



Family Handbook

Kids 'R' Kids Bellalago
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Welcome!

Welcome to our family at Kids 'R' Kids Bellalago. Thank you for choosing our Learning Academy. We look forward to sharing the upcoming years with you and your family as we partner in helping your child build a strong foundation for a bright future!

We will make ourselves available to you any time your child is present in the school.

Our goal is for the Kids 'R' Kids family to achieve maximum value for their early educational investment and for each child to enjoy attending school while experiencing our nurturing teaching staff and developmentally appropriate curriculum during their fundamental years.

Sincerely,

Kids 'R' Kids Bellalago Administration

Our Philosophy

We believe children should be **"Hugged First, Then Taught."**

Our Mission

Kids 'R' Kids of Bellalago provides a secure, nurturing, and educational environment for young children; a place for children to bloom into responsible, considerate, and contributing members of society.

Kids 'R' Kids wants all children to have the opportunity to grow physically, emotionally, socially and intellectually by playing, exploring, and learning with others in a fun, safe and healthy environment.

Kids 'R' Kids welcomes positive family involvement and encourages a family-teacher approach where the needs of every child comes first to obtain a successful early childhood education.

Kids 'R' Kids History

After twenty-four years of operating Kiddie City, a very successful childcare and kindergarten located near Atlanta, Georgia, Pat and Janice Vinson decided to build a preschool from the ground up. They sold their business and moved closer to the city where they designed, built and opened the very first Kids 'R' Kids in May of 1985. With a growing need for quality care and the overwhelming success of their first school, another Kids 'R' Kids opened fourteen months later, and yet another two years after that.

Business was booming but it was also becoming complicated to stay on site in three different locations; therefore, the concept of franchising came into practice.

Kids 'R' Kids International, Incorporated was then formed and Pat and Janice Vinson sold their first franchise in the fall of 1988, Kids 'R' Kids #18 Florida. Kids 'R' Kids International, Incorporated has since blossomed into a nationwide corporation serving Managements and their businesses throughout the United States.

Purpose of this Handbook

This handbook was developed to answer many of the commonly asked questions that children and families may have during the school year. The handbook contains information about child privileges and responsibilities. Therefore, families and children are responsible for knowing its contents. Please take the time to become familiar with the handbook and keep it accessible for your use. It can be a valuable reference during the school year and a means to avoid confusion and misunderstandings when questions arise.

The School reserves the right to interpret the content of the handbook, including the rules and regulations governing the conduct of students and parents. This handbook is not a contract, nor is it intended to be construed as such. Our School reserves the right to modify and/or amend the content of this handbook at any time during the year, as we deem appropriate.

If you have any questions about the handbook or any of its policies, please contact Management.

Equal Opportunity

This School does not discriminate on the basis of race, color, religion, national origin, sex, citizenship, handicap or disability or any other legally protected status in regards to admissions or in the administration of its educational policies and administered programs.

This School makes its programs and services accessible to individuals with disabilities. The School welcomes requests for accommodation. The School will attempt to provide reasonable accommodations to qualified students with mental or physical disabilities, to the extent that such a request does not cause a fundamental alteration to the School's programs/curriculum and to the extent that it does not create an undue hardship for the School.

The first step in requesting an accommodation is to provide the Management with documentation of the condition from a qualified professional, such as a physician, psychiatrist, or psychologist. Upon receipt of such documentation and recommendations, we will communicate with the family in an interactive process to obtain additional information or discuss the circumstances related to the request.

Communications

Family-School Involvement

We welcome family input and encourage you to watch your child's classroom via Watch Me Grow cameras and speak with your child's teacher upon request. We have an openness policy at our School.

If you would like to request a conference, please call during School hours (9:30 a. m. to 3:30 p. m.) to set up a time between 9:30 a. m. and 2:30 p.m.

On a daily basis, please be sure to read any correspondence that is sent home with your child. Also, be sure to check your child's take-home-materials daily for messages, daily reports on the Preschool to me Application and artwork. Notices and messages sent by you should be written and submitted to the teacher or front desk staff.

Toddlers through Kindergarten will have a daily report completed by the classroom teachers, through Preschool2Me to relay the day's events specific to your child.

We welcome any questions and suggestions. If there are family situations that affect your child, please discuss them with your child's teacher or the Management. Remember that any information regarding a personal issue is kept confidential and we are glad to help whenever possible.

Role of Families or Other Caregivers: Our General Expectations For You

The relationship between families and School staff is vital to the success of a child's experience. A partnership must be formed the first day, with open communication and understanding that the development and the growth of the child is our top priority.

Families can assist and help ensure a smooth transition by doing the following:

- Signing children in and out at one of the two UPC print outs located at the front window or at either of the entry gates at the side. If you are not successful or don't have your phone with you, please go to the front desk for assistance.
- You are required to sign your children in/out according to State rules. We may help you but not do it for you.
- Supervise your children at all times while escorting them from the parking area to the entry.

- Drive safely through the parking area.
Have all forms completed promptly.
- Update forms, as needed, when changes occur (i.e., new phone number, address, new School Readiness Rate Change, etc.).
- Keep staff informed of special needs or changes that might affect your child's behavior.
- **Notify the School if your child is ill.**
- **Notify the School if your child will be absent.**
- **Notify the School if you will be later than usual picking up your child.**
- Provide two changes of clothes marked with your child's first and last name.
This request is for all ages. Our School is not responsible for the lost clothing. Please change clothing seasonally to accommodate the changes in weather and the growth of your child.
- Children should be dressed properly for the weather and play.
- Do not allow children to bring in toys. (This rule does not include special transition toys such as a blanket or other security items to which your child is significantly attached.)
- Participate in the School's special activities.
- Attend scheduled family meetings and conferences.

Family-Teacher Conferences

Family/teacher conferences may be scheduled during the School year at the request of the family or teacher. Arrangements should be made with the management.

Problem Solving or Grievances

Differences between individuals in our community should be addressed directly whenever possible. The nature of your concern or issue will determine the person at the School that you need to contact first, as explained below:

Billing Questions: Contact the Director.

