

Kids Konnect Infant Care and Preschool Parent Handbook



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Welcome to Kids Konnect Infant Care & Preschool!

Thank you for choosing us to serve your child's daycare/preschool needs. We are proud to offer quality care to families throughout the bay area.

Our Purpose & Promise

KKP (Kids Konnect Infant Care & Preschool) will provide a safe and loving environment that will contribute to the intellectual, social, emotional, physical, creative and cultural growth and development of children ages 6 weeks to 5 years of age. Our program is designed with the individual child and family needs in mind. We specialize in providing a fun, positive learning experience through fully trained teachers and operate in strict compliance with licensing rules of the state of California, and the certification standards of the counties of San Mateo and Alameda. We are here as "parent partners" in your child's overall growth and development.

COVID-19 Planning and Response

COVID-19 preparedness has been incorporated into each of the Kids Konnect Preschool centers and our emergency plans. This is done with the guidance of San Mateo and Alameda Public Health Departments, California Public Health, CDC, and Community Care Licensing. All staff at Kids Konnect Preschool have been trained on the following:

- Enhanced sanitation and cleanliness of the program
- COVID-19 prevention, symptoms, and transmission
- Screening and well check practices

The following protocols will be followed to ensure the safety of the kids, the families, and the teachers:

- **Sign In/Out:** Parents will be allowed into the classroom to drop off and pick up.
- **Morning Health Checks:** We will be checking for any symptoms as the children and teachers arrive at our center. If there are symptoms (ex: excessive runny noses that are not due to seasonal allergies, excessive coughs, fever), they may be asked to go home immediately and stay home for at least 24 hours or until symptoms clear. If a child/staff begins to show symptoms at school, they will be isolated in a separate space for the safety of themselves and others until they are picked up to go home.
- **Handwashing** will be done frequently, before and after meal times, potty times, and activities.
- **Cleaning protocol:** We will follow an even stricter cleaning protocol than before-- aside our usual cleaning policy that we do in the morning, during nap, and afternoon.; cleaning, sanitizing, and disinfecting door handles, light switches, countertops, commonly used surfaces, toys, materials and surfaces will be disinfected daily throughout the day.

COVID Policy for positive and close contact cases

- **Positive COVID cases (child):** If your child is positive for COVID-19, please stay home for 3 days and return on the 4th day if there are no symptoms. If there are still 2 symptoms or more, keep your child home until the symptoms have cleared.

- **Positive COVID cases (siblings):** If a sibling is positive for COVID-19, please have your child stay home for a minimum of 3 days, provide a COVID test to your child on the morning of the 4th day, and return if the test is negative.
- **Positive COVID cases (parents/adults in household):** If a parent, caregiver, or adult family member in the household is positive for COVID-19, your child may come to school with a mask.

Arrival and Departure

While we are open, we are asking for your cooperation in maintaining the safety of our families, children, and staff.

- Families are allowed inside of the building. You may come inside to sign in and out and drop off or pick up your child(ren)
- Please use hand sanitizer provided upon arrival at entrance
- Wellness check will be done before child may enter the classroom
- Please refrain from bringing home toys and other items that could be shared between classmates
- Keep your child's personal belongings in a labelled bag to hand to the teacher
- If you, your child or family member living in your household is exposed, alert us right away

Sick Policy

- Children **MUST** be fever free for 48 hours (24 hours without the use of fever reducing medication) before returning to the program. We classify a fever as a temperature of 100 degrees F or higher.
- We will expect a parent to pick up a child within 30 minutes if a child exhibits symptoms of illness during the day. These symptoms include, but are not limited to inability to participate in routine activities, needing more care than staff can provide, fever (100 degrees F or higher with temporal thermometer), fever with behavior changes, difficulty breathing, uncontrolled/excessive coughing, diarrhea, vomiting, open sores, rashes, signs of infection, excessive runny nose with colored mucus, or any other sign of communicable illness.
- If a child is sent home from one of our programs due to a contagious illness, they **MUST** remain home the entire following day or if fever is present for 48 hours, no exceptions.
- Please do not bring your child to school if they are visibly unwell, not behaving like themselves, and cannot participate in the program as they normally do – if your child has an excessive green runny nose and/or cough, please try to keep them home until symptoms clear.
- It may be up to the director's discretion on when a child can return to school dependent upon the nature of their illness and/or exposure to COVID-19

- Tuition fees are NOT subject to pro-ration for illness, holidays, vacations, emergency closure of the center, director's discretion, or parent's discretion. Full tuition is due even if your child is absent for one or more days.

Parent Involvement / Communication

1. Parents are always welcome at any time to observe, share vocations, hobbies, family celebrations, talents or themselves, to come for lunch, or to simply spend time with their child.
2. Information about curriculum and daily and weekly activities, along with the skills they are designed to enhance, is located on the parent communication boards. Any special events occurring at the school or in the classroom will be posted on the communication boards, in parent monthly newsletters, and on the Facebook page.
3. Each family will receive regular newsletters via email concerning classroom events.
4. Information regarding a child's progress is available during parent conferences or during informal meetings that may be initiated by parents or staff at any time.
5. Formal parent/teacher conferences will be held twice annually or upon the parent's request.

