

Parent Handbook



KIDS HAVEN, by Sandy

“Your child’s home away from home”

1010 Oldham Oaks Rd.

LaGrange, KY 40031

(502)222-5008

kidshavenbysandy.com

OUR PHILOSOPHY

Welcome to our center! We appreciate the confidence you have placed in us by choosing our child development center. KIDS HAVEN, by Sandy was created to entice children to explore, learn, and experiment in a structured environment. KIDS HAVEN, by Sandy has been open since July 21, 1998. We moved into our present location on July 24, 2017.

Every child will be offered the opportunity to achieve their fullest potential in a safe, clean, and caring atmosphere. We feel strongly that parental support and input are essential in achieving our goals.

We will attempt to develop the whole child with physical, cultural, social, and intellectual activities that will enhance his or her everyday life. Our utmost goal will be to provide the most loving care and the best early childhood educational program possible.



We are very proud to say we are a participant of the “Kentucky All STARS” program. Kentucky All STARS is Kentucky’s five-star quality rating and improvement system serving all early care and education programs. This program is based on Kentucky’s Early Childhood Standards and recognizes programs that have made a commitment to continuous quality improvement. Kentucky All STARS also provide programs with additional support including training, technical assistance and coaching for care givers.

Sandra K. Johnson, President



HOURS OF OPERATION

KIDS HAVEN, by Sandy is open from 6:30 a.m. until 6:00 p.m. Monday through Friday. Morning time is a critical part of our daily curriculum. Due to this fact, we ask that children be in the center by 9:00 a.m. If your child will be late or absent on a particular day, we ask that you call us by 9:00 a.m. so we may staff the day accordingly. If you do not call and your child is not here by 9:30 a.m., they will not be able to stay that day. If your child needs to arrive late on a particular day due to an appointment, please let the director know ahead of time. We understand that mornings are often critical family time for some families. If your schedule requires that your child arrive later than 9:30 a.m. on a daily basis, please provide this information to the director during enrollment; however, keep in mind that this schedule must be consistent due to our staffing. Children must be in the center by 11:00 a.m. to receive lunch and quiet time. If they will not be here by 11:00 a.m., we ask that you do not bring them until after 2:00 p.m., so they do not interrupt quiet time.

A late fee will be charged for any child remaining in the center after 6:00 p.m. Late fees are posted on the front bulletin board.

We are closed on the following holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving (and the day after Thanksgiving), Christmas Eve and Christmas Day.

In case of a weather emergency or a state of emergency called by our Governor, we reserve the right to close for the safety of our families and staff. A message about closing will be sent out on your Brightwheel App and on our Facebook page.

ENROLLMENT REQUIREMENTS



A Child Care Contract must be completed and turned into the Director's office along with a copy of your child's current immunization report, registration fee, and the first week's tuition to complete your enrollment package.

PROGRAMS OFFERED

Full Day Program:

Breakfast available 8:30 a.m.

Pre-school Program 9:00-11:00 a.m. (Toddlers-Fours)

Outside AM time (per schedule)

Lunch (Hot Meal) 11:00 a.m.-12:00 p.m.

Nap Time 12:00-2:00 p.m.

Afternoon Snack 2:15-3:00 p.m.

Recreational Play 3:30-6:00 p.m. w/outside time (weather permitting)

ADDITIONAL PROGRAMS AVAILABLE

Our “Magic Music” Program is for all classrooms. We also offer a Summer camp which is from June through August each year. Summer camp consists of many special field trips away from the center and also special programs on our premises. The cost of our Summer Camp program is **NOT** included in the student’s tuition. There is no charge for the “Magic Music” Program.

FEES

There is an annual registration fee upon enrollment of your child **and** on each subsequent January 1st. Tuition fees are due on Monday of the week your child attends school and is considered late if not paid by Wednesday. A late fee of \$15.00 is automatically applied to your account on Thursday. If tuition fees are not paid for two weeks, you will be notified by the director or owner that your child must be withdrawn until all fees are paid in full.

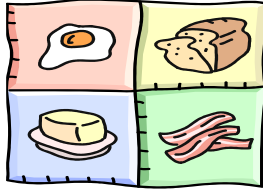
We offer many forms of tuition payment; check, cash, credit/debit card (\$2.50 processing fee applies), and ACH payment.



TEACHERS AND STAFF

Our teachers are experienced professionals trained to lead and teach your young children. All staff members have a Criminal History Background Check, Child Abuse Check, a TB test, Orientation, and Pediatric Head Trauma training prior to working in our center. All our staff are required to go through 15 hours of mandatory continuing education each year. We currently have staff members with the Commonwealth Credential, Child Development Associate Credential and the Director's Credential. We continually encourage all staff to obtain these early childhood certifications. The state of Kentucky has an excellent scholarship program available to early childhood centers who participate in the Kentucky All STARS program. KIDS HAVEN has been a "Star Center" for over 24 years. We also offer incentives to our staff when they complete any of these continuing education programs.

NUTRITION, HEALTH AND SAFETY POLICIES



Nutrition

At KIDS HAVEN, by Sandy we believe in lots of healthy nutrition. Our satisfying breakfast, lunch and snacks will help your children grow and develop. Our weekly menus are always posted on the front bulletin board and in each classroom. We follow strict Federal Food Program guidelines when planning menus and preparing the food we serve to the children. Look for many fresh vegetables, fruits and whole grain breads and pastas on our weekly menus. No outside food may be brought into the center under the Federal Food Program. Breakfast of any kind, sippy cups and any other beverages may not be left at the center when dropping off your child in the morning. Please encourage your children to leave these items at home or in the car.

