following precautions shall be taken for children suspected of having a communicable disease. **(Best Friends for Kidz staff members are trained in First Aid and CPR, and Child Abuse Recognition, in addition to the First Aid and CPR. Staff is also trained by the American Red Cross in hand washing techniques and disinfecting procedures.)** The center implements the following preventative practices for the management of communicable disease on a daily basis:

1. Best Friends for Kidz will immediately notify the parent or guardian (by phone) of the child's condition when a child has been observed with signs or symptoms of illness.
2. A child with any of the following signs or symptoms of illness shall immediately be isolated and discharged to his or her parent or guardian:
 - a) Diarrhea (three or more abnormally loose stool within a 24hr period)
 - b) Severe coughing, causing the child to become red or blue in the face or to make a whooping sound.
 - c) Difficult or rapid breathing.
 - d) Yellowish skin or eyes.
 - e) Redness of the eye, or eyelid, thick and purulent (puss) discharge, matted eyelashes, burning itching, or eye pain.
 - f) Evidence of untreated lice, scabies, or other parasitic infestations.
 - g) Temperature of 100.4 degrees Fahrenheit taken by the auxiliary method when in combination with any other sign of illness. (Thermometers are sanitized after each use.)
 - h) Untreated infected skin patch(es), unusual spots or rashes.
 - i) Unusually dark urine and/or grey or white stool.
 - j) Stiff neck with elevated temperature.
 - k) Sore throat or difficulty swallowing.
 - l) Vomiting more than one time or when accompanied by any other sign or symptom of illness.
3. The child suspected of having a communicable disease shall be isolated on a cot/mat (depending on age of the child) in the office, where they are within sight and hearing of an adult at all times. All linens and blankets used by the ill child shall be laundered before being used by another child. The cot/mat shall be sanitized with an appropriate germicidal agent, or if soiled with blood, feces, vomit or other body fluids, the cot/mat shall be cleaned with soap and water and then sanitized with an appropriate germicidal agent.
4. A child shall not be readmitted to the center if they have had any of the following symptoms within the last 24 hours:

Sore throat	Runny nose
Diarrhea	Nausea or vomiting
Flushed face or fever	Earache
Rash	Inflamed or matted eyes
Signs of parasitic infection (scabies, lice, etc.)	

A child must remain home for 24 hours AFTER a fever has returned to normal
WITHOUT FEVER REDUCER MEDICINE OF ANY KIND.

5. Staff must not come to work if they are showing signs of a communicable disease. A substitute will be called.
6. The “Child Day Care Center Communicable Disease Chart” shall be posted behind the front desk for reference.
7. **Medication: Parents must complete the appropriate form if they require medication to be given to their child. Parents should not send medication with a child unless it is given to a staff member directly. Other medicine issues (i.e. Inhalers/ nebulizer, epipens, etc. can be discussed with administrator or staff member in charge.) Such medications will be given to the administrator or designee during the child’s visit and it will be returned to the child’s parents upon departure. If a school age child requires the immediate availability of emergency medication such as an inhaler/nebulizer, the center staff must be notified by the parent upon check in that the child has the medication and the appropriate forms must have been completed. It is preferable that all medications be turned into the staff for safe keeping upon arrival as the center is small enough to have access to the medication quickly. All medication/prescriptions must be current and not expired and in its original container. A doctor’s note must accompany all medication to be given with specific details on dosage or how to administer.**
8. **Medical Conditions-** If your child has a serious medical condition or one that requires daily assistance; please notify the office to complete a chronic medical condition form. This form will be reviewed by the director to see if it is feasible for your child’s health plan to be met here at this school. If your health plan is approved a meeting will be held, to discuss accommodations for your child.
9. A mildly ill child is defined as one of the following:
 - a) A child who is experiencing minor common cold symptoms, but who is not exhibiting any of the symptoms specified above, or
 - b) A child who does not feel well enough to participate in activities, but who is not exhibiting any of the symptoms specified above.

Any child who is mildly ill can be cared for within the child’s group at the center, and shall be observed for signs and symptoms of worsening condition. If symptoms occur as listed above in # 2, the child will be isolated and discharged from the center. **A notice will be posted for parents on the sign in desk if we have any one child with a case of a communicable disease and/or a note will be sent home. (i.e. Chicken Pox)**

**** Best Friends for Kidz takes pride in having an exceptionally clean facility. All equipment and toys are washed and cleaned daily. Food service gloves are used when handling food.**

Child's Medical Statement

Each child attending the center shall be examined by a licensed physician prior to the date of admission or within thirty days after the date of admission. Each child under the age of six (or not yet in kindergarten or above) needs to fill out a DH 680& DH 3040 medical form annually. The medical form shall affirm that the child has had the immunizations required by the State of Florida for admission to school, or has had the immunizations required by the state department of health for infants and toddlers. The medical statement must bear an exam date within the last 12 months. The exam will also affirm that the child is in suitable condition for enrollment in a child day-care center.

