



**Kidz Connect
Child Care Center
LLC
Family Handbook**

Parents/Guardians,

Kidz Connect Child Care Center LLC would like to welcome you and your family to our facility. We understand that starting or moving to a new childcare center can be both new and challenging. However, we are here to ensure that the process is smooth and exciting. Our center provides services for children ranging from the ages of 6 weeks to 13 years old. We provide before and after care as well as a summer camp for our school-age children.

We take pride in focusing on the health and safety of every child enrolled. In addition, their education experiences are top priority as well. Once again, thank you for choosing Kidz Connect to provide all your childcare needs.

Sincerely,

Glendaria Crudup-Owner

Yolanda Dunn-Director

Janelle Jefferson-Assistant Director

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About Us

Philosophy

Our goal is to have a successful and healthy center, which is a leader in customer satisfaction and to attain a loyal customer following. We want our parents to trust that their children are in good, safe hands and that their children are continuously learning.

Mission

Kidz Connect Child Care Center LLC is committed to nurturing each child's cognitive, social, emotional, and physical development through intentional play-based learning and meaningful relationships.

Certification

- Licensed by the state of Pennsylvania
- Star 3 program

Definition of Family

In this handbook we refer to family as a parent, legal guardian, sponsor, or anyone else who provides for the well-being, best-interest, and responsibility of the child in our care.

Hours of Operation

Childcare services are provided from 6:00am to 6:00pm, Monday through Friday.

Holidays

The center is closed for selected holidays throughout the year. A schedule of center closings will be provided during the time of enrollment or at the beginning of each year. Occasionally early closings may occur in the event of emergencies

Admission & Enrollment

Prior to your child's first day, all enrollment forms must be completed, and the first tuition payment must be paid. **A non-refundable enrollment fee of \$75 is due at the time of enrollment.**

Introducing Children to Our Program

At Kidz Connect we strive to make the process of introducing children into our program as seamless as possible. We want families to be able to get to know the facility, the staff, and their child's classroom. In addition, we want the children to get to meet their new classmates. We work hard to build relationships based on trust.

INCLUSION POLICY

Kidz Connect Child Care Center LLC welcomes all children and is committed to providing developmentally appropriate early learning and development experiences that support the full access and participation of every child. We believe that each child is unique, and we work in partnership with families and other professionals involved with the child to provide the support each child needs to reach their full potential. If your child has an identified special need, you are expected to share the special need with the Director/Staff at time of enrollment. Any accommodation needed (within our scope), will be made prior to the child's/children's start date.

ACCESS

Community Inclusion

We accept and welcome children of all abilities. Our program supports the full inclusion of children who require additional support because of a physical, cognitive, social, or emotional need.

Families interested in having their child attend the program will be given an equal opportunity for admission. A waiting list may be maintained, and children will be accepted from the list on a first come first served basis.

Inclusive Environment

Early childhood educators at Kidz Connect Child Care Center LLC uses developmentally appropriate practices and consider the unique needs of all children when planning. Staff will make every attempt to make any modifications necessary to meet the needs of the children.

Schedules, routines, and activities are flexible and early childhood educators will work with therapists, special educators, and other professionals to integrate individual accommodation, modifications and strategies into classroom routines and activities. Indoor and outdoor areas are arranged so all children can move freely and make choices based on their abilities, interests, and needs. We update our daily program to meet the needs of the children. Any adaptations will be reviewed with families and other professionals supporting the child.

Participation

Meaningful Participation Children

We provide developmentally appropriate group experiences for all children and encourage the socialization of every child with peers.

Opportunities are provided for all children to participate in social free play and routines throughout the day.

Individual Early Learning and Childcare

We use programming approaches that best meet the needs of each child and his or her family.

We believe that each child deserves an environment and experiences that promote growth in all areas of his or her development.

Support

As a facility, we recognize the desires and needs of the family. We respect and value input from parents and encourage them to be part of the decision-making process for their child.

Collaboration with Other Professionals

Many children with disabilities or other special needs are supported by developmental and educational professionals such as therapists, teachers, and others. Kidz Connect Child Care Center LLC welcomes those professionals and work with them to assure the child's success. The service provider is encouraged to provide services to the child in the context of the early childhood classroom environment. The child's teacher and the service provider work collaboratively to determine the best strategies to support the child in the group setting. Kidz Connect Child Care Center LLC supports the teacher's participation in Individualized Family Service Plan (IFSP) and Individualized Education Program (IEP) meetings.

Professional Development and Support for Staff

Training and support are provided to ensure that all staff are comfortable, confident, and competent to meet the developmental and educational needs of all children. All staff members receive an orientation on inclusion policies and attend training focused on effective inclusion and/or other disability topics. The director provides additional support and resources as appropriate.

Confidentiality

Confidentiality applies to all verbal and written information about potential, enrolling and previously enrolled children and their families. All staff will be briefed on the need for confidentiality and will be expected to fulfill their obligation to respect the protection of privacy. Written records will be stored in a secure location with access limited to the director and the child's teacher. No information will be released about a child and the parent/legal guardian during enrollment or transition to another receiving program or school without first receiving the written permission of the parent/guardian. This excludes the responsibility held by early childhood educators as mandated reporters of suspected child abuse and neglect as outlined in Pennsylvania law.

Non-Discrimination

At Kidz Connect Child Care Center LLC equal educational opportunities are available for all children, without regard to race, color, creed, national origin, gender, age, ethnicity, religion, disability, or parent/provider political beliefs, marital status, sexual orientation or special needs, or any other consideration made unlawful by federal, state, or local laws. Educational programs are designed to meet the varying needs of all students.

Family Activities

We value families as partners in the growth and development of children in our program. We encourage parents and other family members to be involved in the program. This can be done by visiting children's classrooms, participating in events, and providing feedback on the program. (**Note:** To visit classrooms, you must have updated clearances). We offer a variety of ways in which families can participate in helping us establish and reach our program goals. Although we would like to have parental involvement year-round, we are very mindful and cautious during flu season.

