



## Parent Handbook

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[kidspacechildcare.com](http://kidspacechildcare.com)

### Introduction

Welcome to KidSpace Childcare Center. KidSpace provides the service of an educational day-school for children six weeks to five years of age. We also provide after school care and transportation services to children who attend public schools. We are pleased you chose KidSpace for your child. We want you to know that your child's well-being is of the utmost importance to us. Together we will share the responsibilities of providing a safe, comfortable, and enjoyable setting filled with opportunities for nurturing and learning during your child's important growing years.

This handbook is designed to help your child's transition from home to KidSpace be a successful one. If questions arise, please talk with the Center Director. We appreciate and value your communication. You may email the director any time at [amy@kidspacechildcare.com](mailto:amy@kidspacechildcare.com) or stop by the office.

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### **Our Philosophy**

We believe in the value of each child and understand that children learn in many ways. They learn through observation, involvement, and direction. We, therefore, must model the behavior we ask them to use, showing them respect, patience, and courtesy. We must provide opportunities for active exploratory learning and explanations for why things are the way they are. We must also be prepared to direct the child toward success, increased self-confidence, trust, and enthusiasm for the learning experience. We strive to provide a high quality program that stresses excellence while allowing children to develop their individual gifts and help them discover who God has created them to be.

### **Our Goal**

KidSpace Childcare Center's goal is to empower each child to reach and grow into their highest potential through a responsive nurturing, innovative learning environment where they are successful and develop into lifelong learners. KidSpace is a ministry that strives to be in harmony with biblical truth. It is our responsibility to educate children by integrating academic excellence with Biblical application, equipping children to impact their world for Christ.

### **Curriculum Goals**

KidSpace Childcare Center's curriculum goals ensure that every child will be supported in learning, that teachers will understand and embrace educating children in a comprehensive way, and that parents and teachers work cooperatively to make sure it all comes together. Our view of the curriculum is comprehensive-encompassing all aspects of growing and learning. It embraces the relationship among teacher's planning, the child's interest and response, child development, and the reactions and interactions of the teachers and other children. We will be using Haggerty and Adventures in Learning as the main curriculum with other supplements.

## **Policies and Procedures**

**1) Hours, Days, Months of Operation, Holidays, Emergency Closings** The hours, days, and months of operation for KidSpace Childcare Center are 7:00 am to 6:00 pm, Monday-Friday, January through December.

The center is closed on weekends and on the following holidays: New Years Eve, New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Fall Break, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day

Holidays falling on a Saturday will be observed the Friday before the holiday.  
Holidays falling on a Sunday will be observed the Monday after the holiday.

### **Incident Weather Policy**

On inclement weather days the children will remain indoors and perform motor skills activities. In the event of an emergency closing at KidSpace (fire, severe weather, toxic chemical evacuations, etc.) the center will close and you will be notified. Emergency closing information will be posted on the KidSpace FaceBook and Brightwheel.

KidSpace will follow closings of the Van Buren School District for winter weather.

**Tuition is paid based on enrollment-not attendance. Tuition must be paid, regardless of sick days, vacations, daycare closing, ect.**

In the event of a state or national terrorism lock down, KidSpace doors will remain locked and no one will be permitted to leave or enter the building until the situation has been deemed safe by the appropriate authorities.

### **2) Emergency Preparedness Plan**

The plan is available to review and the relocation site will be First Church of the Nazarene in Van Buren. If the need arises to evacuate the premise First Church of the Nazarene is located at 2520 Alma Hwy, Van Buren. KidSpace will post the reason for evacuation, a map with directions to the relocation site, and emergency phone numbers. Parents will be contacted via a phone call and email.

### **3) Absences And Drop off Cutoff time**

If your child will be absent from the center, please message your child's teacher on Brightwheel. Children must be dropped off every day at KidSpace before 9:30am or a

late drop off fee of \$10 will be added to your bill. If you need to request a late drop off please message your child's teacher on Brightwheel an hour in advance.

#### **4) Release of Children**

KidSpace Childcare Center will release children only to persons authorized by the parent/guardian. There is an Authorized Pick Up section on the Enrollment Form. Authorized persons for pick-up must show proof of identification (picture I.D.) before the center is able to release a child or children.

#### **5) Illness/Exclusion (The Sick Child) Separation Policy**

KidSpace Childcare Center does not permit children to come to school if they are ill. If your child has a temperature of 100.4 degrees or higher, or exhibits vomiting, diarrhea, congestion, persistent coughing, rash outbreak, or unusual listlessness, etc. You will be contacted to arrange pick up within one hour. Children must be fever, vomiting, diarrhea free for 24 hours before returning to the Center. **Any siblings attending KidSpace of a child sent home for an illness will be required to wait the 24 hour period to return to KidSpace as well.**

If your child exhibits an illness which may appear contagious, we will separate the child from the group and place them in the front office until parents or guardians arrive to pick them up. Office staff will make the child as comfortable as possible.

