

THE KIDZ FACTORY, LLC

PARENT HANDBOOK

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"Educating Our Young Children In An Environment That Allows Them
To Grow, Thrive And Learn"





Welcome to The Kidz Factory, llc Parent's Policy and Procedure Handbook. This handbook is designed as an overview of our program with the hope that it will serve as a valuable resource for parents throughout the year. This handbook is also a valid part of the Enrollment Agreement between The Kidz Factory, llc and the parent/guardian of children who are enrolled in the center.

You are now a member of The Kidz Factory, llc. We would like to extend an open invitation to you to drop in often for formal visits. This will give us the opportunity to become acquainted with your entire family and will allow us to provide optimum learning opportunities for your child. Our doors are always open to you. We place great value on freedom to be one self for adults and children alike. We offer a relaxed and casual setting geared to the needs and interests of each child and each parent who is a part of our center. We try to take in consideration individual differences and special abilities as well as family cultural patterns.

We thank you for allowing us to join with you in providing for the care, love and nurturing of your developing child. We look forward with eagerness to your child's enrollment in the center.

Our program provides licensed, qualified staff trained to teach activities that are designed to be fun, educational and enriching in nature for your child. Our program also provides quality child care, which parents can rely upon throughout the year, as defined by the Maryland State Department Of Education. We offer a vast variety of activities which include Arts and Crafts, Reading Readiness, Math Preparation, Writing Skills, Music Appreciation, Dramatic Play, Cooking, House Keeping, Science, Health, Creative and Performing Arts, Games, Recreational Activities, and Free Play for the children to pursue their own interest in a safe and friendly environment. We believe that children learn through play.



All Staff have Criminal background checks through State and Federal law. Medical history information is obtained and kept on file in the Director's Office and is available for review by Maryland State Dept. Of Education. Staff on site maintains CPR and First Aid Certification for minor emergency situations. Continuing Education requirements are met annually in accordance with State Regulations.

POLICIES AND GUIDELINES

Fees and Contingencies: Tuition is due every Monday of the week, with a grace period not to exceed Tuesday **close of business**. If the center have not received your payment by the grace period there is a \$50.00 late fee, and the center will refuse to admit your child into the center until you pay the full amount due. If the center has not received your payment by the end of that same week, your child's enrollment from the center will be terminated and his/her space will be offered to another child. The Kidz Factory, LLC is OPEN for business Monday-Friday 6:00am – 7:00pm.



All fees are expected to be paid on time, even when your child(ren) are absent from the center due to illness, if your weekly fee is not paid by Tuesday close of business of that same week there will be a \$50.00 late fee due immediately, If your tuition payment is not paid by then, the center WILL NOT admit your child into the center. There will be no refunds or adjustments made to your child(ren) weekly fee for times missed due to illness, holidays, or days off. A space has been reserved for each that cannot be filled on a short term basis.

Vouchers: All co-payments are due on Monday, if tuition payments are not made by Tuesday of the same week there will be a \$50.00 late fee.

Registration Fee and Activity Fee: A fee of \$100.00 is required with each registration. In addition there is an annual fee of \$100.00 fee to cover Arts and Crafts materials. Total due at time of registration is: First week tuition , registration fee, Arts and Crafts fee.

Method of Payments: Payments can be made by Cash, Money Order, Visa, Debit and Cashier Checks. All major credit cards and debit cards are accepted for your convenience, there is however, a \$2.00 transaction fee. **The success of our center depends upon the prompt payment of your tuition, in order to take care of day-to-day expenses that are encountered; For example food, health supplies, curriculum materials, toys, computers, play equipment and books provided for the children.**



Hours of Operation and Pick-up: Our Center hours are 6:00am-7:00pm Monday thru Friday. Parents please notify the center staff if your child is going to be absent or picked up early from the center. If you have not arrived to the center by 9:00am your child will not be admitted unless you make us aware of your late arrival.

All children are expected to be picked up ON TIME. For all children who are picked up late, the late fee is due at pick-up time that same day. **(See "Late Fee" on your Tuition Agreement Form).**

The maximum amount of time that any child can stay at the center for one day I (10) hours. All children must be picked up within ten (10) hours after they are dropped off.

