

Kidz, Ink
Parent and Family
Handbook

COME GROW WITH US!

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Our Philosophy

Our goal is to provide an environment your child wants to return to day after day. We want children to develop a love of learning, be able to ask questions and present them with a variety of age appropriate learning materials.

Kidz, Ink recognizes that children are unique individuals. Although growth in general follows a pattern, individuals develop at their own rate. We at Kidz, Ink provide a developmentally appropriate environment and curriculum while maintaining the flexibility to meet each child's individual needs. This type of setting enables children to develop to their fullest physical, social, emotional and intellectual potential.

This is our pledge to you!

To provide a safe, academically challenging and emotionally nurturing environment in which children can move freely and explore their world at their own pace.

To nurture and guide the child's natural curiosity and love of learning,

To create an environment where joy and respect for the child are the heart of the program,

To encourage creativity, imagination and diverse thinking,

To facilitate an awareness of cultural diversity and promote anti-bias thinking,

To provide a professional, dedicated, and caring staff.

To offer an environment in which your child will learn, laugh, and want to come back to everyday.

Therefore, Kidz, Ink is committed to providing every child with ...

An atmosphere rich in experiences, concepts and ideas by providing daily opportunities to play and explore in addition to an exceptional curriculum

Exposure to computer programs to synchronize with the technology of today and tomorrow.

Skilled, professional and caring teachers who participate with the children in the learning process throughout the entire day.

V.I.P Program: Value, Inspire and Protect.

Peace Education Curriculum: Program to help children receive positive direction to achieve self-discipline and develop appropriate social skills.

Exciting and multifaceted educational experiences, including introduction to verbal communication skills (e.g., foreign languages, pre-reading and writing skills)

Your Child's First Weeks at Kidz, Ink.

The first few weeks in any new environment can produce anxiety for your child. Your Center Director and teachers are sensitive to these feelings. Our staff is trained to be alert and aware of your child's reaction to this new environment and will make every effort to help your child adjust as easily as possible.

These are some things you can do as a parent to help ease the adjustment period:

Take time to get to know the teachers and staff involved in the care of your child. Since your feelings may be indirectly communicated to your child, it is important that you feel confident in the staff's abilities and comfortable about bringing your child to the center.

If possible, plan to spend an hour or two visiting the classroom with your child on or before the first day of attendance.

Talk with your child positively about the center and the things he/she will be doing there.

If you anticipate a problem in separation, discuss this with the staff and decide on a procedure to follow in advance. We suggest that after the necessary signing-in and exchange of greetings, you say to your child, "Goodbye. I will pick you up later. I know you will have a good day," and then leave the building. This method may seem abrupt, but it will minimize separation anxiety for you child. This is preferred to "sneaking out," because your child is well informed and has the opportunity to say goodbye to you.

For younger children especially, it may be helpful to bring a special object from home, such as a stuffed toy or blanket. This may help the child in bridging the gap from the familiar to the unfamiliar.

During the first few weeks, you may feel some apprehension after leaving your child. This is a perfectly natural response — we know how very important your child's well-being is to you. We encourage you to call the center during the day to find out how your child is doing. The Center Director and staff are eager to keep you informed.

A readjustment may occur after a long weekend or vacation. Your continuing positive attitude will facilitate any such transitions.

Sample Daily Schedule

6:00-7:00	Arrival/Free Choice/Ball Room
7:00-8:00	Free Choice/Bathroom/Hand washing
8:00 - 8:25 a.m.	Arrival Time Centers, Manipulatives, Free Play
8:25 – 8:30 a.m.	Clean-up/Bathroom Break
8:30 - 9:00 a.m.	Circle Time/ Welcome Song
9:00 – 9:20 a.m.	Recess Physical Exercise, Large Motor
9:20 – 9:55 a.m.	Return to Class/Clean-up/Bathroom Break
9:55 – 10:00 a.m.	Clean-up/Bathroom Break
10:00 – 11:00 a.m.	Small Groups, One-on-One
11:00 – 11:10 a.m.	Clean-up/Bathroom Break
11:10 – 11:30 a.m.	Show 'n Tell Time or Small Group Activity
11:30 – 12:00 noon	Lunch
12:00 – 12:15 p.m.	Clean-up/Bathroom Break
12:15 – 12:30 p.m.	Recess
12:30 – 12:45 p.m.	Clean-up/Bathroom Break Prepare for Nap
12:45 – 2:30 p.m.	Nap Time
2:00 – 2:30 p.m.	Awake older 4's and 5's (quiet reading/workbooks)
2:30 – 3:30 p.m.	Clean-up/Bathroom Break/Snack
3:30-4:30	Free Choice/Small Groups
4:30-5:00	Story Time/Songs/Free Choice
5:00-5:15	Review of the day/Bathroom/Free Choice/Hand washing
5:15-6:00	Free Choice
6:00-6:30	Free Choice/Dismissal

Education At Kidz, Ink.

Educational Program

A professionally trained teaching staff provides a well-rounded developmental program. Kidz, Ink. Academy of Early Academics is just that, a learning academy. Our program is built on sound research and proven principles that foster academic excellence in learning.

Kidz, Ink's Infant and Toddler program is based on the R.I.E. Philosophy: Respecting and responding to each child's needs in warm, respectful, and sensitive ways that promote attachment.

Kidz, Ink's Preschool and Pre-Kindergarten uses Handwriting Without Tears, the "Core Knowledge Curriculum" as well as Saxon Math and Phonics.

Our Love & Learning Team

Every staff member brings unique talents, skills and characteristics to the team, making Kidz, Ink. the special place that it is. The Management team and teaching staff are carefully selected and extensively trained.

Kidz, Ink conducts In-Service and monthly training throughout the year to ensure all staff members are trained in all areas of early childhood development. We provide teaching manuals that guide our teaching staff through our weekly curriculum.

Before being placed in the classroom, each staff member completes a thorough application, screening and training process in compliance with Kidz, Ink. standards and local government regulations. This process includes a criminal record check, employment references and both a physical examination and tuberculosis test.

Applicants are observed interacting with the children and questioned about their ability to carry out the Kidz, Ink. mission and philosophy. Kidz, Ink goes above and beyond by not only conducting initial orientations of staff, but we also conduct training/orientations geared to the specific age group the teacher will be working with as well as a four week follow-up orientation.

Kidz, Ink. Provides its staff members with continuing professional education and training and ongoing evaluations. In addition, staff members are certified in infant/child CPR and first aid.

Our Teaching Staff are supported by Assistant Teachers, an experienced cook, Part-time aids, Curriculum Coordinator and Early Childhood Administrator.

Staff Training

We believe that the teaching team is the cornerstone for implementing our philosophy. Members of the team are carefully selected, trained, and evaluated.

We support the professional development of our staff. To assist staff in this process, we have developed the mandated staff training requirements. Each staff member is required to complete these training classes during their ongoing employment with Kidz, Ink. The trainer or director is available to assist each of our employees as they read and complete assignments, which you may see being accomplished in the classroom. Both staff and children benefit from the training, which address areas directly related to improving curriculum, interactions, health and safety, and other relevant topics. This training helps our staff understand how children learn and how to more effectively meet the needs of each child. Ask your child's teacher to share his or her progress and celebrate the completion of this training.

Classroom Environment

We believe our center environment must be clean, safe, and well planned. Our administrators and teaching staff are responsible for ensuring this.