Our Staff

Our teachers are qualified and dedicated educators, with a strong commitment to ongoing learning and professional development. Each teacher is screened and must meet, at minimum, the requirements set forth by the Community Care Licensing Division of San Mateo County and Alameda County.

Babysitting from our Staff

1. Child care outside of business hours: It is the policy of this business that it is discouraged for employees to babysit or take care of a client/family during weekends or off hours of the business.
 - A. Exceptions can be made provided that:
 - i. Employees must continue to meet demands of their position with this company, which may include working overtime or occasionally covering others' shifts.
 - Failure to do so will result in disciplinary action, up to and including termination of employment.
 - ii. Employees and families must inform school director of their arrangements
 - iii. Employees and families are willing to sign an agreement (Babysitting Liability Release Form) stating that they will not hold this business or its owner or employees responsible should anything happen
 - iv. Doing so does not pose a conflict of interest with this company

- v. If a family hires a staff member full time as a nanny and staff member resigns from Kids Konnect, family is responsible for a fee of \$2000 payable to Kids Konnect Preschool immediately after staff's resignation

Center Schedule

Hours of operation: Monday – Friday, 7:00 a.m. to 5:30 p.m., except as outlined below. Parents pay the usual tuition and fees for these days if your child is enrolled the week in which the closure days occur.

1) Holidays KKP is closed:

- January - New Year's Day
- January – Professional Development Day
- February - President's Day
- March – Professional Development Day (Second Monday of March)
- April – Professional Development Day (Second Monday of April)
- May - Memorial Day
- June – Juneteenth Day
- July - Independence Day
- August or September: Professional Development Days (1)
- September - Labor Day
- November -Veteran's Day
- November - Thanksgiving Day and the day after
- December – One week Winter Break on the fourth week of December

2) Professional Development Days – KKP will be closed four days a year so the teachers can attend their staff meetings.

- Third Monday of January
- Second Monday of March
- Second Monday of April
- Friday before Labor Day

Non-Discrimination

KKP shall not discriminate against any person on the basis of race, color, age, religion, gender, handicap, marital status, political stand, national origin or ancestry, physical appearance, income level or source of income, sexual orientation, and arrest or conviction record, except as regulated by California statute and administrative rules for day care centers.

ADA Compliance

America Disabilities Act Compliance: All reasonable efforts will be made to accommodate children with disabilities. Enrollment will only be denied if: the accommodation fundamentally alters the program and poses an undue burden on the child care/preschool program; the accommodation requires architectural changes that are not readily achievable; the child's

condition poses a direct threat to the health and safety of the child with the disability, or to other children or staff.

Confidentiality

All staff of KKP who has access to children's records or personal information about children or their families shall not discuss or disclose this information except with other staff members who need to know to perform their duties. Confidential information includes, but is not limited to, enrollment status, observed behavior, health issues, verbal exchanges, marital status of parents, custody arrangements, IFSP and IEP and etc.

- i) The parent or a person authorized in writing by the parent to receive the information.
- ii) A parent, upon request, has the right to access all records and reports maintained on his or her child.
- iii) All records required by the department of Health and Family Services for licensing purposes will be made available to the licensing representative as required by law.

Parent Parking

The physical safety of children at KKP is of paramount concern. Parents must accompany children across parking lots and streets, into the building, and to their classrooms. Please do not park in the red zones as it is reserved for emergency vehicles

Arrival at KKP

- 1) Center responsibility for children begins after parents sign in and alert a teacher they are leaving.
- 2) Parents needing assistance with the separation process for their child should inform teachers, who will comfort and/or ease the child into classroom activities.
- 3) Children arriving after 9:30 a.m. are considered late and may not be permitted into the morning session of the class. Families entering the program once class time is underway disrupts others and is highly discouraged.
- 4) If it is your child's first day, please have the following forms ready for your school's director:
 - ☐ LIC 700: Identification and Emergency Information
 - ☐ LIC 627: Consent for Emergency Medical Treatment
 - ☐ LIC 702: Child's Preadmission Health History
 - ☐ LIC 613A: Personal Rights—Child Day Care Facilities
 - ☐ LIC 995: Notification of Parent's Rights

Recording Attendance

- 1) Each child will be signed into and out of the center upon arrival and departure on the classroom attendance sheet each day. Once the child is signed out it is the responsibility of the person who signed to manage the child and exit safely from the facility.
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- 2) Attendance sheets shall include each child's first and last name. Parents will need to fill-in the times and sign their complete name. Parents who fail to sign their child in/out will be fined \$10/per missed signature; and the fine is due within a week of the violation. The missing signatures will also need to be corrected.

