



314 North 16<sup>th</sup> Ave. Bozeman, MT 59715

406.586.3700 [www.abckidzllc.com](http://www.abckidzllc.com)

**Dear Parent,**

Our mission is to provide a clean, safe, developmentally appropriate environment for infants, toddlers, and preschool age children. Our focus is to provide a stimulating early care and education experience which promotes each child's social/emotional, physical and cognitive development. Our goal is to support children's desire to be life-long learners.

This handbook outlines the details of our philosophy and procedures, including hours of operation and rate information. It will also serve as the contract between parents and ABC KidZ. ABC KidZ has an open-door policy and encourages parents to stop by and visit with their children and the staff throughout the day. Thank you for your interest in our program, and letting us care for your children!

### **Program Philosophy**

We believe there are many opportunities for playful learning opportunities throughout our environment. The Reggio Emilia approach to education is committed to the creation of conditions for learning that will enhance and facilitate children's construction of their own powers of thinking through expressive, communicative and cognitive activities. Our philosophy uses the Reggio Emilia approach focusing on child-lead learning. Children are free to explore and grow through playful learning opportunities and first hand experiences, utilizing an activity-based enriched environment. Each theme based curriculum is tailored specifically toward the children's interests and is taught in a fun, nurturing, stimulating environment.

### **Who Are We**

The primary management and oversight of ABC KidZ is Co-Directors Aubrey Roth and Echo O'Dell, Assistant Director Hailey Lint, and Heather Karo – Owner and Administrator. Aubrey has a BA in elementary education and psychology; and over 15 years of experience in the childcare industry. She is a certified infant/toddler teacher and has taken the Montana Preschool Education Course through the University of Montana Western. Aubrey is also a loving mother to her daughters, Elizabeth and Abigail. Echo O'Dell is a certified infant/toddler teacher and has taken numerous hours of trainings in early childhood education. She has over 7 years of experience in childcare, and is a loving mother to her daughter Hallie. Hailey has been part of the ABC KidZ team since early 2010, and has taken the Montana Preschool Education Course and numerous other trainings in early childhood education. Heather is a CPA and MBA with over 20 years of experience in accounting and finance in the corporate world. In addition, Heather is a dedicated mother of two daughters and is committed to overseeing a center that provides loving, safe and quality care to families in our community. The combined dedication and experience of Heather, Aubrey, Echo and Hailey will provide the right combination to provide quality and consistent long-term care for our most valuable resources, our children.

ABC KidZ strives to hire educated, dedicated teachers and aides that believe in our mission and overall dedication to the children. In accordance with applicable regulations, all employees undergo appropriate background and criminal checks prior to hiring and required training, first aid and CPR records are reviewed and maintained or updated regularly. Additional child education-related training and continuing education is also required of all our staff throughout the year.

**By initialing below, parents/guardians acknowledge that they have read and agree to abide by the outlined policies:**

**(1) Admission Requirements**

The following required documentation is needed before your child can attend ABC KidZ: A signed enrollment form and ABC contract, emergency contact form, immunization records, medication forms, individual personal care plan, and an infant health statement and sample feeding schedule (infants only). The initial enrollment fee, first month's payment and last two week's payment must also be received before your child attends.

In accordance with Federal law and U.S Department of Agriculture policy, this institution is prohibited from discriminating based on race, color, national origin, sex, age, or disability.

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue SW, Washington, D.C. 20250-9410, or call (800) 795-3272 (voice) or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.

Parent Initials \_\_\_\_/\_\_\_\_

**(2) Enrollment**

If we have available space, and accept your child, the following forms and fees are required upon your acceptance of the opening:

- An Enrollment Form and non-refundable Fee of \$100.00 (\$125.00 per family)
- Tuition payment for the first month of care.
- A payment of two week's tuition at the time of enrollment; which will be applied to your child's last two weeks of care.