Confidentiality

Unless we receive your written consent, information regarding your child will not be released except for that required by our regulatory and partnering agencies. All records concerning children at our program are confidential.

Staff Qualifications

Our caregivers are hired in compliance with the state requirements and qualifications as a base minimum. Typical staff certifications are as follows:

Position Title	Education/Certification	Experience
Owner	Bachelor of Science/ Business Bachelor of Science in Human Resources	15 years 20 years
Director	<ul style="list-style-type: none">• Associate Degree in Early Childhood• Education Currently working on Bachelor's in Child Development	24 years
Assistant Director	<ul style="list-style-type: none">• Bachelor's Degree in Psychology	
Teachers	CDA to master's Degrees	Various

Caregiver Orientation & Training Policy

All caregivers at Kidz Connect Child Care Center LLC participate in a comprehensive orientation and ongoing training program to ensure consistent delivery of high-quality care. These training sessions cover essential areas of early childhood education, including:

- Child growth and developmental milestones
- Health and safety practices within learning environments
- Developmentally appropriate strategies and techniques
- Guidance and behavior management practices
- Fostering strong family partnerships
- Respecting cultural and individual diversity
- Upholding professionalism in all interactions

This ongoing development ensures our team remains informed, compassionate, and responsive to the needs of all children and families.

Outside Employment Policy

To maintain professional boundaries and ensure clarity in caregiver-family relationships, Kidz Connect strongly discourages families from entering private employment arrangements with staff members (e.g., babysitting or caregiving outside of program hours). Any such arrangement is considered a personal matter and is neither affiliated with nor sanctioned by Kidz Connect Child Care Center LLC. We appreciate your understanding in helping us protect the integrity of our childcare environment and uphold our commitment to ethical standards.

Child to Staff Ratios

Children are always supervised. All caregivers receive scheduled breaks which reduce fatigue and help to reduce stress. We maintain the following standards for child to staff ratios:

Age	Child to Staff	Maximum Group Size
1 Year	5 to 1	10
2 Year	6 to 1	12
3-year-olds	10 to 1	20
4-year-olds	10 to 1	20
5-year-olds	10 to 1	20
Young School Age	12 to 1	24
Older School Age	15 to 1	30
Source: PA Childcare Regulations.		

Communication & Family Partnership

Daily Communications

- The Bright-wheel app is used to keep you informed about your child's activities and experiences at the center. *(This is not related to school age children)*. It also tracks your child's attendance records, including school age children.
- Bulletin Boards located in the waiting area will keep you informed of center news, upcoming events, faculty changes, holiday closing dates, announcements, etc.
- Email, text and Bright wheel will be used as the primary vehicles for announcements, etc. on an as needed basis.
- A parent Idea box will be placed in the waiting area. Please place ideas or suggestions in the box. We provide a learning environment for parents to share ideas and experiences. We will check the box on a weekly basis and schedule time with you to discuss.

Family Visits and Participation

Family visits and participation are encouraged. Visit our classrooms, volunteer, come along on a field trip, or eat a meal with your child. Signing in is required for the safety and protection of our children. However, to volunteer and/or visit classrooms, parents/guardians must have current childcare clearances. *(This will not be allowed during COVID 19 Pandemic or any other pandemic)*.

Conferences

Family & teacher conferences occur twice a year. During these conferences, we will discuss your child's strengths, likes and dislikes, and styles of learning. We will work together to set goals for your child's growth and development. You may request additional conferences regarding your child's progress at any time. We encourage you to communicate with us any concerns.

Publicity

Occasionally, photos will be taken of the child/children at the center for use within the center or on our social media platforms. You will find a consent to photograph form in the enrollment packet. We will respect your wishes if your child cannot be photographed or put on social media. The names of the children will not be posted.

Curricula & Learning

Learning Environment

We provide a rich learning environment with a curriculum that is developmentally appropriate to the specific ages in each classroom. We have a flexible daily routine that allows children to advance at their own pace. We strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas. Our program is designed to enhance children's development in the following areas:

- Creativity
- Self-expression
- Decision-making
- Problem-solving
- Responsibility
- Independence
- Reasoning

We encourage openness to differences and encourage learning from differences.

Curricula & Assessment

Kidz Connect Child Care Center LLC uses the Creative Learning curriculum. As part of this curriculum, we gather information about each child's developmental abilities and evaluate their progress. Creative Learning curriculum identifies goals in all areas of development.

Social: to help children feel comfortable in school, trust their environment, make friends, and feel they are a part of the group.

Emotional: to help children experience pride and confidence, develop independence, self-control, and have a positive outlook.

Cognitive: to help children become confident learners by letting them try their ideas and experience success. By helping them to acquire learning skills such as the ability to solve problems, ask questions, and use words to describe their ideas, observations, and feelings.

Physical: to help children increase their small and large muscles. To feel confident about what their bodies can do.

This means encouraging children to be active and creative explorers who are not afraid to try innovative ideas and to think independently. The environment allows the children to move freely and independently. Our goal is to help children become independent, self-confident, inquisitive learners. We are teaching them skills that will help them learn in the future and not only during toddler and preschool years. We allow them to learn at their own pace and in the ways that are best for them. We teach children good habits and

encourage positive attitudes. These teachings will result in a strong self-image that will have an influence throughout their lives.

Curriculum Policy

Kidz connect childcare center strives to create an environment that allows all children the freedom to grow and learn. Each child in our facility is seen as an individual who we strive to provide endless learning opportunities to. Children are engaged in learning opportunities that meet the needs of the whole child- language, social emotional, cognitive, and physical.

Our facility has chosen to follow the Creative Curriculum approach to Early Learning. We feel that this curriculum encompasses both our mission and vision as it relates to children's learning and their opportunities to grow and develop. The curriculum allows teachers to observe, plan, and decide what their next step will be in planning for their group. This curriculum provides practices that are developmentally appropriate for each of our age groups – Young/ Older Toddler (1-2 Years), and Preschool thru Pre-K (3-5 Years).