The Early Childhood Administrator, Curriculum Coordinator, and staff place children in groups by age and developmental level. We provide activities and learning experiences specially designed for each child's needs, abilities, and developmental level. Your child will feel safe and secure in our clean, comfortable classrooms that are designed for learning. Our child-sized furniture, equipment, toilets, and sinks help your child develop self-reliance in taking care of his/her personal needs. Our learning centers offer block play, housekeeping, dramatic play, reading, quiet play, science, art and manipulatives for exploration and problem-solving. Your child will be enriched by an abundance of toys and equipment such as blocks, dolls, computers, puzzles, games, books.

Transitions

We recognize how important new beginnings are in each child's development and to each child's family. With this in mind, we make transitions as smooth as possible by slowly integrating children into our center from home or from another child care program or into a new classroom.

Transitions from home or another child care program may be difficult for some families, as everyone must adjust to new people and routines. When you begin this transition, you will meet your child's teachers, tour the classroom, learn your child's classroom procedures concerning napping equipment, extra clothing, medications and diapers and wipes, if needed.

Your child will be transitioned to a new classroom based on age, developmental readiness, and classroom availability. During the transition period, your child will be placed in his or her new classroom for short periods. This will help your child experience the new environment and become comfortable with the new teacher and children. We will develop a written transition plan that shows a series of visits to your child's new classroom. We will let you know in advance before your child has completely transitioned to his or her new class. We encourage you to meet your child's new teacher and discuss any important you feel he or she should know before your child is moved.

Learning through Play

The material used in children's play sends a message about what we value. The activities and play materials provided not only lead children into doing and learning certain things, they also show children what adults think is desirable or acceptable.

Play materials at Kidz Ink, are grouped into four areas:

Social and fantasy play materials include those that nourish the child's growing imagination and encourage mental representation of objects, scenes, events and processes.

Exploration and mastery play materials include those that nourish and extend the child's interest and knowledge about the physical world.

Music, art and movement materials are designed to support the development of a variety of forms of artistic expression.

Gross motor play materials include those designed to foster large muscle development and skills.

To allow children to express aggressive feelings, center personnel will utilize play materials and program activities to channel their nervous energy into productive play.

Indoor Play

Each Kidz, Ink Facility hosts a unique indoor playroom which features a ball pit. Your child will never be stuck in his/her classroom all day. (*At select locations)

Outdoor Play

Our playground structures have been specially selected for the total development of children. Your child will spend delightful hours engaged in climbing, balancing, sliding, and playing with others. Safety surfaces that absorb falls cover the portion of the playground underneath equipment. Under the watchful supervision of our skilled staff, your child will be safe, secure, and happy with friends the same age. Each room's daily schedule includes at least one outdoor period. State licensing requires that we include outdoor time each day when weather permits.

Children who are well enough to attend our center must be well enough to participate in all activities, including outdoor play. Please be sure your child has adequate outdoor clothing. Children do not go outdoors if the temperature/wind-chill is lower than 20°F.

General Policies of Kidz, Ink.

Our Facilities

Kidz, Ink, facilities occupy no less than a one acre site. The buildings customarily are at least 7,900-10,100 square feet and include separate rooms for each age group, juvenile bathrooms, indoor play rooms, computer/math lab, theater/music room, kitchen, storeroom and offices. There are always age-appropriate outdoor play yards with imagination building play equipment. The facilities licensing capacities vary according to exact square footage in accordance with licensing regulations.

State Licensing Requirements

We believe that licensing and rigid enforcement of standards are in the best interest of all children. All of our centers comply with applicable licensing regulations and standards. These standards relate to our facility, staff, health and safety procedures, nutrition, teacher/child ratios, and record keeping. Our centers are subject to inspection by state and city health, fire, and licensing officials.

Primary Hours of Operation

Kidz, Ink. is in operation from 6:00 AM to 6:00 PM Monday through Friday for the primary care program. Preschool and pre-kindergarten activities begin at 9:00AM. Kidz, Ink is in operation 12 months each year.

Enrolling Your Child

To enroll or reenroll your child, you must sign the Tuition Policy Agreement and pay a nonrefundable registration fee. An Enrollment Record, Certificate of Health and Immunization Record, and your child's Personal Record or Intake Form for infants and toddlers) must be completed and returned. Please read this Parent Handbook thoroughly so you will have a clear understanding of our policies and procedures.

Payment of Fees and Tuition

A nonrefundable annual enrollment fee is required to secure available space. Among other things, this fee covers all educational supplies for your child for the year. For those children already enrolled at Kidz, Ink., this fee is due by the start of the new academic year.

Weekly tuition is due on Monday of each week. Accounts that have not been satisfied by 6:00 PM on Tuesday of each week will be assessed a late fee. Weekly, biweekly or monthly payment arrangements can also be made.

Parents will be billed for the time that their child is scheduled to be in attendance. If your child attends Kidz, Ink. for three days and is sick for the remaining two days of the week, the full five-day tuition will be billed.

Any tuition payments returned for insufficient funds will be required to be settled immediately, and a service fee will be assessed (please refer to the Tuition Rate Schedule for the charge for returned tuition).

Late Pickup and Overtime Charges

Late pickup is a problem for both parents and Kidz, Ink staff. A late fee will be assessed in accordance with the fee schedule, which is published periodically. Unless other arrangements have been made, this fee will be collected at

the time the child is picked up. When you are going to be late, please call to let us know. Consistent late pickup will result in the child's dismissal from Kidz, Ink. If there is a problem please talk to the Director. We will make every effort to arrive at a solution. In the event that a parent fails to pick up their child after the 6:00 PM closing time, a \$15.00 charge will be assessed for the first 15 minutes and \$5.00 per minute thereafter until the child is picked up.

Sibling Discounts

When multiple children from the same family attend the center, a discount from the usual tuition fee is typically granted once a second child begins attending. To take advantage of this discount, full tuition must be paid for the child with the highest tuition base. The discount is then applied to the other child enrolled from the same family. In most cases, the discount will apply to the tuition for the oldest child and cannot be combined with any other discounts offered by Kidz, Ink. This discount does not apply to Purchase of Care accounts.

Additional Care

Occasionally, parents may find it necessary to utilize the center on a day when they are not scheduled (part-time or drop-in). The center may accommodate your needs provided that: 24-hour notice is given.

Space is available in your child's developmental group.

Adequate staff is available on-site to meet state regulations.

Arrival and Departure

It is mandatory that the enrolled child be accompanied into the facility and that his or her presence be acknowledged by a supervising adult. Our parking area can be a busy place at certain times of the day. Please help us in providing a safe environment. We offer the following tips and ask for your cooperation:

Hold your child's hand in the parking lot.

Make sure your child doesn't run ahead or behind upon arrival and pick up.

Feel free to call ahead if you want us to have your child ready for pick up at a certain time.

Drive slowly in the parking lot.

Custody and Visitation

From time to time, issues arise as to the release of a child to the appropriate parent or legal guardian. Please note any custody or visitation restrictions on your enrollment form. Additionally, please provide to the Center Director any documents supporting those restrictions. We will strictly adhere to the instructions provided in such documents. Please provide updated documents as necessary.

Disenrolling Your Child

Kidz, Ink reserves the right to disenroll any child who presents a risk to the health or safety of other children or staff, or any child whose needs cannot be met in our program. Occasionally disenrollment occurs when a parent's or child's needs cannot be met. Refusal or inability to follow Kidz, Ink's policies may also result in disenrollment.

Withdrawal

Kidz, Ink requires two-week notification when a child is withdrawn from the center. If written notification of intent to withdraw a child is not received, Kidz Ink will bill the family for the two weeks regardless of the child's enrollment status.