If you require us to hold your spot for more than two weeks, the follow may also apply:

- An Intent to Enroll Form
- Tuition payment for half of the first month of care, to be submitted with the Intent to Enroll Form.
- A Holding Fee of \$50.00 per month to reserve this opening. Payments begin the month after Intent to Enroll Form is submitted, and is due on the first of each month that the opening is to be held. If payment is not received by the 5<sup>th</sup> of the month, the opening will no longer be held and any fees and/or payments that have been made will be forfeited.

If you choose to decrease the number of days you need care, some or all the fees may become non-refundable even if care begins. This is effective from the time your spot is held through the first three months of care.

Upon enrollment, families are welcome to set up a time to come in to meet the teachers, acclimate your child to his/her new surroundings and ask any questions you might have.

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### (3) Probationary Period

The first month of care will serve as a probationary period. If during the first month the child's parents or the staff/administration at ABC KidZ feels this is not the best placement for the child, care will be discontinued. If we are experiencing consistent behavioral issues with your child we will request a parent/teacher conference. If behaviors persist, an additional probationary period may be put in place.

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### (4) Tuition and Fees 2019

Initial registration fee	\$100 per child/\$125 per family
Monthly supply/curriculum fee	\$10.00 per child
<u>Monthly Tuition Rates:</u>	
Infants (Newborns – age 2)	\$975.00 Full Time (5 days per week)
Infants (Newborns – age 2)	\$810.00 4 Full Days per Week
Infants (Newborns – age 2)	\$620.00 3 Full Days per Week
Infants (Newborns – age 2)	\$470.00 2 Full Days per Week
Infants (Newborns – age 2)	\$54.00 Daily (for enrolled children based on availability)
Infants (Newborns – age 2)	\$40.00 ½ Daily (for enrolled children based on availability) <sup>1</sup>
Toddler (age 2)	\$925.00 Full Time (5 days per week)
Toddler (age 2)	\$770.00 4 Full Days per Week
Toddler (age 2)	\$605.00 3 Full Days per Week
Toddler (age 2)	\$455.00 2 Full Days per Week
Toddler (age 2)	\$50.00 Daily (for enrolled children based on availability)
Toddler (age 2)	\$38.00 ½ Daily (for enrolled children based on availability) <sup>1</sup>
Preschool (ages 3 – 6)	\$875.00 Full Time (5 days per week)
Preschool (ages 3 – 6)	\$735.00 4 Full Days per Week
Preschool (ages 3 – 6)	\$595.00 3 Full Days per Week
Preschool (ages 3 – 6)	\$445.00 2 Full Days per Week
Preschool (ages 3 – 6)	\$48.00 Daily (for enrolled children based on availability)
Preschool (ages 3 – 6)	\$36.00 ½ Daily (for enrolled children based on availability) <sup>1</sup>

<sup>1</sup> Half days can be morning or afternoon – 7:30 to 12:30 or 12:30 to 6:00 (5:30 for infants)

A discount of \$60 per month will be applied to the tuition of families with two or more children enrolled at ABC KidZ full time.

To maintain consistency among all children enrolled, tuition will be billed according to the age of each child and not the classroom there are currently enrolled in.

Payments are accepted via cash, check, money order, ACH online or credit card. A 3% convenience fee will be applied to all credit card payments.

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## **(5) Billing and Payments Policy**

Our monthly tuition is based on 4 weeks per month, for a total of 48 weeks per year (4 weeks X 12 months = 48 weeks). This means that parents are not paying for 4 weeks each year (52 weeks/year – 48 weeks paid tuition = 4 weeks unpaid). These four weeks include regular national holidays and other school breaks as scheduled and outlined in this handbook. School holidays/closure dates total approximately two weeks, leaving two “free” weeks each year. Tuition rates are not subject to pro-ration for illness, holidays or vacation absences.

All services will be pre-paid. Payments will be billed monthly and are due by the first business day of each month. Bi-monthly payments may be arranged as necessary with prior approval and a signed agreement. Bi-monthly payments will be due by the first and 15<sup>th</sup> of each month.