Checking On Your Child's Day: Call (407)239-3623 and a message will be written and forwarded to your child's teacher who will return the call when she is free to do so. Also, log on to the Internet viewing system to view your child.

Concerns with Your Child's Classroom or Teacher: Talk directly with the teacher when children are no longer in care (make an appointment). Our preference is for teachers and families to keep an open line of communication and work together to solve issues.

Concerns with the Center: Talk directly to the management team or send us an email at info@kidsrkidsbellalago.com.

Harassment, Bullying or Hazing: Please contact the management team immediately if you believe you or your child is a victim of harassment, bullying, hazing, or any other serious misconduct.

Ideas and Suggestions: We are always open to your input. Our goal is to team up with our families to make Kids 'R' Kids of Bellalago the best preschool it can be.

If the parties involved cannot resolve your concern, the matter should be taken directly to the management team.

If we do not know of your concern or problem, we cannot help resolve it. So, please contact us immediately if you have any concerns or issues.

Web Page

The School's official website is www.kidsrkidsbellalago.com and the Facebook page is www.facebook.com/KidsRKidsbellalago. Families are encouraged to check these websites for information which may include updates to this handbook on occasion.

Classroom Experience

Curriculum

Educational priorities are well defined at Kids 'R' Kids of Bellalago. Our comprehensive curriculum materials are designed specifically for each stage of development.

The Kids 'R' Kids Curriculum establishes a solid foundation for educational growth beginning with a child's first day. Each of our curriculum programs is research-based and includes developmentally appropriate activities. We have developed the Big Steps™ Curriculum for our toddlers, the Fast Track™ Curriculum for our preschoolers, and the G.Y.M.™ (Growing Young Minds) Curriculum for our after-school students.

We continue to educate children through the preschool years and beyond with theme based, academically stimulating, hands-on units. We provide teachers with the curriculum materials they need to create a positive learning environment that will challenge children and move them toward mastering new skills.

12 months / 24 months

We believe that once a trusting relationship is built, teachers can better assist children in reaching developmental milestones. In a warm, loving atmosphere based on trust and respect, our staff can provide for these needs.

We recognize that physical separation from child and family is always difficult. Our School strives to help families and children experience a calm transition of physical and emotional separation through our safe and loving environment. We encourage families to take the time they need to make this separation as smooth as possible and to let us know how we can support in the process.

Two-Year Olds/ Three-Year Olds

Two and three year olds are naturally curious. Building off this natural curiosity, children are given the opportunity to explore their world safely. Children are encouraged to develop their self-help skills, such as feeding themselves and toilet training. Each child is treated as an individual during this important time as a way to help them develop their independence and self-management skills.

Four-Year Olds

The concept that children learn best through play is reflected in the environmental design of each classroom. Our environment encourages experimentation and freedom of choice. The atmosphere also encourages independence and the building of self-management skills. In addition, the use of a daily schedule helps children feel secure and independent as they anticipate activities and the opportunity of making choices on an individual basis.

Kindergarten

At our School we understand the changing needs of older children and their families. A variety of programs are available: before and after School, holidays, and summer camp. Each program is designed to allow for free choice as well as teacher-facilitated activities. Children are encouraged to increase their knowledge, develop as individuals, and expand their social skills.

Admission and Related Processes

Age Ranges of Children Accepted

We accept children ages 12 months through 10 years of age. All children must be screened by the School prior to admission to assure that our program can effectively meet their needs. We have no special needs personnel on staff.

First Day

- On your child's first day of School or before, the following forms must be completed, signed and reviewed by the administrative staff:
- Enrollment Packet, Immunization Report, Doctor's Physical Form, and Birth Certificate.
- School Transportation Form (if applicable) Infant Information Form (if applicable)
- Acknowledgment of Receipt of Family Handbook Acknowledgment Forms Found in the Enrollment Pack

No child may begin in school without a current physical and immunization report. Please let the administrative staff know of any allergies or special dietary requirements **and document these allergies and restriction in the enrollment paperwork. If your child has specific dietary needs, a Doctor's note is required.**

If the information in these forms changes during the child's enrollment, families are responsible for notifying the School in writing of the changes. This includes but is not limited to phone numbers, emergency contacts, work locations, or child's physician.

Admission and Re-Enrollment

Admission and, as applicable, re-enrollment, is dependent on the following

1. All deposits, registration and other required forms, must be completed upon enrollment. Any false or misleading statements made on any submitted documents shall be grounds for denial of admission or immediate dismissal.
2. All financial obligations must have been met before or when due.
3. Annual registration fees will be billed at the beginning of your enrollment month. At this time, new enrollment paperwork will be due. If paperwork is not received in a timely manner, enrollment will be subject to termination.

Formal acceptance may be given on a probationary basis. In such case, the management team reserves the right to revoke acceptance or to dismiss a child at any time.

The management team reserves the right to place children in a classroom, to determine the teachers for a classroom and to determine whether a child continues to meet the School's requirements. *By signing our enrollment documents, the parent/guardian gives permission for the childcare personnel to have access to the student's records.*

Financial Policies

Registration Fees

- **New Families:** The registration fee is due after the student has been officially accepted based on admission requirements. This fee is \$250 for a single child and \$300 for a family of children and is payable after notification of the child's acceptance. This non-refundable fee will hold your child's spot in our program for 30 days.
- **Returning Families,** the registration fee is \$250 per family.

Tuition and Other Fees

- Tuition includes educational programs, breakfast, lunch, morning snack and afternoon snack.

We offer a 10% "multiple child discount" for the oldest child. 10% First Responder discount and a 10% Educator discount

- **Only one discount per family**

Students who receive government funding through School Readiness or any other scholarship/grant program will not receive any other discounts.

School District Closures - Thanksgiving, Winter, Spring, and Summer break will trigger **full-time** tuition rate if your school age child attends Kids R Kids. This affects Vpk Wrap-around and Before and/or After school students. This is a change to our policy effective Jan 1, 2022.

