



Kids Connection

CHILDCARE & PRESCHOOL

PARENT HANDBOOK 2024

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Fargo, ND 58104

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Welcome to our Program!

Welcome

Welcome to Kids Connection Childcare & Preschool, we are pleased to have you as an enrolled family at our center! You are joining a program that is dedicated to the health and wellbeing of all children. We strive to create an atmosphere where children are connected, engaged, learning, and nurtured through our early learning program and creative learning environment. Your role as a parent of Kids Connection Childcare & Preschool is crucial in the process of teaching and caring for all enrolled children.

Company Mission and Philosophy

Our mission is to provide a safe, stimulating, and developmentally appropriate learning environment in conjunction with a quality educational accredited curriculum that assists in the social, emotional, physical, and intellectual growth of all children.

We achieve this with our innovative and creative classroom designs, accredited Learning Beyond Paper curriculum and staff training program. Our center meets the needs of each child and family in a safe, educational, and nurturing environment. We pride our center's focus on the individual needs of each child, while providing quality, reliable and safe childcare.

Handbook Acknowledgement

Please take the time now to read this handbook carefully. The enrollment contract signed acknowledgment of receipt of this handbook shows that you have read, understand, and agree to the contents of this handbook, which sets out the basic rules and guidelines concerning your child's enrollment. Please keep this handbook during the duration of your child's enrollment and refer to it at any time.

This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. The company reserves the right to interpret, modify, or supplement the provisions of this handbook at any time.

If you have any questions once the completion of this handbook has been read, please see your center director.

We welcome you and your children to our center, and we look forward to cultivating a nurturing relationship with your entire family!

Part One: General Center Information

Center Hours and Closures

Kids Connection Childcare & Preschool will be open 5 days a week (Monday through Friday) from 6:30am to 6:00pm. We are open 12 months out of the year.

We are **closed** on 8 holidays each year for which we require payment:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and Day After
- Christmas Eve and Christmas Day

We close at 5:00pm on New Year's Eve. If a Holiday falls on the weekend we will be closed either that Friday or following Monday. Kids Connection reserves the right to close for staff in-service days. Families will be given 30 days' notice to have time to make childcare arrangements.

When registering your child please indicate on the contract form the desired scheduled hours you plan on bringing your child. We ask that all children are in attendance by 9:00am. If a child will be arriving at the center later than scheduled, please notify the front desk so we can plan accordingly.

ND licensing guidelines a child who is enrolled full time can be at the center a maximum of 50 hours per week. If a child attends longer than 50 hours per week the family will receive a written warning.

We may be closed due to a circumstance beyond our control. If this should arise no tuition credit will be given.

Inclement Weather closing

The decision to close Kids Connection based on weather will be made by the administrative team. The decision will be based on the safety of the children, the travel ability on the roads, meeting licensing requirements, parents, staff and law enforcement advisement for that specific day. We reserve the right to stay open, close early or open late based on the advisory. Parents will be notified through your child's ProCare profile. Please keep notifications on and check on days of inclement weather.

Services Offered

Infant Program

Toddler Program

Preschool Program

Nutritious Breakfast, Lunch and Snack

Ages Served 6 weeks to 6 Years Old

Group	Ages	Ratio
Infants	6 weeks- 18 months	1:4
Toddlers	18 months- 36 months	1:5
Preschool	3 years	1:7
Preschool	4 years	1:10
Preschool	5-6 years	1:12

Staff

We carefully screen potential teachers and assistant teachers to ensure that they are warm and caring individuals with something special to offer your child. All teachers and assistant teachers are fingerprinted through the North Dakota of public safety as well as given background checks through DES and DCS Central Registry. We encourage you to get to know your child's teachers and to be involved with his/her program as much as possible.

All staff members are required upon hire to have completed a minimum of 15 hours of basic childcare training within the first 90 days and continued training of 13 hours per year in Growing Futures approved training.

All staff are required to have a 2-day onsite orientation training before they are counted as staff in the room.

All staff are required to have current CPR and First Aid certification and a clear background check.

In the event that a substitute caregiver will need to be hired, the substitute provider information is given to the center licensor and a background check is completed.

The center will not employ anyone convicted of a direct bearing offense listed in ND Admin. Code 75-03-09-27(1)(a).

Part Two: Admission and Enrollment Procedures

Admission shall be open to any child without discrimination, regardless of his or her sex, race, creed, color, or political belief, disability, or special needs.

Before your child attends the center we will schedule a brief pre-admission visit to discuss and view our facility, program and policies.

Prior to admission, you are required by the State of North Dakota to complete the following forms.

- Child Information Sheet. This form must be completely filled out, signed by the child's parents or legal guardian, and must be kept on file with us. The parent/guardian is responsible for updating the form when items required on the form are changed. A new form is required each year to be completed.
- Proof of identification. Provide the child's birth certificate. We will make a photocopy onsite.
- The enrolled child's current immunization or immunization waiver. Provide immunization record updates as your child receives them.
- Parents statement of Health of child (completed annually)
- Aquatic Activities Permission Form
- Infant Sleep Permission Form (infants only)

Kids Connection requires that each enrolling parent/ guardian:

- Read the Parent Handbook and sign acknowledgement of center policies on enrollment contract.
- Complete and sign enrollment contract.
- Set-up child's account in the ProCare app.
- Complete all enrollment forms

All records and confidential. If information needs to be updated at any point, it is the parent's responsibility to notify the director in writing.

Registration Fee

A registration fee of \$100.00 per child is due at the time of enrollment. A maximum amount of \$200.00 per family. The registration fee is an **annual fee** that will be due the first week of August. The annual registration fee is \$100.00 per child with a family maximum of \$200.00.

Tuition

Tuition is due and payable in advance for services rendered. Families are required to pay tuition prior to dropping off. Tuition is due every Monday in the form of automatic withdrawal, credit card, check or cash. Once tuition has been paid there will be no refunds. If payment is behind your childcare services will stop until full payment is received. (Your child will be eligible for re-enrollment assuming space is still available). No credit will be given for individual days your child does not attend.

Tuition rates are subject to change, and you will be given 30-day notice in the event of a rate change. We are continually improving our center and resources. We reserve the right to increase tuition as needed to accommodate inflation and the rising cost of supplies and goods to run the center properly.

Your current enrollment contract is the rate at which your weekly tuition is due.

