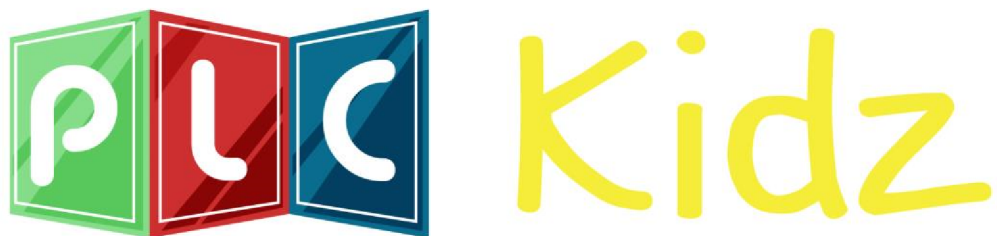


PLC KIDZ CHILDCARE
5505 Gateway Drive, Joplin Mo

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Visit our Facebook Page @ PLC KIDZ Childcare



PARENT HANDBOOK

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General Center Information

This handbook is intended to familiarize families with current PLC Kidz practices and standards. A print copy of the handbook is available upon request. PLC Kidz reserves the right to revise its policies, practices and standards as deemed appropriate by the Director. Families will be notified of updates to the parent handbook as they occur.

MISSION STATEMENT

At PLC Kidz, we believe in the value and uniqueness of each child we serve. Our childcare experience is designed to promote each child's own individual social, emotional, spiritual, physical, and cognitive development. As caregivers and educators, our mission is to provide a safe, and developmentally appropriate learning environment, which fosters a child's natural desire to explore, discover, create, and become a lifelong learner.

PHILOSOPHY

Our program is built around the concept that children are born ready to learn. As caregivers, we strive to create a learning environment that is safe stimulation and encouraging.

ADMINISTRATION

Owner: Pentecostal Life Center

Executive Director

Melissa Jones

417- 499- 4398

Hours of Operations

PLC Kidz is open Monday through Friday from 6:00a.m. to 6:00p.m. The center is closed for the following holidays:

New Year's Day

Independence Day (TBA) Thanksgiving (2 Days)

Memorial Day

Labor Day

Christmas (TBA)

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Programs

There are 4 programs:

Infants/ Young Toddlers	Birth – 24 Months	11 Children
Toddlers	24 – 42 Months	20 Children
Preschool	4 – 5 Years	40 Children
Summer/Afterschool Program	5-12 years	27 Children

RATIOS

Staff/child ratios should be managed at all times:

- Birth through two (2) years should have no less than one (1) adult to four (4) children, with no more than eight (8) children in a group.
- Age two (2) years shall have no less than one (1) adult to eight (10) children, with no more than sixteen (20) in a group.
- Ages three (3) through (4) shall have no less than one (1) adult to ten (10) children, with no more than thirty (30) children in a group.
- Ages five (5) and up shall have no less than one (1) adult to every sixteen (16) children, with no more than forty-eight (48) in a group.

Weather Related Closings

PLC Kidz will remain open during the most severe weather. The Director and/or Assistant Director will monitor the weather and local news station to determine when it is appropriate to close the center early or cancel for the day.

If PLC Kidz closes early or cancels care for the following day, parents will be contacted and informed of the situation. Children should be picked up in a reasonable amount of time to ensure all parents, children, and staff can travel safely home.

CONFIDENTIALITY

Confidentiality is a top priority for PLC Kidz. Personal information will not be shared with anyone without prior written consent. When discussing a child's activities and friend's only first names will be used.

ENROLLMENT POLICY

Admission into PLC Kidz is determined by the availability of space for a group and your position on the waiting list. We reserve the right to accept or reject enrollment applications. We accept families on a first come first serve basis.

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Before a child is enrolled in PLC Kidz, the following items are mandatory:

- \$35.00 Enrollment Fee – Nonrefundable – Per Child
- Current physical examination form documenting all updated immunizations.
 - *Must be updated every 2 years and as your child receives immunizations on schedule – Director will send out reminders.*
- Verification of diet restrictions, if any, from the parents or Doctor.
- First Week of Tuition.