Preschool Schedule: Children enjoy a structured schedule that allows for flexibility. A schedule helps the day to flow more smoothly and allows the children to anticipate upcoming events. We will adhere to our written schedule to the best of our ability. There will be times when we have to make adjustments to the schedule. We appreciate families considering our schedule when picking up or dropping off children. It is better if arrivals and departures do not occur during quiet time, but when they do, please take note of the fact that children may be sleeping. **Come and go as quietly and quickly as possible.** To avoid disruption in the center daily schedule, children should arrive at the center before 7:30am. The Kidz Factory, LLC provide the following meals for your child(ren);

- **Breakfast**
- **AM Snack**
- **LUNCH**
- **PM Snack**



Meals: The Kidz Factory, LLC meals provide proper nutrition for all areas of a child's development, the goal for daily food is for each child; to eat a well nutritional meal, enjoy meal time among their friends, to taste and ultimately enjoy a wide variety of foods, to develop good table manners. **Note:** Special Celebrations such as birthday parties are permitted here at the center. ALL amenities are the responsibility of the parent to include refreshment, drinks and party favorites. **We never force a child to finish what is on his/her plate, but we do encourage each child to try one or two bites of everything.** Sometimes they are surprised by what they like! All eating patterns will be communicated to the parents.



Cleanliness/Hygiene: We do our best to maintain strict cleanliness and hygiene standards. Children's hands are washed before and after meals and after toileting. We use paper towels for drying hands, so children do not have to use the same towel. If parents provide a toothbrush and toothpaste, teeth will be brushed as well. All employees are required to wash their hands frequently and also use antibacterial gel.

Arrivals and Departures: It is normal for some children to have difficulty separating from parents in the morning or not wanting to leave when it's time to go home. Please be very brief **(no more than 5 minutes is sufficient)** during these transition times. The longer you prolong the departure the harder it gets, and we need to focus our attention on all the children. In my

experience children are always quick to get involved in play or activities as soon as the parents are gone.



Signing In/Out:

It is required by law that all parents sign their child in and out each day. For your convenience, a sign in/out sheet, pen and a clock are located by the door; this gives us a written record of the child's attendance, hours, and the person who brought/picked up the child each day. **Safety and Protection First!**

Authorized Pick Up and Emergency Contact Form: Our normal procedure is to release the child only to his/her parent, or someone else the parents designate on the **Authorized Pick Up Form**. If someone other than the parent is to pick up the child, please notify us ahead of time. A verbal notice is fine on that day, if this is on the list of people who are authorized to pick up your child. If the person is **NOT** on that list, we **MUST** have written permission to release your child. Please inform emergency contact, or people designated to pick up your child, that if staff do not recognize them, they will be asked to show identification. This is not meant to offend them, simply a measure taken for the child's protection. Drop off and pick up are not a good time to discuss serious problems. Little ears and minds hear and understand everything. The Director can set up a time where issues can be discussed in private.

Toilet Training: Children generally achieve toilet training between the ages of 2 thru 3 years old. If potty training is begun when your child is ready the task is easy and quick. It can often be achieved in one or two days, some signs to look for include appropriate language skills to communicate the need to use the potty, staying dry for longer periods of time, the ability to dress and undress self, and an interest in staying dry and clean. **We take a very relaxed attitude towards potty training. Please realize this should be your child's accomplishment and not yours or mine. Children should not be compared to how others are doing. Children train easily when they are ready.** Try to avoid really tight clothing, pants with zippers and snaps and overalls, These are difficult for children to remove " in a hurry".

Bodies and Boundaries: There is a natural curiosity among children with regards to their bodies. When situation arise where we must speak to children about body parts we use anatomically correct terms. We also teach children that every person has boundaries and that our bodies are private and should be respected. Parents will be notified if situations occur in the classroom that directly affects their child.

Healthcare: A complete Medical Examination Form is required prior to enrollment. This form should be updated annually. There are a number of other forms that the center must have in our possession before we can assume the responsibility of caring for your child(ren). There are no exceptions to this. Each parent is required to keep the center informed of any changes of addresses, Emergency telephone numbers and other pertinent information as they arise. Including notifying us of additional childhood immunization.

Non-prescription medication will not be given, Prescription medication must be in the original container and labeled with the child's name. A parent or guardian must administer the first dosage under their supervision; never a center staff. We will not administer cold medications to any child.

Photographs and Publicity: Photographs of your child(ren) in our programs may be taken from time to time and may appear in newspapers, magazines, brochures, publicity materials and/ or educational trainings. Your permission for photographs of your child, to be used without compensation, is part of this agreement.



Illness Policy: The health and well-being of all the children here are the Utmost importance to us; this policy is for the protection for all the children. **Just a note:** Most child care centers can get blamed for the illness of other children, meaning that we have “Allowed” sick children to come here. **Parents may not stop to think that when sick children are brought to the center, our entire staff is also at risk of exposure.** How would you feel if another parent brought their sick child and exposed your child? We STRESS this again, if you are not sure whether or not it is okay to bring your child, please call ahead to ask us. We may require a doctor’s decision as to whether or not the child is contagious. We appreciate your cooperation in this matter. Children will **NOT** be allowed in the center if they are sick or contagious. We can only care for children with mild cold like symptoms, example; CLEAR runny nose, slight cough and NO fever. Your child **will NOT** be allowed to attend the center if they exhibit symptoms such as:
Communicable Diseases: Not permitted by law in child care. Some of those illnesses are but not limited to: Infectious conjunctivitis (pink eye). Impetigo, Hepatitis A, Scabies, Ringworm, Infectious Diarrhea, Chicken Pox, Scarlet Fever, Lice, Strep throat. If your child is thought to have a communicable disease, you will be notified and asked to pick him/her up. Your child will be accepted back into care when no longer contagious. All other parents will be notified of the possibility of a communicable disease and what symptom to watch for.