At no time will a student be relieved of paying tuition. This includes being absent due to illness.

Tuition is billed on Wednesday for the upcoming week and is due Friday of the current week . If the tuition and fees are not paid in full by close of business the following Monday, a \$15 late fee will be assessed, and the child will be subject to dismissal. When a payment is delinquent for one week, the space can no longer be reserved for your child. Your child will not be permitted to attend School as of Tuesday of any week that tuition is not paid in full. The time your bank pays on Monday may be hours after our closing time of 6:30, causing a late fee.

Families will be notified of any changes in tuition within four weeks of the change. We reserve the right to change tuition and/or program fees due to unforeseen increases in expenses. If you have School Readiness or similar assistance, it is your obligation to inform us of any rate changes.

When a child has their birthday, a new tuition rate will become effective on the first Monday.

No portion of your weekly paid outstanding tuition will be refunded or canceled in the event of withdrawal or dismissal from School without a two-week notice. **Should it become necessary to withdraw your child for any reason, a two-week written notice must be given to the administration.** If the notice ends on a Monday, Tuesday, Wednesday or Thursday, tuition for the entire week is due. If a two week written notice is not given , you are responsible for the two full week's tuition. We reserve the right to dismiss any student at the discretion of the School's management team.

We will be closed the following holidays: New Year's Day, Memorial Day, Labor Day, Independence Day, Thanksgiving Day, the Day after Thanksgiving, Christmas Day and Christmas eve/or the day after (to be decided), and two scheduled teacher work days. If one of the above-mentioned holidays are on a Saturday, we will be closed that Friday. If a holiday falls on a Sunday, we will be closed the following Monday. Full payment of tuition is required.

Unforeseeable Closures

If our School must close due to unexpected circumstances, such as inclement weather, or required closures by the city, then full payment of tuition is required. We reserve the right to close any additional days needed and full tuition payment is expected.

Before- and After-School Care Fees

Before- and After-School Care is available for children attending local public and private elementary schools. We provide transportation using Kids 'R' Kids School Buses equipped with seat belts to and from the following school, Sunrise, Mater Brighton Lakes and Bellalago Academy. Fees for this program vary according to the school calendar. Please check with the front desk staff for additional fees regarding school holidays, and seasonal breaks. You must notify us each time your child does not need transportation to or from school when we normally provide this service to you. **If we are not notified that your child does not need transportation from school to Kids 'R' Kids in the afternoon before the bus leaves our facility, a \$10 fee will be charged per school pickup.**

NSF Charges

If your check is returned for any reason, a \$30.00 NSF (Non-Sufficient Funds) charge will be applied to your account. This will be due in addition to any late charges prior to the beginning of the next week. Returned checks must be covered by a cashier's check, money order, cash or credit card. All fees are expected the same week.

Withdrawal

Families are responsible for initiating the child withdrawal process. Families will need to see the front office management team who will start the required paperwork process for withdrawal. Once the withdrawal form is properly completed and signed, the family

must ensure that any School property in the possession of the child or child's family is returned and any outstanding financial obligations are met. The financial obligation payable and due at the time of withdrawal will be based on the timing of the withdrawal.

Dismissals

The staff will work with each child to meet the needs of that child and every effort will be made to provide a positive learning experience.

However, this School reserves the right to ask families to make alternative arrangements for care if it is determined that a child's needs cannot be met or the child has not adjusted to group care provided by the School. In the event behavior becomes disruptive to the program or poses an unsafe situation for the child or other children in the School, alternative arrangements will be required.

A dismissal will only be considered after careful consideration that our program is not a successful match. This is determined after behavior documentation, parent conferences, and behavior plans have been in place without success.

If you, the parent, are uncooperative in completing and returning forms, fail to pay your tuition on time, fail to follow any state or county regulations, or fail to follow any Kids 'R' Kids Policy or Procedure, it may be necessary to dismiss your child from our School.

Attendance

School Hours

This School is open Monday through Friday, 12 months per year, from 6:30 a.m. until 6:30 p.m. Since we are licensed only for specific hours of operation, no early drop-off or late pick-up can be allowed. Any dates that we are closed will be prominently posted.

Arrival

We recommend all children arrive by their classroom's morning group time. **However, we require all students to arrive by 9:30am.** Arriving after this time will disrupt the routine of the day. Morning activities usually begin by 8:30 a. m. and this will help your child to be a fully participating group member. VPK students must be in place to begin at 8:30 a.m. The School must be contacted if your child will be arriving after their classroom morning group time. An adult will receive your child and aid or direct them to their classroom age appropriately. Upon arrival into the classroom, we ask that your child wash their hands. This will help us minimize the spread of illness. Please note that if your child arrives after breakfast (8:15) or snack time, we will not be able to provide this service. If your child has a Dr appointment and will arrive after 9:30 please call to let us know and provide a Dr. note.

Departure

To pick up a child from our School, an adult must come to the building, sign the child out, let the front desk be aware of your presence and we will escort the child out of the building. The family or guardian must supervise their child at all times after leaving the building, both outside the building and in the parking area. If someone other than a family member is picking up a child, they will be asked for a picture ID to match the person to the name given by the family.

Late Pickup Fee

If you will be late arriving to the School for pick up, please call and notify the management team. **There is a \$2 Charge for each additional minute after 6:30 p.m. OR after 5 minutes for part time VPK.** If children are left at the School for 1 (one) hour after closing and no attempt to contact the School has been made by the parent(s) or legal guardian(s) on file, then legal authorities will be contacted.

Inclement Weather

This School takes into consideration several factors when making a judgment as to whether we will open late or close early due to inclement weather. We do our own assessment of the conditions including local authority recommendations, local road conditions and forecast temperatures. Please call the School, check our website or Facebook, listen to the radio or watch television for announcements about closings due to inclement weather or other unforeseen circumstances.