Allergies

Please notify staff in writing and in verbal format of any allergies. It is also recommended that anytime there is a change in staff that you send a reminder. The school will add all allergies to the school list and post in the center.

Meals

Best Friends for Kidz participates in the USDA Food Program and serves all preschool students breakfast, a hot lunch and a snack. Each meal is prepared in compliance with governing federal and state guidelines to assure nutritional value. A monthly menu is posted each month for inspection and comment. We are happy to provide this service. Breakfast will be served at 8am each morning. Food additions may be brought from home **but cannot contain any peanut products**, however USDA food program meal will still be provided.

Any variation in diet is permitted only in accord with the physician's written order or for religious purposes. Please notify us in writing if your child has any food allergies.

Drop in Parents may provide a meal from home or purchase the plus package during drop-in hours that occur during a meal time.

HANDWASHING/DIAPER CARE STANDARDS

All employees and children shall wash their hands with soap and running water upon arrival at the center. Staff shall wash hands after each diaper change, after assisting a child with toileting or personal toileting, after using a cleaning agent, before preparing or eating food, and before feeding any child. Children shall wash hands after diaper changes, toileting, after sneezing or coughing on their hands, before and after eating. Changing of diapers will be handled in conformity with the following methods:

1. Hands of the adult caring for the child shall be washed with soap and water after each diaper change.
2. The diaper changing station shall be disinfected after each diaper change with a germicidal agent. If the diaper changing station is soiled after the diaper change, it shall be cleaned with soap and water and then disinfected.

3. Any product used (i.e. Diaper rash cream) which is used on more than one child shall be used in such a way that the container does not touch the child. Any product obtained from a common container and applied to a child shall be applied in such a manner so as not to contaminate the product or its container. Common containers shall be cleaned and disinfected with an appropriate germicidal agent when soiled.
4. Clean diapers are available (\$1.00 each) and are stored under the change table.
5. Diapers or clothing used during diaper changing brought from the child's home shall be stored in their cubby.
6. Place soiled clothing in a tightly sealed bag, and store out of reach from children and away from the rest of their belongings. They do not need to be rinsed first.
7. Soiled diapers are to be immediately placed in a plastic bag and to be disposed of in a timely manner.
8. Disposable wipes will be used and discarded immediately.

Toilet Training

We are more than happy to work with your child to help transition them during the potty-training phase. Just let us know what stage your child is at and we will make every effort to accommodate their needs. However, until they are fully trained, it is advisable to send them in a pull-up and with extra clothes. Children will often be so busy playing that they don't want to take a break to go potty! Please don't forget to replenish any soiled clothes that have been sent home.

INFANT CARE

Best Friends for Kidz will only take infants with a reservation to ensure adequate staffing and ratios. Please note that each center is limited to the number of infants allowed on premises. The following are guidelines for infants in our care:

- a. Infants must stay in the infant area unless they are with a caregiver.
- b. Infants shall be removed from their crib for all feedings, and for individual Attention.
- c. No infant shall be placed in his/her crib with a bottle for feeding and at no time shall a bottle be propped for an infant.
- d. Each infant shall be allowed to safely and comfortably sit, crawl, toddle, walk and play according to his or her stage of development in the infant area.

INFANT FORMULA AND FOOD

Best Friends For Kidz participates in the CACFP program and provides formula and infant food. Please check with the center to see the brand used at the center. You will need to provide your own formula if you require a different brand.

- A) Infant formula and food shall be prepared in conformity with written instructions from the parent or guardian or physician in charge of the infant.
- B) Before preparing formula, thoroughly wash all equipment to be used with hot water and detergent, followed by a thorough rinse in hot running water.
- C) Label child's formula and food with his/her name and store appropriately upon arrival at the center. Refrigerate immediately if it is already prepared, unless it is a commercial formula, which does not require refrigeration until after it is opened.
- D) Commercially prepared formula is available to be used in the event that the parent or guardian did not provide a quantity of formula sufficient to meet the infant's daily requirement.
- E) Do not heat the formula in the microwave. Use the bottle warmer.
- F) If the parent or guardian provides breast milk, it shall be labeled with the child's name and date of preparation and immediately refrigerated. Do not store for more than 24 hours.
- G) The unused portion of formula, breast milk or food remaining in the container from which the infant has been directly fed shall be discarded.
- H) If no instructions are left for service of food to their child, the infant shall be served formula/and or food in sufficient amounts to meet the most current recommended dietary allowances.
- I) Food heated in a microwave oven shall be stirred or shaken during heating to avoid uneven heating.
- J) An infant or a child of any age shall be permitted to nurse at will from a bottle containing other than water only at regular feeding times. Staff members will not let a child/infant wander around with a bottle.