Reporting of Absences

If your child is going to be absent, please notify the center staff. If your child is ill, you should notify us as to the nature of the illness, particularly if it is contagious.

If your child is enrolled in our after-school program, please notify the Center Director of any changes in your child's schedule. We ask that you notify us at least two hours in advance of the scheduled pickup time if your child is not to be picked up at the public or private school on any given day. This will help prevent miscommunication regarding our child's transportation.

Children with Special Needs

Kidz, Ink will comply with Americans with Disabilities Act and applicable federal, state, or local law in providing services to children with disabilities, including transportation.

Our goal is to meet the individual needs of the child within the structure of our program, while maintaining a healthy and safe environment for all the children and staff. Any child may have a special need from time to time. Some children with special needs may have disabilities. Kidz, Ink will make every reasonable effort to meet the special needs of children with disabilities in our program. We will work closely with parents and school staff in this endeavor.

Prior to enrollment, our staff will gather information from the child's parents regarding the child's physical, social, emotional, and cognitive abilities in order to assess our ability to meet the child's needs. With the parents' permission, we will collaborate with community resources, our own special education experts, as well as public school specialists, if available; to ensure we are meeting the child's needs in every possible way.

Hiring Staff to Baby-Sit

On occasion, parents ask our teachers and center staff to baby-sit. Kidz, Ink does not authorize or take responsibility for any services that Kidz, Ink employees may provide outside of Kidz, Ink premises or programs.

Snow and Emergency Closings

Kidz, Ink will make every effort to be open every day. If a snow emergency is in effect and city businesses are closed, we may also close. Up-to-date information can be obtained by watching NBC 10, listening to WJBR (99.5 FM) and by accessing their website. Maryland: Parents may call the center and listen to recording.

Holidays

The staff and children of Kidz, Ink observe the following holidays: New Year's Day, Martin Luther King, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Day after Thanksgiving, Christmas Eve and Christmas Day. Kidz, Ink will either close or close early on New Year's Eve at the discretion of the Director. Should the traditional holiday occur on a Sunday, we will close on Monday. Full tuition is charged for these holiday weeks.

Birthdays and Other Celebrations

Birthdays are important days for young children. At Kidz, Ink, we share the desire to make each child's day a special one. However, birthday celebrations are often over-stimulating to young children; therefore, some limitations must be respected. Birthdays will be celebrated during the regular snack period, during which time parents may provide a special snack and participate in the celebration. The center may also observe special holidays or other special events. When such a celebration is scheduled, ample notification will be provided so that parents can participate with their child.

Clothing

Activities at Kidz, Ink include running, climbing, playing, painting, eating, resting and many other creative experiences. For safety, closed-toe shoes with rubber soles are recommended as well as clothes designed for comfort, play and durability. One extra set of seasonally appropriate clothing should be kept in the child's cubby in case of accidents. **Please label all clothing with your child's name.**

Clothing should be:

Simple enough for the child to put on and take off without assistance. The children and staff members will better enjoy their time at Kidz, Ink if there is no worry about ruining new and/or good clothing.

Loose enough to provide comfort and freedom of movement.

Large enough to pull up or on easily,

Seasonally appropriate for outdoor play. Weather permitting, the children will play outdoors daily, even in the snow. Please dress your child accordingly.

Washable,

Occasionally, we will need to use clothes belonging to Kidz, Ink. If your child wears some of these home, please wash and return them to Kidz, Ink, promptly.

Supplies to Be Furnished by Parents

Please label all supplies and clothing with your child's name.

Infants (4 weeks-18 Months)

- Supply of diapers
- Baby Wipes and ointment
- Two extra crib sheets
- Extra change of seasonally appropriate clothes
- Blanket
- Bottles for the day—extra bottle bags, if used
- Juice
- Baby food/cereal

Cruisers (18-24 Months)

- Supply of diapers or training pants
- Baby wipes and ointment
- Sheet and blanket for rest time
- **Extra change of seasonally appropriate clothes**
- Bottles or Sippy Cup

Twaddlers (24-36 Months)

- Supply of diapers or training pants (for child not yet toilet trained)
- Baby wipes and ointment
- Sheet and blanket for rest time
- Extra change of seasonally appropriate clothes

Preschool (Ages 3-4) Pre-Kindergarten (Ages 4-5)

- Sheet and blanket for rest time
- Extra change of seasonally appropriate clothes

Personal Belongings

Kidz, Ink's programs are structured to optimize each child's learning experiences. The equipment and play materials on-site are carefully selected. With this in mind, we ask that your children's personal toys not be brought into the center for the following reasons:

They may hurt or injure other children.

Staff cannot monitor toys at the expense of supervising the children.

Children do not understand the concept of possession. Another child may take your child's toy, causing hurt feelings.

Toy guns and other toys that promote aggressive behavior do not support the type of learning and cooperative play on which our program is based.

Children will be allowed to bring a favorite toy to the center for show-and-tell on a day designated by your child's teacher.

A cubby is provided for each child at our center to house coats, hats, blankets, and show-and-tell items. Label all personal items to avoid lost or misplaced items. Kidz, Ink. is not responsible for lost or stolen personal belongings.

Please do not send your child to Kidz, Ink. wearing jewelry. Earring backings can be dislodged and lost at the center and may pose a choking hazard to the children. Our desire is to provide the safest environment for all of our children.

Lost and Found

If your child is missing anything, please inquire at the center as soon as possible. It is much easier to return a lost item if it is labeled with the owner's name. remember to label everything. Unclaimed items are given to charity after a reasonable period of time.

Safety And Security

Safety

Safety is very important to our center. Our staff members are thoroughly screened, highly trained, and have successfully completed a comprehensive criminal background check. Our building has a safety plan in place to ensure unauthorized people do not have access to your children. Our classrooms are set up to be kid friendly and hazard free.

Security

The center was specially designed to promote a maximum level of security for protecting the children, staff and property. Photo identification badges are issued to all staff members. In addition, staff members wear required uniforms and are easily identified. Our security procedures will be explained in detail to parents upon enrollment.

Security Entry System

We have installed security entry systems to protect the children in our care. This system ensures that only people with authorized access will be able to enter the center. You will be given a security access device so that have free access to the center during business hours. To ensure continued security, please report lost security access devices to center management immediately.

Arriving at the Center

We encourage you to accompany your child into the classroom. This provides a smooth transition and allows you a brief exchange with the teacher to convey information about your child and to learn of the day's plans. Our responsibility begins when you place your child in the care of a Kidz, Ink staff member.

When the center first opens for the day and attendance is low, children are usually gathered in one room before they move on to their respective classrooms. This provides an opportunity to get settled and gives children of different ages a chance to interact. Likewise, at the end of the day as children are picked up, remaining children might be placed in one room.

Sign-In/Out Procedures

Parents are required to sign their child in and out using the keypad located in the center's parent information center area. If someone other than the child's custodial parents or guardian will be picking up the child from the center, prior authorization, in writing, must be given. The parent or guardian is the only person who can authorize the center to release the child to another individual. The parent or guardian should provide the names of at least two other adults who have permission to pick up the child in case of an emergency. This authorization is given on the enrollment form and should be periodically updated in writing.

Kidz, Ink will ask for proper identification before releasing a child to someone other than his/her custodial parent or legal guardian. A photo ID is required.

If an authorized person appears intoxicated or under the influence of drugs or alcohol an emergency contact will be called. The police will be notified if the person departs with the child.