#### **6) Dispensing Medications**

In the event that a child requires medication while at KidSpace Childcare the parent will fill out the Medication Dispensing Form located at the Welcome Center Sign-in/Sign-out desk. Office personnel will administer medications. Your child's name and dosage of medicine must be on the original container from the pharmacy. Medications will be kept in the Director's Office or in a refrigerator as applicable. If for any reason medications are not administered, the parent will be notified and there will be a written reason on the Medication Dispensing Form. All medications will be dispensed per the written Medication Dispensing form.

#### **7) Medical Emergencies & Incident/Accident Forms**

When a child requires medical emergency attention, KidSpace will call 911, then contact the parents. The child will be taken from KidSpace to the nearest emergency location. Minor incidents and accidents occur with young children. When a child receives a minor injury while at the center, the teacher will provide immediate help and comfort to the

child. An Incident/Accident Report will be completed by the teacher and posted on Brightwheel Parents/guardians will be notified. The parent/guardian will determine whether the child needs a physician's assistance.

### **8) Parent Notifications**

Notifications of communicable illnesses, head lice, field trips, special events, holiday closings, accidents/illnesses, policy changes, etc. will be posted in Brightwheel. KidSpace will also use email and phone messaging to contact parents when necessary.

### **9) Positive Guidance & Discipline Techniques**

KidSpace Team Members receive training in the use of positive guidance and discipline techniques. Some of the techniques used are a) caring, nurturing voice tone; b) redirecting; c) role-modeling appropriate behaviors; d) giving choices when possible; e) maintaining a developmentally appropriate classroom environment. A soothing, calming voice tone is used by staff members at all times. When a child exhibits aggression toward a friend, the child will be reminded of classroom rules and limits and then they will be redirected to another location within the classroom. Young children are learning many things about their world including how to function as a member of a family and as part of groups. As a member of a group, young children slowly begin to see and accept the presence of others and recognize others' needs as well as their own. The key word here is "slowly", as this is a developmental process that time, maturity, and practice help support.

We strive to encourage each child to practice courtesy, empathy, and patience. We will not allow children to harm one another, though this sometimes can happen very quickly.

We encourage the verbalization of feelings, and we give children the words to reconcile their differences. We express disappointment in the misdeed, but not with fierce anger at the child. We do not label any child as "bad" nor do we hit, spank, yell, scream, or humiliate any child. We want every child to learn which behavior is appropriate for each setting and we realize the learning may take practice and time.

### **Collaboration Regarding Challenging Behaviors**

When a child exhibits challenging behaviors beyond our control, the Director will schedule a meeting with parents. The meeting will be to collaborate with parents to express concerns and discuss strategies in addressing challenging behaviors. The

Director and parent/guardian will discuss plans to help the child overcome these challenging behaviors. Ongoing conversations between the Director and parents will be documented along with the child's progress. In the event the challenging behaviors are unresolved, the Director will provide the family other resources that may be available to help assist them. In the event the challenging behaviors go beyond the abilities of the KidSpace staff, the Director will help the family find a new facility suited for the needs of the child.

### **10) Zero Tolerance Regarding Profanity**

Use of profanity will not be tolerated from children, parents/guardians, and/or any person who is present in the KidSpace Center. We understand that young children repeat words and languages they are exposed to and therefore, we will work with families and the child to become compliant with this policy. If compliance does not come into fruition and is maintained thereafter, KidSpace will terminate services to the family.

### **11) Meals and Snacks**

We will provide a morning and afternoon snack. Lunches will be brought from home and need to meet the USDA guidelines. To meet USDA guidelines lunches should contain meat, vegetable, fruit, whole grain, and a dairy product. Please bring lunches in a lunch bag/box with a cold pack. There will be no heating of food for children over 12 months with the exception of bottles for children under 12 months.

### **12) Breastfeeding**

Mothers may come to the center during the day to breastfeed their baby, a breastfeeding room is available. Breast milk brought from home must be labeled with the baby's name, ounces of milk in the bag, and time milk was put in the bag.

### **13) Immunizations & Health Records**

KidSpace will review immunizations via the health department website web IZ. Parents still need to provide an up-to-date record.

### **14) Enrollment Procedures and Documentation**

- A) Facility Tour and Orientation (approx. 30 min.)
- B) Current Immunization Record
- C) Enrollment Forms completed and signed

### **15) Withdraw Procedures**

A two-week notice prior to withdrawal must be given. The same courtesy of a two-week notice will be given to you in the event KidSpace Childcare Center is unable to accommodate your family.

### **16) Immediate Termination of Services**

KidSpace Childcare Center reserves the right to terminate services immediately to any family if a parent/guardian or any family members and/or friends exhibits behaviors that appear unsafe, dangerous, hostile, confrontational, breach of policies, drunkenness, chemical substance abuse, rage, etc., but is not limited to these behaviors. Services may be terminated immediately for any reason we deem necessary for the protection of the child(ren), families, and the business. If immediate termination of services occurs, payments of any kind will not be refunded.

### **17) Transportation**

KidSpace must be notified by phone, written note, or verbally if your child will not be riding on the van. In the event we are not notified of your child's absence, KidSpace will attempt to contact parents to inquire about the child. A contact log will be kept in the van folders.

### **18) Field trips**

Field trip Permission Forms must be signed by parents/guardians before a child is permitted to attend field trips. Field Trip dates, times, departures, returns, and participants will be posted one week prior to the date of departure.

### **19) Pest Control Services**

KidSpace is periodically treated with pesticides. Pesticides are applied indoors and outdoors. The information on the times and types of applications and prior notification is available upon request.

### **20) Physical Activity**

Children have 2 outdoor play times, one during the a.m. hours and a second time during the p.m. hours weather permitting. Children perform gross motor skills and activities while outdoors.



### **21) Procedures for Parent Questions or Concerns**

Parents may feel at certain times the need to review and discuss with the Director any questions or concerns about policies or procedures of the Center. Please feel free to do this at your convenience either by phone, Brightwheel, or at drop-off/pick-up times. Parents are also welcomed to schedule an appointment to speak with the Director. Your communication with us is of utmost importance and is greatly appreciated. Parent conferences will be scheduled once per year to discuss the child's development.

### **22) Open Door Policy**

KidSpace Childcare Center has an open-door policy which makes it convenient for parents to visit the Center during operating hours. Parents may observe their child and the Center's operation and activities as long as the visit does not disturb the classroom schedule and routine. Upon arrival at the Center, parents will sign in at the Welcome Desk. When leaving the Center, parents will sign-out at the Welcome Center. If parents choose to visit their child during the day, please be prepared to take your child with you if they begin to cry or show signs of anxiety regarding your departure.

### **23) Parent Volunteer & Family Participation/Involvement**

KidSpace Childcare Center encourages parents to volunteer and families to participate in the Center's activities. Any parent volunteering to help a teacher in a classroom or on a field trip must complete a child maltreatment background check. Documentation of completion of the Background Check will be kept in a secured volunteer file at KidSpace. Activities include classroom parties, field trips, career day, classroom read-a-louds, and classroom art activities. You may inquire about activities at the front office. Program related activities include but are not limited to Open House, Fall Party, Christmas Party, Valentine Party, Muffins for Mom (Mother's Day), and Donuts with Dad (Father's Day).

### **24) Licensing Standards, Licensing Reports & Licensing Information**

Facility Compliance notices are available online through Arkansas DHS child care facility search. They are also available for review in the director's office. Child Care Licensing phone number is 501-682-8590. The hotline to report child abuse is 1-800-482-5964.

### **25) Staffing**

KidSpace Childcare Center team members are certified in CPR/First Aid. All Team

Members must have a High School Diploma or Equivalent thereof. All staff members receive professional development and ongoing training annually.

## **26) Arrivals & Departures/Separation Procedures**

Parents/Guardians will sign their child(ren) in and out at the Welcome Desk. Parents will drop off and pick up children to/from their classroom. If you are running late due to traffic or an emergency, please give the center a courtesy call so we can continue with staff schedules accordingly. Younger children may experience separation anxiety at drop-off times. We ask parents to give their child a hug and kiss and to reassure the child that they will return to pick them up in a little while. When the child arrives in the classroom, the teacher will get the child acclimated very quickly by using sensory orientated activities. Parents will sign their child(ren) in/out using Brightwheel.

## **Expectations of the Family**

- a) Consistent Arrival Times: To receive the full benefit of your child's early educational experience, it is important to be consistent with the arrival time of your child. When children arrive late, this causes a major disruption in the learning process of the other children enrolled in the program. Consistent arrival times and routines prepare children for the transition to the next grade level. Classroom instruction begins at 8 am.
- b) Limiting Technology: We ask that you refrain from usage of cell phones and other technologies when you arrive to drop-off and/or pick-up your child from the center. This policy will facilitate better communication between parent(s), teacher(s), children, and all team members of KidSpace Childcare. With parents permission a staff member may send you a picture of your child periodically so you can see how they are doing in their learning environment.
- c) Role and Influence of Families: We, as early childhood educators, realize that you and your family play a major role in the growth, development and overall well-being of your child. Parents are the first teachers of their child. Children are influenced by everyone they come in contact with. Along with you, we will role-model the behaviors we ask them to use, showing them respect, patience and courtesy.

## **27) Supplies For Your Child**

There is a yearly \$125 supply fee for each child will be due Mid September.

### **28) Personal Items Brought From Home**

We DO NOT permit personal items or toys from home. Young children do not share well and special items have a tendency to become lost, or “borrowed”. Parents are welcome to donate items such as books or developmentally appropriate manipulatives/toys to the Center at any time. **The center is not liable for personal lost or broken items.** Videos/DVD’s brought from home to share for viewing with classmates must obtain written authorization from the Director.

### **29) Special Occasions**

When your child has a birthday, we would enjoy celebrating with him/her on that special day. It is optional of course, but if you choose to do this, it is permissible to bring a modest snack for the class. We ask that you limit the sweets and choose fruits, cookies, or cupcakes. Please remember we are a nut free facility. Party favors and balloons are unnecessary and sometimes have the potential of creating safety concerns. Coordinate your plans with the Director.

### **30) Language Acquisition and The Biting Child**

If you are enrolling an Infant or toddler, you will need to be aware that some children this age may go through a biting state. Although biting is undesirable, this is a normal developmental process for that age. If a child does bite, we remove the child from the other children for a short period of time and tell the child “no biting” and “biting hurts.” **If your child has bitten three or more times in a single day you will be asked to come pick your child up from school for the day.** In order to protect the privacy rights of our children we will not release information to any individual regarding the identity of a child involved in a biting incident. However, we will advise you of your child’s involvement through a standard incident report form. Please do not ask our staff to violate another child’s privacy rights by asking who bit your child or whom your child bit. Please understand that we make every attempt to keep biting from occurring.

### **31) Tuition Payments (Weekly and/or Monthly)/Late Payments & Refunds**

Tuition is due in advance. Tuition paid weekly is due on Friday of every week for the upcoming week and tuition paid monthly is due on the last Friday of the month for the upcoming month. If your child was present at the center on Friday, and tuition payment

was not paid on Friday, the \$25.00 late fee will be added to your tuition fee when you pay Monday morning. Children will not be able to attend the center by Monday morning if payment is not received Monday upon arrival at the center. **Note:** If your child is absent, tuition payment remains the same. If your child is going to be absent for a week or more please let us know. Families are given 1 week vacation to use anytime throughout the year and will not be required to pay tuition for the week. This must be used for an entire week and cannot be spread out.

If you are a regular attender of VBFA (you attend services 90% of the time and you are an active member for 6 months before this discount applies) you will receive a discount of \$20.00 per week per child. If you have 3 or more children enrolled you will receive a discount of \$20.00 per week per family.

If a child un-enrolls for the summer months a re-enrollment fee will be required and re-enrollment will not be guaranteed.

In the event your account accumulates any fees (late tuition payment fees, late pick-up fees, etc.), these fees will be deducted from your payment first and then the remainder of the payment will go toward tuition.

Tuition increases/decreases are determined by the age of each child. Parents are responsible for letting Admin know when their child's rate needs to change. No refunds will be given if Admin is not notified to make the change to the rate.

**32) Non Sufficient Funds (NSF) and/or Stop Payments** If KidSpace Childcare Center incurs up to two NSF and/or two Stop Payments there will be a \$30.00 fee charged for NSF fee and your account will be placed on a cash, money order, or cashiers check basis only.

### **33) Registration/Re-Enrollment**

Registration Fee is \$100.00 for each child. If a child is withdrawn from the program and wishes to return at a later date, a \$100.00 re-enrollment fee may be paid for re-enrollment of the child. Parents wishing to enroll their child at a later date may pay the \$100.00 Registration Fee to secure the child's space. Space cannot be guaranteed if the Registration Fee is not paid.

### **34) Late Pick-Up Fees**

\$1.00 per minute after closing hours. Parents or authorized persons picking children up after closing time will sign the Sign-in/Sign-out Form and pay the late fees. Late fees must be paid before the child is eligible to return to the center.

### **35) Illness Refund Policy**

Refunds for any exposure to an illness that causes a classroom closure will be issued only in the event a teacher or staff member of KidSpace has come in contact with and exposed a classroom. NO refund will be issued in the event a child, parent, or a family member of a KidSpace child comes in contact with and exposes a classroom to any illness that causes a classroom closure. Tuition is paid based on enrollment-not attendance. Tuition must be paid, regardless of sick days, vacations, daycare closing, ect.

### **36) Non-Smoking and Drug-Free Zone**

Persons are not permitted to smoke on the premises of KidSpace Childcare. KidSpace Childcare is a Drug-Free Zone.

Thank you for choosing KidSpace Childcare Center for your child's early learning experiences. We are honored and proud to be a part of your child's foundational years. We hope this handbook answers all the questions or concerns you may have. Please familiarize yourself with our policies as this will ensure a positive and stress free working relationship between you and KidSpace Childcare Center. If questions arise, please feel free to talk with the Director.

Sincerely, Amy Pettigrew