The tuition price is located on the parent board in the front reception.

Your tuition balances and payment history will be available for you to access through your child's ProCare profile. Tuition balances and reminders will be notified through the app.

You will be able to access your yearly statement through your child's profile and any statement payments and balances.

Current Rates as of January 2024

Classroom	Weekly Rate
Infants	\$315/week
Toddlers	\$295/ week
Preschool	\$285/ week
2 Full Days (Based on availability)	\$140/ week
3 Full Days (Based on availability)	\$210/ week

Additional Fees:

- An annual non-refundable registration fee of \$100.00 per child will be due every August. A maximum of \$200.00 per family.
- A 5% discount will be applied for the oldest child for full-time families only.
- A \$25.00 fee will be charged per day if payment is not made by Monday.
- A \$25.00 fee will be charged for all returned checks
- A \$10.00 fee for every 5 minutes late pick up can be charged after 6:30pm. The fee is due the night of the occurrence.
- A \$2.00 fee for each extra diaper.

Child Care Assistance

All families are required to pay the registration fee and annual enrollment fee. Any family that will be receiving Childcare Assistance must let the Center Director know prior to enrollment and provide eligibility forms. Once the child has been authorized to receive Childcare Assistance then services can begin. Parents are responsible for all fees not covered, no refunds will be given.

Vacation Policy

After 6 continuous months of enrollment, families are allowed one vacation week per year. Parents must complete a vacation request form prior to using vacation credits. The vacation week is to be used when your child will not be attending the center for five consecutive days in a row. Families are responsible to pay for 50 percent of their tuition for this week. Once a family has used their vacation week for the year their current tuition rate is due and payable when the child is not in attendance. Two weeks' notice prior to using vacation must be given.

Schedule Changes

Families need to inform the center as soon as possible when there will be a change to their child/children's schedule so we can staff and plan accordingly. Schedule changes will be approved based on the centers availability to accommodate the request.

Missed Days

You are required to inform the center when your child is absent on any day. Tuition is due whether your child is in attendance or not. If a child misses a day due to illness, vacation or personal reasons tuition is still due and no credits will be given.

Wait List

The center will run a wait list based on available enrollment spaces. If you are not currently enrolled and there is no spot available, you can be put on our waitlist. You will be notified once a spot becomes available. If you are a currently enrolled family and decide to enroll another child notify the center as soon as possible to ensure enrollment for your family.

Updating Enrollment Records

The center requires that all families update their records yearly. The center will notify the families of our yearly child file audit and will have all forms ready and available for parents to complete and must be returned and completed on-time to continue your child's enrollment.

Immunization records must be turned in as soon as your child receives updated immunizations.

In addition, anytime a family's information changes such as addresses, phone numbers, place of employment or health information, a new Child Information form must be completed.

Withdrawal Procedures

Kids Connection Childcare & Preschool requires a two-week written notice to withdrawal from the program. Families are responsible to pay all tuition fees for two weeks whether your child or children attend their last two weeks of enrollment. All balances must be paid in full in advance two weeks prior to your child's last day of enrollment.

Probationary Period/ Termination Policy

Kids Connection Childcare & Preschools disenrollment/suspension policy is a set of guidelines that outline how the childcare center will handle situations where a child needs to be removed from the center temporarily or permanently. This policy is important because it helps to ensure the safety and well-being of all children and staff members, as well as to provide clear expectations for parents and staff members.

The childcare center reserves the right to suspend or disenroll a child if their behavior poses a danger to themselves or others, or if their behavior is consistently disruptive to the learning and development of the other children.

The staff will make every effort to work with the parents and the child to address and resolve any behavior issues before considering suspension or disenrollment.

If a child is suspended, the parents will be notified and will be required to pick up their child as soon as possible. The length of the suspension will be determined by the severity of the behavior and the child's ability to make positive changes.

If a child is disenrolled, the parents will be notified and will be required to find alternative childcare arrangements. The decision to disenroll a child will be made by the center's director in consultation with the staff and the parents.

We reserve the right to suspend or discontinue childcare services in situations where the parents do not adhere to center policies. Some examples would include delinquent payments, late picking up children, failure to provide information for your child's file, disruptive or threatening behavior.

Personal Belongings required for enrollment

Kids Connection Childcare & Preschool requires that parents/guardians provide the following items for their children to use at the center. It is important to ensure that children have everything they need to have a safe and enjoyable time at the center. Please ensure that there

are no medications, diaper creams, over the counter products in your child's cubbies or backpacks- those items are to be stored separately and out of reach from children. Please remove them from any bags and direct them to appropriate areas. The following items are what children need to bring to our childcare center:

1. All children ages one to four are required to provide a fitted toddler or crib sheet and a blanket for rest time. The center will provide the rest mat. The center will provide the crib sheets for the infant program to ensure they fit the crib mattresses. Please label your child's sheets and blanket with your child's first and last name and place in your child's personal cubby. We require that all sheets and blankets go home on Friday to be laundered and returned Monday.
2. All parents of diapering children are required to provide their child with diapers, wipes and any ointments or creams. All items are to be labeled with the child's first and last name. Staff will label the diapers individually with the child's initials and all diapering items will be stored in the diaper changing station. Staff will remind parents when their child is running low on items, so parents can bring in items before their child runs out. All ointments and creams are required to have an authorization to dispense form prior to staff applying on the child. The center will provide diapers and wipes if a child runs out at a fee of \$2.00 per diaper.
3. All parents are required to bring in an extra pair of clothes for their child's cubby to be used in case the child soils their clothes. We ask that parents of younger children and children who are potty training bring in more than one pair of extra clothes. Change out your child's extra clothes for the weather changes. Please label all your child's extra clothes with their first and last name and place in your child's cubby. Staff will send home your child's soiled clothes to be laundered at home the day your child's clothes are soiled. All parents are required to bring coats, mittens, hats for appropriate weather coverage.
4. Parents are required to provide sunscreen for their child when the weather requires sun protection for outdoor activities. Please label it with your child's first and last name. Parents are required to fill out an authorization to dispense form prior to staff applying sunscreen.
5. Parents for children enrolled in the toddler program are required to provide two sippy cups, one for milk and one for water. Please label it with your child's first and last name.
6. Infant parents are required to provide all items for their infants' needs. Items include bottles, formula, jarred food, blankets, pacifiers, etc.