CRIBS

Cribs can only be used by one child at a time. If an infant uses a crib during their stay, the crib must be thoroughly cleaned with a germicidal agent and sanitized before use by another child. The crib sheets shall be changed whenever another child uses the crib. (Parents are strongly encouraged to send their own blankets)
Only children measuring less than 35 inches can sleep in the cribs. Other children may use a cot to rest on if they need to.

Best Friends for Kidz Daily Schedule

When children enter into Best Friends for Kidz, they enter into an atmosphere conducive to learning and fun. Our Play and Learn Program is designed to promote both independent play, and group activities. Children have opportunities to develop social interaction, cooperation, listening and language and math skills, gross and fine motor coordination. These are sample schedules as they vary depending on the center. You can ask your administrator for a copy of your child's schedule.

Free Play: Home Center, tool shop, dress-up, books, Computers

Action/Gross Motor Play: Bean Bag games, Little Tykes play center, parachute games, etc.

Sensory Exploration: play dough, sand, water, goop

Circle Time: Incorporates music, stories, drama and imagination

Art: offered throughout the day. Children gain exposure to cutting, gluing, stamping, folding, painting, etc.

Outdoor Play: Any child in attendance more than 4 consecutive hours will have the opportunity to go outside to our play area. We usually go out mid-morning and mid-afternoon, depending on numbers.

School Age Children: art, games, video games, basketball, G rated movies, homework support

Snacks: Snacks are served at 2:30pm, and 8:00pm

Meals: Served at 8:00am, 11:30am, and 6:30pm

***NOTE:** These meal/snack times are guidelines-if your child is on a different schedule, let us know!

Diapers and Toilet Training: We change diapers every 2 hours, or, immediately if soiled. Let us know if your child is toilet training so we can remind them.

Nap time: All children enrolled at BFF, regardless of age; need to have at least 30 minutes of quiet rest time each day. They do not have to sleep but need to lie quietly so that other children can rest and fall asleep. After a minimum rest time, the child who has not fallen asleep will be given something quiet to do (books, lacing cards, small puzzles, pattern blocks, paper, and crayons/markers, etc.). If at all possible we will try to follow parent's/guardian's wishes about rest time. No child two years or older should sleep past 3:00 p.m. In cases where a child requires more sleep than the classroom schedule allows, arrangements should be made to have the child nap earlier or, if possible, have office staff monitor the sleeping child while the rest of the group continues with the class Schedule.

Evenings: Quiet time is one hour before close, Monday through Thursday, and at 10:00pm on nights we are open to midnight. Children can rest in front of a G-rated movie, or read a book.

Sample Schedule for Toddlers, Preschool and School-age Children

8:30am-9:30am:	Free play, breakfast if needed
9:30am-10:00am:	Circle time: story, songs, etc.
10:00am-10:30am:	Snack time (bathroom/bathroom reminders)
10:30am-11:15am:	Outdoor play or Center Time: Art, Reading, Home Center, Science Center, Computers, board games, puzzles
11:15am-11:45am:	Get moving with Locomotion! (Parachute, bean bags, Duck Duck Goose, etc.)
11:45am:	Clean up for lunch/ hand washing, bathroom reminders
12:00pm-12:30pm:	Lunch
12:30pm-1:30pm:	Free choice activity, videos
1:30pm-2:15pm:	Outdoor play or Group activity: Story time, songs, rhyming games, etc.
2:15pm-3:00pm:	Free choice/bathroom reminders
3:00pm-3:30pm:	Snack
3:30pm-5:45pm:	Free choice, homework support, video games, videos, art, games

5:45pm-6:30pm:	Bathroom/bathroom reminders, Dinner
6:30pm-7:45pm:	Free choice, homework support
7:45pm-8:30pm:	Bathroom/bathroom reminders, Snack
8:30pm-10pm/12am:	Quiet time, stories, movie or sleeping

***Note: Quiet time is two hour before close during the week;
two hours before close on Friday and Saturday evenings.**

Family Involvement

We are firm believers that family involvement is an essential part to a child's development, so we regularly try to connect with families. Please look for our monthly newsletters to see how you can stay involved. If at any time you have any ideas that you would like to see something implemented at the center that we have not yet thought about, please email info@bfffkidz.com with your ideas. Here are a few ways that you can participate.