Once a spot is offered to you, you have 48 hours to either accept or decline the space. If you choose to accept, you have 1 week from when the space is available to start care. If you choose not to start more than a week after the spot becomes available, you are still responsible for payment. If you choose not to pay, you will lose your spot.

If you wish to enroll a child more than 30 days out, we require a start date, completed enrollment packet, first two weeks tuition as well as an enrollment fee. We are not obligated to refund money if you decide not to proceed with enrollment after signing up.

In order to pull out of the program, or switch your days within the program, PLC Kidz requires at least a 30-day notice.

DISMISSAL FROM THE PROGRAM

We reserve the right to dismiss a child for any reason. Some reasons may include:

1. Parents/guardian or child jeopardizes the health and safety of other children.
2. Parents/guardian or child displays abusive conduct towards staff, other children or the school property.
3. Parents/guardian is uncooperative with the staff, operating policies, admission agreement, or becoming delinquent in payments.

We believe that every parent, child, or staff is entitled to be treated with respect at all times. If there is a problem, we want to deal with it professionally and efficiently as possible. By working together as a team, we can provide the best care for your child. If a situation occurs that angers or upsets you, we will try to rectify the situation immediately. Please keep in mind that people make mistakes. If you still feel the need to threaten the staff in any way, your relationship with the center will be terminated at once.

INCREASE OF FEES

Parents or guardians will be notified at least one month in advance of any increase of weekly tuition or fees.

ADDITIONAL CHARGES

Additional charges may occur for special events and field trips. You will be notified in advance for these occasions. Payment for all special events will be due one-week prior to the day of the event. If the event

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entails leaving the childcare and school premises and you choose to NOT participate, you will need to find alternative arrangements for your child's care for the day of the event.

Health & Safety Policies

ILLNESS

Our first priority at PLC Kidz is providing a healthy, safe learning environment for all children. Children will be sent home as soon as possible if any of the following is experienced: an illness preventing the child from participating comfortably in activities (as determined by the staff); an illness resulting in a greater need for care than the staff can reasonably provide without compromising the health or safety of other children in the classroom; or a child is experiencing any of the following conditions:

- **Fever** accompanied by behavior changes or other signs/symptoms of illness.
- Signs/symptoms of severe illness, including: lethargy, uncontrolled coughing, inexplicable irritability or persistent crying, difficulty breathing, and/or wheezing.
- **Diarrhea** (not associated with diet changes or medications) until diarrhea stops or the continued diarrhea is deemed not be infectious by a licensed health care professional.
- Blood in stools not explainable with dietary change, medication, or hard stools.
- **Vomiting** (two more instances in the past 24 hours) until vomiting resolves or until a health care provider determines the cause for vomiting is not contagious and the child is not in danger of dehydration.
- Persistent abdominal pain (continues more than 2 hours) or intermittent pain associated with fever or other signs/symptoms of illness.
- Mouth sores with drooling, unless a health care provider determines the sores are not contagious.
- Rash with fever or behavior change, until a physician determines that these symptoms do not indicate a communicable disease.
- **Pink eye** (conjunctivitis) until after treatment has been initiated.
- **Head Lice**, from the end of the day until after first treatment.
- **Scabies**, until after treatment has been completed.
- **Tuberculosis**, until a health care provider states that the child is on appropriate therapy and care attend child care.
- **Impetigo**, until 24 hours after treatment has been initiated.
- **Strep throat**, until 24 hours after initial antibiotic treatment and cessation of fever.
- **Chicken pox**, until all sores have dried and crusted (usually 6 days).
- **Pertussis**, until 5 days of appropriate antibiotic treatment has been completed.
- **Mumps**, until 9 days after onset of symptoms.
- **Hepatitis A virus**, until 1 week after onset of illness.
- **Measles**, until 4 days after onset of rash.
- **Rubella**, until 6 days after onset of rash.
- Unspecified respiratory tract illness accompanied by another illness which requires exclusion.

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- **Herpes simplex**, with uncontrollable drooling.

A child who becomes ill while at PLC Kidz must be removed from the classroom in order to limit exposure of other children to communicable disease. An ill child will be sent to the office to wait for his/ her parent to arrive.

PLC Kidz reserves the right to make the final determination of exclusion due to illness. Any exceptions to our illness policy will require a written note from a licensed health care professional stating that the child is not contagious.