Payments not received by the fifth (or the fifth and the 20<sup>th</sup>) of each month will be subject to a late fee of \$35.00. If your account becomes past due, including any unpaid late fees, more than 10 days, care will be discontinued until paid. If your tuition payment is not received by the end of the month, you will lose your child’s spot. ABC KidZ reserves the right to terminate care if tuition or fees become past due more than three times. To enroll your child at ABC KidZ again, you will need to fill out a new waiting list form and pay the enrollment fee. All payments may be made by cash, check, money order, ACH online or credit card and are payable to ABC KidZ, LLC. Please deposit your tuition payments in the lockbox by the preschool door. A \$50.00 fee will apply to any check returned for insufficient funds.

Late pickup fees will apply at \$5 for every 5-minute increment (starting with 1 minute) past 6:00pm (5:30pm for the infant room) and 12:30pm for children attending half-days. Fees will be per child and will be added to the next month’s bill. Please note that the child must be picked up and removed from the facility by 6pm (5:30 for infants) or 12:30pm to avoid late fees. Please ensure timely pickup of your child so our staff can maintain licensing regulations throughout the day, and attend to other obligations after hours. If a child is not picked up by 6:15pm (5:45pm for infants) or 12:45pm for morning schedules (and we have not received a phone call) emergency contacts will be called. If more than one instance of late pick-ups occur in the same tuition period, the late fees will double on the second instance, triple on the third, etc.. We reserve the right to terminate care if late pick-ups become a regular occurrence.

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## **(6) Child Care Scholarships**

The Early Childhood Services Bureau of the Montana Department of Public Health and Human Services offers child care scholarships to help low-income, working families access and afford high quality child care. We encourage interested families to apply for Best Beginnings Child Care Scholarships. For more information, please contact Child Care Connections at 587-7786 or [www.childcareconnections.info](http://www.childcareconnections.info).

If you receive a Best Beginnings Child Care Scholarship, it is your responsibility to know the required amount of your monthly co-payment and to make the payment of the remainder of your tuition dues by the first of each month on a sliding fee scale determined by the state. You may also be responsible to pay for other charges or fees that are over and above those covered by the Best Beginnings Child Care Scholarship, including late fees applicable to co-pays not received by the fifth of the month. If you receive a Best Beginnings Child Care Scholarship, it is also your responsibility to renew your contract on a timely basis or you may lose this scholarship. You will be responsible for all child care costs if your

scholarship is not renewed. You must provide us with verification that you have received a scholarship for the ongoing continuity of coverage.

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### **(7) Changes in Childcare Schedules /Termination**

We require two weeks advanced notice of any changes you need to make in your child care schedule which includes vacation or other extended times when your child will be absent, or if you plan to terminate care with us. Tuition adjustments will take effect after this two-week period. Additionally, if we determine that care is not working out we will provide you with two weeks' notice to find alternate care for your child.

If your child is scheduled to attend and does not arrive or we do not receive a phone call by 10:00am – we will assume the child is not attending that day and will adjust our staffing accordingly – as such, we may not be able to accommodate your child (i.e. we may not have enough staff onsite) for late arrivals without a notification phone call. This may also mean that we do not have lunch for your child and you may need to provide it. For children who attend in the afternoon, if we have not heard from you by 1:30pm, we will assume your child is not attending for the day and will adjust staff accordingly.

Families not able to follow the policies outlines in the Parent Handbook will be provided with a two-week notice of termination. ABC KidZ reserves the right at any time to terminate the enrollment of a child if, in the Owner/Directors' opinion, it is in the best interest of the child, the other children at ABC KidZ, and the overall operation of the center. Every effort will be made to correct problematic situations before a final decision is made. Termination of enrollment may be the result of the following: ABC KidZ's inability to meet the child's needs, continued violation of handbook policies; and if it is not in the best interest of the child or the center.

