



PARENT HANDBOOK  
KC CHILDCARE CENTER

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1. ***Welcome***

Welcome to KC Childcare Center & Preschool. We are pleased that you have chosen our program to be part of your child's growth and development.

This Parent Handbook contains the policies and procedures of KC Childcare Center in outline form. Please take the time to read the handbook and keep it in a convenient location for reference. The handbook is meant to serve as a reference and guide. It is not meant to cover every aspect of the childcare program or every situation that may arise. Parents should feel free to contact the Director with any questions concerning the contents of the handbook.

Throughout the handbook, the term "parent" will be used to refer to the parents or guardians of the child in care. The term "provider" will be used to refer to KC Childcare Center.

2. ***Changes to Handbook***

The provider reserves the unilateral right to add, delete, modify or amend the policies and procedures described in the handbook upon in the handbook upon thirty days written notice to parent.

Changes to policies and/or procedures contained in the handbook are effective only if set forth in writing and signed by provider.

3. ***Handbook is Property of Program***

The Handbook is the exclusive property of KC Childcare Center and is intended for the exclusive use of the parent of the enrolled child. The handbook may not be copied or distributed to any third party without the express written permission of Provider. The handbook must be returned to the Provider upon termination of childcare services.

4. ***Philosophy of Childcare Program***

KC Childcare Center works to provide children ages 6 weeks through 12 years with a safe, nurturing, and educational environment at competitive tuition rates. We strive to maintain a welcoming, clean, and friendly environment. We strongly believe that the most important contribution our staff can make is to help mold our young people into caring, productive human beings.

5. ***Nondiscrimination Policy***

The provider will maintain and conduct all practices relating to enrollment, discipline, and all other terms and benefits of child care services provided in a manner which does not discriminate against any child, parent or family on the basis of race, color, religion, national origin, sex, or handicap.

6. ***Admission Requirements/ Care Schedule***

The program is open to all children ages 6 weeks through 12 years.

Children may attend on a full-time or part-time basis. However, there is a two day minimum per week. On admission, Parent will be required to establish a set weekly schedule for care. Additional care or schedule changes will be accepted on a space available basis.

7. ***Daily Activities and Program Schedule***

Daily activities vary by classroom. The Highscope Curriculum is used to promote play and structured activities which encourage small and large muscle development, sensory and discovery exploration, and the development of social relationships. We provide creative experiences through art, music, and literature.

**8. Hours of Operation**

The facility operates Monday-Friday, 6:30 a.m. to 6:00 p.m., subject to the holiday schedule listed below. No children may arrive before 6:30 A.M. or stay after 6:00 P.M. There is a charge for late pick-up. See section 22.

**9. Holidays**

The program is closed on the following holidays:

New Years Day

Memorial Day

Good Friday

Independence Day

Labor Day

Thanksgiving

Day after Thanksgiving

Christmas Eve

Christmas Day

When a holiday falls on a Saturday or Sunday, the program will close in observance of that holiday either the preceding Friday or the following Monday. When the center is closed due to inclement weather, tuition will not be adjusted.

The fixed child care rate described in section 15 will not be adjusted for holiday closures. If a holiday falls on a child's regularly scheduled day of care, child care fees must be paid for the holiday.

**10. Confidential Information**

Each child has a right to confidentiality. All information pertaining to the children in the program, including all reports, records, and data are confidential and used for internal purposes only. Information pertaining to children enrolled in the program will not be released to third parties without the express written permission of Parent, unless required by statute, court order or licensing mandate.

**11. Parent Participation and Communication**

Parents are welcome at the program any time to observe or spend time with their child. Parents who wish to volunteer at the day care must first provide documentation from the Family Independence Agency that he or she has not been named in a central registry case as the perpetrator of child abuse or neglect.

## 12. Required Forms

The forms listed below must be fully completed before the child can be enrolled in the program. Parent is solely responsible for ensuring the accuracy of the information contained within those forms and for keeping all such information current. Provider assumes no responsibility for keeping forms updated. Parent will be required to review the forms to ensure accuracy in January and June each year.

- a. child information card;
- b. child care contract;
- c. Parent's written permission for Provider to seek emergency medical care;
- d. Immunization records;
- e. Sunscreen permission slip;
- f. 1 of the following;

\* A signed statement on the state of the child's health based on an evaluation by a licensed physician or his or her designee made within the preceding 12 months and every 2 years thereafter. Restrictions, if any, on activities shall be stated by a licensed Physician; or

\* A signed statement that the child is in good health and that the Parent assumes responsibility for the child's state of health while at the center; if the Parent objects to physical examination or medical treatment on religious grounds.

## 13. **Registration Fee**

Upon enrollment, Parent is required to submit a nonrefundable enrollment fee of \$50.00. The enrollment fee is used to offset the administrative expenses incurred in processing enrollment applications. The registration fee may not be used to offset child care fees.

## 14. **Security Deposit**

Upon enrollment, Parent is required to submit a security deposit in an amount equal to one week of childcare fees. While the child care contract is in effect, the security deposit may not be used to offset the cost of childcare fees. The security deposit is refundable only if proper notice of withdrawal is given, pursuant to section 46 of this handbook, and all other outstanding childcare fees have been paid in full. Alternatively, the security deposit may be applied to the fees charged for the final week of care.

## 15. **Child Care Fee Schedule**

Please contact the center for current rates

## 16. **Fee Changes**

Provider expressly reserves the right to change the child care fee schedule or other fees (I.E. late pick – up fee) upon 30 day's written notice to Parent.

## 17. **No Fee Adjustment for Absences**

The full fixed rate as listed above is due regardless of absences, with the exception of four weeks' vacation time taken pursuant to the provisions of section 25 and the business interruption provisions of section 29.

**18. *Due Date for Fees***

Child care must be paid in full on the first day of attendance of the week in which services are rendered. A failure to pay child care fees when due will result in late payment penalties as described in section 20 of this handbook

**19. *Types of payment accepted***

Child care tuition may be paid by check, money order, credit card or through your bank. We encourage all families to pay tuition via the Smartcare App (accepts credit card with a fee and bank transfer with no fee)

Where a check is returned to the provider for insufficient funds or the reason that there is no account, the provider will issue a written demand to the parent for immediate payment of the check, plus the applicable processing fee of \$35

If the amount is not paid as described above within 30 days, the parent will be liable for all of the following:

- \* The full amount of the check
- \*Civil damages of two times the amount of the check, or \$100.00, whichever is greater
- \*Costs of \$250

Payment for the returned check must be cash or money order. Following two returned checks, all payments must be made by a certified check or money order.

**20. *Late Payment Penalties***

If payment is not received on or before the first day of attendance, a \$5.00 late fee will be added to the outstanding balance. If tuition is one week or more overdue, admission will be denied until payment, including the late payment fee, is made. The child's place in the program will not be held and may be given to another family during this time.

**21. *Late drop-off or Late Pick-Up***

Parent is expected to abide by the care schedule, including drop-off and pick-up times, set forth in the child care contract.

Where Parent will be late dropping off or picking up the child, Parent is required to notify the Provider as soon as it becomes apparent that the drop off/pick-up time will change.

A late fee of \$1.00 per minute, or any portion of a minute will be assessed for all late pick-ups after 6:00 p.m. The late pick-up fee is payable immediately when the child is picked-up.

When Parent has their child scheduled for half days and is late for their scheduled pick-up time full day rate will be applied instead of the \$1.00 per minute late fee.

No child may remain at the day care after 6:30 p.m. If a child remains at the day care at 6:00 p.m. and Parent has not called to notify the Provider that he/she will be late, Provider will attempt to contact persons listed on the Child Information Card to pick up the child. If Provider is not able to arrange for an authorized pick-up by 7:00 p.m. Provider will contact the police department for further instructions.

Provider reserves the right to terminate the agreement where Parent is excessively late in picking up the child.

## 22. ***Absences***

With the exception of 4 weeks' vacation time described in section 24 and 25 of this handbook. Parent is required to pay for all time which the child is regularly scheduled to attend the program, regardless of whether the child actually did attend. This policy includes days missed for illness, funerals, doctor's appointments, or any other reason.

## 23. ***Family Independence Agency Assistance***

Parents who receive assistance from the Family Independence Agency (FIA) are responsible for payment of all fees not paid by the FIA.

## 24. ***Child's Vacation***

Parent/Child are allowed four weeks of "free" vacation time per year, meaning that no child care fees will be assessed during this period, provided that the rules set forth in this section have been complied with. For the purposes of this provision, "week" means the number of days per week which the child attends the program. Vacation time may be taken any time during the year, provided the parent gives the provider two weeks written notice of such vacation. The allotted vacation time does not carry forward from year to year. Thus any vacation time not used by December 31<sup>st</sup> of any year is lost. Vacation time must be taken a week at a time. Parent may not separate vacation time to partial weeks.

Vacation time is based on the January-December calendar. For example, if your child starts attending the program on June 1<sup>st</sup>, then you will only have half of your vacation time to use. On January 1<sup>st</sup>, the full amount of vacation time is again awarded.

## 25. ***Business Interruption***

The child care program may close due to loss of electricity, fire damages, communicable disease outbreaks, snow emergencies, and etc. Parent agrees to arrange alternate emergency child care for these situations. In the event that the child care program is closed for more than two consecutive business days, the Parent is relieved of any financial obligation to pay for those days in excess of two business days. Parent further agrees to resume use of the child care program as soon as it resumes operation. Nothing in this provision alters the contractual provision relating to the required length of notice for termination of the child care contract.

## 26. ***When to keep a Child Home***

Provider requires that Parent keep the child home when he/she is ill for a number of reasons. A sick child may rest more comfortably in his/her own home. More importantly, however, keeping a sick child home helps to prevent the spread of contagious illnesses to other children in the program. If your child exhibits any of the following symptoms, please keep the child home.

- \*Fever (100.5 degrees or higher)
- \*Vomiting
- \*Diarrhea
- \*Ringworm, lice, chicken pox, pink eye
- \*Contagious coughs
- \*Undiagnosed rash

27. ***When a Child Becomes Sick at the Program***

Provider will report to Parent any accidents, suspected illnesses, or other changes observed in the health of a child. Provider will notify Parent where the child is exposed to a communicable disease while in care, so that the Parent may monitor the child for symptoms. Where a child becomes ill while at the program, Provider and/or staff will comfortably isolate the child in an area where the child can be supervised and will immediately contact Parent, who will be required to pick the child up within one hour of notification.

28. ***Contagious Illnesses and Diseases***

Provider will take necessary precautions to contain and prevent the spread of contagious illnesses or diseases. However, the Provider cannot guarantee that the contagious illnesses/diseases will be completely contained or will not be spread to other children. Parent must recognize that while in care, it is possible that a child may be exposed to a contagious illness or disease.

29. ***Medication Policy***

When a parent requests that the center administer medication, the following provisions apply:

- A. Prescription medications will be given/applied only with prior written permission from Parent. No over the counter medications shall be given unless it is prescribed by a physician. Medication shall have the pharmacy label indicating Physician's name, child's name, instructions, name and strength of the medication and shall be given in accordance with those instructions.
- B. Provider will maintain a record as to the time and the amount of any Medication given or applied.
- C. The medication shall be in the original container, stored according to the instructions, and clearly labeled for the specific child. The provider will keep the Medication out of the reach of children, and will return it to Parent or destroy it when no longer needed.

30. ***Sunscreen***

The program strives to take the children outdoors for play on a daily basis. Over time, exposure to the sun increases the risk of skin cancer. Children are particularly sensitive to sun exposure. Use of sunscreen can protect skin from damage caused by sun exposure. Parents must either: (1) provide sunscreen to the provider and consent to the Provider's application of sunscreen to their child; or (2) give written permission for their child to play outdoors without sunscreen.

31. ***Emergency Medical Care***

Parent gives permission to Provider to call 911 in the event of a serious emergency. Any costs or charges incurred for 911 emergencies are the sole responsibility of the parent.

32. ***Special Needs Care***

Provider will accept and care for special needs children if the child's needs can be reasonably accommodated by the program. Each child's needs will be evaluated individually.

33. ***Child Abuse Reporting***

As a licensed child care provider, Provider and its employees are required by law to report any instances of child abuse or neglect to the appropriate authorities. They must also report any instances in which there is a "reasonable suspicion" that abuse or neglect may have occurred. Provider takes these responsibilities seriously and will report any actual or reasonable suspicions of abuse.

34. ***Discipline***

Members of our staff will use positive methods of discipline. Such methods encourage self-control, self-esteem, and cooperation among the children. Our discipline policy is:

1. Acknowledge appropriate behavior
2. Guidance and re-direction of negative behavior
3. Problem Solving Resolution steps

Staff will not use physical force or inflict mental or emotional punishment. A child will never be deprived of meals, snacks, rest or toilet use as a means of discipline. Non-severe restraint may be used to prevent a child from harming himself or others.

35. ***Disruptive Behavior***

When a child's behavior is disruptive and interferes with the ability of staff to care for the group (I.E. biting, hitting, throwing objects, or using "bad" language), parents will be notified and the child will be sent home. If the child continues a disruptive behavior, a parent conference will be held to discuss reasonable solutions to the situation. If a reasonable solution cannot be reached, the child will be disenrolled from the program with two weeks' notice to allow Parents an opportunity to find alternate child care. If continued participation in the program creates a direct threat to the safety of the child, other children or the Provider's staff, two weeks' notice will NOT be given.