7. If your child has any special needs or medical conditions, please provide any necessary medication or equipment, such as an inhaler or epinephrine auto-injector, and inform the staff of your child's needs. Complete all required paperwork for items.
8. Children should not bring any items of value, such as money or electronic devices, to the childcare center. The center is not responsible for lost or damaged personal belongings. Personal items such as toys, books, and games are not allowed in the childcare center.

If a child brings an item that is not allowed or is deemed inappropriate, the staff will hold onto the item until the end of the day, at which point the parent can pick it up.

We appreciate your cooperation in following this policy to ensure that your child has everything they need to have a safe and enjoyable time at our childcare center.

Part Three: Program Overview and Curriculum

Curriculum

Kids Connection Childcare & Preschool utilizes the Learning Beyond Paper Accredited Curriculum aligned with North Dakota Early Learning Standards. The program focuses on providing a more holistic and hands-on approach to education. This type of curriculum is designed to engage children in active, experiential learning, with an emphasis on real-world problem-solving and critical thinking skills.

Learning Beyond Paper Accredited Curriculum incorporates a variety of educational techniques, such as project-based learning, field trips, and hands-on experiments. Additionally, this type of curriculum may incorporate technology and multimedia resources, such as online educational games and videos, to provide a more interactive and engaging learning experience for children.

The Learning Beyond Paper accredited curriculum fully aligns with the North Dakota Early Learning Standards. Each classroom will post a weekly lesson plan and a schedule of activities. Daily activities and observations will be performed and noted through the ProCare parent engagement app.

Kids Connection Childcare & Preschool has open-ended learning centers, which enable children to utilize their intellectual and creative abilities. Each classroom will have teacher directed activities as well as hands on activities and practical experiments.

The curriculum shall include language and literacy, math, science, social studies, fine arts, and physical development.

We will have weekly themes, books and positive traits or messages that are incorporated into the lesson.

Infant Program

Kids Connection Childcare & Preschools infant program is an Early Childhood Education program that is designed for babies and young infants. The main goal of our infant program is to provide a safe, nurturing environment for infants to learn and grow.

Our program includes activities such as singing, playing, and reading to help stimulate the infants' cognitive, social, and emotional development. Additionally, the program provides opportunities for infants to engage in sensory play, such as exploring different textures and materials, to help develop their sensory abilities. Our program also provides support and guidance for parents to help them understand their infant's development and needs.

In our Infant Program we recognize that each infant is developing and reaching their milestones at their own unique rate, and we facilitate their early development. You will receive notifications to keep you informed of your baby's activities. If you would like a written daily report for your infant's day, please notify the classroom's teachers so we can accommodate that request. We provide an environment of age appropriate and stimulating activities based on your infants' abilities. All infants are monitored closely during all feedings, naps and activities.

Toddler Program

Kids Connection Childcare & Preschools toddler program is an educational program designed for children between the ages of 1 and 3. Our program focuses on providing a safe and nurturing environment for young children to learn and grow through play-based activities and exploration.

Our Toddler program includes activities such as singing, dancing, storytelling, and art projects, as well as opportunities for outdoor play and socialization with other children. The goal of our toddler program is to help children develop essential skills and knowledge, such as language and cognitive skills, as well as social and emotional skills, in preparation for preschool and beyond.

Our toddler program curriculum is designed to promote the overall development and learning of young children through a variety of play-based activities and experiences. The curriculum for a toddler program includes the following components:

Language and literacy development: Activities such as singing, storytelling, and reading books can help children develop their language skills and build a love of reading.

Cognitive development: Play-based activities such as puzzles, building blocks, and art projects can help children develop their problem-solving and critical thinking skills.

Social and emotional development: Activities that promote cooperation, sharing, and communication can help children develop the skills they need to get along with others and understand their own emotions.

Physical development: Outdoor play and physical education activities can help children develop gross and fine motor skills, as well as coordination and balance.

Sensory development: Activities that engage the senses, such as painting, playing with sand or water, and gardening, can help children explore and understand their environment.

Overall, the goal of a toddler program curriculum is to provide a wide range of activities and experiences that support the growth and development of young children in all areas.

Preschool Program

The preschool program at Kids Connection Childcare & Preschool is an educational program designed for children between the ages of 3 and 5. Our program follows a more structured curriculum than our toddler program and focuses on preparing children for the transition to elementary school.

Our preschool program includes activities such as reading, writing, and math, as well as art, music, and physical education. The program also includes opportunities for socialization and play, both indoors and outdoors. The goal of our preschool program is to provide a foundation for children's future learning and development by teaching them essential skills and knowledge in a supportive and stimulating environment.

The curriculum for our preschool program includes the following components:

Language and literacy development: Activities such as reading, writing, and phonics can help children develop the skills they need to become successful readers and writers.

Math and science: Activities such as counting, sorting, and measuring can help children develop a basic understanding of math and science concepts.

Social studies and the arts: Activities that promote exploration and discovery, such as field trips and art projects, can help children learn about the world around them and express themselves creatively.

Physical education: Outdoor play and physical education activities can help children develop gross and fine motor skills, as well as coordination and balance.

Overall, the goal of a preschool program curriculum is to provide a well-rounded education that helps children develop the skills and knowledge they need to succeed in elementary school and beyond.

Part Four: Positive Guidance and Discipline Policy

To promote positive behavior and a safe and nurturing environment for all the children in our care, the childcare center focuses on positive reinforcement. Our program and daily schedule are designed to keep children engaged socially and emotionally stimulated and balanced.

The staff at the childcare center will use positive reinforcement and redirection to encourage appropriate behavior and discourage inappropriate behavior. This may include praising children for good behavior, providing rewards for good behavior, and redirecting children to more appropriate activities.

All staff will provide children with a positive model of acceptable behavior. Staff members will help guide and teach children how to find acceptable alternatives to problem behavior. Staff members will always protect the safety of children and staff and will immediately respond to unacceptable behavior.

If a child consistently engages in inappropriate behavior, the staff will work with the parents/guardians to develop a behavior plan that addresses the child's specific needs. This plan will be tailored to the individual child and may include strategies such as setting clear expectations, providing positive reinforcement to help the child learn acceptable behavior to develop control over their actions. Once the behavior management plan is made, it will be implemented right away, and it will be used for the upcoming two weeks. Once the two weeks are complete the Director, teacher and parents will meet and discuss how the plan works and if changes need to be made to better meet the needs of the child.

