



## 2017 Family Handbook

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### Hours of Operation

Monday through Friday  
6:00am-6:00pm

### **Welcome!**

We welcome you to Kids Care Academy, and we feel privileged to have the opportunity to work with you and your family.

Our program has been designed to provide a loving and caring atmosphere for children while meeting their individual needs in all developmental areas.

Our qualified staff will teach and guide your child by implementing a curriculum that will encourage them to grow cognitively, socially, emotionally, and physically.

We feel that good communication between your family and our staff is essential in order to work as partners in guiding and promoting your child's development. We hope that you will be an active participant in your child's experience at KCA by sharing information, asking questions, and joining classroom activities.

We look forward to working with you and your children!

**Sherri Coffey**  
*Executive Owner*  
**Cell: (317)869-5242**

**Paula Montalvo**  
*Owner*  
**Cell: (812)207-3738**

## **Our Purpose**

Kids Care Academy offers support to the families in our community by providing quality early child care for children 6-weeks old to children up to Kindergarten age. We believe that a high quality early childhood program provides a safe and nurturing environment that promotes the physical, social, emotional, and cognitive development of young children while responding to the needs of families. A major indicator of our program quality is the extent to which knowledge of child development is applied in program practices, particularly in the areas of curriculum, adult-child interactions, and home-school partnership.

We want our families to feel that their children are safe, and KCA helps provide safety and security through our state-of-the-art web-camera system that families are able to log-in to view their children engaging in the classrooms and our biometric entry system.

## **Our Vision**

- To meet the developmental needs of each child through consistently high quality care and education; to help each child become school ready in preparation for Kindergarten.
- To respect each child for his or her own personality. Your child is held in high regard, and that he or she is encouraged to express his or her feelings.
- To provide a safe, warm, accepting environment and strong emphasis on family partnerships.

## **Our Philosophy**

We believe that...

- All children are unique.
- Children learn best by doing.
- Each child is able to succeed at learning.
- Daycare should be a safe and secure environment.

### **Admission Policies:**

KCA accepts children 6 weeks old up to Kindergarten age.

A health examination, including up-to-date immunizations and child's birth certificate, is required for each child within 30-days of admission to KCA. Health examinations should be repeated annually. Immunizations need to be kept up-to-date and copies should be given to us for our records.

### **Enrollment**

KCA does not discriminate on the basis of sex, ethnicity, religion, disability, or national origin.

Special needs or concerns should be discussed with the director prior to registering. KCA has the option to decline or terminate enrollment of any child whose safety or education needs we cannot meet or whose behavior would threaten the safety of other children in the program. Please see our discipline policy for examples of behaviors that could lead to the expulsion of a child from our program.

### Fees/Payment Plan:

An annual non-refundable registration fee of \$50.00 is due for each child upon the enrollment and every January 1<sup>st</sup>. For families currently using Tuition Express the registration fee will be pulled on the last Monday of December. Families who have enrolled on or after November 1<sup>st</sup> will be exempt from this charge. Parents with children on a full-time or part-time schedule are responsible for paying for holidays in which we are closed.

#### **Full-Time Rates**

Age Group	Weekly Fee
Infants	<b>\$180</b>
Toddlers/Not Potty Trained	<b>\$160</b>
3, 4, 5 Year Olds (Completely Potty-Trained)	<b>\$140</b>

- Toddler requirements include the following: 1 year old, walks across the room without assistance and on table food.
- Potty trained is defined as not having an accident within 30 consecutive days. This does not include children who still need to wear a pull-up during rest times.
- Once a child has met the next room requirements the weekly rates will change at the first of the month.
- Payments are due Monday of the prior week. Payments made after 6:00pm Tuesday will accrue a late fee of \$25 per child that will be added to your account. If payments are not made by Friday at 6:00pm, your child will not be allowed to return to KCA the following Monday.
- KCA uses Tuition Express to accept automatic payments. Fees are deducted from your checking/savings account or from your credit/debit card. Applications for Tuition Express will be given to you at the time of enrollment. If you choose not to enroll with Tuition Express, you will be charged a \$5 handling fee for each transaction.
- A \$50 declined payment fee will be applied to your account when applicable. There will be no exceptions to this rule.
- A year-end tax statement for tax purposes will be printed out and given to you each year by January 30<sup>th</sup>. You may request a statement at any time. Your account must be up-to-date in order to receive a year-end tax statement.
- We require a 2-weeks' notice if you choose to unenroll your child from KCA. If you have an account balance at the time of your child's unenrollment from our program, you will have a bill sent to you stating your balance, and you will need to have your bill paid within 10 business days. Please ensure that your address is current in our system; it is not our fault if you do not receive your bill to notify you if you have failed to keep your information up-to-date. If your balance remains unpaid for 30 days, it will be filed in small claims court. Pre-judgment fees will be based on an interest charge of 8% each year that the balance remains unpaid. Court costs charged will vary based on the county you reside in and the number of people the filing is against. Court decisions made by a judge may charge fees at the time of judgment.