Fever: Is defined as having a temperature of 100.5 F or higher, taken under the arm. A child needs to be fever free for a minimum of 24 hours before returning to child care; that means the child is fever free without the aid of any fever reducing substances.

Diarrhea: Not permitted. Runny, watery, or bloody stools

Vomiting: Not permitted. 2 or more times in a 24 hour period

Runny Nose: your child may be brought to child care if he/she has a common cold (slight occasion cough, clear runny nose, occasional sneezing). Discharge of any color other than clear is not acceptable in child care.

Rashes with fever are not permitted.

Illness Policy continued:

Runny and/ or Crusty Eyes: Pink eye, thick mucus or pus draining from the eye(s) is not acceptable in child care under any circumstances. Unusually yellowish skin or eyes are not permitted also.

Sore Throats with fever and swollen glands is not permitted

Severe Coughing : Children getting red or blue in the face or making high pitched whooping sounds after coughing are not permitted.

Excessive Crankiness: If your child is irritable, excessively whining or crying, wants constantly held, or requires more attention than can be provided without jeopardizing the health, safety, or well being of the other children in my care, you must keep your child home regardless of the presence of other symptoms. If this occurs during child care hours, you will be called to pick up your child.

24- Hour Rule: Your child must be free from any of the above symptoms for a minimum of 24 hours before your child can return to child care. **NO**

EXCEPTIONS.

PLEASE TAKE ALL OF THESE ABOVE RULES REGARDING ILLNESS SERIOUSLY. IT IS ALWAYS BEST TO CALL THE CENTER IF YOU ARE UNSURE WHETHER OR NOT YOU MAY BRING YOUR CHILD IN.

Medication: Both nonprescription and prescription medications, ointments and creams can be given to your child(ren) if needed. Parents are required to fill out the proper forms and to supply all medications in their original containers. All written instructions shall be valid for six months unless a shorter time period is designated by the physician, dentist, or parent. Medication must be labeled with the child's name, **"NO EXCEPTIONS"** I am required to keep a bottle of Ipecac in the First Aid kit. We may administer this only when following verbal instructions from the Poison Control Center or a licensed physician.

EMERGENCY TRANSPORT: I authorize The Kidz Factory, llc or its designee to transport the above mentioned student by ambulance or another automobile to a hospital emergency room for treatment in the event of a serious illness or injury. I understand that I am financially responsible for the cost incurred.

Emergency Contact Information: The child(ren) parent or guardian **Must** leave a phone number, address, and the name of an authorize person who can be contacted in case of an emergency. No one under the age of 18 will be allowed to pick up a child at anytime.

Parents are responsible for immediately notifying the Center of any changes in employment, telephone numbers, and addresses. **We are eager to operate in the most professional manner. Please remember that your relationship with The Kidz Factory, llc, is of a business nature. This business arrangement ensures that the Parents and the Child Care Provider agree to what is expected of one another. Caring for your child is an important partnership between you and the center. Let's make it a Pleasant and Productive relationship in the best interest of all parties involved especially the children.**

Holidays: The Center Closed On New Year's Eve, New Years Day, Dr. Martin Luther King Jr. Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving and the day After, Christmas Eve and Christmas Day. **During the Winter/Christmas Break Whether your child attend or NOT Regular Weekly Tuition and Co-Payments ARE DUE as long as your child is enrolled in the center.**

Vacation: There is a one (1) week vacation for each family without cost to the parent/guardian during the summer months, once your child have been enrolled in the center for one (1) year. The Center must have written notice one (1) month in advance of when you plan to take vacation.

Belongings-Supplies: We prefer that children **Do Not** Bring Toys from home unless it is something that can be shared with the entire group (i.e. books, videos etc.). Little ones have a difficult time sharing with others, and it is even harder with their special toys. We are not responsible for any loss or breakage of personal items.

Items Needed for Children While at the Center

- A Sheet or Blanket
- One change of clothes **including SOCKS**
- Wet wipes
- Pampers
- Toothbrush

All child(ren) personal items must be clearly marked with the child's name.

Reporting Abuse Or Neglect: As a child care center we are **Mandated To Report** to the Office Of Child Care Licensing and the Department of Social Services if we feel a child is being abused or neglected. Always be sure to let the Director or the staff know when you drop your child off if he/she has any unexplained cuts or bruises. All children that come to childcare with injuries we log them into the child's file. If you desire a copy of the state licensing guidelines, we will be happy to supply you with one.