Pick-up at KKP

- 1) KKP will relinquish responsibility for children at pick-up time only to the parent or those persons over 16 years of age authorized by parents on the Emergency Contact form, or persons temporarily authorized by a phone call or a signed and dated note from a parent to the director or a classroom teacher. Anyone picking up must be prepared to show ID.
- 2) **Parents or their authorized agents take responsibility for their child upon their arrival.** Parents or their authorized agents must accompany children at all times when leaving the premises. **Each child must be signed out** by the person picking up the child.

Late Pick-up

- 1) **KKP closes at 5:30 p.m.** Because of potential liability and staff members' personal obligations, KKP cannot accept responsibility for children after this time. An exception may be made when the late parent has called to report a delay. The parent must give an estimated arrival time if they're on the way or the name of the adult who will pick up the child. ID for the stand-in will be required.
- 2) **KKP Procedures 5:30 – 6:00 p.m.**
 - i) At 5:30 p.m., the teacher will check KKP message system for messages from late parents. If no message is waiting, the teacher will call parents and emergency contacts until the authorized person is found to pick-up and care for the child.
 - ii) The person picking up the child is required to pay the teacher the late fee charge at time of pick-up.
 - iii) If a parent has not picked up a child or telephoned by 6 p.m., and if listed emergency contacts cannot or will not assume responsibility for the child, something has gone wrong and a public agency must be contacted. Staff members are not permitted to care for children in their homes, nor will they be asked to stay along with a child in the building for an indefinite period.
 - iv) If the teacher is unsuccessful in reaching anyone on the Emergency Contact Form, s/he will call the police to retrieve the child and stand in for temporary protective custody.
 - v) KKP recognizes the traumatic effect this process may have on a child, and urge parents to develop a back-up system.

Fines for Late Pick-Up

Beginning exactly at 12:30pm for half day families and 5:30 p.m. for full day families by center clocks, fines will be levied as follows:

\$1.00 per child for each subsequent minute. Funds payable to teacher at time of pickup.

Frequent late pick-ups: Child may be dis-enrolled if there are more than 5 occurrences per calendar year. Written notice will be provided.

Schedule Change Request

- 1) Parents who would like to change their child's schedule should submit a written request. We will do our best to accommodate these requests, but cannot guarantee accommodation due to meeting the state's regulation of the maximum number of children in our care and staffing availability. The director will approve/disapprove in writing within one week.
- 2) Tuition fees are NOT subject to pro-ration for illness, holidays, vacations, emergency closure of the center, or parent's discretion. Full tuition is due even if your child is absent for one or more days.
- 3) Request for schedule changes will not be granted during any closures.

Termination as a Center Decision

- 1) Grounds
 - i) Failure to pay fees.
 - ii) Failure to comply with center policies and practices or requirements imposed by the social services child care licensing agency.
 - iii) Failure to submit forms required by KKP and/or by licensing regulations of the California Department of Health and Family Services.
 - iv) If a child is absent from KKP for two consecutive weeks without notice and without contact from the parent (s) indicating the reasons for the absence and/or the expected date of return, the child will be dis-enrolled and a notice of termination will be sent to the address on record.
 - v) Behavior by a child or parent that poses a threat to the child, other children, parents/families, and/or staff.
 - vi) A parent is physically or verbally abusive or intimidating to facility staff, children, or anyone else at the facility.
 - vii) Parent demands special services that are not provided to other children and cannot reasonably be delivered by the program.
 - viii) We are unable to meet the expectations of the parent.
 - ix) Lack of parent cooperation. (Ex: Parent/guardian does not follow up on the corrective action agreed upon at any conference)
 - 2) Procedures
 - i) The Director consults with the parents/guardian to resolve the problem and a time table if necessary.
 - ii) Director will implement an action plan and discuss process and expectations for improvement in a reasonable time and discuss available outside resource.
 - iii) If the problem cannot be resolved after consulting with parents and following an action plan, then a one week written notice of termination will be given to the parent (s) and any advance tuition payments received for future days will be refunded.
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- iv) In the event that our center is not a good fit for your child and we are unable to meet their needs to help them thrive, termination may occur without an action plan and only a weeks' notice will be given to the family.

Center Inability to Meet Child's Needs

- 1) KKP wants to ensure that each child's placement is successful and appropriate. To that end, pre-enrollment consultation with parent (s) and pre-enrollment child/parent visits to ease potential separation difficulties are required.
- 2) If a child is not progressing well at KKP, KKP reserves the right to consider termination. KKP will give one week written notice of termination in order to allow time to find a more suitable placement for the child. If parent (s) and KKP mutually decide on termination, such notice may be waived. Any advance tuition payments received for future days will be refunded. KKP reserves the right to terminate immediately without written notice if KKP feels the children in our care are in danger, or parents/children become combative, abusive and/or threatening.
- 3) Suspension: If the Director feels a child needs to be suspended for up to 3 days for "inappropriate behavior" as defined by the Director, the parent must comply by picking up the child immediately upon notification of the suspension. No refunds will be given for time suspended. During the suspension, a behavior plan will be written up to be signed by both the parent and Director. If the goals in the behavior plan are not met within a specified timeline then the child may be dis-enrolled from the program.