If either parent wishes to place restrictions on the other parent's rights to pick up a child, Kidz, Ink. requires the enrolling parent to submit a copy of court orders or other legal documentation regarding child custody and/or visitation rights. This information will be kept in the child's file and we will abide by all legally authorized restrictions. Under no circumstances will children be allowed to leave the center unsupervised for another location. We cannot release a child to walk to a bus stop or walk home.

Emergency Drills

Fire drills as well as tornado drills are practiced on an unscheduled periodic basis at Kidz, Ink. Emergency exit routes are posted in each classroom. Every staff member is responsible for knowing the primary and secondary exit routes. Children are closely supervised during drills, and each drill is treated as though it were an actual emergency until the "all clear" signal is given.

Emergency Procedures

Kidz, Ink has written policies and procedures for dealing with emergencies. We periodically schedule, carry out, and document emergency drills. Each center has developed an emergency evacuation system designed to meet the individual needs of that location. Evacuation plans are posted in each classroom.

In the unlikely event that the center is severely damaged or declared unsafe, all children will be evacuated to an emergency shelter where they will await your arrival. Should such an emergency occur, the Center Director will attempt to notify you as soon as possible. A notice will be posted at the center with information on the alternate site.

Emergency Notification Card

Emergency cards are kept on file in the center. In case of illness or injury, the cards are used to notify and advise you or the persons designated by you of the child's status. It is extremely important that the information be kept current with correct phone numbers.

If the following information should change at any time, please notify us so that we can better serve you and your child:

Phone numbers where you can be reached during the day

Addresses at home and at work

Names of authorized persons to contact in case of an illness or injury

Names of all persons authorized to pick up your child

State law requires that we notify parents of children who become exposed to certain contagious diseases. This will be done through a notice posted at the center. If your child should become infected with a contagious disease, please notify the center immediately so the Center Director can notify families of other children who may have been exposed to the contagious disease.

Release of Children

Your child will only be released to the people you authorized. If someone who is not authorized attempts to pick up the child, a parent/guardian and the police will be contacted.

In the event of an emergency, a person who was not previously authorized may be able to pick up your child, if you or another parent/guardian calls me and provides the person's name. Before the release of your child, we will check the person's state-issued identification card and take a picture of the card for our records.

The State requires written permission from a parent/guardian if your child attends school and plans to walk from his or her bus stop to our center or from our center to your home, however, Kidz Ink does not allow children to walk to our center or from our center due to liability reasons.

If someone is authorized to pick up your child and unknown to our staff, he or she will be required to show a state issued identification card before the release of your child. A picture of the card will be taken and kept for our records.

Children will only be released to custodial parents unless previous arrangements have been made. Court documents detailing custody arrangements are to be provided. If a non-custodial parent who is not authorized to pick up your child attempts to do so, the custodial parent/guardian and the police will be contacted.

If an authorized person appears intoxicated or under the influence of drugs or alcohol an emergency contact will be called. The police will be notified if the person departs with the child.

Accidents, Injuries and Serious Accidents

- If your child becomes injured, is bitten, or involved in a physical altercation with another child, emergency action will be taken to protect your child from further harm and you will be notified.

- If your child receives a serious injury, you will be notified immediately. Per licensing regulations, a serious injury includes any impact to a child's head. Therefore, if your child falls and bumps his or head, lips, mouth, or face you will be notified immediately.
- An accident/injury report will be completed and provided to you within one business day and a copy of this report will be kept in your child's file.
- You will be notified of less serious accidents/injuries before your child is released at the end of the day. Less serious injuries include bumps, scrapes, and scratches.
- If your child has a life-threatening injury or illness or a serious medical incident such as a seizure, allergic reaction, burn, drowning, etc., you will be notified immediately after an ambulance is contacted and you will receive an incident report.
- You will be required to sign the report as proof that you were notified of the accident/injury/serious incident.

Transportation

No child under three years of age may be transported by Kidz, Ink. Safely transporting children to and from school and on field trips is a serious responsibility. To meet this responsibility, we have developed a detailed safety program.

Safety Procedures: Attendance records and child emergency information are kept in the van. Attendance is taken at each destination and again upon return to the center. Children are never left unattended on or near the van or bus. Children are escorted to and from the van by an adult. All children on the van or bus must wear their own individual seatbelt. Drivers practice defensive driving techniques at all times.

Vehicle Specification: Vans and buses are specially designed to accommodate children and have seatbelts for every child, a first aid kit, flares, and a fire extinguisher. All vehicles are purchased new to our specifications.

Drivers: We screen all candidates in order to hire only experienced drivers with good driving records; we train and test our drivers on a regular basis. We receive and review motor vehicle reports on each of our drivers on an annual basis.

Vehicle Inspection: All vans and buses are regularly inspected and always before any children are transported. An inspection report is filed by the driver and corrective action is taken as needed. A monthly vehicle report is completed and maintained on file for each vehicle and audited quarterly by a company representative.

Confidentiality

Information relating to your child is confidential and will not be release unless a parent or legal guardian provides authorization. An exception will be made in the event of suspected child abuse. Any such suspicion will be reported to the Director for immediate investigation and action with appropriate authorities.

Please note that employees of the Office of Child Care Licensing and those with other duties related to the health, safety, and well being of children will be given access to your child's information for official use.

Mandated Reporters of Child Abuse and Neglect

We are required by law to report suspected child abuse and neglect to the Division of Family Services in the Department of Service of Children,, Youth and Their Families. Our first priority is to make sure your child is safe and his or her needs are met. Our staff members have each been trained to recognize signs and symptoms of child abuse and neglect.

Health And Nutrition

Medical Requirements

We adhere to state regulations regarding immunization records for your child. Immunization records must be provided upon enrollment. Infant, toddler, and preschooler immunization records must be kept current. Validated proof of immunizations should be submitted as your child receives new immunizations or booster shots.

Prior to enrollment into our program, the child's physician must complete a Child Health Appraisal Form. This form must be updated at each of the following ages:

2 months	4 months	6 months	12 months
15 months	18 months	24 months	Yearly thereafter

A physician's notation on the Child Health Appraisal Form (or separate note from the child's physician) is necessary to limit foods or activities available to your child for more than a two-day period. (For example, your child may be allergic to milk products. In order for Kidz, Ink to withhold this item, a note from the child's physician must be kept in the child's file.)

Every child enrolled in Kidz, Ink. must have an annual physical examination and be current with all immunizations. The state also requires an update of additional boosters as they are administered. Based on these state-mandated requirements, your child may be removed from the center if physical examinations and immunizations are not kept current. If your physician administers a vaccination at a time other than what is specified on the form, a note stating this information must be supplied to the center.

Childhood Illness

We at Kidz, Ink. are concerned about your child's health and the spread of infectious diseases. Parents, staff members and the center Director are responsible for ensuring that all children enrolled at the center are cared for when they become ill. Upon enrollment, all parents are provided with the center's Child Illness Policy, which provides more specific information.

If a child becomes ill at school, a parent will be called to pick up a child. If a child comes to school and the teacher determines that the child is not well enough to be there, a parent will be called to take the child home. Parents are expected to pick up their child as soon as possible after being called. If center personnel are unable to contact the parent/guardian, the emergency contact persons) will be notified. The child will be kept isolated and comfortable until the parent arrives.

Kidz, Ink's policies concerning illness are designed to maintain a healthy environment. We encourage you to have backup child care arrangements in the event that your child cannot attend Kidz, Ink. due to illness.