#### **Part-Time Rates**

	If Available
Infants	<b>\$60/day</b>
One to Two Days	<b>\$55/day</b>
Three to Four Days	<b>\$50/day</b>

- Part-time schedules must be a locked-in with days of the week.
- If a rotating schedule is needed you will be locked into a certain number of days per week and be required to turn in a schedule a month in advance.

### **River Valley Resources or CCDF Vouchers**

For families who wish to apply for child care payment assistance, River Valley Resources at (812)949-4381 is available for families who qualify financially.

For families who already receive RVR vouchers, you are responsible for swiping your card each day to check your child in and out. If there is a gap in your payment due to non-swiping, you will be responsible the costs not paid by RVR. If there are any gaps in your voucher dates, typically for those who have school and breaks, you will responsible for paying the weekly fee to keep your child enrolled.

- Co-pay's are due on the 1<sup>st</sup> Monday of every month for the entire month.
- If you do not swipe your card for the required number of hours, you will be charged a \$5 fee to add late attendance on your behalf. Once late attendance is added online, it is your responsibility to go online and approve the hours. If you fail to approve your late attendance, you will be responsible for paying any remaining balance not covered by RVR.
- Please refer to separate RVR Agreement for further details regarding the policy.

### **Holiday Closings**

Both Kids Care Academy locations will be closed the following 9 holidays:

- New Year's Eve
- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving and the day after
- Christmas Eve
- Christmas Day

\*Part-time families are required to pay for Holidays that we are closed.

### **Weather**

If there is inclement weather, it is up to your discretion to allow your child to attend our programs. His/her safety is a priority. Drop off time during inclement weather is to be no later than 10am. When there is a state of emergency declared during business hours, families will be notified to pick their children up as soon as possible. If a state of emergency before operating hours then families will be notified of our closing via text message and Facebook.

### **Vacations**

Each calendar year after your child's first year of full-time enrollment at Kids Care Academy, he or she has one consecutive week of vacation. He or she must be in non-attendance. Please notify the director four weeks prior to your child going on vacation.

### **Cancellation of Child Care Services**

Please notify the owner/director/assistant director in writing at least 2 weeks in advance prior to cancelling your family's child care services with KCA. There will be no refunds given at the time of cancellation.

### **Discipline/Behavior Policy**

We use a positive disciplinary approach with the children, including positive reinforcement and redirection to guide behavior. We will discuss the parents of any on-going behavior concerns. If a child is continually/verbally abusive to another child or staff, enrollment may be cancelled. Please see our Discipline Policy Agreement form for further details.

### **Confidentiality Policy**

All records will be maintained in a confidential manner accessible only to authorized personnel. Consent shall be obtained from the parent or legal guardian before confidential information can be released to other referral sources. Teachers cannot share with families information that may allude specifically to another child, especially in cases of incident/accident reports when one child may cause harm to another. We ask that families do not contact employees outside of business hours; any questions, comments or concerns may be addressed the following business day. If it is an emergency, families are encouraged to contact the owners and/or director.

### **Babysitting**

Families are welcome to receive babysitting services from our teachers during times in which KCA is closed. If you need help finding a babysitter please contact a management member. KCA is not liable for any actions of its teachers while engaged in babysitting services.

### **Court Orders & Custody Battles Policy**

If a court order exists preventing a particular individual from having contact with a child, KCA will comply with the order, and a copy of the court order will be placed in the child's file.