Allergies

If your child has any type of allergy, please let us know upon enrollment. The kitchen staff and each classroom teacher have children's allergies documented in their classrooms. We ask that you get a doctor's note stating the allergy, what happens during a reaction, and what action needs to be taken during a reaction.



Injuries and Accidents

We take precautions to prevent your children from injuring themselves. However, accidents do happen. In this event we will fill out the appropriate forms. If there is an injury to the face or head, we will contact you immediately. A copy of all forms is sent home to the parents and one kept in each child's file.



Medication

KIDS HAVEN, by Sandy has very strict policies on the distribution of medication. All medicines must be labeled with the child's name, signed in on our medication sheet, and placed in our lock box by a staff member. Over the counter medicines must have the child's dosage listed on the container. If not, we must have a doctor's note with the child's name, dosage, and times to be given. A prescription must be in the original container with the original information listed on it.

Illness



We accept only well children on a daily basis. If your child is sick with any of the following symptoms, they must remain at home: fever of 101 degrees or higher, vomiting, diarrhea (3 or more), or excessive coughing. If your child has had any of these symptoms in the last 24 hours while at home, they may not return to school (even with a doctor's note) until they are symptom free for 24 hours. We hope all parents will understand the policy, and we trust them to do what is right.

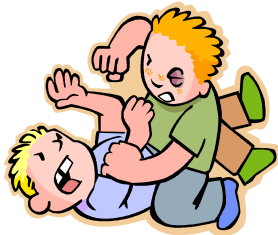
If a child becomes sick while in our care, the parent will be notified immediately and asked to pick up their child within the next hour. **Again**, the next school day they must remain at home. For questions on other illnesses, please see the director for our "Illness and Exclusion from Child Care Policy."

DISCIPLINE AND ABUSE POLICIES

Biting

Young children are often caught in situations that result in biting. It is an aggressive, yet developmentally appropriate behavior. Our youngsters often find themselves frustrated and biting is their form of communication. Our staff is on top of the situation immediately and proper actions are taken to remedy the incident. Actions will be taken to calm the child including but not limited to TLC, ice, cool washcloth, and cleaning of the area. A report will be written for the parents of the biter

and the child who has bitten. If the biting becomes a frequent occurrence, a conference will be scheduled with the director, owner, and the parents of the biter. We will agree upon appropriate actions depending on the child's needs. A referral to First Steps therapy will be made if needed. We may also recommend discussing the issue with your family pediatrician for further assistance with controlling the biting.



Discipline

Our method of teaching the children self-discipline is to use positive reinforcement and redirection. There is no physical punishment or threat of physical punishment. Cooperation and frequent communication between parents and staff provide consistency for the child and promotes a good self image within the child.

Our objective in discipline is to help the child learn self control and to teach self discipline. This can be done with redirection and positive reinforcement. During a conflict, we will consider the child's age, developmental stage, emotional make-up, home situation and past situations of discipline.

Discipline shall take the form of conversation, redirection, thinking chair away from the group and positive reinforcement. We ensure that our disciplinary actions are fair and consistent, and that the child recognizes them as such. A calm, kind voice shall be maintained at all times. Patience and understanding must always be used. A child will never be labeled or made fun of at any time. At no times will verbal abuse,

threats, or derogatory remarks about the child or his/her family be allowed.

When uncontrollable, disruptive and/or harmful behavior persists, the child shall be taken out of the classroom setting for a cool down period and the director shall advise the parents.



Child Abuse

This center maintains a childcare program which assures affirmative steps are taken to protect children from abuse and neglect. Our staff is trained on what signs to look for and instructed to act upon their findings. We are responsible by law to report any cases of suspected abuse or neglect to the proper authorities. Staff members are encouraged to make the director aware of possible situations; however, they are not *required* to do so and may report the abuse on their own. Reports will be made to the local Child Protective Agency as required by law.

EMERGENCIES



KIDS HAVEN, by Sandy keeps a file on those authorized to pick up your child based on the information submitted with your childcare contract. Please notify the director immediately of any changes to your information, such as phone numbers, address changes, etc.

In case of a weather emergency, it is important that our staff and children know how to respond. Evacuation plans are posted in every classroom. Children must be comfortable if they were ever put into an emergency situation. Fire drills are practiced each month and earthquake and tornado drills every three months (quarterly) as required by Kentucky state licensing. Practice drills are posted on our front bulletin board.

SECURITY

We believe strongly in the importance of a safe environment for you, your child, and our staff. Our security system only allows persons with an assigned code to enter the building. Upon enrollment of your child, you will be assigned a security code for entering and exiting the building with your child. We always have a staff member in the front office to greet parents and visitors. A detailed file is kept on every child in case of emergency. NO child is released to anyone without proper identification. There are also video cameras positioned inside/outside throughout the center for the protection of your child and our staff.



CLOTHING & TOYS

All children are required to keep an extra change of clothes, seasonally appropriate, in their cubby. This includes underwear, socks, shirt, and bottoms. All items must have your children's name labeled on them. The children do go outside on a daily basis weather permitting (above 40 degrees). Please make sure your child has a jacket, hat or hood, and gloves for cooler weather.

We ask that no toys from home be brought into the center. This often causes issues and toys get broken. We have an abundance of educational material and equipment for all classes. Toys or items from home will be welcomed on show and tell day only.

DISMISSAL

The center reserves the right to dismiss any child if after entering the program, he/she seems unable to adapt to the group experience. We reserve the right to dismiss any child if there are any irreconcilable differences between the staff and the parents.

USDA Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

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