- Parent / Teacher conference's
- Open House
- Mail Day- twice a month you have the opportunity to write a letter to your child to be ready by them and teacher in class.
- Pumpkin Carving
- Thanksgiving Feast
- Holiday Party
- Valentines Day / Love Fest
- Grandparents Day
- Doughnuts for Dad
- Muffins for Moms
- Multicultural Day- Fest
- Graduation / Promotion Days
- Field Trips (senior preschool and older)
- Birthdays- on your child's birthday a store brought snack may be supplied if you choose and you will also be invited in to read a story of your child's choice to the class.

Best Friends for Kidz

... Many ways to Pay!!!

There are many ways to pay at Best Friends for Kidz ... You can choose what is best for you! Rates are subject to change; please see the Director for the most current rates available.

1. **Hourly**...pay the hourly rate each time you visit. Rates are billed to the minute after a one hour minimum charge.
2. **Flat Rate Friday and Saturday**...available Friday evenings **only** between the times of 6pm-10:00 p.m. See center for pricing!
3. **Preferred Customer Package (nicknamed a prepaid play care)**. Receive a discount for paying in advance:

Save 10% when pre paying \$100-\$500

Save 15% when pre-paying \$500 or more

Prepaid play care may be applied to meals or supply charges. It is nontransferable, nonrefundable and must be purchased in advance of service. Prepays may not be combined. Prepays expire one year from the date of purchase

4. **Full time or part time weekly rates.** Weeks run from Sunday to Saturday. If you choose this rate, you pay at the beginning of the week and it does not carry over to the next week and is not refunded if your child is ill. Meals and snacks are included. Sundays are by reservation only.

5. **Daily Rates:** If you need just one day of care we offer flat rates for up to 9 hours at the center. (hourly rates apply after the 9 hours)

One child	\$55/day
Two children	\$80/day
Three children	\$95/day
Additional child	\$10/day
Infant	+\$10/day

Parents must choose a program to enroll their child in to guarantee their spot on a daily basis.

This can be a full time or part time spot. Children are not able to change between programs week to week. Once a child has signed up for a program they must remain in that program for a minimum of 1 month, if you would like to change from full time to part time then you must remain in that program for a minimum of 1 month. You cannot downgrade to a part time package for one week as we are not able to enroll another part time child for just one week. If your schedule will be changing for one week then you will have to choose from hourly or a daily rate package. If you would like some assistance choosing a program that is right for your family, please see an office manager.

DROP – IN CENTER FEES

Drop-In Childcare: We have an excellent facility designed for optimum safety and child enjoyment. Children can create their own fun and participate in staff directed activities, or join our preschool program. We offer a bright, clean, open concept child care area that promotes continuous teacher observation and allows children to choose the activity area that they are interested in. We have separated areas for toddlers, infants, preschoolers and school-age children. Children can get creative in the art center; use their imagination with a variety of toys, dress-up clothes, home center and cottage. Or perhaps they will just want to cozy up with a book or relax and learn with Barney, Blues Clues, Sesame St. and the Wiggles, as well as age appropriate movies in the evenings. Older children can work on more detailed art projects, play age appropriate games, complete their homework, or play non-violent video games. (We have Wii and video games at our location.) Children are free to choose if they will join a group activity, or play independently. Each month we will have special activities so be sure to check our calendar. And don't forget that every **Friday and Saturday Nights we offer Flat Rates, or on Saturday you can choose to pay normal hourly rates and double your coupon!** So while parents are out on a date, kids can have a safe, fun time too! We encourage the kids to bring their p.j.'s on both Friday and Saturday nights, along with a sleeping bag to create the atmosphere of a "p.j. party." We will have p.j. parties on a few occasions (i.e. New Year's Eve, Valentine's Day). Best Friends for Kidz also offers a breakfast, lunch, dinner and snack menu to accommodate you're on the go schedule.

Hourly Rates

\$8.50 per hour ~ 1st Child (2 years and over)
\$9.50 per hour ~ Infants (13 months through 24 months)
\$10.00 per hour ~ Infants (6 weeks through 12 months)
\$3.50 per hour ~ each additional child

Charges are calculated to the minute.

*Reservations are not required, however they are recommended for Friday & Saturday evenings.

**A 24 hour advance reservation is required to ensure an opening for infants 23 months and under.

Refer a friend and you each receive a free hour for one child.

*Fees are calculated to the minute after a one hour minimum charge!