Any child who jeopardizes the safety of himself/herself, other children, or staff members will be sent home for the day. Parents will be notified and will have an hour to pick them up. If the child is sent home more than 3 times in one week despite the use of the behavior plan, the child may be suspended or dismissed from the program.

Children requiring discipline are taken to the side and addressed at eye level by the staff member to discuss the child's needs. If necessary, the child will be in a "reflecting" area for a few minutes, generally no longer than the age of that child and then redirected back to the group or activity. A child less than 18 months of age will not be separated from the group as a means of behavior guidance.

Our staff is careful to respect and validate the child's feelings and emotions while letting them know the guidelines under which the child may express these feelings. Children at the center are well supervised with a developmentally appropriate balance of activities scheduled throughout the day to help prevent discipline problems.

Staff members will observe and record the behavior of the child documenting the time of day, what is going on in the classroom, the child's behavior and the staff's response to the behavior will be documented and placed in the child's file.

The childcare center will not use corporal punishment or any other form of punishment that is considered to be cruel or unusual. Children will never be subjected to emotional stress or abuse. There will never be punishments for having bathroom accidents. Food, water, light, clothing, or medical care will never be withheld from a child.

In the state of North Dakota, childcare centers are required to have a written discipline policy in place, and all staff members must be trained in appropriate discipline techniques. The childcare center will comply with all state regulations regarding discipline.

We understand that children may sometimes exhibit challenging behavior, and we will do our best to work with parents/guardians to support the child's development and promote positive behavior. However, the safety and well-being of all the children in our care is our top priority, and we must enforce these policies to ensure a safe and nurturing environment for all.

Biting

The Kids Connection Childcare & Preschools biting policy is a set of guidelines that outline how the childcare center will handle instances of biting among the children. This policy is important because biting can cause physical harm to other children and can create a negative and unsafe environment at the center.

If a child bites another child, the staff will immediately intervene to stop the behavior and to ensure the safety of all children.

The staff will provide comfort and support to the child who was bitten and will also talk to the child who bit to help them understand the consequences of their actions.

The parents of the child who was bitten and the child who bit will be notified by telephone or an incident report at pick up and will be asked to sign the incident report. Parents of children who are continually biting will be requested for a meeting at the center to discuss the incidents and to develop a plan to prevent future occurrences.

If a child is over the age of 24 months and bites 3 or more times in a day or breaks the skin will be required to be picked up. Parents will be notified and have one hour to do so.

If biting continually occurs the parents, director and staff will have a meeting and discuss an action plan to support the child and reduce biting incidents. After the plan is implemented, there will be a two-week progress report and an additional meeting to make any necessary corrections to the plan.

The center may need to contact the North Dakota Department of Human Services for additional support and guidance to support the child.

Hitting

Biting and hitting are developmentally appropriate behaviors for toddlers. The safety of all children in our care is the priority and supporting children during this developmental stage in their life.

Staff members will follow the behavior policy above for both persistent biting and hitting. When biting and hitting occurs the staff member will do the following to support and correct the behavior:

1. Focus on the hurt child.
2. Use gentle language such as: "hands are not for hitting," "teeth are not for biting," "gentle hands please."
3. Incident report for both children. Keeping their identity private.
4. Staff will inform the parents at pick-up and require a signature for the incident report. We discourage parents from punishing or reprimanding their child later in the day for an incident that happened at the center. We encourage positive reinforcement.

Part Five: Meal Service

We serve healthy nutritious meals according to the CACFP food program. We encourage children to learn appropriate table manners and socialization skills. We serve breakfast, lunch, and an afternoon snack. Full-day enrollment will receive all meals. School age children will be served one afternoon snack. Complete weekly menus are posted each week on the center's parent bulletin board and the classrooms bulletin board. Kids Connection is a peanut/nut free school. We offer substitutes when a dietary restriction is needed within reason. We allow food to be brought from home for your individual child to eat at meals times if their nutritional needs are not met through our provided meals. During the enrollment process document your child's food allergies and nutritional needs.

All meals and snacks are prepared onsite in our commercial kitchen. All food is properly prepared, sufficient in amount, and served at appropriate hours in a safe and sanitary manner. Children will be served meals in their classrooms.

Mealtimes

Breakfast will be served only from 7:00a.m. to 8:30a.m.

Lunch will be served only from 11:00a.m. to 11:30a.m.

Afternoon snacks will be served from 2:30p.m and 3:00pm.

Infant Feeding

You will complete an infant feeding instruction form at the time of enrollment stating your infants current feeding schedule, staff are to follow the feeding instructions on the form. When an update is made to your infant's feeding instructions you must update it on the form prior to

the staff making any changes to your infant's feeding schedule. Please be detailed with the number of ounces your infant is drinking with each bottle and the foods you would like your infant to eat.

Bottles: All bottles are to be provided by the parent each day and sent home to be washed and returned the following day. All bottles are to be labeled with your child's first and last name.

Formula: All formulas are to be provided by the parent and labeled with your child's first and last name. Bottles will be prepared by the staff using the formula instructions on the container. Bottles will be discarded one hour from being made.

Breast milk: All breast milk must come in a sealed container/bag and labeled with the child's first and last name and dated.

Infant food: All jarred foods, oatmeal's and cereals are to be provided by the parent with the times for each feeding.

Table food: Once your infant is on table food they are welcome to the centers provided meals and snacks. Request a copy of the menu from the front desk and circle the items your infant can have for the week.

Hand washing and sanitizing for mealtimes

All staff and children are required to wash their hands before and after mealtimes.

All food contact surfaces are sanitized before and after use with soap and water and a bleach solution.

Food Brought from home

Children's nutrition and dietary needs that require food from home are welcome. Food from home is not allowed to be served to other children in the center. All food from home must be labeled with your child's first and last name, dated and in safety containers. Food brought from home will be served during the center's designated mealtimes. Please ensure that food from home is nutritious food from all food groups and in appropriate portion sizes for the age of your child. Candy, chips, gum, and sweets are not allowed. A refrigerator is available to store your child's meals.