Please contact Melissa Jones by 9:00 p.m. at 417-499-4398 whenever your child is ill.

DOCTOR'S NOTE

If a child is absent for more than two consecutive days due to illness, has undergone surgery, or has been hospitalized, a doctor's note is required upon return. Director reserves the right to ask for a doctor's note.

NOTICE OF EXPOSURE & REPORTING DISEASE

If a child or staff member is found to have a communicable disease, a notice will be posted on the door of the center and on the bar. We will also have a notification in the message tab on the Kindersmart Tablets. In the event a child is reported to have a communicable disease, the Director will notify the health department.

MEDICATIONS

Staff members may not administer medications to any child unless a parent has completed a Medical Authorization Form. Parents must indicate a start date and end date, a reason for the medication, and the dosage or medication cannot be administered.

Medication must be stored in an individual container (refrigerated medications), or in a high cabinet (nonrefrigerated medications) while in use at PLC Kidz. The Medical Authorization Form must remain with the medication at all times. Unused medications must be immediately returned to the family and will not be stored at PLC Kidz. Medications may be administered only by the supervisor, Director, or Assistant Director. When a medication is given the teacher will document the type of medication administered, the dosage, and the time it was given as well as any unusual reactions or circumstances.

PHYSICALS AND IMMUNIZATION RECORDS

Each child will have a current physical and immunization record on file. The physical must be updated annually, usually around August. The immunizations can be updated whenever they are given.

DOCUMENTATION OF ACCIDENTS/INCIDENTS

Staff members shall document accidents and incidents that occur at PLC Kidz using an Accident/Incident Report. Please document all biting incidents as accidents. If a biter breaks the skin of another child, an accident/incident report needs to be completed for the biter as well as the child who was bitten. Use great detail when explaining events, but never include other children's names. If the injury is serious, a parent

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will need to be contacted before pick-up. The parent shall sign the report the same day as the incident. A copy may be given to the parent. All Accident/Incident Reports must be given to the Director and/or Assistant Director to be placed in the child's permanent file.

DOCUMENTATION OF HEALTH INCIDENTS

Each time a parent is contacted regarding an ill child or symptoms of illness, staff members should complete a Health Incident Form. A copy of the form should be given to the parent and the original to the Director and/or Assistant Director to be placed in the child's permanent file. All parents will be notified of any communicable disease present in the center via a sign posted on the main entrance to the center explaining the illness.

DOCUMENTATION OF ALLERGIES

A child with allergies must have an Allergy Action Plan posted in a visible location in the classroom. If the allergy is food-related, an Allergy Action Plan must be kept in the classroom emergency binder. All staff working in the classroom of a child with allergies must review the Allergy Action Plan to ensure understanding of emergency procedures, should the child have an allergic reaction. All allergic reactions must be documented with a Health Incident Form.

DOCUMENTATION OF SPECIAL HEALTH CARE NEEDS

An emergency care plan will be on file for any child or staff member with special health care needs (seizures, etc.). A copy of the Emergency Care Plan must be kept in the classroom emergency binder. All staff working in the classroom must familiarize themselves with this plan, should an emergency arise. If necessary, staff will receive training regarding a child's or staff member's specific health care needs.

SUNSCREEN/INSECT REPELLANT

Between the months of March and October, all families will be required to apply sunscreen for their child/ren for outdoor play. Parents are encouraged to apply insect repellent as we will not apply it.

FIELD TRIP

PLC KIDZ will have field trips throughout the year. If you decide to not send your child on the field trip. **YOU WILL BE RESPONSIBLE FOR ALTERNATE CARE**, unless otherwise stated. Parents will be responsible for all fees related to the field trip. All permission forms must be signed and turned in on time with the payment. You will be required to provide a car seat on the day of the field trip. Please apply any sunscreen and or insect repellent before arrival to the facility.

RELEASE AND WAIVER OF LIABILITY

All participants **HEREBY RELEASES WAIVES, DISCHARGES AND COVENANTS NOT TO SUE PLC DBA PLC KIDZ**, its directors, officers, employees, and agents; releases from all liability to the undersigned, personal representative, assigns, heirs, and next of kin for any loss or damage, and any claim or demands thereof on account of illness/injury to the person or property or resulting in death of the undersigned, whether caused by the negligence of the releases or otherwise.