Our teachers use a weekly theme to follow as they provide learning opportunities to the children in their classes. With the help of learning centers, outdoor experiences, and parent partnerships children are given freedom and the opportunity to explore as they participate actively in their environment. With this curriculum, emphasis is strongly placed on the process and not the product. Keeping track of the child's development is important as well, which is why we use a portfolio method. Each teacher utilizes a checklist of developmental milestones which are used to scaffold their lesson planning. Our portfolios consist of photos, artwork, and other projects that display how children are developing and learning in the classroom. Each child's portfolio goes with them to the next class, so that parents can see a larger span of development. Portfolios are given to the parents on the child's last day.

The Role of the Teacher

The role of the teacher is to implement quality early childhood education in accordance with Kidz Connect Child Care philosophy, in a clean, safe, and loving environment. This is done by providing an inviting, pleasant atmosphere where children feel secure and safe. Teachers are responsible for the appearance, décor, arrangement, and learning environment for each of the classes using the Creative Curriculum model and the rating scale from ITERS, ECERS, and SACCERS. Teachers will write, plan, and implement daily activities to develop healthy and safe habits for children. In addition, the plans will be posted for families to see what their children are doing during the day. The teachers will partner with their families to gain valuable feedback on the learning that takes place at home and in the classroom.

The Role of the Family

Families play an integral role at Kidz Connect Child Care Center and in the overall development of their child. It is our goal to partner with our families to invite them to be involved in their child's learning. We understand and appreciate that each family is unique, and we strive to ensure that each child and family feels welcome.

Screenings and Assessments

Developmental Screening & Assessment Policy

To ensure each child receives individualized support aligned with their developmental needs, Kidz Connect Child Care Center LLC implements a structured screening and observation process rooted in evidence-based practice.

Initial Developmental Screening: "Ages and Stages"

- After 45 days of enrollment, every child undergoes a formal developmental screening using the *Ages and Stages Questionnaire (ASQ)*.
- The screening evaluates developmental progress across the following domains:
 - Communication
 - Gross Motor
 - Fine Motor
 - Problem Solving
 - Personal-Social
 - Overall Area (for optional comments and input)

Families are also provided with a copy of the screening and encouraged to complete it at home. While participation by parents is optional, their input is highly valued as it offers a holistic view of the child's development across both the home and childcare settings.

Sharing Results and Family Collaboration

Once both staff and family assessments (when provided) are completed, the lead teacher sends a letter to families outlining the child's 45-day enrollment milestone and inviting them to review screening results. This communication opens a dialogue for:

- Mutual sharing of observations between staff and families
- Discussion of developmental progress or concerns
- Parent questions, regardless of assessment participation

Ongoing Assessment & Curriculum Tools

Kidz Connect utilizes *The Creative Curriculum*® and *Teaching Strategies GOLD*®, offering an integrated framework for:

- Intentional teaching and developmentally appropriate assessment
- Digital reporting and progress tracking

- Ongoing staff training and development
- Family engagement through accessible learning portfolios

Weekly classroom observations are conducted in all developmental domains. These observations are documented and uploaded to *Teaching Strategies GOLD*®, forming a comprehensive and dynamic profile of each child's growth.

Parent-Teacher Conferences

Observation summaries and developmental insights are formally shared with families during scheduled parent-teacher conferences (see our Conference Policy). These meetings offer a dedicated space for families to receive updates, ask questions, and participate meaningfully in their child's learning journey.

Developmental Screening

Kidz Connect Child Care Center LLC, monitors each child's achievement of developmental milestones, share observations with parents/guardians, and provide resource information as needed for further screenings, evaluations, and early intervention and treatment.

The developmental screening process is a collaborative one, involving parents/guardians and is done in conjunction with the child's primary care provider and health, education, and early intervention consultants. Developmental screening is conducted with written consent from the child's parent/guardian(s).

Individualized Learning and Assessments

We recognize and understand that each child learns and develops at different paces. To provide each child with the learning opportunities that they need; we utilize Teaching Strategies Gold to complete our assessments. This will provide teachers with an overall view of the child and their learning up to that point. After the assessment is completed on each child, teachers then use that information to plan out their lessons carefully and intentionally to ensure that the needs of each are met. This may also be reflected in the lesson plans with the use of individualized goals, small group, or large group goals. Teachers will adjust their lesson plans weekly to add or remove new skills or personalized goals that need to be targeted.

The assessments are then shared with families, which is an opportunity for them to provide feedback as well as to what they would like to see. The feedback from parents is valued and taken into consideration when lesson planning is being done.

Service Referral

When a program staff member determines a family need outside services such as medical, dental, developmental, financial, mental health, clothing, food, shelter, etc. the staff

member will assist the family. Providing our families with assistance with outside services is extremely important in our facility. This policy applies to all staff and is strictly enforced by our administration team. Staff will be trained in this policy during orientation, and it will be reviewed with staff annually.

IEP/ IFSP Policy

Kidz Connect is committed to supporting the unique developmental needs of children with an **Individualized Education Plan (IEP)** or an **Individualized Family Service Plan (IFSP)**. The following procedures ensure consistency, collaboration, and inclusion across all classroom environments.

Director Responsibilities

- Request that families complete a form authorizing the center to obtain a copy of the child's IEP or IFSP. The request will be maintained in the child's enrollment file.
- File IEP/IFSP documents in each child's record and ensure availability for the teaching team.
- Provide teachers with the child's IEP/IFSP goals and facilitate discussions on instructional strategies.
- Ensure that all teachers receive proper training on implementing IEP/IFSP goals, with training documentation recorded in their Professional Development Records (PDR).
- Coordinate with early intervention consultants to schedule periodic meetings involving the child's family and teaching staff. These meetings focus on progress, adaptation strategies, and goal alignment with classroom routines.
- Request written consent from families to attend meetings initiated by the early intervention team related to IEP/IFSP modifications.
- Monitor classroom implementation of IEP/IFSP goals and ensure fidelity to support plans.
- Seek additional consultation from early intervention specialists if needed.
- Ensure teachers conduct family conferences to share developmental updates and goal progress.