Part Six: Center-Wide Policies and Procedures

Arrival and Departure

For your child's protection, it is essential that you sign him/her in and out every time you arrive or leave the center. The sign in and out desk is located in the front reception area below the parent communication board. There is a QR code that you will scan with your phone using the

ProCare software app. You can scan the code and sign your child/children in at drop-off and scan the code at pick-up to sign them out.

Upon arrival to the center ensure that your child has all of the items that they need for the day. Please make sure to put all of your children's items away in their cubby and assist them to class.

Prior to dropping off have a verbal exchange with your child's classroom teacher and relay any important information that would assist in the caregiving of your child's day.

Parents must remove infants from their car seats as well as any outerwear upon arrival. Parents must place their own child in their car seat and secure the car seat straps. No child is allowed to sleep in their car seats in the center.

Parents are required to notify the center by 9:00am if your child will be in attendance for the day. If your child does not arrive as expected, the center will attempt to call you. If there is no answer, the center will attempt to call the emergency contacts listed. If your child/children arrive to the program unaccompanied by a parent (walking from school) and fail to arrive at the expected time, the center will notify you by phone, so you can locate your child/children. If the center is unable to locate either parent/guardian, the center will contact the emergency contact person provided by you. If all efforts fail to find a responsible party, the center will notify the police.

We close at 6:30 p.m. A late fee of \$10.00 will be charged for every 5 minutes past 6:30p.m. per child. This fee is due the night of occurrence. Your child will only be released to those persons whose names you have listed on the child information form. A valid driver's license must be provided to the front desk upon request in order to pick up your child.

Authorization to pick up your child

Enrolling parents/ guardians are required to list authorized persons located on the Child Information Sheet in your Enrollment Packet. No child will be released to a person not authorized by the parent to pick the child up from Kids Connection Childcare & Preschool. If a parent/legal guardian decides to have someone pick up their child that is not on the pickup list we require a written authorization for any changes. The written authorization must include the full name of the person picking up, date and time with the parent/legal guardians signature and date.

Kids Connection requires that all people who are on the authorized pick-up list provide a valid photo identification card that will be copied and placed in the child's file. All individuals are required to sign out the child for the day.

Parents/ legal guardians are required to provide all legal custodial agreements on file in cases of divorce or separation.

If any person appears to be impaired by alcohol or drugs in the process of picking up authorized child/children we will notify the police and call for a listed authorized individual to pick up the child.

Visitors

Kids Connection Childcare & Preschool has an open-door policy for all parents/ guardians. Please stop by the front desk and notify the front staff of your visit.

We have a security-controlled entrance, and all parents will receive a personal code to enter the building. We ask that you do not share this information with any individuals. If you have an authorized person picking up your child for the day, please have them use the doorbell and we will ID them and then assist them in picking up your child and escort them to your child's classroom.

To help keep our facility safe we ask that parents do not open the door for someone they do not know.

All visitors must sign in at the front desk and provide their name, driver's license and contact information.

Visitors must wear a visitor badge at all times while in the childcare center.

Visitors are not allowed to roam freely throughout the center and must be accompanied by a staff member at all times.

Visitors are not allowed to interact with the children without the permission of the child's parents and the staff.

Visitors are not allowed to bring any outside food or drink into the childcare center unless it is approved by the staff.

Visitors are not allowed to bring any items of value, such as money or electronic devices, into the childcare center.

We appreciate your cooperation in following our visitor's policy to ensure the safety and well-being of all children and staff members at our childcare center

Photographs

Kids Connection Childcare & Preschool photograph policy is a set of guidelines that outline how photographs of the children at the childcare center will be taken and used. This policy is important because it helps to protect the privacy and safety of children and their families, as well as to ensure that photographs are used in a respectful and appropriate manner.

We use the ProCare parent engagement childcare app. You will receive a real-time feed of information and activities will be available for you to view throughout the day, this includes pictures of your child's activities. We enjoy sharing with parents their child's learning milestones and memorable moments that we can send to you directly.

During the enrollment process the center will obtain written permission from the child's parent or guardian before taking a photograph of their child.

The staff will only take photographs of the children for educational or promotional purposes and will never take photographs for personal use or for sharing on social media.

The staff will never photograph any child without their consent and will always respect the wishes of a child or their parent if they do not want to be photographed.

Parents are not permitted to take any photos of any children at the center. You may take a photo of your child only.

Transition of Children

Children will be transitioned to the next age group based on chronological age, development of the child and proper staffing. Parents requests will be respected but may not always be granted due to the above.

Quiet Time and Rest Time Policy

Kids Connection Childcare & Preschools quiet time/rest time policy is a set of guidelines that outline how the childcare center will provide a quiet and restful environment for the children during the day. This policy is important because it helps to ensure that the children have the opportunity to rest and recharge, and to promote healthy physical and mental development.

Quiet time/rest time will take place daily from 12:00 PM to 2:00 PM.

During this time, the children will be encouraged to rest quietly in their designated rest area, which will be free of noise and distractions.

The staff will provide soft music or white noise to create a peaceful and relaxing atmosphere.

The children will not be required to sleep during quiet time/rest time, but they will be encouraged to rest and relax in any way that is comfortable for them. If your child does not nap, there is a space available for them to do quiet activities with a staff member while other children are napping.

The staff will monitor the children during quiet time/rest time to ensure their safety and well-being and will be available to aid or comfort if needed.

Children will be provided with a rest mat during quiet time. Please provide your child with a fitted crib sheet and blanket. Label your child's sheet and blanket with their first and last name or initials. Please take home your child's sheet and blanket every Friday and return laundered on Monday.

Infants

Each infant will have their own nap schedule and may nap on and off throughout the day. Each infant will be provided with their own crib during their enrollment in the classroom. The center will provide the fitted sheet for your child's crib. Parents must sign a permission form to have a blanket and/or pacifier in their child's crib with them.

All infants are placed on their back to sleep unless we have written permission from a child's physician directing us to use an alternative sleeping position.

Once an infant turns 12 months, they will transition from a crib to a nap mat.

Insurance

Kids Connection Childcare & Preschool meets all licensing requirements for liability insurance. As a reminder the centers insurance is secondary, and the parents insurance will be required to cover injuries for their child/children.

Use of Pesticides

Parents will be notified a minimum of 72 hours prior to the use of pesticides on the premises. The posting will be located on the parent board in the front reception.