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Access Policy

Any person in the center who is not an owner, staff member, substitute, or subcontracted staff or volunteer who has had a record check and approval to be involved with child care **shall not** have unrestricted access to children for whom that person is not the parent, guardian, or custodian, nor be counted in the staff to child ratio. **Unrestricted access** means that a person has contact with a child alone or is directly responsible for child care.

The person(s) who do not have unrestricted access will be under the direct supervision and monitoring of a paid staff member at all times and will not be allowed to assume any child care responsibilities. The primary responsibility of the supervision and monitoring will be assumed by the Lead Caregiver unless he/she delegates it to another staff member or assistant due to conflict of interest with person.

Center staff will approach anyone who is on the property of the center without their knowledge to ask what their purpose is. If a staff member is unsure about the reason, go to the Director, and/or Assistant Director to get approval for the person to be on site. If it becomes a dangerous situation, staff will follow the "Dangerous Adult" procedure. Non-agency persons who are on the property for other reasons such as maintenance, repairs, etc. will be monitored by a paid staff member and will not be allowed to interact with children on the premises.

A sex offender who has been convicted of a sex offense against a minor (even if the sex offender is the parent, guardian or custodian) who is required to register with the Missouri sex offender registry:

- Shall not operate, manage, be employed by, or act as a contractor or volunteer at the child care center.
- Shall not be on the property of the child care center without written permission from the Director, except for the time reasonably necessary to transport the offender's own minor child to and from the center. The Director is not obligated to provide permission.

TOBACCO USE

Cigarettes and smokeless tobacco are prohibited on the premises, including the parking lot and outdoor play areas.

MANDATORY CHILD ABUSE REPORTERS

All PLC Kidz staff members are mandatory child abuse reporters. Whenever child abuse or neglect is suspected we are required by law to report it.

AFFIDAVIT POLICY

At times families may be dealing with difficult situations at home. When legal matters are present in the home, families may need to collect affidavits for their legal team. PLC Kidz staff members will not provide written statements or affidavits of professional nature to families.

CURRICULUM PLANNING

CURRICULUM

Our bible-based curriculum at PLC Kidz includes the child-initiated and teacher-directed activities and experiences offered to young children that support and enrich their development physically, spiritually, emotionally, socially, and cognitively.

Each classroom has weekly lesson plans, posted in the classroom. These plans include several activities, designed to foster each child's development, and the development of the group as a whole. Lesson plans should be changed to accommodate the children's changing interest.

Outdoor play is important to a child's physical development and must be included daily in the schedule. Self-selection of "free-play" is a daily part of the curriculum and means a child can choose what he/she wants to play with. This promotes creative expression and development of important social skills.

DAILY SCHEDULE AND ACTIVITIES

The lead caregiver and assistant caregiver will work cooperatively to create a daily schedule and plan activities that meet each child's developmental abilities and needs. The daily schedule and activities create a balance between active and quiet times; large and small group, and individual activities; small and large motor activities; indoor and outdoor play times; as well as times for self-selection and teacher-directed activities. Consistency from day-to-day is particularly important to the overall well-being of the children and classrooms environment. Children **thrive** on consistency! Routines should be maintained whenever possible for arrivals and departures; meals and snacks; resting or nap times; personal care routines like diapering/toileting and hand washing; and transitions.

FREE PLAY

"Free-play" must be incorporated into the morning and afternoon schedule. Teachers and caregivers are expected to actively participate with the children during free play activities by asking questions about what the children are doing, participating in their pretend play, reading books when prompted, encouraging children to try new activities or play with a new toy, etc.

OUTDOOR PLAY

Outdoor play must be incorporated into the daily schedule, in almost all-weather conditions. In the event of rain, severe wind/cold, or extreme heat, children are permitted to remain indoors, or have the option of playing in our gymnasium. Teachers and caregivers should refer to the *Child Care Weather Watch* to determine if it is too hot or cold to play outdoors.

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There is less structure in an outdoor learning environment; however, staff members must actively engage in activities when prompted by the children. Outdoor play is an opportunity for children to run, jump, climb and use their bodies in ways that would otherwise be unsafe in an indoor classroom. In addition, a large amount of social interactions takes place when children play outdoors.