Sickness, Vacation, and Absence

Parent (s) pay for all days for which their child is enrolled, regardless of whether their child attends or not. This includes, but is not limited to, non-attendance due to illness or vacation.

Every effort is made to reduce the communication of germs at our school. High use areas such as tables and faucets are disinfected several times throughout the day. While it is inevitable that children will experience some illness, we appreciate your assistance in keeping the spread of illness to a minimum.

Please do not send your child to school with a fever, lethargic, or fatigued/sleeping through the day. If they are sent home with fever, they have to remain at home for 48 hours and can return once they are symptom-free for 24 hours without fever reducing medication. If they are sent home due to vomiting, diarrhea, extreme fatigue/sleeping through the day and unable to participate in the program, they may return after 24 hours.

To help stop the spread of communicable disease, please notify us immediately if your child has a communicable disease. We post notices of all communicable diseases by the classroom door. Please bring a doctor's note to clear your child's return to school.

Tuition, Fees and Fines

- 1) Tuition and fees include snacks, lunch, and supplies.
- 2) A notice of any additional fees will be communicated in advance.
- 3) Tuition and fees must be paid in full by the 1st of the month. If the 1st falls on a weekend or holiday, then the tuition or fees must be paid the Friday before. Fines for late tuition are \$25.00 per day, excluding weekends, and payable at the time tuition is paid. Bi-monthly tuition must be paid on the 1st and the 15th or a late fee of \$25 per day will be incurred for each day it is late past the 1st or 15th. (Prior to the 1st and 15th if these days fall on holidays or weekends). Tuition and late fees not paid on day three (3) by 9:30 am will result in the child being unable to attend the program. Drop-off will be denied for each day the tuition and fees go uncollected. If by day seven (7) outstanding fees have not been collected, the child will be dis-enrolled from the program and the parents may be sent to a collection agency. If you are experiencing a hardship, please have the conversation with the director ahead of the tuition being due so we can budget and discuss a possible payment arrangement.
- 4) Bills and receipts are not routinely distributed, but will be provided upon request.
- 5) There is a 10% tuition discount for families enrolling more than one child in the 5 full days per week program. The discount is subtracted from the oldest child's tuition.
- 6) Tuition increases are typically made annually in January of each year. You will be given a 30-day written notice of the increase. Tuition increases range from 5-15% per year, depending on center expenses.

Tuition Assistance

Parents receiving tuition assistance from a public source will be responsible for paying the difference between the funding agents maximum and KKP's tuition rate and for any days regularly charged by KKP but not paid for under the rules of the funding agency, such as sick days and holidays.

Parents must pay a deposit equivalent to half-month tuition that will be applied to any outstanding balance left after the agency payment is received. Once those funds have been exhausted, the parent will need to replenish their deposit before their child can continue in the program. Parent fees as stated above apply to all parents.

Registration Fees

- 1) One registration fee per child is required at the time of enrollment and is not applied to tuition. The registration fee is non-refundable.
- 2) The first month's tuition, registration and materials fee are due the day your child enrolls. Please be aware if you submit a personal check, that check may be cashed the same day at your respective bank. You also have the option of signing up for payment deductions using ACH or a credit card.

- 3) If you leave the program and have not maintained your tuition payments and want to return, a new registration and materials fee are due at the time of enrollment.

Other Fees and Fines

- 1) Parents who withdraw without giving the required 30-day written notice to KKP are required to pay the final month's tuition from the date of notification of termination or the date they stopped attending. Parents will be sent to a collection agency should KKP be unable to collect directly.
- 2) Fines will be levied for the following:
 - i) Late pick-up
 - ii) Late tuition payments
 - iii) Failure to give KKP 30-day written notice of withdrawal from the center.
- 3) An annual materials fee of \$175.00 is due at the time of enrollment and each year thereafter on the anniversary of the child's start date.

Returned Checks

The bank charge for the returned checks due to insufficient funds will be assessed to the parent(s) along with the \$25 late fee. Moving forward, we reserve the right to ask that tuition be paid with a money order, cashier's check, credit card or cash.

Emergency Closures

School closures and delays can be caused by a variety of reasons outside of our control, including infrastructure (e.g. utilities or water), weather conditions, public health emergencies, any and all state-wide or city-wide declared emergencies, natural disasters, epidemics, pandemics, and outbreaks. While we understand that emergency closures can be inconvenient, the ultimate consideration is always student safety. We will announce school closures as early as we can through e-mail. Please remember that tuition is due and will not be refunded or discounted regardless of holiday, absence, or center closing/cancellation.

If we are to close early due to any of the reasons listed above, we will contact families as soon as possible to arrange pick up for their children. Teachers will remain with children until they have all been picked up.

Topical Ointments and Sunscreen Policy

Sunscreen - It is customary to put sunscreen on children ahead of going outdoors to protect their skin from sun damage. We ask that parents apply an initial application to their child's skin before arrival to school or at school as it will be reapplied again after naptime. Children age four and up will be monitored as they apply their own sunscreen and will get assistance when needed.