## **Safety Policy**

- The safety and welfare of each child is a primary concern. If your child becomes injured while at KCA, we will administer first aid according to licensing policies if the injury is minor. Minor injuries include small or slight cuts, bruises, and bumps. The family will receive a note detailing what happened as well as the first aid administered. On occasion, a teacher or staff member may not see the injury occur. Children move very quickly and do not always draw attention to an injury. We will do our best to determine what happened. Your understanding is appreciated. If the injury is more serious, a management member will call you.
- Infants who are enrolled at KCA will be in a classroom that provides a Safe Sleep environment; doing so will help reduce the risk of Sudden Infant Death Syndrome (SIDS).
- Children are not allowed to bring gum, candy, coins, electronics, toys, or cosmetics into the program.
- Children are not permitted to wear any jewelry of kind around their necks, including but not limited to, amber necklaces.
- We ask that no outside food not be brought into the building, unless a doctor's note is provided, due to allergies of other children.
- Emergency evacuation routes are posted in each room at each door, as are location of fire extinguishers, fire alarms, outdoor meeting locations, and fire hydrants.
- Upon enrollment, parents/guardians notify KCA of any and all individuals allowed to drop off or pick up. This list can be modified at any time at the request of a parent. KCA reserves the right to deny an individual access to the facility due to safety concerns.
- Privacy for children and staff; parents are not allowed in children restrooms during business hours.
- Emergency drills will be held monthly in each room to acquaint the children with the emergency evacuation and safety procedures. If the need for lockdown should arise, families will be promptly notified. During a lockdown every exterior door to our facility will remain locked and no children or staff will be allowed to leave the building. Our staff are fully trained on policies and procedures regarding drills and other safety concerns. Listed below are a few drills we do monthly:
  - Lockdown
  - Tornado
  - Fire

## **Sick Child Policy**

KCA takes many precautions to provide a healthy environment, including: regular sanitation of toys and room surfaces, teaching and implementing frequent hand washing, placing soiled toys in bins for sanitizing, following sanitary diapering and toileting procedures, and enforcing health criteria for attendance. In spite of our many precautions, children who are in group settings are exposed to the illnesses of others. Parents play a large and important role in keeping all of the children healthy.

- A child who has shown significant symptoms of illness (vomiting, diarrhea, any infection) or who has run an above normal temperature within the previous 24 hours should not attend school the next day.
- Children with a contagious condition that required medical attention to clear up (ex. lice infestations, conjunctivitis, etc.) must bring in written clearance from a physician or the health department to return to class.
- If a child exhibits symptoms of illness, or has a temperature of 100F or above, or is seriously injured during the day, parent will be contacted immediately. If parents cannot be reached, emergency contacts will be called. If child sustains a minor injury during the day, we will treat the injury and notify the parents with an accident or incident report at the end of the day.

## **Medication Policy**

The giving of medication, and carrying out medical procedures, shall be done only with a written order or prescription from a physician to the parents to be given to the child's teacher. Medications prescribed for an individual child shall be kept in the original container bearing the original label, showing the prescription number, dated filled, physicians' names, directions for use, and the child's name. Only one dose per day is allowed. It will be accurately entered in the child's health record when the medication is given and by whom it is administered. If acetaminophen, ibuprofen, or diaper cream needs to be given throughout the day families are welcome to bring in the medication or use the medication offered by KCA. A medication form will need to be filled out upon drop-off in order to KCA to give any medication, including over-the-counter.

### **Food/Nutrition and Meal Plan**

Children are served nutritious food that will contribute to their learning experience. KCA follows the food and nutrition guidelines given by the USDA and follows its regulations to offer your child healthy meals. KCA also can accommodate special dietary needs. A doctor's note stating any known allergies will need to be provided. New Albany and Jeffersonville sites participate in the Child and Adult Food Care Program, in which KCA is partially reimbursed by the USDA for each meal your child eats while at our program. You will be asked to complete an enrollment form, an application, safe food transportation form (for any outside food brought in the facility) and an Obligation to Serve Infants (if applicable) at the time of enrollment and will be updated annually.

#### **Meal Times**

AM Snack- 7:00-7:30am

Breakfast- 9:00am

Lunch- 11:00am

PM Snack- 3:00pm

### **Photography/Video Policy**

At times throughout the school year, we would like to share with you and your family what we are doing throughout the programs. Your approval signature on the Handbook Agreement form allows or denies that we are able to take photographs and/or videos of your child/children for school projects and social media. Management members are the only one to be able to post videos/pictures on social media. If you do not wish for your child's picture to be taken, please let the director know at the time of enrollment. KCA does not allow employees to post pictures on their personal social media.