It is important for parents to send weather appropriate outerwear clothing for children, as we will try to go outside year-round. **Please label all articles of clothing with your child's name.**

NAP/REST TIME

Children will not be forced to sleep but may be encouraged to lie quietly for a period of time. The length of time a child should have to remain resting varies by child. There is no hard and fast rule regarding the maximum amount of time a child should have to remain resting. Children should be provided alternative quiet activities if unable to rest.

MULTIMEDIA

The use of multimedia in our program is an extension of the teaching and learning that take place at our center. Caregivers and teachers may select a movie, television, and computer game title based upon weekly themes. Children are not required to view part of all of a video or TV show, or to play computer games. Instead the activity is offered as one of several centers. All multimedia must have a rating of "PG" or "E" and must possess an educational or biblical theme.

Arrival and Departure

ARRIVAL

Parents are required to accompany their child into the center and check their student in at the entrance. Parents should also speak with the caregiver/teacher in the classroom, if only briefly. We encourage parents to communicate with their child's teacher/caregiver, about their child's temperament the day before, how he/she slept the night before, whether he/she has eaten that morning. Please arrive no later than 9:30am, unless otherwise arranged with Director.

DEPARTURE

PLC Kidz is open at 6:00a.m. – 6:00p.m. Monday through Friday. If you will be late picking up your child, please provide us with as much notice as possible. Please note that there is a late fee for picking up your child after 6:00p.m. If someone we are not familiar with is picking up your child, it is important to inform your child's caregiver/teacher in advance. This person must be listed on the Emergency contact & parental consent form. Once you have reunited with your child, PLC Kidz is no longer responsible for your child.

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LATE PICK-UP

PLC Kidz charges a late fee of \$15.00 for the first 10 minutes a child is present past 6:00p.m., then after the first 10 minutes you will be charged a \$1.00 a minute. If parents do not arrive to pick-up their child, attempts to contact them will be made on all available phone numbers. If the parents cannot be reached, we will attempt to contact the authorized pick-up persons. If we are unable to reach the authorized pick-up persons, the Director and/or the Assistant Director and the Joplin Police Department or DHS will then be contacted.

ATTENDANCE

If your child is absent for two weeks or more, and no notice has been received by the family, enrollment will be canceled.

Guidance Strategies

Effective guidance and discipline focus on the development of the child. They also preserve the child's self-esteem and dignity. Actions that insult or belittle are likely to cause children to view their caregivers negatively, which can inhibit learning and teach the child to be unkind to others. However, actions that acknowledges the child's efforts and progress, no matter how slow or small, is likely to encourage healthy development. Teaching children self-discipline is a demanding task. It requires patience, attention, cooperation and a good understanding of the child. PLC Kidz staff will use only positive guidance techniques.

When interacting with young children, staff should ask themselves the following questions:

"Am I...."

- Validating feelings?
- Asking open ended questions? • Encouraging problem solving?
- Respecting children's choices?
- Using praise and positive reinforcement?
- Talking with children, not at them?
- Circulating throughout the classrooms?
- At the child's eye level?

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REASONS FOR MISBEHAVIOR

If caregivers understand why children misbehave, they can be more successful at reducing behavior problems. Listed here are some of the possible reasons why children misbehave.

- Children want to test whether caregivers will enforce rules.
- They experience different sets of expectations between school and home.
- A child does not understand the rules, and/or are held to expectations that are beyond their developmental levels.
- They want to assert themselves and their independence.
- They feel ill, bored, hungry or sleepy.
- They lack accurate information and prior experience.
- They have been previously “rewarded” for their misbehavior with adult attention.

PREVENTING MISBEHAVIOR

Child misbehavior is impossible to prevent completely. Children, usually curious and endlessly creative, are likely to do things parents and other caregivers have not expected. However, there are many positive steps caregivers can take to help prevent misbehavior:

- Set clear, consistent rules. (e.g., *walking feet; gentle touches*)
- Make certain the environment is safe and worry-free.
- Show interest in the child’s activities. (e.g., *participating in activities with the children so they can stay interested in longer periods*)
- Encourage self-control and independence by providing meaningful choices. (e.g., *“You may pick up the toys to play with the blocks.”*)
- Build children’s images of themselves as trustworthy, responsible and cooperative.
- Give clear directions, one at a time.
- Say “Yes” whenever possible.
- Notice and pay attention to children when they do things right. (e.g., *“Tom is playing nicely. I like it when you keep the crayons on the table.”*)
- Encourage children often and generously.
- Set a good example. (e.g., *using a quiet voice when children should be quiet*)
- Help children see how their actions affect others.
- Focus on the desired behavior, rather than the one to be avoided. (e.g., *“Toby, please use gentle touches with your friends.”*)

RESPONDING TO MISBEHAVIOR

Below are strategies PLC Kidz staff will use to respond to child misbehavior. Remember, however, that it’s always a good idea if the rules are explained fully and clearly understood before misbehavior occurs. Whenever possible, involve children in making the rules for the classroom.

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- **Redirection**
This strategy should be used most frequently when working with young children. If a child is not following rules or being uncooperative, quickly get the child's attention and introduce another activity.
- **Logical consequences**
There are structured consequences that follow specific misbehaviors. The child should be able to see how the behavior and consequence are directly related. For example, Drew is standing on his chair at lunch. His teacher/caregiver should remind him that if he stands on his chair, he could fall and get hurt; this will make him sad.
- **Participate in the solution**
If a child damages something he/she needs to help in fixing it or in cleaning up. If a child causes someone distress, he/she should help in relieving that.
- **Natural consequences**
Allowing children to experience the consequences of their behavior is also called learning the hard way.
- **"Take a break" or "Calm down chair"**
In some instances, a child may need to be removed from a particular situation in which he/she had become overwhelmed or violent. The child should be directed to "take a break" or sit in the "calm down chair." This strategy gives the child a chance to calm down, regain control, and reflect quietly on her or his behavior away from others. Once calmed down, staff should talk with the child about the actions that led up to and resulted in needing a break or being sent to the calm down chair.

If these actions do not help in reducing or changing behavior the following will take place:

1. Staff will report behavior and what strategies have been attempted to the Director and/or Assistant Director.
2. The Director and/or Assistant Director will observe the child and meet with the supervisor to develop a behavior management plan.
3. The behavior management plan will be discussed with the parent and then put into practice.
4. The Director and/or Assistant Director, Lead Caregiver and Supervisor, and parents will evaluate the behavior management plan. If needed, adjustments will be made.

***If a child's behavior becomes threatening to themselves, other children, staff or teachers, the child will be removed from the classroom, and possibly the program for a period of time. ***

USEFUL PHRASES

The following phrases are useful when problem-solving with children.

Instead of "No" or "Don't"

Say "Please stop", "I don't like that", "That's not OK", or "That is not a choice"

Instead of "That's not nice"

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- Say** "That's not OK", "Please use gentle touches", or "That hurts Jordan"
- Instead of** "No running"
- Say** "I need you to use your walking feet", or "You may run when we go outside"
- Instead of** "Stop Crying"
- Say** "I need you to use your words to tell me what is wrong"
- Instead of** "Can you put away your toys?" (If it is not a choice, do not pose it as a question)
- Say** "You may help me pick up the blocks, or help Bella pick up the puzzles"
- Instead of** "I said yes" (when a child tells you "no")
- Say** "No is not a choice, I need you to....."

BITTING POLICY

Biting is a behavior that usually appears between the ages of one and three years. While biting is an ageappropriate behavior, it is important to remember it is also an unacceptable behavior in a childcare environment. Children bite for a variety of reasons: teething, sensory exploration, cause and effect, imitation, crowding, seeking attention, frustration and stress. Biting is not something to blame on children, their parents or the caregiver/teacher. There are a variety of strategies we implement at PLC Kidz to prevent and stop biting. This is the process followed when a child bites:

- The biting child is stopped and told, "Stop biting. Biting hurts" in a firm voice. Caregivers/ teachers should be careful to not show anger or frustration towards the child.
- The biting child is removed from the situation. Depending upon the observed motive for the bite, the separation may include re-direction or meeting the child's needs. As little attention as possible will be placed on the biting child, to avoid reinforcing the behavior.
- Appropriate first aid will be provided to the child who was bitten. Bite will be washed with soap and water; cold compress will be applied to reduce pain and swelling. A bandage will be applied if necessary.