Child Illness Policy

A child exhibiting any of the symptoms specified below will not be allowed at the center unless a licensed physician provides written documentation (or verbal acknowledgement with written follow-up) that the child has been diagnosed and poses no serious health risk to himself or others. The symptoms of illness for possible exclusion include, but are not limited to, the following:

Severe pain or discomfort, particularly in joints, abdomen or ears

Acute diarrhea, characterized as twice the child's usual frequency of bowel movements

Two or more episodes of acute vomiting within a 24-hour period

Sever coughing or sore throat

Oral or auxiliary temperature of 101.0°F or over, accompanied by behavior changes and/or other symptoms

Yellow (jaundiced) skin or yellow eyes

Red eyes with discharge

Infected, untreated skin patches or lesions

Difficult or rapid breathing

Severe itching of body or scalp

Skin rashes (excluding diaper rash) lasting more than one day

Swollen joints

Visibly enlarged lymph nodes

Stiff neck

Blood or pus from ear, skin, urine or stool

Unusual behavior for the child (characterized by no playing, confusion, or persistent, inconsolable crying)

Loss of appetite characterized by refusing all solids

Symptoms that indicate any of the following diseases: chicken pox, impetigo, lice, scabies, or strep throat. The child may return to the center when the symptoms are no longer present or a licensed physician indicates the child poses no serious health risk to himself or to others.

A center will not permit a child with a reportable communicable disease (as specified in the table that follows) to be admitted to or remain at the center unless:

Written documentation from the child's licensed physician indicates that the child has been evaluated and presents no risk to himself or to others.

The center has reported the illness to the County Health Officer of the Division of Public Health and has been advised that the child presents no health risk to others.

If the opinions of the physician and the County Health Officer conflict regarding the exclusion of a child, the center will follow the instructions of the County Health Officer.

Communicable/Contagious Disease or Condition Policy

Children with a reportable communicable disease will not be admitted for care, unless your child's doctor provides documentation stating your child has been evaluated and presents not risk to himself/herself or others or the Division of Public Health (DPH) has advised me that your child presents not risk to others. For information regarding reportable communicable disease, please view DPH's website, <http://dhss.delaware.gov/dhss/dph/dpc/rptdisease.html>. If your child's doctor states your child may return but DPH states that your child may not, our staff will follow DPH's instructions. If your child is exposed to a communicable/contagious disease or condition while in care, you will be notified and given information on the symptoms of the disease or condition.

Ensuring children's health is of primary importance to our staff. Therefore, if your child exhibits any of the following symptoms or illnesses he or she will be unable to be in care unless the symptoms are gone or your child's doctor provides documentation stating the child has been diagnosed and the illness poses no serious health risk to your child or other children:

Illness	Symptoms of Illness for Exclusion Includes:
Fever/Temperature	Temperature of 100F or higher without medication even if there has not been a change in behavior for infants four months old and younger;
Fever/Temperature	Temperature of 101F or higher without medication accompanied by behavior changes or symptoms of illness for children older than four months.
Symptoms	Symptoms of possible severe illness, such as unusual tiredness, uncontrolled coughing, unexplained irritability, persistent crying, difficulty breathing, wheezing, or other unusual signs;
Diarrhea-Gastro Enteritis	Diarrhea; two or more times of loose stool during the past 24 hours, or if diarrhea is accompanied by fever, exclude for 48 hours after the symptoms end;
Blood in Stools	Blood in stools not due to change in diet, medication or hard stools;
Vomiting	Vomiting; two or more times in the past 24 hours, or one time if accompanied by a fever until 48 hours after the symptoms end or until health care provider determines the vomiting is not contagious and the child is not in danger of dehydration;
Ongoing Stomach Pain	Ongoing stomach pain (more than two hours) or off and on pain due to fever or other symptom;
Mouth sores	Mouth sores with drooling;
Rash	Rash with fever or behavior change
Conjunctivitis (Pink Eye)	Purulent conjunctivitis “pink eye” (defined as pink or red conjunctiva with white or yellow eye discharge), until 24 hours after starting antibiotic treatment;
Scabies	Scabies, until 24 hours after starting treatment;
Head Lice	Pediculosis “head lice” or nits, until 24 hours after starting treatment;
Tuberculosis	Tuberculosis, as directed by DPH (Division of Public Health)
Impetigo	Impetigo, until 24 hours after starting antibiotic treatment and sores are dry;
Strep Throat	Strep throat or other streptococcal infection, until 24 hours after starting antibiotic
Chicken Pox	Varicella-Zoster “chicken pox” until all sores have crusted and are dry (usually six days)
Shingles	Shingles, only if sores cannot be covered by clothing or a bandage; if not, exclude until sores have crusted and are dry;
Whooping Cough	Pertussis (Whooping Cough), until completing five days of antibiotic treatment
Mumps	Mumps, until five days after onset of glandular swelling
Hepatitis	Hepatitis A virus until one week after onset of jaundice, or as directed by DPH (Division of Public Health)
Measles	Measles, until four days after arrival of rash;
Rubella	Rubella, also known as German Measles, until seven days after arrival of rash;
Pin Worms	After treatment has been completed
Roseola	After illness has subsided
Cold Sores	Herpetic gingivostomatitis “cold sores”, if the child is too young to have control of saliva; or
Unspecified short-term illness	Unspecified short-term illness, not chronic illness if your child is unable to participate in activities or our staff cannot provide care for your child and the other children.

Medication Policy

There are staff members who are certified by the Office of Child Care Licensing (OCCL) to administer medication on site at all times. OCCL considers anything other than soap and water to be medication. Before administering any medication, you must complete a Medication Administration Record (MAR) and include all of the required information listed on the form. Medication must be in its original container and labeled with your child's name. When your child no longer needs the medication or the medication has expired, we will return the medication to you.

In order to comply with the Americans with Disability Act, we will return the medication to you.

In order to comply with the Americans with Disabilities Act, we will make reasonable accommodations for children with medical needs. If your child needs accommodations, please speak with our administrator to discuss your request.

A school-age child may self-administer medication with written parent/guardian and health care provider permissions. These permissions must indicate the child is able to safely self administer the prescribed medical care, identify and select the correct medicine and dosage, if applicable, and administer the medical care at the correct time and frequency.

Biting

Experts in the field of child development tell us that biting occurs primarily as a result of a child's inability to communicate. Many young children are not very verbal. Children may become frustrated by a new experience, such as another child taking away their toy, or suddenly being around many other children, and may bite as a response.

When a child does bite, the following procedures will occur:

The child receiving the bite will be comforted and the bite area cleaned to prevent infection. An incident report will be filled out and the child's parent notified.

The biting child will be redirected to appropriate activities. His or her parent will be notified, and the incident report placed in the child's file. The teacher will carefully assess the classroom environment to minimize frustration for the child. The teacher will discuss the incident with the child's parents to determine ways to redirect the behavior. The child will be closely supervised. The identity of the child will be kept confidential.

Most children stop biting soon after these actions have been taken. For those children who continue to bite, it may become necessary to remove them from the center, either for a short period or permanently.

Toileting

When your child is enrolled, we ask that you complete a Child's Information Record and inform us of your child's toilet habits. If your child is not yet toilet-trained, you need to supply us with disposable diapers.

Parents are often anxious for their child to begin toilet learning. Close and frequent communication is promoted between parents and our teachers in order to keep the child's developmental needs as a primary concern. When you feel that your child is ready to be toilet-trained, please discuss this with us. We will work with you to train your child. As a child gets older, toilet learning becomes a consideration in our program. We support the toileting routine that parents use at home to the best of our ability.