Teaching Team Responsibilities

- Conduct weekly observations and document progress toward IEP/IFSP goals. Use this documentation to tailor and individualize lesson plans.
- Maintain a daily communication log between home and classroom specific to each child with an IEP/IFSP.
- Prepare and conduct family conferences a minimum of three times per year to share developmental progress, classroom participation, and IEP/IFSP goal updates.
- Meet with families prior to classroom transitions or program changes. Develop and implement an individualized transition plan as needed to ensure continuity and support for the child.

Outings and Field Trips

Weather permitting, we conduct 45 minutes to 1 hour of supervised outdoor play and/or walking trips around the neighborhood (school age children) daily. Children are always accounted for. A permission statement for participation in walking trips is included in the enrollment package.

From time to time, (especially during summer day camp), there will be supervised field trips, and we encourage you to join your child if you can. Permission Slips for each trip must be signed by the child's family.

For field trips, please dress your child appropriately for the season. Walking shoes are necessary. Sandals and flip-flops are not appropriate for walking and make it difficult for your child.

The safety of children and staff will be guarded in all activities. Proper restraint systems (seat belts) and the correct use of them are critically important during travel to/from the child-care program as well as during field trips. We only take school age children on field trips where transportation is needed.

Transitions

Your child will experience numerous transitions in childcare whether it is from home to childcare, from class to class, or from childcare to elementary school. Regardless of the transition, it should be a positive and exciting learning adventure. We will work with you and your child to ensure the smoothest possible transition.

Transition from home to center

Prior to your child's first day, you will have an opportunity to tour the center, meet with your child's peers and teachers, and communicate any anticipated concerns. At this time, please share the best communication methods that the teacher may use to reach you.

Transition between learning programs

Children are transitioned to the next program based on age, developmental readiness, state licensing requirements, and space availability. During the transition, current and future teachers will meet with you to propose a plan to introduce your child into the new program.

Transition to elementary school

Transition activities such as a field trip to a local elementary school where children transition from all day childcare to before & after care will be part of your child's education at our center. We will provide you with information on local schools, what to expect, and

ideas on how to talk to your child about going to elementary school.

Transition for before/after school care

Children who are of school age may continue with before/after school care at our center. The center will ensure that your child arrives at the bus stop to pick up (before school) and pick up at the bus stop after school. We also offer van service, which means we will transport your child to school in the morning and pick them up after school in a timely manner. This service must be discussed in detail during the time of enrollment. Note: There is a transportation fee. When a child is ready to transition to self-care a meeting will be scheduled with the family to discuss tips on how to ensure a smooth successful transition to self-care.

Electronic Media

Pennsylvania rules prohibit any screen time for children under two. This includes TV, videos, and computers. Our normal daily use for electronic media is outlined below:

Television - from time to time for age-appropriate movies.

Computer Use - For research during homework time and at approved social media times.

Electronic Media - will be screened prior to use and will consist of non-violent material.

Our focus is to provide the children with positive experience with an increased understanding of the world. Electronic Media will be offered as a choice, used to meet a developmental goal, and limited to no more than 1 hour per day for school age children and ½ per day for pre-school children.

Multiculturalism

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people. We utilize books, music, games, and a wide range of activities such as aids to teach children respect for our world and the diversity of people. To support the language development and academic achievement of children who are culturally and linguistically diverse by ensuring that all children can succeed in our program.

Celebrations

Our holiday policy encourages an enhanced understanding of and respect for diverse cultures and beliefs of children, families, staff, and community. We acknowledge the cultures and holidays of all families enrolled in our center.

Rest Time

After lunch, all the children participate in a quiet rest time. Children are not required to sleep but will be given quiet activities if they are not sleepy or cannot sleep. School age children, although not required, should be provided with an opportunity for a regular rest period if the child desires. For children who do not want to rest, space and time for quiet play is available.

Toilet Training

The key factor in making the toilet learning experience successful and as low-stress as possible is a family/teacher partnership that supports the child. Research indicates that children cannot successfully learn how to use the toilet until they are physically, psychologically, and emotionally ready. Many pediatricians say that most children under 24 months of age are not physically capable of regulating bladder and bowel muscles. Most positive toilet training occurs only after children show signs of physical control or awareness of their bodily functions and when they demonstrate an interest or curiosity in the process. We are committed to working with you to make sure that toilet learning is conducted in a manner that is consistent with your child's physical and emotional abilities. When you feel as though your child is ready for this step, then a plan will be arranged between you and the child's teacher(s).

Guidance

Kidz Connect Child Care Center LLC is committed to each student's success in learning in a caring, responsive, and safe environment that is free of discrimination, violence, and bullying. Our center works to ensure that all students have the opportunity and support to develop to their fullest potential and share a personal and meaningful bond with others in our program. Considerate direction and planning are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving help children develop the ability to become self-disciplined. We encourage children to be fair, to be respectful of others, of others' property, and to learn to understand the results of their actions.

Discipline Policy

At Kidz Connect, the discipline policy reflects our philosophy of positive guidance and respectful behavior. A copy of this policy is included in the enrollment package and must be reviewed and signed by all families.

Guiding Principles

Children are encouraged to treat others with respect and kindness while developing self-regulation and critical thinking skills. Our staff provides consistent support to help children navigate interpersonal challenges in a safe and nurturing environment.

Each student at Kidz Connect has the right to:

Learn in a safe and friendly environment

Be treated with dignity and respect

Receive guidance and encouragement from caring adults

Challenging Behavior

Challenging behavior may include, but is not limited to:

- Physical aggression such as hitting teachers or peers

- Verbal aggression including yelling or screaming
- Destructive actions such as throwing furniture or toys
- Use of inappropriate language or gestures

When such behavior occurs, staff members intervene immediately to ensure the safety of all children. We use age-appropriate strategies to help children understand the impact of their behavior and guide them toward constructive alternatives.

Discipline measures are:

- Clear and consistent
- Understandable to the child
- Administered respectfully and without humiliation

Bullying and Zero Tolerance

Kidz Connect maintains a zero-tolerance policy for bullying. Concerns should be reported promptly to the Owner or Director for immediate review and action.