Health and Safety

General Safety Statement

All of the policies, rules and regulations presented in this handbook are designed to make the time your child spends at our School safe and rewarding. We have taken a number of steps to promote the safety and protection of your child while in our care. They are as follows:

- All exits and entrances are locked and only accessible by keypad code entry or key.
- Classrooms are surrounded on three sides by tempered glass walls for easy viewing.
- The management team performs frequent observations of the classrooms. All common areas of the School can be viewed via the closed circuit Internet camera system, which is password protected.

Classroom Safety

Our School is located in an area that is free from conditions which are deemed hazardous to the physical and moral welfare of the children. Our School provides equipment and furnishings that are child sized, sturdy, safe and in good repair. Individual teachers are responsible for the set up of their classroom. It is part of their daily routine to wash and sanitize toys and furniture and to watch for and eliminate any hazards present in the classroom. Teachers are provided with guidelines as to what equipment and toys should exist in each classroom.

Playground Safety

A safe, age appropriate outdoor environment is provided for our children. The following rules are enforced for indoor and outdoor play areas:

- When a class has outdoor time, all children must stay with their class. Teachers will supervise the children on the playground at all times.
- In case of an accident, one teacher may bring a child in for first aid. At no time will the class be left on the playground without supervision.
- The administration and the teachers will inspect the playground daily and report anything that needs repair or correction.
- Students must wear closed toed shoes
- Students will not have outside recess with temperatures below 50 degrees
- If the heat index is 100 degrees or higher students will have recess under the covered and fanned patio.

Sick Policies

- Our ultimate goal is to provide a place where your child can learn, develop and have fun in a safe and healthy environment. The School is not equipped with the staff or facilities to care for sick children for an extended length of time. We depend on you to assume care for your sick child. The following guidelines for excluding children help us to keep many communicable illnesses out of our facility and thereby maintain regular attendance from the majority of the children and staff.

A child will be excluded from the classroom and comforted in the “Boo-Boo Room” by a member of our management while the family members are contacted to pick up within an hour in the event of:

- Children fever of 100.4 degrees or higher
- Diarrhea episodes of more than two in a day
- Skin rashes that are not diagnosed by a physician’s note as non-contagious
- Vomiting episodes of two or more
- Nose drainage that is thick and green or excessive for the comfort of the child.
- Eye drainage of any type accompanied by red eyes or mucus crusted around the eyes
- Pink eye or symptoms similar to those of pink eye
- Chicken pox, measles, sores, or if Scabies is suspected
- Respiratory problems including uneven breathing or severe coughing with wheezing or croup
- Sore throat, especially if swollen glands are suspected
- Strep throat symptoms are suspected
- Head lice are found
- Appearance or behavior is unusual and the teachers agree that the child is not feeling well enough to participate with the rest of the class including lack of appetite, confused or irritable
- Unusual color is noticed in the child such as jaundiced eyes or skin, pale in the face, stool or urine is an unusual color

If your child develops any of these symptoms during the day or if they are not able to participate in normal daily activities they must be picked up promptly (within one hour) and may not return until one of the following occur:

1. Your child has been symptom free for 24 hours without the use of medication. When your child leaves the center from a sick call, they are not considered symptom free. The 24 hour period begins when symptoms end while your child is at home recovering.
2. A doctor’s note is provided stating that your child may return to school, participate completely, and is free from any communicable illnesses. Please be aware that some pediatrician’s opinions vary on contagious conditions.

3. **For the health of other children, we reserve the right to ask you to keep your child at home, regardless of the doctor's note.**
4. If your child has been to the doctor and has had an antibiotic prescribed, he/she must be on the medication for a minimum of 24 hours or 2 doses before returning to school, unless otherwise stated by a physician.

When a child develops a fever, it is necessary to either see a physician or stay home to rest and recover. **Sending a child to school that has been on medication to reduce a fever is strictly prohibited.** This action puts the rest of the children in the center at risk for becoming ill. If a child is sent home with a fever over 100.5, he or she may not return to the center for one full day regardless if a doctor's note is supplied. This policy may seem inconvenient, but please remember it is designed to protect the health of all the children. It is also based on the Osceola County Child Care Licensing Ordinances.

If your child is absent, please contact us and let us know the reason. We will need this information to prevent the spread of contagious disease in the facility.

Infectious Diseases

If a child or staff member is diagnosed with an infectious or communicable disease, a message through Smartcare will notify you. The message will contain the name of the disease, the date it was diagnosed, and any symptoms that would alert you to the presence of the disease. It is your responsibility to report to the School any infectious or communicable disease for which your child is diagnosed. The family should notify the School if a child or sibling has contracted a communicable disease such as measles, pink eye, strep throat, head lice, hepatitis, meningitis, mononucleosis, or any other communicable diseases. A doctor must clear the student with the communicable disease before returning to School.

Medication Policy

Kids' R' Kids Bellalago will only administer medication for asthma or other breathing treatments and/or eczema. This includes but is not limited to: , Nebulizer treatments, Asthma pumps, Eczema Cream etc. If your child needs any other medication a parent or legal guardian will need to come administer it. This includes eye drops, prescription medication regimens, any antibiotic. **Medication cannot be stored at the facility.**

- Please note: Children may not remain at school if medication is administered to reduce a fever or other symptoms that may be contagious.

Emergency Medical Care

Each child, upon enrollment, must have emergency care information on file. It is the family's responsibility to keep this information current and to make Management aware upon enrollment or of any changes. In the case of a medical emergency, you will be notified immediately. Additional forms of a Plan of Action will be required to be completed by the child's doctor and kept on file at the center.

If warranted, emergency medical personnel will be contacted to provide transportation to the nearest hospital specified on the Health and Emergency Information form. If possible, a member of the School administration or the child's teacher will accompany the child.