### **Authorization for Child's Release**

Children will be released only to a parent and/or guardian or a person named by the guardian. Parents or persons named by the parent must make sure that a staff member is aware of the child's arrival and departure. Designated persons for the pick-up must be 18-years or older with a picture ID or driver's license.

### **Drop Off/Pick up Policies and Procedures**

#### **Arrival**

- Students must be dropped off no later than 9:00am. KCA encourages a high-quality environment where children receive a planned curriculum that provides opportunities to grow socially and cognitively. Consistency and predictability provide the children with a sense of security and control. While late arrivals may not appear to be an issue on an individual level, they cause a great deal of disruption in the

classroom environment that may only be felt after the parents departs and can negatively affect overall classroom behavior. If you are unable to drop off prior to 9:00am due to unforeseen circumstances or previously schedule appointments, please give us a courtesy call so that your child's teacher may be informed. If KCA does not receive notice that your child will be tardy before the 9:00am drop-off time, we reserve the right to refuse service for the day.

- Children must be walked to their classroom by an adult.
- All children must be checked in at the time of drop off.

### **Departure**

- Notify the supervising teacher that your child is leaving. Check his/her cubby for any notices.
- You may call ahead for pick up. Call 30 minutes ahead and KCA staff will have your child ready and by the entrance.
- In consideration of our staff's other responsibilities, pick up your child no later than 6:00pm. A late fee of \$5 per child will be applied for each minute for the first five minutes and \$1 each additional minute, that your child is picked up after 6:00pm.
- At 6:00pm, if your child is still at KCA, we will begin to call emergency contacts. If no one can be contacted, Child Protective Services will be contacted.

### **Transportation Permission/Field Trip Policy**

KCA may plan family field trips as part of the curriculum in order to extend learning experiences beyond the classroom. At this point we are not providing transportation for field trips, so most of our field trips will be on the weekends. Information regarding any scheduled field trips will be given out at least two weeks in advance.

### **Parent Conferences/Communication Policy**

Parent/teacher conferences are scheduled twice a year, fall and spring. In addition, time for teacher communication may be schedule at any time through your child's teacher or the director. Teachers are always available for on-going communication through KCA phone lines and parents are welcome at any time to observe our program. For longer conversations, you may call KCA to schedule a meeting.

### **Curriculum & Assessments**

During the daily program, children experience opportunities to engage in activities that are solely child-directed as well as activities that are teacher-directed. While maintaining a predictable schedule, teachers provide classroom environments to stimulate and challenge while also scheduling time to engage as a classroom community.

Each classroom is furnished with materials to provide inviting experiences with art, dramatic play, blocks and table toys, science and math, and also books. We offer a variety of open-ended materials in all of the above areas thus allowing for children to exercise their innate drive to explore through hands-on approach.

Lesson plans are typically bi-weekly and are posted in all classrooms.

Each child is assessed using the Brigance Screening approximately 2-weeks after the child in enrolled in our program. Once teachers have completed the screening, goals are set for each child, observations are made, photos are taken of the child completing tasks, and examples of the child's work are accumulated for the child's individual portfolio. These portfolios are made to show each child's progress while they are enrolled at KCA and are shared more formally with families twice a year during Parent/Teacher Conferences.

### **Classroom Assignments**



The rate of development is unique for each child. Placements for children will be decided according to developmental milestones, chronological age, teacher recommendation, parent request, program ratios, and program best practices. The owners/directors will determine any possible need for change in classroom and will discuss with parents.

### **Special Services and Needs**

If you have notified the office in writing or verbally of any item (food, medication) to which your child is allergic, KCA will also need a signed form from the doctor stating any allergies. Allergy information may be posted in the classroom, kitchen, and office and may be visible to others having access to those areas. Permission to post is assumed unless you specifically tell the office not to post this information.

If a child is receiving special services (ex. Speech therapy, physical therapy, First Steps) with a written individualized family and/or education plan (ISP/IEP) for the child, a copy of that plan is required for the child's file upon enrollment. A consultation with the parents may be requested if deemed beneficial for the child and the classroom.