Ongoing Behavioral Support

If challenging behavior persists:

- Staff will document behaviors
- Parents will be notified and involved in problem-solving discussions
- A collaborative support plan may be developed between the center and the family
- If improvement is not observed, the child may be suspended. As a final measure, the child may be withdrawn from the program.

Physical Restraint

Physical restraint is only used in extreme situations and is a last resort. Physical restraint will only be used to keep the child who may be being restrained, other children, and staff safe. These instances are extremely rare, and a parent or guardian will be notified immediately and made aware of the situation. Again, there are rare instances when we need to ensure a child's safety or the safety of others when we may restrain a child by holding her or him only for as long as it is necessary for control of the situation.

Notification of Behavioral Issues to Families

If a child's behavior/circumstance is of concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these needs in the context of our program. On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care. Examples of such instances include:

- A child appears to be a danger to others.
- Continued care could be harmful to, or not in the best interest of the child as determined by medical, psychological, or social service personnel.
- Undue burden on our resources and finances for the child's accommodations for success and participation.

SUSPENSION & EXPULSION

In rare cases, we may determine that discontinuing care for all enrolled siblings is necessary if trust and collaboration cannot be restored. These situations are always unfortunate. We want you to know we will do everything possible to work with you, the parents/guardian, to prevent this policy from being enforced. The following are reasons why we may have to expel or suspend a child from our center:

Immediate Causes for Expulsion

- The child is at risk of causing severe injury to other children or himself/herself
- A parent threatens physical or intimidating action toward staff members
- A parent engages in verbal abuse toward staff in front of enrolled children
- Unsuccessful resolution of an issue where more than one child from the family is enrolled in the program and the parent decides to remove one child but leave the others in care... all children from a family must un-enroll at the same time
- Unsuccessful resolution of an issue where a parent develops an expressed or apparent lack of confidence in the staff

Parental Actions for Child's Expulsion

- Failure to pay and/or habitual lateness in tuition payments
- Failure to complete the required forms including the child's updated immunization records
- Habitual tardiness when picking up your child
- Verbal abuse of staff

Child's Actions for Expulsion

- Failure of child to adjust after a reasonable amount of time
- Uncontrollable tantrums/angry outbursts
- Ongoing physical or verbal abuse of staff or other children

Tuition and Fees Policy

Payment Terms

The Brightwheel app serves as our primary method for tuition payments. In addition, cash, credit card, and personal check payments are accepted. All tuition payments are due in advance. No deductions shall be made for absences, holidays, center closures, or disruptions due to inclement weather, power outages, illness, or other circumstances beyond our control.

In the event of a government-declared pandemic resulting in service interruption, tuition payments will not be required during the affected period. Tuition is billed weekly and should be submitted by Friday prior to the upcoming week. Payments must be received no later than Monday morning to remain in compliance with the terms outlined in the Enrollment Agreement. A one-time, non-refundable registration fee of \$75 is due upon enrollment.

Late Payment Charges

To maintain the integrity of our program operations, timely payments are essential. If tuition is not received by the final day of the week in which it is due, a late fee of \$10.00 will be added to the next billing cycle. If the account balance remains unpaid by the end of that week, the enrolled child may be subject to discharge from the program.

Accounts with payments outstanding for more than thirty business days may be submitted to a small claims court and/or assigned to a third-party collections' agency. The account holder will be responsible for any legal, administrative, or attorney fees incurred during the collection process.

Returned Payments and Transaction Fees

Returned checks or rejected ACH or credit card transactions will incur a \$35 processing fee, in addition to any bank-related charges. These fees may be collected electronically. Accounts with two or more returned or rejected transactions will be placed on a "cash only" payment status.

Late Pick-up Policy

Late pick-up is considered an exception rather than a standard offering. A late fee of \$1.00 per minute will apply beginning at 6:01 PM and must be paid upon arrival.

Special Activity Fees

Certain events, activities, or field trips may require an additional fee. Such fees are due prior to the scheduled activity.

Vacation Policy and Tuition Credits

Tuition is charged at the full rate during family vacations. However, in certain cases, one week of tuition may be waived. Consideration will be based on the family's payment history and must be approved in advance.

Extended Absences/Suspended Care

Extended absences will be taken into consideration - if your child is hospitalized, absent due to a contagious disease, or absent at the request of the child's doctor we will consider a suspension of care after the child has been absent for one week. (You are still required to pay for one week).

We will suspend care for 1 month, which means we will hold your child's space in childcare for 1 month and no payment will be expected. After the one-month period and your child has not returned to childcare, you will have to pay to maintain your child's spot, or we will unenroll your child. In a case like this, when your child gets better and needs to return to childcare, the child will be put at the top of our waitlist and given priority enrollment. A written doctor's note is required to receive suspended care.

Attendance & Withdrawal

Absence

If your child is going to be absent or arrive after 10:00AM, please call us at 610-258-5439, email, staff@kidzconnectccc.com or text. We like to have all the children in attendance at that time because it allows the child and staff to follow a proper routine and schedule, with less interruptions. If the child has been absent for more than two days, a staff member will contact the family to ensure everything is okay.

If a school age child will not be attending before or after school care, please notify us at 610-258-5439, email, staff@kidzconnectccc.com. This is very important, as it will have an impact on how many drivers we will need for the day.

Withdrawal

A written two (2) week notice in advance, is required by the center when a child is being withdrawn. Failure to notify us will result in payments being expected and **we will** continue to operate as if you are still under contract with Kidz Connect Child Care Center LLC even if your child is not in attendance.

You will find a two-week notification form at the end of this handbook. Which will need to be signed by both parties when notice is given. If you need to terminate care immediately, a **two-week** payment is expected. Doing so will terminate our contract, however, forfeiture of this will result in court proceedings and collections.

Transfer of Records

Whether transitioning to the next program setting or to a new classroom, your child's records will be transferred internally. If your child is transitioning to a new school, a written request from you with instructions on where the records should be sent is required. If the records can be transferred electronically, there is no fee involved. If copies are required, this can cost between \$10 and \$25 depending on the number of copies required.