Children under age four will be assisted by staff. Each staff member will wear gloves and replace their gloves upon application on each child as to not spread illness. If your child does not have their own sunscreen, we will be using the following unless otherwise instructed by parents:

- Oxybenzone-free, paraben-free, fragrance-free; Safe for sensitive skin
- Very water/sweat resistant; Proven effective up to 80 minutes in water
- Active ingredient 16-Percent Zinc Oxide, Non-Nano, transparent and non-whitening
- No eye sting and non-greasy
- SPF 30; Broad Spectrum UVA/UVB protection

If you have a brand of choice, please bring it in, labeling it with your child's name, and written instructions on when and how to use it. If you have two children in our program, please label with both children's name.

Diaper Cream – should a child show signs of diaper rash or in some instances, to prevent diaper rash, we may administer diaper cream. We will use Desitin or Vaseline depending on the circumstances. If you would prefer we use a different product, please bring in your preferred ointment with written instructions on how and when to use it.

Health Issues/Sick Policy

- 1) Enrollment requirements related to health issues
 - i) State licensing regulations require that each child have a physical exam within six-months prior to admission or within three-months after the date of admission. A physical exam is required annually while enrolled.
 - ii) State law requires that an immunization record be submitted within 30 days of enrollment.
- 2) Normal body temperatures: Oral = 98.6; rectal = 99.6; auxiliary = 97.6
- 3) Children will be re-admitted after they have been free of symptoms of illness-induced fever, vomiting, or diarrhea, or visible signs of illness for a minimum of 24 hours (48 hours total for fevers – 24 hours of those 48 hours have to be fever free without any fever reducing medication)
- 4) In case of contagious disease, KKP follows the County Public Health Department isolation requirements.
- 5) Severe Sudden Illness
 - i) One staff member stays with the child to comfort and attend to his/her needs.
 - ii) A second staff member makes the necessary phone contacts as needed: 911, parents, or emergency contacts.
- 6) Medication Policy
 - i) All medications must be brought in their original containers, with prescription label with child's name.
 - ii) Prescription may be administered if all the following are met:
 - (1) Prescription medications shall be administered in accordance with the label directions as prescribed by the child's physician.

- (2) Parent authorizes staff in writing the approval to administer the medication to their child. Parent also agrees to give instructions should they not be clearly stated on the medication.
- iii) Parents must demonstrate how to use Epi pens, administer insulin shots, and administer inhaled medications along with written instructions.
- iv) Gastrostomy and feeding tubes will require written instructions from the parent and our staff member must demonstrate with parent observing that we are administering correctly before they leave the center for the first time.
- v) Non prescription medications may be administered without approval or instructions from the child's physician when the following have been met:
 - (1) Non prescription medications shall be administered in accordance with the product label directions on the container.
 - (2) Approval in writing from the parent and instructions, including, dosage and timing.
- vi) Staff will keep a log of date, time, medication given, and dosage, everyday the medication is administered. The log should be kept with the medication so parents can see it. Parent can request a copy if they'd like one to discuss with the doctor.
- vii) If a child begins to run a high fever while at KKP, and the parent or other authorized emergency contact is unable to reach KKP in a timely manner, an exception to the above policy will be made by the director or director's designee on a case-by-case basis. The staff will first attempt to reduce the fever by other means consistent with current first aid practices. If these measures fail, the staff member in charge may administer acetaminophen at the verbal direction of a parent, guardian, or child's doctor and record the permission on a form in the child's classroom medical log. Upon arrival, the parent will be required to sign the permission form. The child must be removed from KKP as soon as possible, even if the fever is reduced.
- viii) Medications should be handed to a teacher to store in our locked cupboard that is away from children, or in a covered container in the refrigerator.
- ix) All medications will be added to the emergency roster so staff remembers to take it with them it in an emergency. Two staff members will have this responsibility and monthly drills will take place on response time during fire and earthquake drills.

7) Chronic Illness

- i) Parents of children with chronic health conditions such as diabetes, epilepsy, allergies. Asthma, etc., will meet with staff to discuss medications, routines, and treatments used in the management of the illness.
- ii) Following this conference, written instructions will be prepared and distributed to staff members caring for the child.

Accidents

1) First Aid

- i) Teaching and administrative staff have current child first aid and CPR certification, and Red Cross procedures will be followed for both minor and major injuries.
- ii) First aid bags are provided for each classroom.

- iii) Boo-Boo or accident reports will be written up as deemed necessary by the staff.
- iv) Parents will be called as deemed necessary by the staff.

Clothing

A complete change of clothing, including socks and shoes, must be supplied by parents and kept at KKP, and be replenished as needed. Outerwear should be labeled with child's name. Parents should provide appropriate outdoor clothing for daily variations in the weather. Children will be involved in messy activities, so clothing that can withstand paint, sand, etc should be worn by the children. Children are encouraged to be as independent as possible during toilet routines, so we encourage you to dress children in clothes that are easy to manipulate.