Immunizations

The School must have on file an updated Immunization Records Florida Form 680 for each child with specific dates recorded. These forms and Physician Physicals are obtained from a private physician or the local Health Department and must be on file before enrollment and kept up to date. *There may be children in this classroom who are not immunized. This includes children who have a State of Florida Exemption for vaccinations or students who are within their first 30 days on enrollment.*

Accident/Incident Reports

Staff members may apply simple first aid at the School for minor injuries such as cuts, abrasions, bruises and insect bites. If any of these occur and first aid is administered, a "Boo-Boo Report" will be completed. This report will state the nature of the injury, the cause and the treatment. The teacher who completed the report and the family will sign it. If an accident is caused by or involves another child, that child's name cannot be given out and will not appear on the report. Families will be notified immediately if a child receives any injury other than a minor one. Incidents that require further medical treatment and/or first aid will be documented with an accident/incident form and kept in the child's file.

Reporting Abuse and Neglect

In the event a trained staff member feels a child has been abused or neglected, that staff member has responsibility to report his/her suspicion to the School Administration. At that time the administration will determine if the suspected abuse or neglect report is accurate. If the administration then feels that the suspicion is founded, they will contact the Department of Family and Child Services to begin to a formal investigation. All activity will be documented, including the initial report by the staff member. The staff member may choose to remain anonymous.

All allegations of abuse or neglect will be received by the state agency overseeing childcare as well as Kids 'R' Kids International, Inc. The county department of social services will determine if an investigation is needed within the 24 hours of the complaint. Even if the county department of social services determines the allegation does not warrant investigation, the state licensing agency and/or Kids 'R' Kids International, Inc. may investigate the complaint.

We take our responsibilities to report suspected child abuse, neglect, and abandonment seriously and will cooperate with governmental authorities in connection with their

investigations. If you have any questions regarding the School's mandatory reporting obligations, please consult the management team.

Reporting of Accidents and Hazards

The staff member must report all accidents, including those, which do not involve serious injury, immediately to the management team. Only through full knowledge of accidents can we strive to maintain a safe and healthy place.

Immediately report any unsafe conditions, defective equipment or other hazards to the management team. Children are expected to assist in maintaining safe conditions. Safety is a state of mind and requires constant vigilance and common sense. Safety is everyone's responsibility.

Emergency Procedures

If an emergency situation develops such as severe weather, fire, physical problems with the building, or power failure, the children's safety is our first concern. Evacuation route diagrams are posted throughout the facility.

The School is equipped with a fire alarm system, a sprinkler system, fire extinguishers in each room.

Fire drills are performed on a monthly basis and all staff members are instructed on proper tornado procedures. In the event of a natural disaster such as a hurricane, storm, etc., the families will be notified as soon as possible to pick up their child. If the family cannot be reached, the emergency contact will be called (this person should be local to the School).

Boo-Boo Room

The Boo-Boo Room is located in the lobby, near the front desk, for any child needing to be removed from the classroom due to illness or a minor injury needing first aid. This room provides a safe, healthy environment for the child while families are contacted. In the case of sick children, the room is completely sanitized after each use.

Emergency Contact List

Kids 'R' Kids Center #18FL (407) 239-3623

Fire Department 911

Police Department 911

Hospital (Osceola) (407) 846-2266

Health Department (404) 343-2000

Poison Control 1-800-222-1222

Corporate Office 770-279-7777

Fire Non Emergency: 407-944-4799

Police Non Emergency: 407-348-1192

Child Conduct

Basic Expectations

Our discipline policy at Kids 'R' Kids of Bellalago is built around our understanding of child development. Our goal is to allow each child to find and develop his or her own personal self-management skills. As teachers and staff, we offer children choices so they feel powerful in their ability to gain self-control. We use positive behavior management techniques such as positive phrasing and "I" statements as ways to further develop self-discipline. In situations where children are having a difficult time managing negative emotions, they may be removed from the over-stimulating environment to a quiet area where a teacher or member of the management team can work one-on-one to resolve the situation. Families will always be informed if a situation such as this has occurred. If a child continues to have a difficult time, a team meeting with the family may be requested. This meeting will consist of the team developing a plan of action to best meet the needs of the child and the family.

Discipline

Praise, positive reinforcement, and redirection are effective methods for the behavior management of children. When children receive positive, non-violent, and understanding interactions from adults and others, they develop good self-concepts, problem-solving abilities, and self-discipline. Based on this belief of how children learn and develop values, this facility will practice the following discipline and behavior management policy taken from the Kids 'R' Kids Parent Handbook and the NAEYC Code of Ethics.

At Kids 'R' Kids of Bellalago we use a method of 'redirection' to guide children toward appropriate behavior. If a child is engaged in behavior that is not conducive to a safe and happy learning environment, the teacher will "redirect" the child toward appropriate behavior.

"Above all, we shall not harm children. We shall not participate in practices that are disrespectful, degrading, dangerous, exploitative, intimidating, emotionally damaging, or physically harmful to children." (NAEYC Code of Ethics – Principle-1.1)

Child Behavior

Children will be subject to disciplinary action up to and including immediate dismissal for:

- Abuse or damage of School property
- Bullying/Harassment/Hazing
- Committing a serious breach of conduct inside or outside of the School
- Disrespect
- Disruption of School functions
- Fighting
- Possession or use of a weapon, among other things
- Profanity or vulgarity

- Sexual or other misconduct
- Stealing
- Threatening behavior
- Verbal or physical assault
- Violation of School's "Computer/Network Policy"
- Lewd or obscene behavior
- Possession or sale of tobacco, alcohol, drugs, or drug related items
- Inappropriate use of the Internet.
- Willful disobedience

Biting

Even the best preschool settings, periodic outbreaks of biting occur among infant and toddlers, and sometimes even among preschoolers. This is an unavoidable occurrence in groups of young children. It can be scary, frustrating, and stressful for children, parents, and teachers when someone is bitten. Understand that this is not an unusual phenomenon among children who are going through the oral stage of their development. It is also not something to blame on children, parents, or teachers, and there are no quick and easy solutions to it.

Children bite for a variety of reasons: simple sensory exploration, panic, crowding, seeking to be noticed, or intense desire for a toy. Repeated biting becomes a pattern of learned behavior that is often hard to extinguish because it does achieve results: the desired toy, excitement, and attention. Children may be teething and biting may be a pleasant sensation to a young child.