All information is confidential and names of the children involved in the incident are not shared between parents. In addition, biting is always documented in an Incident/Accident Report which is completed and signed by a caregiver/teacher and parent. A copy is provided to the parent and the original kept in the child's permanent enrollment file in the office.

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Fee and Billing Policies

- Our Rates include nutritious meals, snack and drinks. Field trips are extra.
- Absences: **Childcare fees are based on enrollment, not attendance.** Therefore, to maintain your child's spot in the classroom, fees must be paid during the absence of the child due to illness, holidays, vacations, school closings, or for any other reason.
- Each full-time child (full time defined as a child who comes to PLC Kidz Childcare year-round) will receive a two-week vacation to be used consecutively in the year, during that time your regular weekly tuition will still need to be paid to reserve your spot.
- There is a 10-hour limit on part-time and full-time enrollments. If you go over, you will be charged \$10/hour.

FINANCIAL AGREEMENT

Upon enrollment families will be provided a Fee Policy & Financial Agreement. This agreement should be reviewed.

LATE PICK-UP FEE

PLC Kidz closes at 6:00p.m. Monday through Friday. Parents will be charged **\$15.00 for the first 10 minutes** a child is present after 6:00p.m., then a \$1.00 a minute after the first 10 minutes. You will receive an electronic notice from the Director and/or the Assistant Director stating the amount of the late pick-up fee.

RETURNED CHECKS/INSUFFICIENT FUNDS

All returned checks or direct debit payments rejected due to insufficient funds will be charged a **\$35.00 penalty fee**. A late fee of \$15 will be charged for payment not received by the Wednesday of that week's care. **All Payments are due on Monday before care. If payment has not been paid by Wednesday of the same week, your child cannot return to care.** Missed payments and late fees must be paid within two weeks. Repeated incidents of returned checks or insufficient funds notices could result in termination from the program. A payment plan should be discussed with Director and/or Assistant Director if having trouble making payments.

DELINQUENT ACCOUNTS

Families that are more than 2 weeks behind or \$400 behind in payments may have their child care services terminated. A payment plan must be discussed with Director and/or Assistant Director to be considered in good standing.

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RELEASE AND WAIVER OF LIABILITY

HEREBY RELEASES WAIVES, DISCHARGES AND COVENANTS NOT TO SUE

PLC KIDZ, its directors, officers, employees, and agents; releases from all liability to the undersigned, personal representative, assigns, heirs, and next of kin for any loss or damage, and any claim or demands thereof on account of illness/injury to the person or property or resulting in death of the undersigned, whether caused by the negligence of the releases or otherwise.

Infant, Toddler and Two-Year-Old Program Information

The following information is specific to the infant, toddler, and two-year-old program rooms:

- Parents must supply diaper cream, bottles, formula, baby food, extra clothing, pacifiers, blankets, and stuffed toys for rest time. Please label all items with child's name.
- We do not provide diapers or wipes. You will need to supply those with enrollment. We also do not provide training pants or pull ups.
- Children ages 0-2 years may use pacifiers during rest time. To reduce the likelihood of spreading illness, pacifiers must be kept in a child's cubby or diaper bag during all other times of the day.
- If mother is breastfeeding, please be sure to discuss with the mother when she would like her child to be fed breast milk, and when she would like to come in to breastfeed.
- Breast milk must be brought in ready-to-use containers. For health reasons, we are not able to store bags of frozen milk for extended periods of time.
- We recommend that all new foods be tried at home first since a child could have an allergic reaction to foods they have not had before.
- Children must be held when being fed – bottle propping is forbidden.
- We will NOT start potty training until they transfer into the 2-4 year old program.
- You will need to provide pull-ups with a detachable side for the 2-year-old program.
- We will not apply sunscreen after May 2020. If do not want your child to get a sunburn, please apply sunscreen BEFORE you enter the facility. We follow the Child Care Weather Watch that is posted by the Missouri Section for Child Care Regulation. WE ARE NOT RESPONSIBLE FOR SUNBURNS IF NO SUNSCREEN IS APPLIED BY THE PARENT.

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SIDS

Sudden Infant Death Syndrome (SIDS) is the unexpected, sudden death of a child under age 1 for which a cause of death cannot be identified. It is not known what causes SIDS; however, several sleeping practices have been linked to an increased risk for SIDS. Therefore, PLC Kidz has a strict policy for infant sleep placement.