### **Contacts for Special Needs and Services**

**River Valley Resources** (812) 948-4381

**4-C's** (502) 636-1358

**Head Start** (812) 948-8600

**First Steps Main** (812) 738-1975 **Toll Free** (800) 941-2450

**IN Child Abuse and Neglect Hotline** (800) 800-5556

**KY Child Abuse and Neglect Hotline** (877) 597-2331

### **Clothing and Personal Items**

- Mark your child's name clearly on all personal belongings, since similar items are often picked up by mistake. These items include bottles, blankets, clothes, etc. If items are not labeled we are not responsible for loss.
- Bring multiples of clothing (socks, underwear, shirts, pants) in a bag clearly marked with child's name. This is important for all ages.
- Children not fully toilet-trained should wear pull ups that attach with Velcro on each side. Encourage your child's independence in the restroom by dressing him/her in loose clothing (ex. elastic pants) that is easy for him/her to handle, and avoid belt and overalls.
- Please do not bring toys from home; they may become lost, broken, or become property of KCA.

- Outdoor play is an important part of our curriculum. State requires if above 32 degrees children are allowed to go outside. Play clothes and sturdy play shoes are recommended for your child's comfort and safety; flip flops are not permitted.
- Colder weather, send a warm jacket, hat, gloves, and scarf if needed. (Above 32 degrees)
- Warmer weather, use sunscreen before coming to class and a hat if needed.
- Children enrolled in KCA are required by state to have at least a 30 minute rest. Children also need a labeled blanket each day. These items will be returned to you at the end of every school week or when soiled to be taken home and washed.

### **Birthdays, Celebrations, and Decorations**

KCA is an inclusive community and celebrates the diversity among its members. As such, KCA does not endorse any single faith-based tradition as the central focus of the curriculum during holidays. Our community will, however, enjoy and celebrate common themes that permeate many cultures. When appropriate, some children may investigate a variety of traditions that typically occur during the holiday season. Some familiar icons of the seasons may also be displayed in our facility (ex. Santa Claus, decorated trees, bunnies, ect.) It is our pleasure to celebrate birthdays at KCA. If you wish to provide a simple, preferably healthy, snack to share with your child's class, all foods must be purchased and brought in an unopened, original store container.

### **Infant Care**

- Parents/guardians of infants shall follow these guidelines:
- Formula bottles will be premade or parents are responsible for bring in ready-made formula.
- Breast milk should be brought in sterilized bottles.
- All breast milk and formula should be maintained at 41 degrees Fahrenheit or below.
- Bottles need to be labeled with the child's name, date, and time made. If you do not have labels, KCA will provide them for you.
- Bottles must be covered with caps.
- KCA offers a homemade baby food and infant cereal if families wish to use, if not parents need to provide unopened infant cereal and jar food. Baby food jars need to be labeled with the child's name.
- Diapers brought in for the child should be in an unopened package and labeled with the child's name. This is a state mandated regulation, and should be strictly adhered to. Any child who does not have enough diapers for the day will be **charged \$1 for each diaper that KCA provides**. All natural homemade wipes, will be provided.
- At the time of enrollment, parents will create a menu plan for their infant for infant room teachers to post and follow. This meal plan must be signed by a physician. Menu plan for infants must be signed and updated every 3 months.

### **Volunteers**

Volunteers must sign to have a criminal background check, CPS check, require a TB test and attend volunteer orientation prior to working in the classroom to become familiar with the classroom routines and our required standards.

### **Staff**

Our staff is experienced and screened carefully to assure we meet high standards and state regulations, as well as provide you and your child with safety assurance.

- All staff are required to attend annual training in CPR, First Aid, and Universal Precautions.

- All staff requires monthly child protection responsibilities, and on-going current best practices in early childhood education.
- All staff has annual state criminal/fingerprint history checks, initial and random drug testing, annual physicals, and required TB testing.
- All staff are required to be current on shots including; Flu and Whooping Cough.
- All staff every 3 years will have an updated state criminal, fingerprint (FBI) and Child Protective Services (CPS) check.
- All staff is highly encouraged to attend college and KCA provides scholarships.

### **Grievance Procedure**

1. If you have a problem or concern relating to your child's classroom, first communicate your concern to a supervisor.
2. If you still have concerns, discuss it with the director.
3. If the situation is still not resolved to your satisfaction, communicate your concern in writing, signed, dated, and submitted to the director who will meet with you and the owners to discuss the issue.
4. You can also email [kids.care.academy.in@gmail.com](mailto:kids.care.academy.in@gmail.com)