Parent Initials \_\_\_\_/\_\_\_\_

### **(8) Closure Dates for 2019**

Tuesday, January 1<sup>st</sup> – New Year's Day  
Monday, February 18<sup>th</sup> – President's Day  
Friday, April 19<sup>th</sup>– In-service Cleaning Day  
Monday, May 27<sup>th</sup> – Memorial Day  
Thursday, July 4<sup>th</sup> – Independence Day Holiday  
August 5<sup>th</sup>-9<sup>th</sup> – In-service (for facility full cleaning and staff training)  
Monday, September 2<sup>nd</sup>– Labor Day  
Thursday & Friday, November 28-29<sup>th</sup> – Thanksgiving Holiday  
Tuesday & Wednesday, December 24-25<sup>th</sup> – Christmas Holiday

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### **(9) Hours of Operation**

Our normal hours of operation will be:  
Monday – Friday 7:30 am until 6 pm\*  
Infant room hours are from 7:30 am to 5:30 pm \*

\*We will close at 5:30pm the 3<sup>rd</sup> Wednesday of each month for staff meetings\*

Parent Initials \_\_\_\_/\_\_\_\_

### **(10) Arrivals & Departures**

We have an agreement with the New Beginnings Church on North 15<sup>th</sup> Ave for use of their parking lot. Please use this lot and enter through the preschool (back) door where we'll have a computerized attendance system for you to check your child(ren) in and out each day.

Only authorized individuals will be allowed to pick up your children. If we do not recognize them, they must be able to provide ID. Authorized people must be listed on your contact information sheet; anyone not listed on your sheet will not be allowed to leave with your child without prior arrangement.

Naps and quiet time will be from 12:30 to 2:30 each day. While parents are welcome to visit any time, we do request that you try to limit disturbances during quiet time, and try to limit drop offs and pickups between this time.

Parent Initials \_\_\_\_/\_\_\_\_

### **(11) Meals**

ABC KidZ follows a healthy eating plan and plans meals monthly using balance and proper nutrition guides for children. The menu will be posted monthly. Meals provided include breakfast from arrival until 8:30, lunch at 11:30, and afternoon Snack at 3:00. If your child arrives after meal time, please ensure they've been fed. If your child has an allergy/intolerance to a certain food that we serve, such as milk, we ask that you bring in a substitute for them.

Parent Initials \_\_\_\_/\_\_\_\_

### **(12) Clothing & Personal Belongings**

Please always dress your child(ren) appropriately for the weather. We ask that your child(ren) have proper outside attire available at school, including coat, hat, gloves, snow pants and boots in the winter; and swimming suits or water clothes in the summer. Please also ensure that each child has an extra pair of weather appropriate clothes, including underwear and socks available at school always. Please make sure your child's full name is on each piece of clothing.

Comfort items such as a favorite stuffed toy or doll may accompany a child to school for use at nap or quiet time. Please bring a nap blanket for your child. Blankets should be taken home weekly on Fridays to be washed. We have a limited number of extra blankets at school in case someone forgets theirs, but we do not have enough for every child.

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### **(13) Outdoor Policy**

We spend time outdoors every day except in the most extreme weather. This time is important for your child's health, growth and development. Every day, please make sure your child has the appropriate clothing to play outdoors—including shoes, coat, hat, mittens, snow pants and boots. Also, be sure to label all items of your child's clothes with his or her name or initials. We cannot make accommodations to keep one child inside while the rest enjoy outside time. If your child is too ill to go outside, she or he is too ill to be in child care.

**(14) Toy Policy**

We have show & tell one day a week in the preschool and toddler rooms – children can bring a special toy or item for show & tell which is to remain in their locker during the day except for this time. Please do not allow your child to bring toys or other belongings to school at any other times. Please mark the items brought to school with your child's name. We cannot be responsible for lost, broken, or stolen toys.

Parent Initials \_\_\_\_/\_\_\_\_

**(15) Field Trips**

ABC KidZ staff enjoy taking the children on walking field trips to the park, around the neighborhood and, on occasion, to nearby businesses for learning experiences. If you would prefer your child not participate in these trips please let us know and alternate arrangements will be provided.