Fire Safety: I have a written Fire Evacuation Plan and practice a fire drill with the children at least once each month. In addition, I incorporate fire safety into our curriculum occasionally. The center is inspected regularly for fire safety.

Center Rules: There are certain center rules that all children will be taught and expected to follow. This is for the safety and well being of everyone. In addition we realize that we must expect a certain amount of wear and tear but we do not want our center demolished. There will be no running permitted in the center, hitting, pushing, grabbing, kicking, spitting, or pinching other children will **NOT** be allowed. There will be no use of obscene, derogatory or disrespectful language. Children may not walk around the center with food, cups, or bottles. Respectful treatment of other people and all property, toys, and furniture is expected. Willful destruction of property will be charged to the parent at the cost to replace the item. Please support us in the enforcement of these rules, in order to create a better environment for all the children. **No smoking is permitted on the premises as per state law.**



Discipline: We maintain a positive policy, which focuses on prevention, redirection, love, consistency and firmness. We stress two main patterns of behavior; respect for others and respect for property. The children are explained the rules of the center frequently, so they are all familiar with the guidelines. Please keep in mind that there **WILL** be disagreements between children. Young children have a hard time expressing their feelings, Sometimes they hit, throw toys, bite and so on. We will try to prevent problems, redirect when appropriate, discuss inappropriate behavior, encourage making amends when offense involves another person, and sometimes withdraw privileges based on the principle of natural consequences, An example might be where a child is misusing a toy then he/she will not be allowed to play with the toy for a period of time. The use of time outs will be rare except when a brief cooling off period is needed. Sometimes when children are fighting or throwing toys, we will put the **toy in a short time out** and then bring it back into circulation a little later. This seems to work better than giving the child a time out. Under **NO CIRCUMSTANCES** will there be **NO** spanking, physical abuse, verbal abuse, name calling or isolation used.

Neither food nor sleep will ever be withheld from children as a means of punishments.

Indoor Play: We provide a variety of age appropriate toys for indoor play. Toys will be rotated or placed temporarily out of use so that the children do not become bored.

Younger Children have less developed organizational skills and can get easily frustrated or upset when there are too many toys to choose from, it is also more difficult for them to help with clean up when there are toys everywhere, because it is so overwhelming to them. For this reason, during free times, each child selects one or two things at a time to play with. They will be shown how to put those things away before selecting something else.

Outdoor Play: We will be playing outdoors every day that weather permits. Please make sure that your child is appropriately dressed for outdoor play at all times. Our

activities will include walks, playground, water play (sprinkler in summer) and other activities. During Spring and Fall, our outdoor play will probably range from 10-30 minutes, and in the Summer it may be two or more hours long **(not all at once)**. We do not go outside when the temperature is below 20 degrees, or above 90 degrees. We are mandated by State law to take the children outside. Parent's who wish to excuse their children from outside, must have a doctor's note.

Termination Policy:

I reserve the right to terminate for the following reasons (but not limited to)

- Lack of compliance with the Handbook Regulations
- Failure to pay or pay on time
- Failure to complete required forms
- Lack of parental cooperation
- Disrespect
- False information given by parent either verbally or in writing
- Consistent Late Arrival, Disrupting our schedule
- Failure of your child to adjust to the center after a reasonable amount of time
- Physical or verbal abuse of any person or property
- The Center's inability to meet your child's needs
- Serious illness of a child

I appreciate as much advance notice as possible when terminating our child care service, and we will give the same courtesy in return. You are required to give two weeks written notice when you decide to terminate child care. The two weeks must be paid in full, regardless of whether or not your child is in attendance.

Likewise, I will give two weeks' notice of termination for which full tuition is due. I reserve the right to give written notice of immediate termination where there are extreme circumstances that affect the well-being of staff or other children in attendance.

AUTHORIZATION AND CONSENT FORM

I understand that every effort will be made to contact me in the event of an emergency requiring medical attention for my child. However if I cannot be reached, I hereby authorize The Kidz Factory, LLC to transport my child to the nearest hospital and to secure for my child the necessary medical treatment. I understand the staff in this Child Care center is trained in the basics of First Aid and I authorize them to give my child first aid when appropriate.

Parent/Guardian Print:

Parent/Guardian Signature:

SIGNATURE OF ACKNOWLEDGEMENT

My signature indicates I have read, understand and received a copy of the **Parent Policy and Procedure Handbook** from The Kidz Factory, LLC on _____ and will abide by all company policies and regulations.

Parent/Guardian Signature:

Date:

Lakita R. Dyson/Director

Date:

Assistant Director

Date: