

**Kids Ave Enrichment Learning Center
Licensed Childcare Service by the County of San Diego**

**Parent Handbook
Effective January 2024**

Welcome to Kids Ave Enrichment Learning Center Parent Handbook

Dear Parents and Guardians,

Welcome to Kid's Ave Enrichment Learning Center, where we take pride in cultivating a close-knit community that values each child as a unique individual. We are dedicated to providing a safe, inclusive, and family-oriented environment where children can thrive as they embark on their journey of lifelong learning. Recognizing that every child has their own individual preferences, personalities, and schedules, our goal is to work collaboratively with you to ensure a smooth and positive integration into our program. During the enrollment process, we encourage you to share information about your child's likes, dislikes, fears, and routines that will help us create a supportive environment for them.

To ensure that your child and our program align comfortably, we will have a two-week trial period for every new enrollment. This allows your child to become familiar with our center, teachers, and daily routines. It will also allow us to observe and understand your child's needs and preferences. During this trial, we encourage for open communications and any information that may help us better understand and support your child into this new journey.

Kid's Ave is committed to providing equal opportunities for all children, and we do not discriminate admissions based on race, color, religion, gender, national origin, disability, or any other protected status. We celebrate diversity and believe that every child contributes to the uniqueness of our growing community.

At the end of the one-month trial period, we will meet to discuss your child's adjustment, address any concerns, and determine if continued enrollment is in the best interest of your child. This will be a collaborative decision that will take account for the well-being and comfort of your child.

Thank you for entrusting us with your child. We are excited to be a part of your child's growth and development in our program.

Program

Our passionate and dedicated team is committed to providing quality experiences that go beyond traditional childcare. We recognize that enriching your child's social, emotional and physical developmental skills will create a strong foundation for success in school and beyond. We are firm believers that children learn best through play. Our program will provide opportunities for each age group to engage in play-based experience that includes various learning experiences in music, art, dramatic play, literacy and hands-on activities. Play is a powerful tool that stimulates creativity, problem-solving, and social skills.

Hours of Service

Kid's Ave is open Monday to Friday, from 7:30am to 4:30pm. Our hours are structured to meet the needs of working families, offering an enriching environment for children aged 12 months to 5 years old.

Drop off & Pick Up

Our doors open at 7:30am and we will be ready to welcome you and your little ones to start their day of learning and fun.

Guidelines for Drop Off:

1. Prompt Arrival: Please aim to arrive within the designated drop-off time (7:30am-9:00am).
2. Smooth Transitions: We encourage parents to give a quick hug and say goodbye at drop-off and reassuring your child of your return at the end of the school day.
3. Communication: If your child has any specific concerns, needs or a change in routine, please inform our staff. This information will help us provide the best care for your child during the day.

To ensure a smooth start of the day, we request parents to complete drop-offs no later than 9:00am. This will enable our staff to promptly start our daily activities and reinforce healthy habits before our morning mealtime begins.

While we do understand that occasional delays in the morning may occur, consistent late arrivals can disrupt our morning routines for both our staff and children. If you anticipate arriving after 9:00am, we kindly request that you inform us through text or email. Repeated late arrival may result in a meeting with the Director. In rare cases, if a

challenging situation cannot be resolved or there are continuous breaches to our policies, termination may be considered. We strive for a positive and supportive experience for our families, and any decision regarding termination will be made with careful consideration of all parties involved.

Our program ends at 4:30pm. Please arrive promptly to ensure a smooth transition for the children and our staff at the end of the day. We allow a 5-minute grace period for late pick-ups, understanding that unforeseen circumstances may arise. After the initial 5-minute grace period, a late pick-up fee of \$2 per minute will be applied. If you anticipate being late for pick-up, please notify us as soon as possible through text or email.

Acknowledgment of Signature for Drop Off and Pick Up

We are required by Childcare Licensing Department to ensure that the person who brings the child to, and removes the child from, the center must sign the child in/out.

For any person other than parent/guardian, we require a written permission for your child to be picked up. Additionally, we will check the ID of the pickup person. Please inform our office of any new pickup person prior to their arrival and remind your designated pickup person to have their ID readily available.

Holidays: School Closure

Our school calendar aligns with the San Diego Unified School Districts Holidays. This will include two weeks for Winter Break, one week for Spring Break and two weeks for Summer Break. Please mark these closures in your calendar and plan accordingly for care of your child.

For your convenience, our school calendar, outlining key dates, closures and special events or activities throughout the school year, will be available on our website. We encourage you to check our website regularly for updates and upcoming events.

While we strive to maintain regular operation at our center, there may be unexpected dates of closure due to unforeseen circumstances. In these instances, we will provide advance notice to parents and guardians as possible. We understand the importance of planning and will make our best effort to keep you aware of any schedule changes.

Vacation and Time Off

These policies are designed to ensure that our teachers are fairly compensated, and that center continues to operate smoothly.

Communication

At Kid's Ave, we place a strong value on effective communication. We understand that open communication is a vital component in providing the best care for your child. We value your feedback, and we encourage you to actively participate in your child's journey with us.

Ways We Communicate:

1. Daily Updates: Our teachers will provide daily updates on your child's activities and special moments through Brightwheel.
2. Newsletters: A monthly newsletter will be provided throughout the school year, highlighting upcoming events, changes, and important information related to your child's classroom.
3. Website: You can regularly check our website for announcements, news, and any changes that may impact your child's experience at our center.

Your Role in Communication

1. Stay Informed: Keep us updated on any changes in your child's routine and health. Whether it's a change in medication, a new allergy, or a shift to their daily schedule, this type of information will allow us to focus on your child's needs for the day.
2. Provide Feedback: We value your feedback and concerns. Your insights and experiences with your child are invaluable in helping us grow as a community.
3. Be Accessible: Be available for us to check in with you during drop-off and pick-up times. These brief interactions will help us stay connected and informed with you child's day. Additionally, we are also readily available to communicate via text or email.

Billing Policies

Tuition is to be paid on a monthly or bimonthly basis. Monthly payments will be due on the 1st of each month. Bimonthly payments will be due on the 1st and 15th of each month. If the due date falls on a weekend or holiday, payment will be processed on the next business day.

We utilize Brightwheel for all payment transaction. Please ensure your account is set up and linked to Brightwheel for seamless and secure payments. All tuitions payment will be set for autopay through your Brightwheel account. Accepted payment methods include bank account or credit card (with applicable fees).

A late fee of \$25 will be applied to any childcare payment received after the designated due date. It is crucial for parents or guardians to ensure that payments are made promptly to avoid incurring additional charges. Consistent late payments may result in suspension of childcare services.

Accounts that remain 5 days delinquent may be subject to suspension of childcare services. We recognize the importance of financial stability for both our organization and our families. Open and honest communication is vital in maintaining a positive relationship between our childcare center and our parents/guardians. If you anticipate any challenges in meeting payment deadlines, please contact our administrative team as soon as possible.

Withdrawal Policy

We require a 30-day written notice before withdrawing from our program. Please contact the Director for the necessary paperwork.

Sick Policy

Please do not bring your child to our childcare center if he or she is sick. In the event that your child is unwell and will not be in attendance, kindly notify us as soon as possible through text or email.

If your child has been diagnosed with a contagious illness or has been exposed to one, please notify us immediately. This information is crucial to ensure the safety of all children in our care. A doctor's note is required to confirm that your child has been cleared to be around other children after an illness.

The following are examples of illnesses or conditions for which your child should stay home. Please note that this is not an exhaustive list, and each case may be unique and will be determined by the Director's discretion.

- Fever of 100.4°F or higher within a 24-hour period
- Covid
- Cold with thick green/yellow nasal discharge
- Constant runny nose
- Productive cough/constant coughing
- Strep throat
- Stomach flu
- Vomiting
- Ringworm

- Chickenpox
- Hand, foot, and mouth disease
- Pink eye
- Head lice
- Scabies

Each case is unique, and the duration of time may vary. We will work with you to ensure a smooth transition for your child's return. We appreciate your understanding and cooperation in maintaining a healthy and safe environment for all children at Kids Ave. If you have any questions or concerns regarding our Sick Policy, please feel free to contact our administrative team.

Medication policy

If your child is unwell, displaying symptoms of illness, or requires medication during our school hours, they will need to stay at home until they are well. This policy is in place to safeguard the health of all children attending our center and to prevent the spread of illness within our community. Kid's Ave does not administer any medication to children under our care. This includes prescription and over-the-counter medication.

Thank you for your understanding and cooperation regarding our Medication Policy.

Meals

Our Meal Plan is designed to provide nutritionally balanced meals for the children in our care. Our daily meals will include morning snack, lunch, and afternoon snack. The meal plans will be posted in our classrooms for your reference. If a child dislikes a particular food item on our menu, we will encourage them to taste it. However, no alternatives will be served to foster an environment of exploring various foods. Children who choose not to eat a meal or snack will need to wait until the next scheduled mealtime.

Children with allergies will not be participating in our school meals and will be asked to bring their own meals. Further discussion for allergy plans will be made with our administrative staff. We are a peanut-free school to ensure the safety of all children. Please refrain from bringing outside food to guarantee the well-being of all children.

Filed trip

At Kid's Ave, we do not conduct off site field trips. Instead, we focus on providing enriching experience within our facility to ensure the safety and security of all children.

Discipline Policy

At Kid's Ave our approach to discipline is rooted in positive guidance, focusing on the overall well-being and development of each child in our care. At our center, we believe in creating a nurturing and supportive environment where children can grow, develop self-discipline, and cultivate a sense of responsibility and respect for others. Our teachers will utilize positive reinforcement and redirection techniques to encourage appropriate behavior.

Our teachers use positive reinforcement to acknowledge and encourage good behavior, providing verbal praise or other forms of recognition. When a child needs redirection, our teacher will gently get their attention, establish eye contact, and offer two choices to guide them toward a more appropriate option. If a child is unable to self-regulate or make a better choice, the teacher will provide a quiet activity for the child until they are ready to safely rejoin the group.

In case of consistent misbehavior or lack of improvement, a parent-teacher conference will be scheduled to discuss concerns and collaboratively plan a positive way to move forward. Our teachers will regularly follow up with parents on their child's behavior, in person or through our Brightwheel app. We use the Brightwheel app to keep parents informed about your child's activities, daily updates, and any behavior-related communication. If parents wish to have a conference, we are more than willing to accommodate.

Kid's Ave strictly prohibits corporal punishment or any violation of personal rights to every child in our care. If a child is harming others, parents may be required to pick up their child to ensure the safety of all children and staff. Repeated unsafe or offensive behaviors may lead to termination of care. While we strive to work collaboratively with parents, the safety and success of our center will be our top priority. We appreciate your partnership in fostering a positive and supportive environment in our center.

Code of Conduct

We believe in maintaining a positive and nurturing environment for everyone involved in our center. We emphasize teamwork and collaboration in all interactions between parents, administrative team, and teachers. At Kid's Ave we honor open communication, constructive dialogue, and respectful resolution during any times of conflict or disagreement. We ask all parents and guardians to familiarize themselves with our Code of Conduct.

- **Respect & Courtesy:** We believe in demonstrating respect and courtesy in all interactions with our administrative team, teachers, parents and children. Please uphold a positive atmosphere through words and actions with one another. We ask everyone to avoid the use of profanity, harmful words, physical aggression, or verbal threat at all times.
- **Inclusivity:** At Kid's Ave we celebrate diversity and promote inclusivity within our community. We recognize and appreciate the unique qualities and backgrounds of each individual in our community. We encourage an inclusive environment that fosters a sense of belonging for everyone.
- **Punctuality:** Punctuality is crucial for smooth functioning of our daily schedule and ensures a positive experience for all children. We ask parents to arrive and depart on time for drop-off and pick-up of your child.
- **Communication:** Effective communication plays a crucial role in building and maintaining strong relationships within our community. We ask parents to foster good communication by being open, honest, and constructive. Share any concerns or feedback promptly with the appropriate staff member. We want to work collaborative to address any issues or challenges.
- **Participation:** Active participation in school events and activities demonstrates your commitment to your child's learning and growth. We encourage our parents to be involved and contribute to our community. Your presence at school events is important to show your child that you value their education and care about their experience at Kid's Ave. We expect parents to keep up with our daily updates and events in the classroom. Attending parent meetings and special events.
- **Confidentiality:** We value the trust and confidentiality of our community. Respecting the privacy of each family and staff member is crucial for fostering an environment of trust, security, and respect. We asking parents to avoid discussing sensitive information about other children, families or staff outside of necessary communication with staff.
- **Health and safety:** Prioritize your child's health by ensuring they are in good physical condition and free from contagious illnesses before attending our center. Follow our health and safety guidelines, including our illness and medication policies. Please communicate any health concerns promptly to staff members.
- **Payment & billing:** adhere to the agreed-upon payment schedule. Notify the center promptly regarding any billing concerns.

Violation of the Code of Conduct, especially involving profanity, harmful words, physical aggression or verbal threats, may result in disciplinary action, including termination of childcare services at Kid's Ave.

Termination

At Kid's Ave, we strive to create a safe, supportive, and respectful environment for all children, parents, and staff members. The termination policy is in place to ensure the well-being of every child and the overall success of our center. Please take a moment to familiarize yourself with these guidelines.

Please note that this is not an exhaustive list, and each case may be unique and will be determined by the Director's digression.

Grounds for Termination:

- Consistent violation of our Code of Conduct may result in termination
- Failure to adhere to the agreed-upon payment schedule may result in termination.
- Repeated failure to adhere to health and safety guidelines may lead to termination.
- Lack of collaboration and communication with staff to address concerns or issues may result in termination.
- Unresolved behavioral issues that pose a risk to the well-being of other children or staff members may lead to termination.

In the event that termination is deemed necessary, parents will be provided with a written notice outlining the reasons for termination. Termination notice will be given between 0-14 days to allow parents time to make alternative childcare arrangements. Financial obligation, including any outstanding fees, must be settled upon termination.