Part Seven: Parents involvement in the Program

Family Participation

To support the development and well-being of the children in our care, the childcare center values and encourages family participation in the childcare program. This policy is as follows:

- 1.The childcare center will provide regular opportunities for families to participate in the childcare program, such as parent-teacher conferences, family events, and parent workshops.
- 2.The childcare center will keep families informed about their child's progress and development through regular communication, such as using the ProCare family engagement app, daily reports, newsletters, and progress reports. The ProCare family engagement app will send parents' home daily with the activities and lessons the child learned throughout the day and provide a newsletter on how you can incorporate what is being taught at school to the home environment.

3.The childcare center will welcome and encourage families to participate in their child's daily activities, such as reading with their child, helping with art projects, and attending field trips.

4.The childcare center will provide support and resources to families, such as referrals to community services and parenting resources.

The childcare center will respect and value the diverse backgrounds and experiences of all families and will strive to create a welcoming and inclusive environment for all.

In addition to the opportunities for participation provided by the childcare center, families can also support their child's development and well-being by participating in their child's education and care in other ways. For example, families can:

1.Talk to their child about their day and encourage them to share their experiences and feelings.

2.Help their child with homework and other educational activities, such as reading and math.

3.Provide a supportive and nurturing home environment that promotes learning and growth.

4.Encourage their child to try new activities and experiences and support their interests and passions.

5.Communicate with the childcare center staff about their child's needs and concerns, and work together to support their child's development.

By participating in their child's education and care, families can help their child succeed and thrive in the childcare center and beyond. If you have any questions or concerns about how you can support your child's development and well-being, please don't hesitate to contact the center's management team.

Daily Communication

Center Information Board

The center information board is located in the front reception area above the sign in and out desk. The board will include all state licensing requirements, the center Monthly Newsletter, the weekly menu and any information regarding the program.

Classroom Information Board

The classroom information board is located inside the classroom entrance door and will include all state licensing requirements, classroom daily schedule, weekly lesson plan, classroom evacuation plan.

ProCare Software App

The center communicates with all families using the ProCare Software App. You will receive daily notifications regarding your child's day as well as center information and updates. The updates will be used as a digital daily report. If you prefer a written daily report, please request one from your child's teacher.

Center Event and Classroom Party Sign-ups

During center events and classroom party sign-ups there will be clipboards at the front reception desk to sign-up for events and classroom party items.

Email

In the event the ProCare App is not in use. You will receive an email regarding all center information.

Website

Visit the center's website at any time for information regarding the center.

Phone Calls

Parents are always welcome to call the center anytime and check on their child. The center will call parents and notify them of any illness, injury that requires a phone call or to discuss any items necessary.

Birthdays

This policy is important because it helps to ensure that birthdays are celebrated in a way that is safe, enjoyable, and inclusive for all children.

The birthday policy for our childcare center is as follows:

Parents are welcome to bring a special snack or treat to celebrate their child's birthday, but it must be approved by the staff, store bought and must be nut-free.

Birthday celebrations will take place during snack time or lunchtime, so that all children can participate.

The staff will lead a group birthday song and happy birthday wishes for the birthday child.

Parents are welcome to take photos of their child during the birthday celebration, but they must not disrupt the activities or the other children. No photos of other children are allowed or posted to any social media site. We must protect the children in our care where parents/guardians do not want photos of their children posted.

Birthdays will be celebrated on the child's actual birthday or on the closest school day if the birthday falls on a weekend or holiday.

We appreciate your cooperation in following our birthday policy to ensure that all children have a fun and memorable birthday celebration at our childcare center.

Grievance Procedures

Kids Connection Childcare & Preschool strives to provide the best care possible to our families and children. If you are having concerns, please address them with your child's teacher and the Center Director and we will make every effort to be prompt in addressing and following up on your concern. We expect respectful communication. Families will be dismissed immediately without any notice if inappropriate words, yelling or threats are made to the staff and/or management. We expect all parents to hold themselves to a high standard when communicating their concerns and do not make a scene in the center that can frighten children and disrupt the program and safety of children and staff.

Please keep in mind that ProCare is not the tool to address any grievances you would like to address. Please visit the front desk or call the center to communicate your concerns.

Parents/ legal guardians must be notified of the process for reporting a complaint or suspected licensing violation.

We are licensed by the state of North Dakota to provide childcare services. All inspection reports are available for your review. If you feel you need to file a complaint with the state. The center licensure surveyor is Lori Hopewell and can be contacted at 701-403-4328.

Mandated Reporter

All employees are mandated by North Dakota Century Code 50-25.1-03 to report any suspected cases of physical or sexual abuse or neglect.

To report a suspected case of child abuse or neglect, you can call North Dakota Child Abuse and neglect line at 1-833-958-3500.

Part Eight: Health and Safety Requirements

General Guidelines

To ensure the health and safety of all the children in our care, the following health requirements must be met:

Children must be up to date on all required vaccinations, as determined by the state of North Dakota. Parents/guardians must provide proof of vaccination upon enrollment and at regular intervals throughout the child's attendance at the childcare center.

Children must be free of any contagious illnesses, such as chickenpox, measles, and whooping cough. If a child becomes ill while at the childcare center, the parents/guardians will be contacted and asked to pick up the child as soon as possible.

Children must be free of any open wounds or infections. If a child has a wound or infection, the parents/guardians must provide written permission from a medical professional before the child can return to the childcare center.

In order to prevent the spread of illness among the children in our care, the childcare center has a policy in place for picking up a child who has a fever. This policy is as follows:

If a child has a fever of 100.4 degrees Fahrenheit or higher, the parents/guardians will be notified and asked to pick up the child within one hour of being notified. The child must be fever free without the aid of medication for 24 hours before returning to the center.

If the child has any other symptoms of a contagious illness, such as vomiting, diarrhea, or rash, the parents/guardians must pick up the child within one hour of being notified, regardless of the child's fever.

If the parents/guardians are unable to pick up the child within the designated time frame, the childcare center will make reasonable accommodations, but the child may be isolated from the other children until they can be picked up.

We understand that it can be difficult for parents/guardians to arrange for a child to be picked up on short notice, but the health and safety of all the children in our care is our top priority. By following this policy, we can help prevent the spread of illness among the children in our care.

Parents/guardians must inform the childcare center of any allergies or medical conditions that their child has. The childcare center will make reasonable accommodations for these conditions, but the parents/guardians must also provide any necessary medications and instructions for their use.