Parent Initials \_\_\_\_/\_\_\_\_

**(16) Health & Illness Policy (STRICTLY ENFORCED)**

Our facility is required to follow the Montana Department of Public Health and Human Services Sick Children Policy. Children who are ill with the symptoms listed on the policy below will not be permitted to attend until they are symptom free, without medication (such as Tylenol or ibuprofen), for at least 24 hours or have been on antibiotics for at least 24 hours. The following guidelines have been adapted by ABC KidZ from the licensing regulations established by the state to help prevent the spread of illness; if you notice your child has one or more of the following symptoms, please keep your child at home to monitor his or her health for a full 24 hours.

If a child develops any of these symptoms during hours of care, we will notify the parent immediately and ask that they arrange for pickup of the child within a half an hour of the phone call. If you are unable to do so, we will contact emergency contacts to pick up your child. This is to help ensure other children in our care do not get sick. If your child is taken home before 12:30pm, you child can only attend the next day after 12:30pm IF their symptoms have been gone for 24 hours. If you are called to pick up your child after 12:30pm, your child cannot attend the following day. We do understand and regret the inconvenience this may cause for working parents. However, we do need to limit exposure of illness between children as much as possible. We appreciate your understanding and assistance in adhering to these policies.

1. Children must be without fever of 100.4°F or greater for 24 hours before they return to the day care facility, except that children with immunization-related fevers need not be excluded if they can participate in the routine of the day care facility.
2. Children must be without vomiting and diarrhea for 24 hours before they return to the day care facility. Vomiting includes 2 or more episodes in the previous 24 hours. Diarrhea is defined as an increased number of stools, increased water in the stool, and/or decreased form to the stool or clothing that cannot be contained by a diaper;
3. Children with any of the bacterial infections listed below must be treated with antibiotics for 24 hours before they return to the day care center:
  - a. Strep throat
  - b. Scarlet fever
  - c. Impetigo

- d. Bacterial conjunctivitis (pinkeye)
- e. Skin infections such as draining burn or infected wounds or hangnails
4. Generalized rashes, including those covering multiple parts of the body, must be evaluated by a health care provider to determine their cause before the child can return to the day care facility.
5. Children with any of the parasitic infections listed below must be excluded from child care until treatment is complete:
  - a. Lice
  - b. Scabies
  - c. Pinworms
6. Children with any of the viral infections listed below must be excluded from child care:
  - a. Chickenpox- Children with chickenpox may not be admitted to the day care facility until their sores dry up, which usually takes 5 to 7 days. Day care providers must not purposefully expose susceptible children to chickenpox, even with the permission of the susceptible child's parents.
  - b. Shingles
  - c. Roseola
  - d. Cold sores/fever blisters
7. Children who are jaundiced must be excluded until a health care provider evaluates the cause and authorizes the child to return to the day care facility.
8. Children with symptoms of severe illness, such as uncontrolled coughing, breathing difficulty or wheezing, stiff neck, irritability, poor food or fluid intake, or a seizure, must be evaluated by a health care provider before they may return to the day care facility.
9. Children with a communicable disease which is reportable by law under the Administrative Rules of Montana
10. A child lacking up to date immunizations as required for their age in accordance with the Administrative Rules of Montana.
11. A child who is persistently crying, irritable, has behavior which is not typical for that child and/or requires more care than staff can provide without potentially risking the health and safety of the other children may be excluded from child care at our discretion.
12. A child need not be excluded for a discharge from the nose which is not accompanied by a fever.

The above list does not include all illnesses and/or cases in which a child may be excluded from childcare.

The day care facility may not, under state licensing guidelines, readmit a child excluded for illness until, in its discretion:

1. The child either shows no symptoms of illness;
2. The child has been free of fever, a temperature below 100.4 degrees without the aid of fever reducing medicine, for at least 24 hours;
3. The child has not had any vomiting or diarrhea for 24 hours;
4. The child has been on antibiotics for at least 24 hours for bacterial infections

These guidelines are mandated as part of our state licensing agreement. Violation of these policies would put the legal operation of our entire school at risk.