The manner in which toilet learning is conducted can have a tremendous impact on a child's development. It should be a positive experience with lots of encouragement for doing well. Toilet learning requires consistency and patience, and can only be effective when a child is ready. Our teachers are aware of and look for indicators that a child is ready to learn to use the toilet. Each child's readiness for toilet learning must be the key that begins this process. If we feel that your child is not physically ready for this, we will talk with you about it.

We believe that children will control their toilet habits when they are ready. The children enrolled at Kidz, Ink. can proceed developmentally from room to room despite their ability to control their bathroom needs. We are willing to follow parental recommendations as much as possible in aiding your child in a successful, stress-free toilet-training experience. When children are in the toilet-training process, please supply the center with three complete sets of clothing, including socks, in case of accidents. Oftentimes, children's toilet habits regress when faced with a new environment. Relax with us knowing that eventually every child becomes toilet trained.

Cleanliness

Our centers are designed to be easily cleaned and maintained at high standards of sanitation. They are cleaned daily by professional janitorial services. Preventive pest control is conducted. Our staff cleans and disinfects changing tables after each diaper change. All toys and equipment are disinfected on a regular schedule.

We promote cleanliness and good hygiene with the children. Frequent hand washing is practiced by staff and children. Hand washing is always required before eating and after toileting.

Sanitation

All teachers are trained in proper hygiene practices, which include hand-washing procedures, standards precautions, cleaning, sanitizing, disinfecting, safe food handling, and diapering procedures. Each classroom is thoroughly cleaned and disinfected according to licensing regulations. To prevent the spread of infections and viruses, equipment and toys used by infants and toddlers are to be cleaned and disinfected daily. The non-porous toys and play equipment in the other classrooms are cleaned with soap and water and then disinfected weekly or more frequently if needed. Our administrator routinely checks each classroom to ensure staff members are using the training that they received.

Reporting of Child Abuse

We are required by law to report any suspected incidents of possible child abuse or neglect. In some cases, we are directed by the state's child protective agency not to notify the parents of the report. Please understand that we are legally obligated to comply with these guidelines.

Meals and Nutrition

Nutrition is a very important part in the development of a physically and emotionally healthy child. Kidz, Ink. believes that children build healthy eating habits from birth. For this reason, we have developed the following mealtime policy:

The entire meal will be served at one time so that the child can choose what he/she eats first. This diminishes the idea that dessert is a reward for eating a good lunch. Food is never used as a reward or punishment. Children will always be given the same opportunities at mealtimes unless there is a medical or religious reason for omitting a particular food. Children are never belittled for not eating or drinking a particular item—each person's tastes are different. We never force a child to eat or drink. If a child chooses not to eat with the group, he/she will not be made to do so. We always encourage a child to eat or join us at the table, but it is ultimately the child's choice. However, we do remind him/her that the next meal he/she will be served is a long time away.

Children may have second servings of a particular food without eating other items on their plate; however, they will be encouraged to taste each food.

We always encourage children by talking about healthy foods. Remember that it may take a child between ten to fifteen tries to acquire a taste for a new food. We don't let child's displeasure for a food today discourage us from encouraging them to taste it at a later time.

We model good table habits. If we vocalize displeasure about a meal, the children will quickly mimic the behavior.

Menus will be posted in lobby and on our website each month.

To comply with State Minimum Standards, no other food is allowed into Kidz, Ink. with the exception of parties (see Birthdays and Other Celebrations). Any variation in diet is permitted only in accordance with the physician's written order or for religious purposes. In the case of special dietary needs as prescribed by a physician, the parents must furnish the items. Please notify the Director or a staff member in writing of any food allergies your child may have.

All children will be encouraged to use silverware; however, it is developmentally appropriate for infants and toddlers to use their hands and fingers.

Kidz, Ink serves breakfast between 7:30 and 8:30 a.m. and afternoon snack between 2:30 and 3:30 p.m. and a Hot Nutritious Lunch between 11 a.m. and 12 p.m. . Each meal is prepared in compliance with governing federal and state guidelines to ensure nutritional value. A menu is available at the front desk.

For infants, parents are required to provide all prepared formula, cereal, and, when appropriate, junior food jars. Once a child is able, and as requested by the parent, he/she will be fed from the regular menu.

All meals are served in the classroom. During this time, we teach children the fundamentals of good nutrition and sound eating habits. You are encouraged to enjoy lunch with your child anytime. If you plan to be late we ask that you call the Center Director by 9:00 AM so we can include your child in the lunch count.

Naptime

Quiet time is important for a child's health and well being. Such time also allows a child to "reenergize" and develop self-control. Each toddler, preschooler, pre-kindergartner and kindergartner has his/her own cot/mat and is encouraged to sleep or rest. We understand that a few children do not nap, and we will provide them with a quiet activity once the children who do sleep are sleeping. Blankets and/or stuffed animals that are special to your child are encouraged so that your child feels more secure during naptime. Infants will sleep in a crib.

Positive Redirection (Positive Discipline)

Discipline Policy

Kidz, Ink adheres to a “positive discipline” philosophy, using positive reinforcement and redirecting negative behavior when possible.

Kidz Ink also adheres to the following “Prohibited Acts” as listed on page 26 in DELACARE Regulations.

- Roughly handling a child or physical punishment inflicted on a child's body, including, but not limited to the following: shaking, grabbing, striking, hair pulling, biting, pinching, plucking, slapping, hitting, kicking, or spanking;
- Yelling at, humiliating, or frightening children;
- Physically or sexually abusing a child; • Making negative comments about a child's looks, ability, ethnicity, family, or other personal traits;
- Denying children food, water, or toilet use because of inappropriate behavior;
- Tying, taping, chaining, caging, or restraining a child by a means other than holding. The child may be held only as long as necessary for the child to regain control; o If the child or others are in imminent danger or a risk to themselves or others, physical holding for as brief as possible to remedy the risk or removing the child to a safer location is permissible. Supervision is required. o In the event physical holding is used, documentation must occur by the staff. The early childhood or school-age administrator shall be involved in monitoring and managing the situation to ensure safety of all (child and staff member).
- Punishing children for a toileting accident, or for failing to fall asleep, eat food, or complete an activity;
- Withholding physical activity as punishment; or
- Encouraging or allowing children to hit, punish, or discipline each other.

Children are respected at all times. Corporal punishment is strictly prohibited. If a child’s negative behavior is detrimental to him/herself or a classmate, a child may be removed from the group, only after two verbal warnings are given. . The child will be encouraged to return to the group when he/she is ready (in control). This procedure is intended to encourage children to practice self-control.

Kidz, Ink believes that all children should experience success. We strive for a classroom setting that provides children with opportunities to explore their environment within consistent, age-appropriate limits. In this atmosphere, most behavioral issues are prevented.

However, if behavioral issues occur, our philosophy is to help children learn human values and problem-solving skills and take responsibility for their choices. Kidz, Ink. uses the following positive guidance techniques:

Ignoring: Some negative behavior is produced by a child to get attention. It can be stopped when it does not get the attention desired. We will use this technique unless a safety issue is involved.

Redirection/Distraction: We offer alternatives to children engaged in undesirable behavior by presenting a different toy, suggesting a new activity, engaging the child in an activity with a teacher or another child, or encouraging independent play.

Verbal Intervention: The teacher explains to the child the inappropriate behavior and shows him/her the appropriate way to handle the situation with words.