Children will participate in outside wide range of activities throughout the day. Please dress your child appropriately for weather, art activities, and outdoor play. Outdoor play is a regular part of the daily routine. Children should be prepared to play outside some part of every day. Please do not request that your child stay indoors. Kindly remember if your child is too sick to go outside and play, he/she is too sick to come to school.

Shoes: Children may not wear flip flops or open-toed shoes due to the danger these shoes may cause on the playground. Please bring your child in closed-toed shoes only.

Personal Belongings: We highly suggest keeping jewelry and items of sentimental value at home. We are not responsible for items lost or damaged at school.

Potty Trainers

Parents are to provide diapers and/or pull-ups along with wipes and ointments for children that are not potty trained. Should the child be training, please make sure there are two (2) sets of underwear and pants available at all times. We will charge \$3 per diaper/pull-up used from KKP and funds will be payable to KKP at the end of the month.

Definition of Potty Trained

Potty Trained refers to a child being able to stop an activity (i.e. playing) and utilize the restroom independently. Here at Kids Konnect children who are potty trained must be able to identify when they need to use the restroom and the ability to take care of their hygiene and personal care independently.

There is a monthly fee for children who are not potty trained by 36 months old.

Curriculum

KKP's curriculum seeks to account for children's developmental levels as they use play to investigate and acquire the skills and knowledge they need to be competent and capable in the world around them. The curriculum promotes: social skills necessary for success in school; introduces the foundations of literacy and mathematics; fosters respect and tolerance for others; and introduces the basic concepts of science, technology, engineering, art, math (STEAM), music, and social studies.

Introduction to DAP

DAP (developmentally appropriate practices) allows for children to learn and be challenged according to their developmental level. Each child is praised for their abilities and asked open-ended questions to broaden independent thinking, creativity, and deeper understanding.

Children's social emotional health is encouraged as well as academic learning skills.

The six categories included in assessments include:

- ☐ Initiatives
- ☐ Social Relations
- ☐ Creative representation
- ☐ Music and movement
- ☐ Language and literacy
- ☐ Logic and mathematics

Birthdays

Birthdays can be celebrated at school with the child's class. Your child can bring a special treat to share with their peers. Some special treat ideas would include mini cupcakes, mini cookies, mini brownies, mini donuts, fruit snacks, fruit kabobs, snack mixes, or even a pizza party! If you plan on bringing party favors along with treats, please limit the sugary items given. Please ask the staff about any allergies to be aware of ahead of bringing treats. You can ask staff members for suggestions on what to bring as well. Please check and plan with a KKP director or teacher.

Child Portfolio

Each child will have a portfolio created by the classroom teacher. You will have the opportunity to meet with your child's classroom teacher to discuss the particulars of your child and family information. This will help the teacher to act as an extended care giver while away from home. This portfolio will grow as your child grows at Kids Konnect. This portfolio will serve as evidence of challenges and successes on your child's growth and development at our center. Upon graduation Pre-K children are given a portfolio of their work.

Role of Teachers

- 1) Establish classroom rules, routines, schedules, and weekly plans, while keeping in mind the need for flexibility, spontaneity, and occasional parental participation.
- 2) Develop an enriched learning environment.
- 3) Provide opportunities for hands-on, active learning, exploration, discovery, individual expression, field trips, self-help, play and problem solving.
- 4) Provide quality learning experiences.

Placement Criteria

Children's birth dates, developmental levels and space available are taken into consideration when determining classroom placement. Decisions are made by the Director, in consultation with teachers and parents.

Child Guidance

- 1) Philosophy of child guidance: Children's learning of appropriate behaviors in a social context is a long and imperfect process. This process depends in part on each child's level of development and amount of group setting experiences. Teachers take primary responsibility for guiding children's behavior. Structure, routine, and consistency are provided so that over time children learn what is expected and acceptable behavior.
 - i) Discussion and explanation, foreshadowing, rules, schedules, and clear positively stated directions are used to promote children's understanding of events and what is expected of them.
 - ii) Children are taught to verbalize their feelings and their needs to other children and adults, and to engage in problem solving.
 - iii) Redirection and encouragement to play in other areas of interest, or to take some time away from a situation may be used with children three years and older.
- 2) Parent Cooperation: Staff members wish to keep open lines of communication with parents. Therefore, it is requested that no punishment be given to children for events reported to parents. The intent of these communications is to describe behavior and to problem solve – not to be punitive or judgmental.
- 3) We DO NOT
 - Use any strategy that hurts, shames, or belittles a child.
 - Use any strategy that threatens, intimidates, or forces a child.
 - Use abusive or profane language.
 - Use food as a form of reward or punishment.
 - Use or withhold physical activity as a punishment.
 - Use corporal punishment as a form of discipline with children.
 - Shame or punish a child if a bathroom accident occurs.
 - Embarrass any child in front of others.
 - Compare children.
 - Place children in a locked and/or dark room.
 - Leave any child alone, unattended or without supervision.
 - Allow discipline of a child by other children.
 - Criticize, make fun of, or otherwise belittle a child's parents, families, or ethnic groups.
 - Retaliating or doing to the child what s/he did to someone else
 - Labeling a child as "bad" or otherwise implying that s/he is a problem, rather than the behavior

In order to best support each family and ensure your child's wellbeing at our center, staff may record videos and/or photos of your child's experience at our center to share with your family.