Parent Initials \_\_\_\_/\_\_\_\_



## **(17) Medication Policy**

At **ABC KidZ**, we believe that children should be given medication, when needed, in the safest possible way for the child, parent, and providers. Administering medication is based on parent consent and the child's health care provider recommendations. We will only give medication that must be given at times when the parent's work schedule prevents them from giving it. The staff of ABC KidZ who have taken formal training on medication administration will administer medications to children under the following guidelines, in a manner that protects children and staff:

### Prescription Medicine:

- The medication is in original container with and states the child's full name and date of the prescription
- The medication has been prescribed by the child's physician
- The medication is in the original container and details the expiration date of the prescription
- The medication is in a child-proof container
- An authorization for staff to administer medication must be completed and signed by the parent. This form will only be valid for the week it is filled out and signed by the parent. A new form must be completed if the child requires the medication beyond that date. If a certain medication is required for recurring problem, emergency, or chronic condition, a Specialized Health Care Form must be completed and signed by the child's physician.

### Over-the-counter Medication:

- Medication is in original container which contains specific directions for child's age and/or weight and the expiration date of the medication; if directions are not included for that child's age we will require a note from the child's physician indicating their recommendation for the child to take that medication and the correct dosage amount.
- Medication is labeled with child's full name
- Medication must be in a child-proof container
- An authorization for staff to administer medication must be completed and signed by the parent. No medication will be given without a signed medication release form. This form will only be valid for the week it is filled out and signed by the parent. A new form must be completed if the child requires the medication beyond that date. If a certain medication is required for recurring problem, emergency, or chronic condition, a Specialized Health Care Form must be completed and signed by the child's physician.

A Medication Log will be kept each time a medication is given. This will become part of the child's file. Parents will be informed if their child suffers any reactions and a medication error/incident report if necessary.

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## **(18) Immunization Policy**

This policy follows Montana law regarding immunization of children (ARM 37.95.140) within child care facilities. It is essential that children who are too young to receive immunizations or have medical contraindications are protected.

Our policy is to receive children's immunization records upon attending and after each new round of immunizations, assess records, inform parents of non-compliance and maintain 90% or higher up-to-

date immunization records to receive a "Certificate of Excellence" award from the Montana State Immunization Program. Please make sure to bring in your child's immunization record each time they receive new immunizations (influenza vaccines are not required). We require your child's immunizations to remain up-to-date always. If the records we have are not up-to-date you will receive a verbal warning and be asked to supply the updated records within 2 days, if we do not receive the up-to-date records within the first 2 days you will receive a written warning and an additional 2 days to comply. Failure to comply with the written warning will result in discontinuation of care until we receive the child's record that your child is up-to-date on his/her immunizations.

Before a child may attend ABC KidZ and is not up-to-date on immunizations per ARM 37.95.140, the parent/guardian must provide one or some of the following:

- a. Completed HES-103A "Conditional Attendance" form
- b. HES-101 Section IV "Medical Exemption" form
- c. HES-114 "Religious Exemptions for Haemophilus Influenza Type B" form
- d. DPHHS-115 "History of Varicella" form

The Director of ABC KidZ will assess immunization records using the Montana State Immunization Status Report from every 6 months to ensure every child attending has an up-to-date immunization record.

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### **(19) First-Aid Policy**

Our staff is certified in Adult, Child and Infant CPR and First-Aid.

While we do our best to ensure constant safety of your child(ren), accidents may happen. We handle minor injuries with band-aids, ice packs and/or appropriate first aid techniques. In the event a staff member needs to provide First-Aid to your child, our staff member will complete an incident report describing the injury for you to review and sign.

If we feel that the injury is more serious, we may call you and inform you of the situation to let you decide which action should be taken. If child poisoning is suspected poison control will be called at 1-800-222-1222 and then the parents will be contacted. If your child is seriously injured, we will call 911 and administer first-aid until emergency personnel arrive. We will call you and inform you of the situation. We will accompany the child if he or she must go to the hospital. An incident report describing the injury and steps taken will also be provided as soon as it is safe for our staff member to complete one.