Closing Due to Inclement/Extreme Weather

If climate, weather, or other conditions (such as snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, loss of power, or loss of water) prevent the center from opening on time, a message will be sent through Brightwheel, text, or email, or a voicemail will be left on the center phone. If early closure is required, we will notify you of your emergency contacts as soon as possible. Arranging for your child's early pick-up is your responsibility.

Drop-off

We open at 6:00 AM. Please do not drop off your child prior to the center opening. At the time of dropping off, please escort your child to the front door. Wait for an employee to greet you and your child.

When entering the parking lot, please pull into a parking space. This will allow all parents to have a smooth drop off. We ask that you do not pull up in front of the door, because it blocks others. Please be mindful of the signs that direct traffic. The staff member will sign up for your child using the bright-wheel app. A staff member will escort the child to their classroom.

Pick-up

The center closes at 6PM. Arrive early enough to sign out and leave before closing. Park in a designated spot and avoid blocking traffic. You may call ahead for staff to prepare your child; staff will handle the sign-out process.

Cell Phone Usage

The times when you drop off and pick up your child at the center are important opportunities for communication about your child's experience. To ensure effective use of

this time and maintain attention to all children, we request that cell phone use be limited to emergencies while at the center.

Authorized & Unauthorized Pick-up

Children will be released only to their parent(s) or individuals listed as Emergency and Release Contacts. If someone not listed as an Emergency or Release Contact is authorized to pick up a child, advance written notification is required; this may include communication via text message or email. Without written authorization, children will not be released. The individual picking up the child must present photo identification for verification. Designated pick-up people should be informed of these procedures. Copies of any court-ordered custody agreements are required for documentation purposes. In the absence of such an agreement, a child may be released to either parent.

If a child is not picked up after closing time and there has been no contact from a parent or guardian, efforts will be made to reach the parent(s) and all Emergency and Release Contacts. Staff will remain with the child as long as possible. If, after two hours and if feasible, no authorized individual is reached, the local child protective services agency will be notified.

Right to Refuse Child Release

To safeguard the well-being of all children enrolled at Kidz Connect, the center reserves the right to refuse release of a child to any individual when there is reasonable cause to suspect that the individual is under the influence of alcohol, drugs, or is otherwise physically or emotionally impaired in a manner that may compromise the child's safety. This policy applies to all individuals, including parents and guardians.

Protective Actions

In such situations, staff may:

- Request that an alternative adult listed on the Emergency and Release Contact form assume responsibility for child pick-up
- Contact local law enforcement to intervene and prevent potential harm
- Refuse the release of the child until safety can be assured

Repeated Incidents

Recurring situations of concern may result in a report to Child Protective Services for further investigation.

Authorization Updates

If a parent or guardian no longer wishes for an individual listed as an authorized pick-up contact to have access to the child, the center must be notified in writing to remove that person from the authorization list.

Personal Belongings

What to Bring

- **Toddlers:** bottles, diapers, wipes, a change of clothes, slippers/crocs, blanket. All items must be labeled and dated.
- **Older Toddlers:** Sippy cup, diapers, wipes, change of clothing, slippers/crocs, and blanket. All items must be labeled.
- **Preschoolers:** Slippers/Crocs, blanket, change of clothes.
- **After School Care Children:** A change of clothing, they can keep them in backpack, slippers/crocs.

Please label all items brought from home with your child's name (i.e., clothes, bottles, diapers, pacifiers, blankets, etc.) to prevent items from becoming misplaced or lost. We are not responsible for lost or damaged items. Soiled clothing will be sent home on an as-needed basis for laundering.

Lost & Found

Our Lost and Found Bin is in the back hallway. If you feel that your child is missing something please feel free to notify a staff person for assistance. Please note that we are not responsible for lost personal property. Please try to label all your child's belongings. **As children often do not remember what belongs to them.**

Toys from Home

We request that you do not allow your child to bring toys from home into the center unless they are part of a show-and-tell activity.

Nutrition

Foods Brought from Home (This is a peanut-free facility)

We provide all meals for children except morning snacks. We ask that you bring a daily morning snack for your child/children. We will provide you with a menu. If you would like to bring your child's/children lunch on some days, you can. Foods should be labeled

with the child's name, date, and type of food.

- Children will not be allowed to share food provided by the child's family.
- Leftover food will be discarded.

Food Prepared at the Center

Food prepared at the center will be properly planned, prepared and portioned according to the Child and Adult Care Food Program (<http://www.fns.usda.gov/cnd/care/>) and the state requirements for food service.

Food Allergies

If your child has a food allergy, you must notify us in writing and verbally at time of enrollment so that we can make appropriate substitutions. The written notification should list appropriate food substitutions and must be updated at least annually. Food allergies can be life threatening and each child with a food allergy should have an action plan for emergency care completed by the family physician.

Mealtime

At mealtimes, the dining table is set for the children. We prepare meals in the kitchen area. We use disposable plates and flatware. Everyone sits at a table. Second, servings are provided upon request. Good table manners are modeled and encouraged. Weekly menus are posted for viewing. A caregiver who is trained in first aid for choking is present at all meals.

Children 24 Months and Older

- No child shall go for more than 4 hours without a meal or snack being provided.
- Children are encouraged to self-feed to the extent that they have the skills.
- Children are encouraged but not forced to eat a variety of foods.
- Round, firm foods that pose a choking hazard for children less than 4 years of age are cut into very small pieces. These foods include hot dogs, whole grapes etc.
- Foods such as popcorn and hard candy are not given to children in this age range.

School Aged Participants

- We serve breakfast between 7:45am and 8:15am. If your child does not arrive in time for breakfast, please make sure your child has had breakfast before arriving.
- Before and after school care participants will be offered breakfast and an after-school snack.

Health

Immunizations

Immunizations are required according to the current schedule recommended by the U.S. Public Health Services and the American Academy of Pediatrics, www.aap.org.