These photos and videos are shared with your family in confidence and will not be shared with the public.

The Facility

Our facility provides an environment loaded with fun and energy, allowing children to explore and learn in the process. Each play station has been set-up in a unique manner to promote new experiences and ideas. Our stations include: music, dramatic play, blocks, library, discovery, and science/math areas.

Field Trips/Transportation

Field trips require each parent to complete a field trip permission form and may require a fee depending on where we're going. Field trips will be announced two weeks in advance with the details in writing. In lieu of field trips we will also have special guests, such as fire fighters, that will bring their experiences to us.

Parents may be asked to volunteer to drive their own child. There will be a separate form to complete should you want to participate. Kids Konnect is not responsible for transportation.

Parent-Teacher Conferences

Parents may feel free to request parent/teacher or parent/director conferences to address any questions or concerns anytime. We schedule two conferences per year to discuss child's development.

Nutrition

- 1) Lunch is served daily at all center locations. An a.m. and p.m. snack are also provided. The lunch menus will be posted monthly on parent bulletin boards. Circumstances may require deviation from planned menus. These changes will be noted as needed on the menu.
- 2) Meal time is a social and fun time. Children are encouraged to try new foods but never forced.
- 3) Special dietary requirements, such as food allergy/intolerance, religious restriction, vegetarian preference, can usually be met with alternative foods on hand. Parents are asked to provide special foods such as milk or bread substitutes or in the case of severe allergies parent may be asked to provide lunch from home.
- 4) **Parents must submit special dietary requests in writing and give it to the head teacher or director.** No tuition discount given to families who bring in their own lunch.

Child Abuse and Neglect

1) Reporting requirements

- i) In compliance with state law, all employees are required to report any instances of child abuse or neglect direct to San Mateo/Alameda County Department of Human Services. They must also report any instances in which there is a “reasonable suspicion” that abuse or neglect may have occurred. Investigations will be made by San Mateo/Alameda County Department of Human Services, not by KKP.
- ii) An employee may make the report anonymously. A report made in good faith shall in no way jeopardize the employee’s position or status as a staff member of KKP.

2) Allegations Regarding an Employee – Made by Parent

- i) If a parent makes a complaint against any employee or volunteer of suspected child abuse, the director shall inform the complainant of his/her right to report the incident directly to San Mateo/Alameda County Department of Human Services.
- ii) If the parent chooses not to make a formal report at that time, the director shall schedule a meeting within one business day to speak with the suspected employee about the incident. If at any point the director suspects that an incident of abuse has taken place, s/he is required to make a report to San Mateo/Alameda County Department of Human Services.
- iii) Depending on the circumstances and evidence of each case, staff termination may result. If the complaint is unfounded, the proper agency will give their investigation results and it will be kept on file for one year.

3) Allegations Made by an Employee

- i) If an employee or volunteer suspects or believes that a child has been abused by another employee, s/he shall make a report directly to San Mateo/Alameda County of Human Services.
- ii) The reporting employee/volunteer shall immediately inform the director that a report is being made and explain the nature of the allegations.
- iii) The suspected employee/volunteer may be instructed to take time off pending the outcome of the formal investigation by the San Mateo/ Alameda County Department of Human Services.
- iv) The director shall make a written report any time a child abuse allegation is made against an employee/volunteer. These reports shall be kept in a separate confidential file maintained by the director and will be shared with proper authorities.

Emergencies

1) Fire/Building Emergency

- i) Fire evacuation drills are conducted quarterly. Teachers orient new children to the procedure ahead of the scheduled drill.
- ii) Fire evacuation plans are posted in each room of the center near the door.

2) Natural Disaster

- i) Natural disaster drills are conducted throughout the year. Teachers orient new children to the procedure ahead of the scheduled drill.
- ii) After being alerted by the community outdoor sirens of an emergency event, teachers lead children to designated safe area until the “all clear” signal is given.
- iii) Plans for taking appropriate shelter with children during these emergencies are posted in each classroom near the door.
- iv) Parents in the building are asked not to remove their children until the warning has stopped.

3.) Evacuation Plan

There are two relocation sites in case of an emergency when an evacuation of the building is required:

Pacifica:

- 1. Blue Bubble Laundry - 699 Manor Drive (around the corner from the convenient store)
- 2. West Side Baptist Church - 390 Inverness Dr (around the corner, 1 block to right side)

San Mateo - Bunker Hill:

- 1. Crystal Springs United Methodist Church – 2145 Bunker Hill Dr (ground level)
- 2. Safeway Grocery Store – 100 De Anza Blvd (Crystal Springs Shopping Center)

San Leandro:

- 1. Temple Beth Shalom 642 Dolores Ave San Leandro (one block north)
- 2. Running with Scissors Style Bar 1790 Bancroft Ave San Leandro (one block south)

Redwood City:

- 1. Redwood City High School 1968 Old County Road (directly across the parking lot)
- 2. B & H Engineering 1725 Old County Road (one block to the right upon exiting lot)

San Mateo - Downtown:

- 1. San Mateo Dental Care 135 N San Mateo Drive (directly across the parking lot)
- 2. Congregational Church of San Mateo 225 Tilton Ave

4.) Services provided during a medical/dental emergency

- i.) We will administer first aid as a first step.
- ii.) We will call 911 and have care administered by a public agency first respondent. Should it be determined that the child needs transport, the ambulance will be allowed to transport the child and a staff member will accompany the child to the hospital/dentist.
- iii.) We will contact parent(s) alerting them of the incident, first aid given, and if the child is at school or what hospital/dentist we're at.
- iv.) We will write an unusual incident report noting the details of the circumstances leading up to the injury and pertinent information and submit to licensing.
- v.) We will contact our insurance carrier letting them know of the incident along with details surrounding the incident.
- vi.) Any costs incurred for the medical/dental attention to your child will be the parents/guardians responsibility.

Problem Resolution Procedure

- 1) Parents are encouraged to discuss their concerns about classroom practices and center policies and procedures with the director. An agreed upon plan of action will be written by the director and the parents will review and sign off. This will be placed in the child's file and revisited and modified periodically if necessary.
- 2) The center administrator /owner will make the final decision regarding any parent concern brought before them, and will communicate this decision to the parent in writing. The center administrator/owner reserves the right to terminate enrollment agreement immediately without notice.

Infant Center Details

Daily Reports

Parents and staff utilize a daily report which has spaces to list what your child ate, when he/she slept, and when diaper changes occurred. Please complete the chart upon arrival. This helps us determine what your child may need at any particular time. Also, write and communicate any special information for the day. You can count on us to do the same!

Discipline

All employees are required to use "positive discipline" with each child. Positive discipline is an ongoing process of helping children to develop self-control for self-management while protecting and maintaining the integrity of the child. We communicate to children using positive statements on their level and talk to them in a calm quiet manner. We encourage and give attention to positive behaviors and model appropriate behaviors. We set up the classroom environment to help children succeed. We **do not** give time outs, leave children alone, raise our voices or yell at children, or inflict any corporal punishment.

Rest Time/Naps

We follow each individual infant's sleeping pattern. Toddlers usually nap at the same time each day. Please provide a blanket, pacifier, or any comfort items that will aide your child's sleep. Infants under the age of 1 year will always be placed on their backs to sleep. Infants under one will be placed on their back at rest/nap time. No exceptions.

Diapers

We do offer a diaper service for an additional \$50 per month fee to include diapers and wipes. For those families providing diapers, we will accept disposable or cloth diapers.

If diapers and/or wipes are not replenished within 3 days of notification that the child is out of these supplies, the monthly diaper service fee will apply to the next month's tuition.

Bottles

Families must provide formula or breast milk. Formula must come already prepared, bottled, and labeled with the date and child's name. Our center is not allowed to mix formula. Please keep your child's teachers up to date on progress or your desire to transition your child from a bottle to a cup and the transition to whole milk. Kids Konnect does provide whole milk. The teachers can help identify strategies to assist you -- just ask!

Transition to Table Food

At four months through seven months of age, infants may be ready for iron-fortified infant cereal (IFIC), fruits, and vegetables. When the infant is developmentally ready, it will be offered and provided by parents.

At the age of eight months through eleven months, infants are testing their likes and dislikes, practicing motor skills, eating finger foods — and wanting the foods that they see older toddlers or adults eat. When the infant is developmentally ready for meats/meat alternates, it will be offered and provided by parents. Creditable meat and meat alternates include:

- Meat, poultry, fin fish (not shellfish)
- Cheese and yogurt
- Egg yolk
- Dry cooked beans and peas

Parents are required to provide cereal, jarred or freshly made baby food, solid foods and snacks until the infant/toddler is developmentally ready to transition to food provided by Kids Konnect. Please see the posted menu for details of what will be served. We eat family style with toddlers.

Daily Check-In

We feel that daily interaction with parents is the most valuable tool for a successful relationship. Please take time at the beginning of the day to communicate to your child's teacher any information or special needs that might help your child have a good day. Please communicate this to your child's teacher verbally, or write it on their daily report. If you have a message or concern that you prefer remain private, please let a teacher know, and we will pass the

information on to the other staff discreetly. In turn, at pick-up time, the staff will make an effort to communicate with you about your child's day. We encourage you to pick up your child at least 10 minutes prior to closing time so that you have time to receive information.

Parent Handbook Acknowledgement Form

Child's Name: _____

Parent (s)/Guardian (s) Name: _____

I have read, understood and agreed with the policies and procedures presented to me in the parent handbook. I was also given an opportunity to have all my questions answered regarding the above topics prior to my child's first day at Kids Konnect Preschool on

_____.
Starting date

Parent/Guardian Signature

_____. Date _____

Please detach and return to the director for your child's file.

Director's Initials: ____