Logical Consequences: The teacher helps the child understand the logical consequences of his/her actions by removing the object or activity the child is engaged in.

Break Period: The child is separated from the group to allow him/her to relax and calm down, and to help him/her not to be influenced by peers. The child will have access to activities and will be supervised while in Break Period. The child may return to the group as soon as the negative behavior stops or is significantly reduced. If a Break Period occurs two or more times in one day the child’s parent will be notified.

If these positive guidance techniques are not working effectively and inappropriate behavior persists, Kidz, Ink. will use the following progressive procedures:

We will observe and record the child's inappropriate behavior and what we have done to try to change the behavior. Parents will be asked to participate in a parent/teacher conference in which a specific action plan will be developed to address the behavior. The action plan will outline all steps the staff will take to try to change the behavior, all steps the parents will take, and the steps toward disenrollment if the behavior persists.

Our staff may suggest outside resources to parents and will work with any outside resources for further guidance in responding to the child's behavior.

If the inappropriate behavior continues, the parents may be asked to keep the child home for a day or two.

If the behavior continues after the child is kept home on one or several occasions, Kidz, Ink. will request that the parents disenroll the child.

Kidz, Ink may disenroll immediately any child whose behavior creates significant harm to the health or safety of other children or staff, without following the guidance steps outlined above.

Kidz, Ink. does not permit the following forms of discipline: corporal punishment; punishing a child for lapses in toilet-training habits; withholding food, light, warmth, clothing, or medical care; ridicule, embarrassment, or humiliation; and physical restraint, other than the restraint necessary to protect a child or others from harm.

Kidz, Ink's Discipline Strategies

Maintain realistic expectations of children.

Providing clear and simple limits

Planning an environment that facilitates a caring atmosphere

Keeping children busy to prevent problems from occurring in the first place

Modeling appropriate behaviors

Redirecting inappropriate behaviors toward desired outcomes

Giving children choices between two appropriate alternatives

Encourage children to work together to solve problems.

Encourage children to use their words to solve problems or to elicit peer cooperation.

Providing logical and natural consequences for children's actions

Removing children from the situation until they are able to discuss the problem and calm down.

Peace Education (for preschool, pre-kindergarten and school-age children)

Family Involvement and Communication

Parents are Always Welcome

We believe parents are the most significant adults in a child's life. We do everything possible to ensure parents' involvement in our programs.

Developing methods for keeping communication flowing freely is an important part of each staff member's responsibility. Your input is important to us. Please feel free to discuss any concerns you may have with your Center Director at any time. Other staff with responsibility for the center is also available to speak with you. Their names and phone numbers are listed in the back of this handbook, or can be obtained at the center.

Please consult with the Center Director or your child's teacher should any problems arise concerning your child, whether at home or at school. We seek your active involvement in the center's program, particularly in following your child's progress. We encourage you to attend parents' nights, parent/teacher conferences, and center open house events.

Parents are always welcome at Kidz, Ink. We encourage you to visit, unannounced, at any time. Stop in, visit your child, and join us in our activities.

It is our job to work in union with parents.

Be a Part of the Learning Process

We encourage you to get involved in your child's learning and development. Your child is exposed to lots of new learning activities at Kidz, Ink. Talk to your child about what fun things he/she did in the center and find ways to extend these activities at home. Perhaps your child enjoys a certain book at the center, which you could get from the library and read out loud. Art might be a favorite activity-you could buy some materials and provide an "art corner" at home.

Many children love animals, so a trip to the zoo, wildlife refuge, or children's zoo is a great activity. Or maybe your child enjoys building fantastic creations with building blocks, so visiting a local construction site would be fun and rewarding.

If Your Child is Upset...

If your child has an upsetting experience, such as a change in family structure, the death of a pet, or an illness in the family, please let us know. We want to help your child work out difficulties through play, art, or sympathetic conversation. Your child's total development is important to us all.

Preschool Parent Committee

Preschool Parents are invited to participate on the Preschool Parent Committee. Meetings are held approximately 4 times a year and provide an excellent opportunity to become actively involved in issues and events that will ultimately benefit your child.

Parent Conferences and Assessments

Once enrolled in our program, each child will receive a developmental assessment within 45 of attending. Based on that assessment, our staff will create a plan that includes age-appropriate and developmentally appropriate goals for your child as well as specific activities and experiences that staff members will provide to support your child's goals. For all children, our staff members will record developmental milestones, accomplishments, and concerns.

All children are scheduled for parent/teacher conferences twice each year. At that time parents will receive assessments, be able to review their child's portfolio, be given the opportunity to discuss their child's program, progress and any concerns you may have. Those times are during November and February. All families will receive a third assessment at the end of the school year in May. We encourage you to schedule conferences whenever you desire. Formal parent/teacher conferences are also scheduled for Infant and school-age children. You are always welcome to schedule a meeting if you see a need or would like to discuss your child's progress.

Outside Referrals

If we have concerns or your child is not meeting his or her developmental potential, we may refer you to request additional support from Child Development Watch or the Division of Prevention and Behavioral Services.

Lesson Plans

The teacher in each classroom will post weekly lesson plans that provide information on activities and the skills being developed through these activities.

Daily/Weekly Reports

Daily reports are provided for all children in our program. This will inform you of your child's individual activities and anything special that may have occurred. For older children, activities and events are posted on a weekly "Parent Communication Board".

Newsletters

Monthly/Seasonal newsletters are publishes containing information on activities, parenting issues, and other news items. Newsletters are made available to all parents of enrolled children.

Policy Changes

The Parent Handbook is designed to promote an understanding of the programs offered by Kidz, Ink Academy of Early Academics, and to foster a spirit of cooperation between parents and staff.

While the Handbook describes the current programs, policies and procedures of Kidz, Ink. Academy of Early Academics, the child care business is a complex and ever-changing industry. As such there may be times when the Company has to change the policies, procedures or programs, with little or no notice. Kidz, Academy of Early Academics does reserve that right, in its sole discretion, to modify or change the policies, procedures or programs, in whole or in part, at any time. Nothing contained in the Parent Handbook shall be construed as a contract between Kidz, Ink Academy of Early Academics and any one or all of its enrolled families or students.

Non-Discrimination Policy

It is the policy of Kidz, Ink to provide an environment that is free from unlawful discrimination of any type, including discrimination based on race, color, religion, creed, sex, pregnancy, marital status, sexual orientation, gender identity or expression, national origin, age, disability, Veteran status or any other category protected by state and/or federal law. This policy governs all aspects of the company's operations.

Kidz, ink is an equal opportunity employer.

Expulsion and Suspension Policy

In an effort to prevent expulsion and suspension of children, Kidz Ink has adopted the following, in policy and practice and in a consistent and non-discrimination manner.

Guidance for prevention of expulsion and suspension

Use developmentally appropriate practices that provide for stimulating and interactive learning environments, diversity, small group activities and age appropriate expectations.

Invest in professional development, training and education for our staff

Develop strong partnerships and relationships with parents

Develop and implement classroom expectations that are developmentally appropriate, clear and consistent.

Identify and engage mental and behavioral health consultants

Provide family engagement opportunities

Suspension

After all steps have been tried you will receive a letter stating your child will be suspended for one day.

Other Options Prior to Expulsion

Reduce the number of days or amount of time in care for a specific amount of time.

Conference with parents to discuss positive behavior interventions and development of goals

Ensure fairness and equity

Expulsion

After three suspensions Kidz Ink will expel your child.