Periodically, we receive information from the public health department or the American Academy of Pediatrics with updates on the recommended immunization schedule. Our state regulations regarding attendance of children who are not immunized due to religious or medical reasons are as follows.

- Unimmunized children are excluded during outbreaks of vaccine preventable illness as directed by the state health department.
- All caregivers, teachers, and staff are required to be current with all immunizations routinely recommended for adults by the Advisory Committee on Immunization Practices (ACIP) of the Centers for Disease Control and Prevention (CDC).

Physicals

Routine physical examinations are required in accordance with the current recommendations of the American Academy of Pediatrics (www.aap.org). A copy of your child's physical examination report should be submitted prior to, or no later than fourteen days after, your child's enrollment in the program.

It is the family's responsibility to ensure that their child's physical examinations remain up to date and that a copy of the health assessment results is provided to the program. This information may also be submitted via the Brightwheel app.

Caring for Our Children Policy

We understand that children require special care. To meet their needs, a Care Plan must be on file. At enrollment or orientation, parents/guardians receive documentation to be completed by the child's physician, ensuring clear communication between the center and families. Staff follow this form to safeguard each child's health. The Care Plan is updated annually or as needed.

Illness

We understand that it is difficult for a family member to leave or miss work, but to protect other children; you may not bring a sick child to the center. The center has the right to refuse a child who appears ill.

You will be called and asked to retrieve your child if your child exhibits any of the

following symptoms. This is not an all-inclusive list. We will try to keep your child comfortable, but he/she will be excluded from all activities until you arrive.

- Illness that prevents your child from participating in activities.
- Illness results in a greater need for care than we can provide.
- Illness poses a risk of spreading harmful diseases to others.
- Fever (100°F or higher under the arm, 102°F or higher in the ear) accompanied by other symptoms.
- Diarrhea - stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting - green or bloody, and/or more than two times during the previous 24 hours.
- Mouth sores caused by drooling.
- Rash with fever, unless a physician has determined it is not a communicable disease.
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours.
- Impetigo, until 24 hours after treatment.
- Strep throat, until 24 hours after treatment.
- Head lice, until treatment and all lice are removed.
- Scabies, until 24 hours after treatment.
- Chickenpox, until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until 5 days of antibiotics.
- Hepatitis A virus, until one week after immune globulin has been administered.
- Tuberculosis, until a health professional indicates the child is not infectious.
- Rubella, until 6 days after the rash appears.
- Mumps, until 5 days after onset of parotid gland swelling.
- Measles, until 4 days after the onset of the measles.
- Has a physician or other health professionals written an order that the child be separated from other children?
- Bad cough and sneezing (while we are still dealing with the Corona virus Pandemic).
- COVID (19) Corona virus.

Children who have been ill may return when:

- o They are free of fever, vomiting and diarrhea for 24 hours.
- o They have been treated with an antibiotic for 24 hours.
- o They can participate comfortably in all usual activities.
- o They are free of open, oozing skin conditions and drooling (not related to teething) unless:
- o The child's physician signs a note stating that the child's condition is not contagious

- o The involved areas can be covered by a bandage without seepage or drainage through the bandage.
- If a child has a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care is required.

Allergy Prevention (We are a peanut free facility)

Families are expected to notify us regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide us with a letter detailing the child's symptoms, reactions, treatments, and care. A list of the children's allergies will be posted in the main area and kitchen. We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies.

Medications and topical ointments

(A) Prescription medications as well as over the counter medication require a note signed by the family and a written order from the child's physician. The label on the medication meets this requirement. The medication must include your child's name, dosage, current date, frequency, and the name and phone number of the physician. All medications must be in the original container (you may request pharmacies to fill your prescription in two labeled bottles). Please specify the dosage and time(s) to be administered for each medication.

(B) All medications should be handed to a staff member with specific written instructions for administration. Medications should never be left in the child's cubby or with the child to administer on their own. Our staff will ensure that the medication is recorded along with the directions and proceed to dispense the medication as directed.

- Prescription medications require a note signed by the family and a written order from the child's physician. The label on the medication meets this requirement. The medication must include your child's name, dosage, current date, frequency, and the name and phone number of the physician. All medications must be in the original container (you may request pharmacies to fill your prescription in two labeled bottles). Please specify the dosage and time(s) to be administered for each medication.
- We have a locked medicine box that is kept out of the reach of children. A staff member will set an alarm as a reminder of the time to administer medications to children. Providing all requirements are met. We will return the medication to the parent once it is no longer needed or return the empty

container to the parent, whichever comes first.

- Non-prescription medications require written permission and instructions signed by the child's primary care physician. The written permission must include your child's name, dosage, current date, frequency, and all medications must be in the original container. Non-prescription medication should not be administered for more than a 3-day period unless a written order by the physician is received.

(C) Non-prescription topical ointments (e.g., diaper cream or teething gel), sunscreen and insect repellent require a note signed by the Parent/Guardian, specifying frequency and dosage to be administered as well as the length of time the authorization is valid which cannot exceed 12 months.

Sunscreen - During the summer months, we ask that you apply sunscreen to your child's/children's skin prior to bringing them to childcare. If we take the children outside, we will re-apply providing we have written consent from Parent/Guardian. School age children will be allowed to apply to themselves with supervision from a staff member.

Insect Repellent - Will be applied to the child's skin when we are going on an outing, with written consent from Parent/Guardian. If we take the children outside, we will re-apply providing we have written consent from Parent/Guardian. School age children will be allowed to apply themselves with supervision from a staff member if in the form of a cream. If in the form of a spray, a staff member will apply to avoid getting into mouth or eyes.

Communicable Diseases

When an enrolled child or an employee of the center has a (suspected) reportable disease, it is our legal responsibility to notify the local Board of Health or Department of Public Health. We will notify families about exposure so children can receive preventive treatments.