36. ***Food***

The Provider will serve a mid-morning and afternoon snack. The cost of food is included in the child care fees. Lunches are provided by the Parent. Make sure all dishes, lids, and lunch boxes are labelled with your child's name. Preschool age children should not bring lunches that need to be heated or refrigerated.

**37. *Private Duty by Employees***

Employees are permitted to accept private offers such as babysitting for children enrolled in the program. If a KC employee accepts private duty from a parent, both the employee and Parent must be aware that the employee is NOT acting on behalf of the Provider (KC) and that the Provider (KC Child Care Center) is NOT responsible or liable if the child is injured.

**38. *No Transportation Services by Employees***

Provider asks that Parent refrain from asking employees to transport children either before or after the child's attendance at the program, as employees are prohibited from doing so and may be subject to discipline up to and including termination if they do so.

**39. *Field Trips***

The program will occasionally take the children on field trips. Prior to each field trip, Parent will be required to fill out a permission form giving the child permission to go on the field trip. Where parent does not give permission for the child to go on the field trip, Parent will be responsible for making alternate childcare arrangements during that time.

**40. *Personal Items From Home***

Provider discourages Parent from allowing children to bring personal items from home to the program, with the exception of a small nap-time blanket and cuddle toy, if necessary. Where a child does bring personal items from home, Provider is not responsible for loss or damage to that item.

**41. *Clothing***

Due to the nature of some of the activities the program offers for children, Parent must recognize that children's clothing may occasionally become soiled or damaged, although Provider takes all appropriate steps to prevent this from occurring. Parents should therefore bring children to the program dressed in "play" clothes, and not "good" clothes. Provider assumes no responsibility for damage to a child's clothing.

The program strives to bring the children outdoors for play on a daily basis. As such, Parent must be certain that the child is dressed appropriately according to weather conditions. This may include jacket, long pants, hat, mittens, snow pants, boots, etc. If a child arrives at the program and does not have appropriate outerwear, Provider reserves the right to call Parent and ask that appropriate clothing be brought. Where a child is inappropriately dressed, the child cannot go outdoors. The program does not always have staff who can stay inside with the child while the others are outdoors.

**42. *Supplies***

Parents are responsible for providing the following items: diapers, wipes, lunches, all food for the children in the nursery, bottles (already prepared and ready to heat), and at least one change of clothes kept at the center at all times.

If your child is out of diapers or wipes, we will use our extras. You will be charged \$1.00 per diaper and \$1.00 for each day they are out of wipes.

#### 43. ***Termination***

Either Parent or Provider may terminate the child care agreement upon two weeks written notice to the other party. Where Parent does not provide two weeks written notice, Parent is still required to pay for the final 2 weeks of care, following the notice of termination, whether or not the child attends the program.

Provider reserves the right to terminate this agreement immediately, without notice to Parent, if: 1) child care fees and/or other fees are not paid when due; 2) the child's continued participation in the program creates a direct threat of harm to the child, other children, or the Provider's staff; or 3) Parent engages in inappropriate parent conduct as defined below.

#### 44. ***Inappropriate Parent Conduct***

Parents must be aware that adults serve as a role models for children. Additionally, Provider is responsible for protecting the children in Provider's care, and for providing a safe work environment for staff. Therefore, it is critical that, while on program property, Parent conducts himself or herself in a professional and rational manner at all times. Provider reserves the right to immediately terminate the child care agreement if Parent behaves inappropriately.

The following actions are grounds for immediate dismissal (please note, however, that this is not an exhaustive list of inappropriate behaviors):

- \*acts of violence, including assault and battery;
- \*harassment of or threats against the staff, other parents or children;
- \*Possession of illegal substances or firearms;
- \*verbal or physical abuse of any child;
- \*profanity; or
- \*indecent exposure.

#### 45. ***Arrival and Departure Procedure***

All children must be brought into the building and signed in by Parent or other authorized person on tablet, using their Smartcare PIN or key fab. After signing in, the child must be taken to his or her teacher. Children should never be left unattended. At pick-up, Parent or authorized person must enter the building, notify the child's teacher that they are picking up the child and sign out on the tablet.

#### 46. ***Photographs***

From time to time, Provider will take photographs of the children participating in program activities or field trips. The photography may be posted in the child's classroom or near the parent table for parents and visitors to enjoy. If a parent wishes that photography not be taken of their child, a written notice must be delivered to the Director.