Knowing that their biting will hurt another person is not yet part of a child's mindset, so the "cause-effect" relationship is not internalized. Our teachers plan activities and supervise carefully in order for biting not to happen. There are times, however, that a teacher cannot be within immediate reach to prevent a bite.

Our policy for handling a biting incident is as follows:

- The bitten child is consoled and the bitten area washed with soap and water. If necessary, ice is applied to reduce any swelling or bruising. The biter is talked to on a level that he/she can understand, and then redirected.
- Parents of all children involved are notified of the biting incident.
- A written incident report is given to the parents of all children involved when they are picked up that day. However in order to protect the privacy of all our families, you will not be informed of the identity of the biter.
- We look intensively at the context of each biting incident for patterns, in an effort to prevent further biting behavior.
- We work with each biting child on resolving conflict or frustration in an appropriate manner.
- We try to adapt the environment and work with parents to reduce any child stress. We make special efforts to protect potential biting victims.

We try to make every effort to extinguish the behavior quickly and to balance our commitment to the family of the biting child to that of other families. Only after we feel we have made every effort to make the program work for the biting child do we consider asking a family to withdraw the child.

Harassment, Bullying or Hazing

Our School is dedicated to fostering an environment that promotes kindness, acceptance, and embraces differences among individuals. Therefore, we will not tolerate any type of harassment, bullying or hazing.

Harassment includes, but is not limited to, slurs, jokes, and other verbal, graphic, or offensive conduct relating to race, religion, color, sex, national origin, citizenship, or disability.

Bullying includes, but is not limited to, physical or verbal aggression (hitting, kicking, taunting, name-calling, teasing, threatening, ridiculing, etc.), relational aggression (harming or threatening to harm relationships or acceptance, friendship, or group inclusion), and emotional aggression (teasing, threatening, intimidating others). The School also prohibits cyber-bullying (creating websites, instant messaging, e-mails, text messaging, using camera phones or other forms of technology to engage in harassment or bullying).

Any of these types of offensive conduct can create an uncomfortable learning environment.

All concerns relating to harassment, bullying or hazing should be reported immediately to the management team. When the School management team becomes aware of harassment, bullying or hazing, the situation will be promptly investigated. Any child found to have violated this policy will be subject to disciplinary action, including immediate dismissal from School. No retaliation or adverse action will be taken against any person who makes a good faith report of harassment, bullying or hazing.

Drugs, Alcohol, Tobacco

Students must abstain from the use or possession of alcoholic beverages, illegal drugs, or tobacco products, both on and off School property. In the event that the School becomes aware of a child's involvement in any of the above-mentioned activities, the management team will determine appropriate action, which may include substance-abuse testing, treatment, suspension, or expulsion.

This policy does not prohibit the proper use of medication under the direction of a physician. However, the misuse or abuse of such drugs is prohibited. Children who are taking prescription or non-prescription drugs, which could affect their ability to function in a safe and efficient manner, must notify the School of this fact when they report to School.

Consequences: In addition to determining the appropriate disciplinary action pursuant to the School's Discipline Procedures, the School reserves the right to impose additional or different requirements as appropriate for the circumstances in its sole discretion.

Threats/ Weapons

The School has a zero-tolerance policy in regard to threats and weapons. The possession of dangerous weapons, such as guns and knives, or the display of any item that may be perceived as threatening, whether on or off School property, may be cause for immediate dismissal. Similarly, threats will be addressed as a serious issue. The School will determine the appropriate consequences depending on the circumstances.

Searches

Admission to our School is conditional upon consent to searches by the School. Refusal to comply with a request for permission to search a child's possessions may result in suspension or immediate dismissal of the child.

Behavior Probation

Children who are placed on behavior probation may be required, at the School's discretion, to have their family sign a probationary agreement with the School as a condition of continued enrollment. Failure to comply with the stipulations in the disciplinary probation agreement may result in dismissal.

Family Cooperation

A positive and constructive working relationship between the School and its families is essential to the fulfillment of the School's educational purpose. Thus, the School reserves the right not to extend the privilege of enrollment or re-enrollment to a child if the School reasonably concludes that the actions of the child's family make such a positive and constructive relationship impossible or otherwise seriously interferes with the School's accomplishment of its educational purpose. Moreover, the School reserves the right to expel a child at any time if, in the judgment of the management team, conduct of anyone directly associated with the child, including but not limited to the child's family, in or out of the School, is not in keeping with the School's accepted standards or principles. There will be no refund of tuition where such enforced withdrawal occurs and any unpaid balance is payable in full according to the terms of the child's enrollment contract.

Watch Me Grow: Each family can have two usernames with 100 minutes per day of viewable camera time.

Account holders are not permitted to share their username/password with friends or family. Account holders may not at any time record the cameras. Account holders are not permitted to call the center throughout the day about what is viewed on the cameras unless a child's health/safety is concerned. Kids 'R' Kids withholds the right to suspend an account holder's camera viewing privileges at any time.

Other General Policies and Procedures

Computer and Systems Usage Policy

All persons using the School's computers, the computer systems, or personal computers on School property or over the School's systems are required to abide by this policy. Failure to do so will result in appropriate disciplinary action determined by the School's management team. All computers should be used in a responsible, ethical, and legal manner. Violations of the following guidelines may result in the revocation of access privileges and possible disciplinary actions, up to and including dismissal.

Purpose: The purpose of providing access to the Internet and the School's computer systems is to support research and provide unique educational opportunities. The use of such resources should be limited to those activities that support the School's educational objectives.

Privilege: The use of the School's systems is a privilege and not a right. Inappropriate or illegal use of the School's systems or of the Internet will result in loss of the privilege and disciplinary action up to and including dismissal.