Included among the reportable illnesses are the following:

- Bacterial Meningitis
- Botulism
- Chicken Pox
- Diphtheria
- Hemophilus Influenza (invasive)
- Measles (including suspect)
- Meningococcal Infection (invasive)
- Poliomyelitis (including suspect)
- Rabies (human only)
- Rubella Congenital and Non-congenital (including suspect)

- Tetanus (including suspect)
- H1N1 Virus
- Any cluster/outbreak of illness
- Tuberculosis
- Corona Virus (Covid19)

Safety Policy

Clothing Guidelines

To ensure your child's comfort and safety throughout the day, we ask that families dress their children in practical clothing suitable for active movement and varying weather conditions. Children participate in a wide range of activities including outdoor play, painting, sand exploration, and other hands-on sensory experiences. As our playground serves as a daily extension of the classroom, outdoor programs will be conducted whenever weather allows.

Safety Considerations

Clothing should not contain elements that pose potential risks during physical play. Specifically, drawstrings on jackets, hoodies, or pants must be removed to prevent entanglement on climbing or sliding equipment, which may result in choking or severe injury.

Footwear Requirements

To promote safe and active participation, sandals and flip-flops are not permitted. These shoes hinder movement and can pose safety risks during outdoor play and structured activities. For field trips, appropriate seasonal attire is required and walking shoes are mandatory to ensure comfort and stability.

Extreme Weather and Outdoor Play

Outdoor play will not occur if the outside temperature is greater than 85°F or less than 40°F degrees. Additionally, outdoor play will be cancelled if the air quality rating is above 80.

Communal Water-Play Policy

Communal, unsupervised water play is prohibited. Supervised children are permitted to engage in water-play. Precautions are taken to ensure that communal water play does not spread communicable infectious disease.

To promote health, hygiene, and safety in group settings, communal water play is subject to specific supervision and sanitation standards.

Unsupervised communal water play is strictly prohibited. Children may engage in water-play activities only under the direct supervision of designated staff members. The following protocols are established to minimize the risk of transmitting communicable infectious diseases, including but not limited to:

- Regular monitoring of water-play areas
- Utilization of individual containers or restricting shared water sources where possible
- Immediate disposal or sanitization of water after each use
- Ensuring children do not ingest or place hands or objects into communal water

These guidelines are in place to safeguard children's well-being and maintain a hygienic play environment.

Injuries

Ensuring the safety of all children is a top priority in our childcare center. Daily safety inspections are conducted both inside and outside the facility to minimize the risk of injury. In the event of a minor injury, such as a scraped knee, a trained caregiver will administer first aid and an incident report detailing the occurrence and actions taken will be provided. Should an injury result in swelling or require medical attention, you will be notified immediately. Each classroom contains a first aid kit that complies with state regulations. In the case of a serious medical emergency, the child will be transported to hospital by ambulance, and we will make every effort to contact you or your designated emergency contact. The owner or director will accompany the child until your arrival.

Biting

Biting is a common developmental behavior among infants, toddlers, and occasionally preschoolers. It is typical for most young children to attempt biting at least once. When biting occurs, the priority will be to care for and support the child who was bitten and to guide the child who bit toward more suitable behaviors. The approach will focus on addressing the underlying causes of biting rather than punitive measures. Notes will be sent to both families involved to keep them informed. Collaboration with families will aim to develop strategies for change. If biting continues, it may become necessary to remove the child who is biting from the environment.

Respectful Behavior

All children and families will be treated with respect and dignity. In return, we expect the same from all our families. We will not tolerate hostile or aggressive behavior. If this occurs, we reserve the right to ask you to control your behavior or to remove your children from our care.

Smoking

The poisons in secondhand smoke are especially harmful to young children's developing bodies, therefore the indoor and outdoor center environment and vehicles used by the center are always non-smoking areas. The use of tobacco in any form is prohibited on the center's premises.

Prohibited Substances

The use of alcohol or illegal drugs is prohibited on the center's premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited.

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances is required to leave the premises immediately. An authorized person will be called to pick up the child.

Dangerous Weapons

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children, staff, or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises.

In cases that clearly involve a gun, or any other weapon on our premises, the police will be called, and the individual(s) involved will be immediately removed from the premises. This policy applies to visible or concealed weapons.

Child Custody

Without a court document, both parents/guardians have equal rights to custody. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.

Suspected Child Abuse

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred.

The child protective service agency will determine appropriate action and may investigate. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

Emergencies

Lost or Missing Child

In the unlikely event that a child becomes lost or separated from a group, all available staff will search for the child. If the child is not located within 3 minutes, the family and the police will be notified.

Fire Safety

Our center is fully equipped with Fire Extinguishers, exit lights and push-safety doors. Our fire evacuation plan is reviewed with the children and staff on a quarterly basis.

Emergency Transportation

In the event your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A proper escort will accompany and remain with the child until a family member or emergency contact arrives.

Center Policies

Our center policies not included in this handbook are reviewed yearly and updated as needed. They are available for review upon request to the center owner or director.

CACFP

As part of our program, we have partnered with the Child and Adult Food Care Program (CACFP). This partnership allows us to offer nutritional meals to the children that we care for. The environment is set up in an open layout for children to explore

independently and to promote positive social relationships. Once again Kidz Connect Child Care Center LLC would like to extend a warm welcome to you and your family. And a heartfelt thank you to those of you who has been with us.

Family Handbook Acknowledgement
PLEASE READ, PRINT AND RETURN TO CENTER

After reviewing the Family Handbook, please sign and return this acknowledgement form to the center prior to your child's enrollment.

If you have any questions or require further clarification after reviewing the handbook, we encourage you to schedule a time to speak with a member of the Kidz Connect Management Team.

Please be advised that the Family Handbook is subject to periodic updates. Families will be notified of any changes as they occur.

Thank you for taking the time to review and acknowledge the policies and procedures we have established to ensure the safety, well-being, and success of every child in our care. We look forward to partnering with you and getting to know your family.

Acknowledgement Statement

I acknowledge that I have received and reviewed the Kidz Connect Child Care Center Family Handbook. I understand and agree to comply with the policies and procedures outlined therein and will contact center management with any questions or requests for clarification.

Recipient Signature

Date

Center Staff Signature

Date