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### **(20) STARS to Quality**

ABC KidZ is a participant in the Montana STARS to Quality Program. This quality rating improvement system has several arms including workforce development, program improvement and care giver trainings. ABC KidZ staff members are required to comply with all STARS requirements and complete a specific schedule of trainings, in addition to the annual state required trainings. On occasion, STARS coaches and other officials may visit the facility to observe the ABC KidZ staff and environment to assess and rate our program.

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### (21) Screen Policy

Screen time (defined as time spent watching DVDs, television programs, computers, video cassettes, and other electronic devices) will be limited to special occasions for children over the age of two and will be prohibited for children under two.

Screen time will never be a required activity and alternatives will always be available to all children. There will be a notice sent out prior to the use of screen time longer than 5 minutes stating the title, rating, and reason for viewing the program. When screen time is used, the content will be strictly monitored before and during viewing to ensure that children are only exposed to educational, non-violent and age-appropriate programs. These programs will not include advertisements. The educational content of programs viewed in the child care setting will be utilized to facilitate group discussions for further learning. Screen time, as previously defined, will not be permitted during mealtime *or prior to nap-time*. This screen time policy is based on recommendations by the American Academy of Pediatrics.

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### (22) Guidance and Discipline

We believe in positive reinforcement and redirection as methods of addressing disagreements and child behavior issues. We strive to offer children methods of guidance and discipline that will help them learn to take care of themselves, be sensitive to other people, and become aware of the world around them. Yelling or harsh talking to the children will not be tolerated in teachers and staff at our facility. Instead, natural consequences and choices will be given; and conflict resolution will be taught and encouraged. If you witness any discipline or staff behavior that make you uncomfortable, please notify our management team as soon as possible. If you feel there is an issue with the directors at our facility, please call Kirsten Geiger at the Montana Licensing Dept. (406-522-2271).

ABC KidZ has established school-wide expectations known as our ROAR Expectations. ROAR is an acronym that stands for **Respect others, Observe safety, Attitude is everything, Responsible for your choices**. These four traits are the cornerstone of our behavioral expectations and all school rules fall under these expectations. The ROAR expectations are used at ABC KidZ throughout all rooms and environments to ensure a safe school environment and a common school language. Staff and students alike are upheld to these expectations and work together to discuss, through lessons and daily learning experiences, what these principles look like in different school day situations such as free play, lunch time, lesson time, walking through the halls, using the restroom and playing outside. Parents are encouraged to discuss these expectations with their children and, if they choose, extend them at home.

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### (23) Grievance Policy

Parents are welcomed and encouraged to talk openly with the ABC KidZ Staff members about any concerns they might have. If you feel like your concern is not addressed or resolved in a timely manner, parents should bring their concern to the director(s) or owner for assistance in resolving the concern. The following procedure shall be followed when addressing the concerns brought to management:

1. If after verbally expressing the concern the issue is not resolved, the parent should put their concern in writing. Any active parent's written concern should be brought to management within 2 weeks of the occurrence.
2. The Director(s) will meet with all parties involved and have them complete a questionnaire.

3. The Director(s) will then make a formal plan of action to resolve the issue and or concern.

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#### **(24) Safe Sleep Policy**

Babies will always sleep on their backs. We require a physician’s note for non-back sleepers that explains why the baby should not use a back-sleeping position, how the child should be placed to sleep, and a time frame that the instructions are to be followed. Cribs will be kept free of toys, stuffed animals, and extra bedding. If a blanket is used, the child’s feet will be placed to the foot of the crib and a light blanket will be tucked in along the sides and foot of the mattress. The blanket will not come up higher than the infant’s chest. Sleep clothing, such as sleepers, sleep sacks, and wearable blankets, are good alternatives to blankets. We encourage you to provide a sleep sack or wearable blanket for your child. Infants may not be swaddled. Wedges or infant positioners will not be used. There will be supervised “tummy time” for babies who are awake. This will help babies strengthen their muscles and develop normally. Babies will not be put in their cribs with a bottle or sippy cup. Infants need to be checked frequently while sleeping or awake and the temperature of the room will be kept at a level that is comfortable for a lightly clothed adult.