Internet Access: The School's community - children, staff and administrators - have the privilege of accessing the Internet. The School encourages children and teachers to use the Internet to expand their knowledge. The Internet allows users to send and receive e-mail, to log onto remote computers, and to browse databases of information. It also lets users send and receive files and programs contained on other computers. Files may only be downloaded to a portable storage device. Files are not to be downloaded to the School's local or network hard drives.

Filtering System: The School uses a filtering system to block inappropriate content from all users of our network. No filtering system is foolproof; therefore, we expect users to act responsibly in their searches and to immediately disengage from any materials that are inappropriate. The child must report the situation to the teacher or management team in charge of the activity. Although the School does filter content, some inappropriate content may still get through via the Internet. Obtaining material that is explicitly labeled, as not intended for minors will be considered a violation of the School's rules. Furthermore, making public or passing on any material that is pornographic, violent in nature or is in any way harassing is unacceptable and will be dealt with immediately by the appropriate personnel. The School has the ability to monitor all Internet use including E-mail and instant messaging. Users should assume that ALL activity is not private and is being monitored for content and appropriateness.

Internet Safety: Children should never give out personal information (address, telephone number, name of School, address of School, date of birth, social security number, credit card number, etc.) over the Internet. Also, children should not meet with someone that they have contacted on-line without prior family approval. Safety is the responsibility of the family and child. The School is not liable in any way for irresponsible acts on the part of the child.

E-mail, Chat Rooms, Instant Messaging, and Social Networking Sites: E-mail is one of the various systems that transmit some form of electronic representation of a page or message from one location to another. It should be clear that E-mail mail cannot be used to harass or threaten others. The School reserves the right to randomly check E-mail. E-mail messages must not include personal attacks and should follow the normal rules of appropriate public language. They should not contain any language or content that would be inconsistent with the mission and philosophy of the School or inappropriate in an educational institution. Children should be aware that deleted E-mails can be undeleted.

Participation in "chat rooms," instant messaging, posting messages, blogs, or browsing social networking sites (such as Facebook, U-tube, Twitter or any other similar sites) using School equipment is prohibited. In addition, any person who believes that they have been harassed or threatened by any of these methods of communication should immediately report the concern in accordance with the School's No Harassment/No Bullying/No Hazing policy. Children should also be aware that teachers and administrators may periodically check such sites and may determine that off-School-property behavior violates the Disciplinary Procedures by making disparaging or negative comments about the School, administration, or faculty members in a manner that is disruptive to the School's educational mission or activities.

Viruses: Every effort is made by the School to keep our system virus-free. Even with the best techniques, however, computer viruses can be transmitted to and from any computer, including those in the computer lab. The School is not responsible for the transmission of any virus or for damage suffered from a virus.

Computer Care: Members of the School community will not abuse, tamper with, or willfully damage any computer equipment, use the computer for other than appropriate work, or bring food or drink into any computer area. Any intentional acts of vandalism will result in discipline and children will be held responsible for replacement or repairs.

Reporting Requirements/Discipline: Any child who accesses inappropriate material on the Internet or receives harassing, threatening, or inappropriate materials via E-mail or on the Internet must immediately report the concern to the teacher who is supervising the activity or to the Management so that the situation can be investigated and addressed appropriately. Children who violate any aspect of this Computer/Network Policy will be subject to appropriate discipline, loss of computer or Internet privileges, and possibly dismissal.

Confidentiality

Information pertaining to the children enrolled at the School and the staff employed at the School is considered confidential.

To set up play dates or send party invitations, etc., families often ask for the phone numbers and/or addresses of other children in the School. We will happily pass notes or messages from you, but we cannot release confidential contact information.

Diapering - We receive your child clean and tidy and will return them the same way.

Children are checked at scheduled intervals throughout the day and changed at the first sign of wetness or soiling. No child is knowingly left in wet or soiled clothing. For children who wear diapers or toilet training pants, each family must provide an ample supply for each day/week. We do not supply these items and families will be notified if a child is running low on supplies. The school is prohibited from rinsing and/or laundering any child's soiled clothing and/or cloth diapers.

Field Trips

Classes may plan field trips during the year to acquaint children with community resources and to provide educational experiences that will enhance classroom-learning activities. **A signed participation and release form is mandatory for field trips. A child will be unable to attend a field trip unless a signed field trip form is received from a designated family member or guardian.**

Children scheduled to go on a field trip will wear a Kids 'R' Kids t-shirt identifying the child as a student of Kids 'R' Kids.

Classes will use the School's bus for trips unless another means of transportation is authorized by the management team.

- Children not attending field trips are required to attend the School unless otherwise advised.
- If there is a financial cost associated with the trip (t-shirt, bus), that financial obligation will be billed to the family account.

Lost and Found

All items turned in to the Lost and Found will be held for 30 days. If not claimed, they will be discarded or donated to a charitable organization. Please be sure all of your child's items are **labeled with their first and last name**. The School will not be responsible for lost, stolen or damaged items.

Meals and/or Snacks

Our School will provide a nutritious breakfast and lunch every day along with a snack in the morning and afternoon. Meals and snacks served at our School comply with the Meal Patterns and serving sizes for Children in Child Care Standards, which are based on the recommended nutrient intake judged by USDA MyPlate. Copies of the USDA MyPlate guidelines can be found at www.choosemyplate.gov

Foods that are associated with young children's choking incidents will not be served to children under 4 years of age; such as, but not limited to, whole/round hot dogs, popcorn, chips, pretzel nuggets, whole grapes, cheese cubes/sticks, and any food that is of similar shape and size of the trachea/windpipe. Food for infants will be cut into pieces ¼ inch or smaller, food for toddlers must be cut into pieces ½ inch or smaller to prevent choking. KRK Bellalago participates in the Child Care Food Program and follows their rules and regulations.

We are a nut-free School. Absolutely no peanut products may be brought into our School. This includes food products that are cooked with or near nut oil.

We provide daily substitutions for children with food allergies such as but not limited to Gluten, Dairy, Egg.