Parents/guardians must inform the childcare center of any changes to their child's health status, including changes to medications or medical conditions.

We understand that children's health can change quickly, and we will do our best to accommodate any health concerns. However, the safety and well-being of all the children in our care is our top priority, and we must enforce these health requirements to ensure a healthy and safe environment for all.

In addition to the health requirements outlined above, the childcare center also has certain policies in place to promote healthy habits and prevent the spread of illness. These policies include:

Hand washing: Children are required to wash their hands before and after meals, after using the restroom, and after engaging in activities that may have exposed their hands to germs (such as playing outdoors). The childcare center will provide hand-washing stations for the children to use.

Cleanliness: The childcare center will regularly clean and sanitize surfaces, toys, and other items that the children come into contact with. This will include daily cleaning, as well as deep cleaning on a regular basis.

Illness: If a child becomes ill while at the childcare center, the staff will isolate the child from the other children and contact the parents/guardians as soon as possible. If the child's illness is contagious, the parents/guardians will be asked to pick up the child as soon as possible to prevent the spread of illness to other children.

By following these policies and requirements, we can help promote healthy habits and prevent the spread of illness among the children in our care. If you have any questions or concerns, please don't hesitate to contact the center's management team.

Guidelines for Exclusion Due to Illness

Keeping all children at the center healthy and safe is our top priority. We appreciate your cooperation and understanding in supporting the center's policies regarding illness to keep all enrolled children and staff members healthy and reduce the risk of spreading illness. Our health policies can override any health care providers' orders if we deem it necessary.

Children must be excluded from care if illness falls under one or more of the following categories. We ask that the parent excludes the child from care prior to dropping off if they meet any of the following categories. If a child is in our care and shows signs or symptoms, they will be required to be picked up. Parents will have one hour to pick up. We reserve the right to refuse continued care of any child who, in our judgement, is deemed ill.

1. A child has a temperature of 100.4 degrees or higher. Children must be fever free for 24 hours without fever reducing medication before they can return to the center.
2. A child that has 3 or more diarrhea episodes. Must be out for 24 hours to return to the center.
3. A child who has vomited 2 or more times. Must be out for 24 hours to return to the center and free of vomiting.
4. Undiagnosed rash that is attributable to a contagious illness or condition.
5. Pink eye, discharge from eyes accompanied by red eyes. Children must be on antibiotic drops for 24 hours before they can return to the center.
6. Significant respiratory distress. If a child shows signs of wheezing and labored breathing as well as extreme congestion.

7. The illness has a specific cause that requires exclusion from care.
8. The illness limits the child from participation in everyday center activities.
9. Illness results in more care than the staff can provide, due to the act that it puts the safety and care of other children at risk.

Communicable Diseases

All parents will be notified in writing of any exposure to an infection or illness that has occurred at the center. Parents are required to inform the center immediately if their child is diagnosed as having a contagious reportable disease. Below is a non-inclusive list of reportable communicable diseases.

- Pertussis (Whooping Cough)
- Mumps
- Rubella
- Measles
- Tuberculosis
- Hepatitis
- Chicken Pox
- Scabies
- Influenza

The center will not provide care to an ill school-age child who would not be allowed to attend class under the school health guidelines. If your child becomes ill during the day the center will notify the parent via a phone call to pick-up. If the parent cannot be reached, then the listed emergency contacts will be contacted to pick up the child. The parents must notify the center by 10am by phone to report their child missing the program due to illness.

Medicine

To ensure the safety and well-being of all the children in our care, the childcare center has a policy in place for administering medication to children. This policy is as follows:

1. Parents/guardians must provide written permission for the childcare center to administer medication to their child. This permission must include the child's name, the name and dosage of the medication, and the reason for the medication.

2. The medication must be in the original, labeled container, and must be provided by the parent/guardian. The childcare center will not accept medication from anyone other than the parent/guardian.

3. The medication must be given to the childcare center administrative staff at the front desk by the parent/guardian, who must also provide written instructions for administering the medication.

4. The childcare center administrative staff will administer the medication as directed by the parent/guardian. If the staff is unable to administer the medication for any reason, the parent/guardian will be notified and asked to pick up the medication.

5. The childcare center will maintain a log of all medication administered to children, including the date, time, and amount of medication given. This log will be reviewed by the center's management team on a regular basis.

In the state of North Dakota, childcare centers are required to have a written medication policy in place, and all staff members who administer medication must be trained in medication administration. The childcare center will comply with all state regulations regarding medication administration.

We understand that medication can be an important part of a child's health care, and we will do our best to accommodate the needs of children who require medication while in our care. However, the safety and well-being of all the children in our care is our top priority, and we must enforce these policies to ensure that medication is administered safely and properly. If you have any questions or concerns about this policy, please don't hesitate to contact the center's management team.

Handwashing Policy

All staff members and children are required to wash their hands during the following:

- Classroom Arrival
- Before and after outside play, mealtimes, classroom activities
- After bathroom use, diaper change
- Contact with personal fluids or blood

Immunization Policy

All children are required to be up-to-date with their immunizations and parents need to provide the center with their child's immunization record. Parents are responsible to bring in updated copies as their child receives shots while enrolled.

Parents may complete an immunization waiver form due to health requirements for their child.

Children with Special Needs

All children with diagnosed special health needs are required by licensing to have a current care plan signed by a parent/guardian and a health care provider. Care plans must be updated at least once per year.

Emergency medication and/or equipment specified in the care plan must be provided by the parent/guardian and/or health care provider.

Parents of children with special needs will have a meeting with the Center Director and staff members to review the care plan and ensure we can meet the needs of the child.

Incident Procedures

Any injuries that occur at the center will be documented and kept on file using an incident report. If your child is injured while at the center, you will receive an incident report. The incident report will include the name of your child, the date, the time and a description of the incident and the actions taken. You will be notified of the incident at pick-up or sooner by phone call if necessary. Parents are required to sign the incident report at pick-up. The original incident report will be placed in your child's file and a copy will be provided upon request.

If a child needs medical care due to the incident, the child's primary health insurance will be used. Kids Connection is covered under Liability insurance and will be used as secondary. The facility will report within 24 hours any incident that requires hospitalization to the county social services director.