* Note: Youngest child rate is applied first.

* Payments can be made by cash, Visa, MasterCard, debit card when childcare services are rendered.

Full Time care

WEEKLY: Guaranteed spots/Create your own schedule-use your hours any time in a 7-day period. If your child will be on **Vacation for a week then a \$40 deposit is required to hold their spot.**

FOR ALL WEEKLY PACKAGES ADDITIONAL SIBLINGS ARE DISCOUNT-15%. Youngest sibling rate applies first (includes meal, snacks and drinks daily)

Full time care (25 hours to 50 hours/wk)

Full time Activity Fee: \$75/year per child (in addition to \$15 annual family fee)
\$20 upcharge for children 1 and under requiring Saturday or evening care. \$15 upcharge for Saturday or evening care children 2 and older.

Part-time Rates (up to 25 hours/wk)

Part time Activity Fee: \$75/year per child (in addition to \$15 annual family fee)
\$10 upcharge for children under 1 requiring Saturday or evening care. . \$15 upcharge for Saturday care children 2 and older.

Infants 1

Toddlers (1-2)

Toddlers (2-3)

Preschool

VPK (4 by august 1st of current year)

School age

BFF Kidz Camp Play

We are keeping cool and having fun over summer with weekly themes and special guests. Choose from daily, weekly or monthly camps.

*Infants and ones do have a \$20 per day upcharge to weekly tuition if needing Saturday or evening care.

* All children requiring Saturday or evening care age 2 and up will be up charged \$15 weekly

*Weekly rates are available for clients who need care on a more regular basis. Times must be scheduled. There are no refunds if children are absent on scheduled days.

* Snacks and juice provided

*Milk provided at lunch

*Hot lunches/meals included

Preschool Program

Ages 2 years to 5 years

Class Hours: 9 am to 2 pm

August 31th - May 31st (Monthly Fee)

Two Day Program: Tue & Thurs ~ \$245 (Sibling ~ \$155)

Three Day Program: Tues, Wed, Thurs ~ \$290 (Sibling ~ \$205)

Four Day Program: Mon - Thurs ~ \$385 (Sibling ~ \$285)

**BFF Kidz Membership Required and a \$75 supply fee required. Tuition is nonrefundable Tuition is divided into 9 equal monthly payments, and is the same each month regardless of the number of class days in a month. Tuition is due by the 1st of the month in order for your child to attend at the preschool rate.*

**Please note that this program requires a 30 day minimum commitment and please let us know at least two weeks before if you need to withdraw for any reason. Payment is due at the beginning of the month. Please take advantage of our new TUITION EXPRESS software.*

*Need more time? If you need your child to stay later or arrive early you can do so at 15% off of the hourly rates! If you need full time or part time hours, take advantage of those rates as preschool is included with them.

Snacks & Meals

\$3.00 per meal service - Lunch & Dinner (You may provide your own)

Afternoon Snacks at no charge.

Pizza is served on Friday and Saturday nights at the regular meal price.

Breakfast~ 8:00 – 9:00am

Lunch ~ 11:30 am – 12:30 pm

Dinner ~ 6:30 pm – 7:30 pm

Snacks ~ 2:30 pm, 8:00 pm

(An additional snack is served at 10:00 pm on Fridays & Saturdays)

To ensure your child is on the Pizza Order, please call by 5:00 pm to let us know they will be eating with us on Friday & Saturday evenings.

BFF Kidz is a "peanut free" facility. Should a child bring a meal containing a peanut product, we will replace it at parent cost.

Out-of-Town Guests

We welcome out-of-town guests! Our guest rate for children who accompany a member is \$1.00 more per hour for each guest child than the standard hourly member rate.

Infant guests require a reservation. In order to hold the infant reservation, we require that member enrollment be done in advance (online or in person). The \$15 fee will be credited toward the infant's care.

All Guests must complete Enrollment Forms

Late Policy

We are licensed by the state to operate only during our posted hours.

(Mon - Thurs. after 10 pm, Fri and Sat after Midnight)

There will be a \$5.00 Late Fee charged, plus \$1.00 for every minute after closing hours.

Payments

Weekly tuition rates are discounted on the basis that your child will regularly attend school and pay tuition weekly. The agreed weekly tuition rate should be paid on Monday prior to the week of service. Tuition Express forms to have tuition automatically deducted on Mondays or Friday are recommended to avoid late fees or penalties.

Late Payments

Payments are considered late if paid after Tuesday morning. This indicates your child already attended one day of school without being paid for and a late fee will be assessed.

Late payment fee is \$30.00.