Staff will be required to complete the Safe Sleep training as required by the state and to keep current on our policy.

Parent Initials \_\_\_\_/\_\_\_\_

#### **(25) Support for Nursing Mothers**

We support and encourage the breastfeeding mother’s decision to continue to breastfeed her child. Our program will provide a welcoming atmosphere that encourages mothers to initiate and continue breastfeeding after returning to work or school. We train staff on the benefits of breastfeeding and how to store, handle and feed breast milk. We provide our office as an area for mothers to nurse in private, as well as space in the infant classroom.

We ask that all breast milk be labeled with the infant’s full name (first and last) and the date it was expressed. Breast milk will be stored in a designated space within the refrigerator and freezer. Freezer space is designated to the refrigerator on the right-hand side of our kitchen, in the door of the freezer. Refrigerator space is provided in the mini fridge in the infant classroom.

Parent Initials \_\_\_\_/\_\_\_\_

#### **(26) Mandatory Reporting**

ABC KidZ takes the safety of your children and our responsibility for their care very seriously. One of our responsibilities is the immediate reporting of any suspected case of child abuse or neglect. As required by law, any suspected case of child abuse or neglect will be reported to the Child and Family Services, including transportation from our facility without a proper child safety seat and improper care and feeding of a child. If you suspect neglect or abuse, please call Centralized Intake at 1-866-820-5437

Thank you for considering ABC KidZ for the care of your child(ren) – we are committed to establishing and maintaining a safe and reliable facility for the long-term education and care of our community’s children.

Parent Initials \_\_\_\_/\_\_\_\_

#### **(27) Medical and Dental Emergency Procedures**

Emergency information is kept on file at the daycare. In case of illness or injury this information will be used to notify you or the person designated by you, of your child’s status. If your child is injured while at the daycare, first aid will be administered. If treatment by a doctor is necessary, we will make every

effort to contact you or the doctor you have chosen to treat your child. In all cases, an incident report is completed, and a copy is given to the parents if requested. Authorization for emergency treatment must be signed at the time of enrollment to ensure that in the event of an emergency, we can make sure your child receives the necessary emergency treatment he or she needs. **It is very important that all emergency contact information is kept up to date and correct. Please inform us immediately of any changes to keep your information current.** Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation if required.

**Note:** In case of a serious accident or sudden illness requiring immediate medical attention, the following procedures will be followed.

1. A phone call to 911 is made.
2. Child's parents (or emergency contacts) are called.
3. Child is separated from the other children and appropriately cared for.
4. Parent, provider, or ambulance takes the child and health records to the doctor or hospital.

Parent Initials \_\_\_\_/\_\_\_\_

### (28) Evacuation Procedures

ABC KidZ has written policies and procedures for dealing with emergencies and natural disasters. Evacuation plans are posted in the daycare. In the unlikely event the children will be evacuated to an emergency location; you will be notified as soon as possible. Our neighborhood relocation site is the New Beginnings Church on 15<sup>th</sup> Avenue. Families will be contacted via phone tree, email or text message when children have been relocated. Child Care staff will notify the police of their evacuation location. Evacuation procedures are detailed in the Staff Handbook and listed in the Emergency Response booklet in the Emergency Contact binders in each room.

Parent Initials \_\_\_\_/\_\_\_\_



I have read the attached 2018 parent handbook and agree to abide by all requirements in enrolling my child(ren) with ABC KidZ. I agree to make monthly tuition payments or scholarship co-payments in accordance with the Billing and Payments Policy. I agree to abide by all the above outlined policies.

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

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Child's Name

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Child's Name

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Child's Name