Preschool

Meals and snacks are provided by the School and are according to the posted schedule. Mealtime is seen as a part of the learning process. Children are served in the classroom and are encouraged to display proper table etiquette. They are also encouraged to taste all the food that is served but are not forced to eat anything. At no time is food withheld as punishment.

School-Age

Children enrolled in our Before- and After-School program will be served breakfast and an afternoon snack while in our care. Lunch is also provided if the school-age child is present during lunchtime (summer and school holidays, etc.).

Allergies and Special Diets

A monthly menu is posted on the front entrance window including all food that will be served for snacks and meals. Any special diets for food allergies, not available by the School, must be provided by the family and accompanied with a physician's note. No tuition discount is given for food brought in by families. No food shall be brought in for your child or the class without prior approval

Naptime

All children are required to have a quiet time following lunch and are encouraged to sleep during this time. Children who are five years of age and older are not expected to nap (unless required under state regulations) but are provided with quiet time. Children who fall asleep will be allowed to sleep until the end of the rest period, as designated by the daily schedule.

Personal Belongings

Upon enrollment in our program you should bring the following for your child:

- At least two complete changes of clothing appropriate for the weather with each item labeled with the child's name or initials, including socks and underwear
- A supply of disposable diapers for children who are not yet toilet-trained
- You may bring a lightweight blanket for rest time that is labeled with the child's full name.
- All children will be outside during the day, weather permitting. Please make sure your child has adequate clothing for outside play. (This includes a jacket/coat, closed-toe shoes only. No open-toe shoes – flip flops or sandals – will be allowed at School.)
- If your child is too sick to go outside, a physician's note explaining the reason should accompany the child for the exclusion to be considered.
- **The school is not responsible for lost or misplaced items.** Label your children's personal belongings, especially coats, sweaters, hats and gloves with their first and last name.
- **The following items are prohibited:**
 - Large pillows or items that do not fit in the cubby
 - Sleeping bags, mermaid tails et.
 - Diaper bags

Pets

Pets may not be brought to School and because their wellbeing can be adversely affected by being left in a hot car, we ask that when picking up or dropping off your child, please leave your pets at home.

Release Policy

Upon enrollment, you will receive a copy of our Release Policy to read and sign. Many pictures will be taken in your child's class and throughout the School during the time that your child is in our School. We also have a webcam service for your child's classroom. These pictures may be uploaded to our school website and our social media sites. Other families and teachers may take snapshots of parties and special events within the program. If for any reason you do not want your child photographed for social media use, please let the management team know as soon as possible. Also, be sure you make the classroom teachers aware of your wishes.

Prohibited Items

Children should not bring the following items to the School:

- Cell phones
- CDs, DVDs, iPods, PS2s and similar items Cameras and video cameras

- Skateboards, Electronic games
- Inappropriate reading material
- Any other items that would distract from learning such as Chewing gum or candy
-
- ***Safeguarding Valuables***
- Children should not bring excessive amounts of money (over \$5.00 is considered excessive) or other valuables to the School. Valuables such as expensive clothing, blankets, toys, electronics, jewelry (necklaces, bracelets, earrings, etc.) should not be brought or worn to School. **The School will not be responsible for lost, stolen or damaged items.**

Special Events/Curriculum with Food

Holiday parties will take place in the classroom throughout the year. Generally, a note is posted to notify families of an upcoming party and many times families are asked to volunteer to bring food or drink. If at any time you object to a party for religious or other reasons, please notify your child's teacher as soon as possible so we can plan to otherwise care for your child during that time. ***By signing for the receipt this handbook, we will assume that all children can participate in parties and curriculum using food unless notified to the contrary.***

Commercially purchased food may be donated, but remember, the food:

- Must be commercially made
- Must have an ingredient label
- Must NOT contain nuts
- Must NOT be processed near nut oil
- Must NOT contain excessive sugar

Telephones

Children can use the office phones for an emergency with a note from a teacher. There is no pay phone at the School. Cell phones may only be used with the permission of administration.

Toilet Training

When teachers recognize developmentally appropriate signs of potty training readiness, he or she will discuss this with the parents. We will assist by encouraging your child to visit the toilet between diaper changes. With the first signs of success, we will recommend that you send your child to school in training pants. Because toilet training can result in many soiled clothing items at school, please be sure your child comes to school with several (two to three) changes of clothing. Be sure extra clothes are appropriate to the present season and are labeled with your child's full name. All soiled clothing will be sent home the same day for laundering. The School is prohibited from rinsing and or laundering any child's soiled clothing.

Toys

The School provides many toys for the children's learning centers. Therefore, we request that **toys not be brought from home**. Please note this does not include special transition objects such as blankets or other security items to which your child is significantly attached.

Transportation

Transportation is provided to and from the school only with parental permission. The Kids 'R' Kids transportation forms must be signed once a year. Field trip forms must be signed before each trip.

If we take your child to school in the morning, then we will pick up your child at dismissal time unless otherwise notified. If we do not take your child to school, then we assume that she/he is absent and we will not expect to pick up your child unless it is agreed upon in advance that you will provide morning transportation and we will provide afternoon transportation.

You must notify us each time your child does not need transportation to or from school when we normally provide this service to you. If we are not notified that your child does not need transportation from school to Kids 'R' Kids in the afternoon before the bus leaves our facility, a **\$10 fee** will be charged.

Please have your child at Kids 'R' Kids by **7:00 a.m.** for the morning bus run.

Schools Serviced by Kids 'R' Kids of Bellalago:

Bellalago Academy

Mater Brighton Lakes

Sunrise Elementary School

Visitors and Volunteers

We have no visitors currently except for trades people and therapists. They must register arrival and departure.

Children have a dress code that stresses attractiveness, cleanliness, modesty, and weather appropriateness. Families are requested to be an example of these ideals when visiting Kids 'R' Kids.

Former families, children or guests of children are not permitted to visit during School hours.

Final Statement

Kids 'R' Kids of Bellalago wants to provide you with the highest quality care for your child. We believe that nurturing children in a loving, wholesome environment is a community need that we do best, because we commit ourselves to providing superior childcare and early education services.