Transition procedures

If an expulsion must occur, Kidz Ink will assist the child and family in transitioning to another early learning environment by identifying and engaging mental/behavior health consultant and community resources to assist in determining the most appropriate placement for the child.

***See Director for a list of resources**

Review of DELACARE Regulations And Complaints

Our Early Learning Schools are licensed by the state of Delaware's Office of Child Care Licensing. In order to be licensed, a licensing specialist conducts an annual unannounced compliance review to verify that we are following the DELACARE: Regulations for Early Care and Education and School-Age Centers. A licensing specialist will also visit the center if the Office of Child Care Licensing receives a complaint. If you would like to review these regulations or our compliance reviews, please speak with our administrator.

We understand how important your child is and know that questions and possibly complaints or concerns may arise. If you have a question please speak with your child's teacher or the administrator. If you have a concern or complaint, please speak to the child's teacher first, unless you do not feel comfortable doing so. If that is the case please speak with the administrator. If your child's teacher does not handle your concern or complaint in a satisfactory manor, please feel free to contact the administrator. We want you to feel comfortable speaking with our staff members. Please know that your questions, concerns and complaints are very important to us and will be addressed to the best of our ability.

Optional Services at Kidz, Ink.

Field Trips

We enjoy giving children the opportunity to learn about the community by providing exciting recreational and educational field trips. Field trips are only for children three years of age and older. You will be notified in advance of all scheduled trips. Responsible adult supervision is provided for these excursions. Your permission for your child to participate is part of your Enrollment Record, but you must authorize each field trip in order to have your child participate. There may be occasions when an additional fee or lunch from home is required. Tennis shoes are recommended for all field trips.

The center may schedule field trip activities that your child has either never experienced or the activity may be one in which your child lacks proficiency. Examples of these might be roller skating, fishing, or swimming trips. As the parent, we ask that before you give permission for your child to attend the field trip, you assess your child's ability to safely participate in the activity. If you have any concerns about the scheduled event, it would be best, for your peace of mind and ours, if you decline sending your child on the field trip until you are confident he/she can safely perform the activity.

Bus/Van Transportation

Kidz, Ink provides transportation to and from local elementary schools. All children are expected to obey all bus rules. (Provided by Center Directors)

School Pictures

School pictures will be taken at least once a year in your center by a professional photographer. There will be no charge for the photo session. Pictures or proofs will be made available to parents for review. The purchase of pictures is optional.

Screen Time

Periodically, children over two years of age may view an educational program on a TV or Tablet with written parent/guardian permission. The program will be age-appropriate and limited to one hour or less. We do not permit gaming devices, tablets, smart phones, etc. to be used and are not responsible if they are lost or stolen.

Photographing or Videotaping Children

We take photographs regularly at all of our special events and throughout the day. These pictures may be posted in the center, displayed on our website, or used to chronicle your child's development or to illustrate the daily curriculum. We require written parent/guardian permission to disseminate photographs or videos of your child will participate in special events.

Our Customer Experience Team

As part of our goal to achieve 100% customer satisfaction, we have a Customer Experience hotline and email address through which you can ask questions or share your comments or concerns if your Center Director has been unable to resolve them to your satisfaction. Our Customer Experience Coordinators will work with you to ensure that you are heard and understood, and if necessary, they will engage with our leadership team to make sure that your feedback is addressed and resolved. We also recognize how important it is to you that our teachers and administrators receive compliments, so we encourage you to share those as well so that we can personally acknowledge when they are doing a great job.

Our Customer Experience Coordinators are available during business hours, Monday-Friday. Give them a call at 1-800-423-8088 or email them at USCustomerExperience@BrightPathKids.com.

Family Code of Conduct

BrightPath recognizes the important role that families play in helping us to maintain a safe, nurturing, and community-focused environment in which all children can learn, play, and thrive. All families, caregivers, and visitors of BrightPath collectively agree to act in a manner that emphasizes mutual respect, fairness, and equality. Individual needs and differences are recognized as being part of this collective process, and all individuals are required to work out all concerns and differences in a clear and reasonable manner. BrightPath will not tolerate incidents of expressed bias, discrimination, prejudice, or harassment.

All families, caregivers, and visitors must agree to abide by the following Code of Conduct.

Communication and Addressing Concerns: Open and clear lines of communication between Directors, Supervisors, staff, and families are essential to creating the type of environment we value at BrightPath. As such, we require families to communicate with staff in an open, non-confrontational manner when expressing concerns about their child or the program. We expect that families will voice their concerns in a professional and polite manner as soon as they arise. We also expect that families will not get involved in other families' concerns unless they directly involve them or their child.

Our Family Issues and Concerns Policy clearly outlines the steps to be taken in bringing concerns forward.

Terms:

Family members and visitors agree to:

- Support a friendly and nurturing environment.
- Maintain positive communication during interactions.
- Follow the recommended procedures of addressing concerns.
- Refrain from gossip and public criticism of BrightPath's employees, the children in BrightPath's care, and BrightPath families. Discussion of concerns and issues will be with management and staff and not with other families in the center or via social media channels.

If any family member or visitor fails to abide by the Code of Conduct, the following procedure will be followed:

1. The concern and any inappropriate behaviour will be documented and communicated to the Director.
2. The Director will set up a meeting with all parties involved to gather more information and determine if the Code of Conduct was violated
3. The information will be used to reach a decision, and should it be determined that there was a violation of the Code of Conduct, the Director will consult with the Area Director.
4. If a breach of the Code of Conduct is verified, the Director and/or Area Director have the right to terminate care immediately.

Threats and Threatening Behaviour: We have a responsibility to provide a safe environment for our personnel, the children we serve, and other adults. Therefore, we have a zero-tolerance policy regarding threats or threatening behaviour in our centers, whether the threat comes from a child or an adult, and regardless of who is the target of the threat. This includes, but is not limited to, threats to do physical harm to someone or threats to retaliate in any way. Violation of this policy may result in immediate withdrawal from the center.

Physical and Verbal Punishment of Children on Centre Property: We do not allow parents/guardians to use any type of corporal punishment on any child, whether enrolled in our program or not, while on center property. This includes parking lots, playgrounds, and within the center. Further, while verbal reprimands may be appropriate, it is not appropriate for a family member to verbally abuse their child while on our premises. Doing so can cause undue embarrassment and emotional distress to a child. Violations of this policy may result in immediate withdrawal from our program. Families are also prohibited from addressing or disciplining a child that is not their own. If you have a concern about the behavior of another child at our center, please bring your concern to the Centre Director who will address your concern and resolve it.

Contact

Tammy Ketterer Director of Operations operationsdirector@kidzink.net (302) 838-5400

Center Information

Address: _____

City/State/ZIP: _____

Phone#: _____

Center Director #1: _____

Center Director #2: _____

Phone #: _____

Hours of Operation: _____

My Child's Teacher(s): _____

Our Early Learning Locations

Kidz, Ink Songsmith
1 Songsmith Dr.
Bear, DE 19701
(302) 838-1500

Headquarters:

Kidz, Ink Porter Rd
1703 Porter Road
Bear, DE 19701
(302) 838-5400

Kidz, Ink Dover
645 W. North St.
Dover, DE 19904
(302) 730-4730

Kidz, Ink School Bell
345 School Bell Road
Bear, DE 19701

Kidz, Ink Smyrna
616 W. Glenwood Ave.
Smyrna, DE 19977
(302) 653-4034

Kidz, Ink Milford
200 Kings Hwy.
Milford, DE 19963
(302) 491-6611