Pets

Pets are not allowed at Kids Connection Childcare & Preschool due to potential allergies and children safety concerns.

Part Nine: Transporting, Off-site and Outdoor Policies

Transportation

Kids Connection Childcare & Preschools is currently not providing transportation. If you have an interest in future services, please see the front desk to get on our waiting list. Once transportation services begin a transportation policy will be added to the parent handbook for policies and procedures of services.

Field Trips

Kids Connection Childcare & Preschools does not offer off-site field trips.

Aquatic Policy

As per licensing requirements, written parental permission and a written description of a child's swimming ability are required before children participate in an aquatic activity.

Types of Aquatic Activities offered:

1. Kids Connection offers onsite water days during the summer months where we provide water activities on the playground. Swimsuits, water shoes, swim diapers, towels, hats and sunscreen are required to participate. There is not a swimming/wading pool at the childcare facility.
2. Offsite field trips to local public splash pads. Parental permission is required along with all necessary supplies for your child.

Health and Safety Guidelines for Aquatic Activities

1. The center will maintain proper child to staff ratio during any and all water activities.
2. Children will be properly supervised and monitored during all water activities.
3. Any child with diarrhea or open sores will not be allowed to participate in water activities.

Outdoor/ Physical Activity

Kids Connection has two playground areas onsite. One is designated for ages infants to 2 years and the other area is designated for ages 3 and up. Each classroom will have two designated outside times for 30 minutes each aside from the infant program. Each classroom will have their own separate outside time.

It is extremely important for children to have outdoor play on a daily basis. If parents request their child not to go outside, we request parents to provide the center with a written order from their child health care provider.

Parents are responsible for providing weather appropriate clothing and shoes for their child for outdoor and indoor active play.

Children will be taken outside when temperatures are zero degrees with wind chill and below 90 degrees F with heat index. If children are unable to go outside due to weather conditions, each classroom will use their designated outside time to do indoor physical activities in their classroom with a variety of indoor physical equipment.

Part Ten: Emergency and Evacuation Information

Emergency Procedures due to injury

In the event of a child injury parents will be notified immediately of any emergency or injury involving their child. If we are unable to reach a parent/legal guardian, we will be calling the emergency contacts located on your child's registration form.

If ambulance transport is necessary, 911 will be called and the child will be accompanied by a staff member until a parent/legal guardian arrives.

If immediate care is not needed parents/legal guardians will be called to pick up and transport the child to the hospital. If we are unable to reach parents/ legal guardians emergency contacts will be called to transport the child.

All staff are required to be First Aid and CPR certified.

Fire Drill and Evacuation Policy

Kids Connection Childcare and Preschool performs monthly fire drills and emergency preparedness drills. They will be unannounced and posted on the parent information board for parents to review.

If a disaster were to occur and the center needed to evacuate, please review the emergency preparedness plan located on the parent board in each classroom. All parents will be contacted as soon as possible.

In cases of severe weather, Kids Connection Childcare & Preschool will make the independent decision to close. There will be an announcement posted on the ProCare parent portal.

Kids Connection Childcare & Preschool will take every precaution we can to ensure that each child in our care is safe and parents are notified of any accidents, incidents or injuries. Your child's teacher will complete an incident report that will need to be signed by the parent. The original form will be kept in your child's file and a copy is available upon request.

In the event of a fire or other emergency that requires evacuation of the building, the following steps will be taken:

The staff will immediately activate the fire alarm and instruct the children to evacuate the building using the designated emergency exits.

The staff will quickly and calmly guide the children to the designated emergency meeting place, which is located outside and away from the building.

The staff will take roll to ensure that all children are accounted for and safe.

The staff will continue to monitor the situation and provide any necessary assistance until the emergency has been resolved.

Once the emergency has been resolved, the staff will debrief and document the incident in the emergency log. This log will be reviewed by the center's management team to determine any necessary improvements to the emergency plan.

It is important for parents/guardians to familiarize themselves with the emergency evacuation plan and the designated emergency meeting place. It is also essential for parents/guardians to

discuss the emergency plan with their child and explain what they should do in the event of a fire or other emergency.

To ensure that our staff and children are prepared for emergency situations, the childcare center will conduct monthly fire drills and emergency evacuations. These drills will be unannounced, to ensure that the staff and children are prepared for a real emergency. We understand that emergencies can be stressful and frightening, but by following these steps and working together, we can ensure the safety of all the children in our care. If you have any questions or concerns about our fire drill and evacuation policy, please don't hesitate to contact the center's management team.

Emergency Policy

In the event of an emergency, the following steps will be taken:

If the emergency is a medical emergency, the staff will immediately call 911 and provide the operator with the location of the childcare center and the nature of the emergency.

If the emergency is a natural disaster, such as a fire or earthquake, the staff will quickly and calmly evacuate the children to a safe location, using the emergency evacuation plan posted in each classroom.

The staff will then take roll to ensure that all children are accounted for and safe.

The staff will continue to monitor the situation and provide any necessary assistance until the emergency has been resolved.

Once the emergency has been resolved, the staff will debrief and document the incident in the emergency log. This log will be reviewed by the center's management team to determine any necessary improvements to the emergency plan.

All parents will be notified using the ProCare software notification app and be called by telephone.

It is important for parents/guardians to provide the childcare center with updated contact information, including emergency contact information, in case of an emergency. It is also essential for parents/guardians to discuss the emergency plan with their child and explain what they should do in the event of an emergency.

It is also important for parents/guardians to understand that the staff at the childcare center are trained in emergency procedures and will do everything they can to keep the children safe. In the event of an emergency, parents/guardians should follow the instructions of the staff and

avoid coming to the childcare center until authorized, as this can create additional chaos and confusion.

We understand that emergencies can be stressful and frightening, but by following these steps and working together, we can ensure the safety of all the children in our care. If you have any questions or concerns about our emergency policy, please don't hesitate to contact the center's management team.

The center is supplied with a disaster supply kit on hand, with essentials such as non-perishable food, water, first aid supplies, and a flashlight.

It is also important for parents/guardians to regularly discuss emergency preparedness with their children, especially if the children are old enough to understand. This can help alleviate some of the fear and anxiety that can come with emergency situations and can also help children understand what they should do in the event of an emergency.

By working together and being prepared, we can ensure the safety of all the children in our care, even in the face of an emergency.