All infants less than one year will be placed on their back to sleep.

Once a child had been placed in his or her crib for a nap, if the infant rolls from back to front, and is also able to roll from front to back – it is acceptable to leave infant sleeping on his or her stomach.

A request for an alternative sleeping positions must be accompanied by a signed and dated physicians note stating the reason for the request.

MEALS AND SNACKS

At PLC Kidz we will provide you a child a nutritious breakfast, lunch and PM snack. Menus will be posted on the bulletin near the main entrance. You may request a copy to take home.

Children are encouraged to sample all meal provided but will never be forced to eat. Please inform your child's caregiver/teacher if your child has a dietary restriction. For certain dietary restrictions, we may ask you to bring food from home.

FOOD FROM HOME

Children are welcome to bring in special treats to celebrate a birthday or holiday. Due to various food allergies and dietary restrictions in our center, we recommend supplying store-bought snacks still in the original package. Please check with your child's caregiver/teacher before bringing any homemade snacks.

CLOTHING AND ITEMS FROM HOME

PLAY CLOTHES

Please send your child to PLC Kidz in comfortable play cloths and shoes. Play is usually active and often messy; comfortable, washable clothes are important if your child is to participate fully in the program. Outdoor play is scheduled every day as a part of our curriculum. We expect all children to be dressed appropriately for indoor and outdoor play.

All children occasionally get their clothes wet and have toileting accidents. Whenever this occurs its best to change the child into an extra set of clothing provided by the family. Your child's teacher will request that you bring a complete change of clothing, including underwear, to be kept at the center and replenished whenever necessary. Please be sure to clearly label all items of clothing.

3-year-olds And Preschool Program Information

The following information is specific to the three-year old's and preschool program.

- After a child turns three years of age we expect he/her to be potty trained. If your child is not potty trained and is not showing signs of closely becoming completely potty trained, they risk being terminated from the program.
- You must provide pull-ups with a detachable side for the program. If you fail to provide pull-ups in a reasonable time. We will ask you to bring pull-ups and return the next day.
- While our program room doesn't have a restroom adjacent, (we encourage potty training to start around 2 years of age) we plan on having extra staff on hand to help with potty training.

Emergency Procedures

EMERGENCY MEDICAL/DENTAL PROCEDURE

It is important that parents complete and update, as needed, an Emergency Contact, and Parental Consent Form. **It is the responsibility of the parent to complete this form and make corrections to this information when necessary.**

- If a child becomes ill or injured after arriving at the center, the lead caregiver/teacher will attempt to contact the parent(s) at all available telephone numbers. If a parent cannot be reached, the individuals listed as emergency contacts/authorized pick-up persons on the Emergency Contact & Parental Consent form will be called.
- Children who are ill or seriously injured will be sent to the office and remain under the supervision of the Director and/or Assistant Director until a parent arrives.

IF A CHILD REQUIRES IMMEDIATE MEDICAL ATTENTION:

- The staff member who witnessed the emergency situation will remain with the injured child and instruct someone else to call 911. If no one is available, first ensure the child is stable and if possible, bring the child with you to call 911.
- A staff member who witness the emergency will accompany the child to the hospital, bringing the child's physical exam, immunizations, and emergency contact & parental consent form.

FIRE, TORNADO, AND OTHER EMERGENCY SITUATIONS

Fire regulations and tornado warnings are posted near the exits in each classroom. Fire and tornado drills are conducted every three months, all children are required to participate.

In the event of emergencies, the staff will follow procedures and contact parents following the emergency situation.

BLIZZARD/SEVERE WINTER WEATHER

The Director and/or Assistant Director will monitor the weather and local news station throughout the day to determine when it is appropriate to close the center early or cancel care for the following day.

Lead caregivers/teachers are responsible for contacting parents to inform them of the situation. Routine classroom activities will continue until parents arrive.

LIGHTNING

All children must immediately return indoors when lightning is observed.

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MISSING OR ABDUCTED CHILD

- In the event of a *missing* child, the lead caregiver/teacher will search for the child in the immediate area, while another staff member calls the Director and/or Assistant Director to help with the search.
- If the child cannot be located in a reasonable amount of time, the Director and/or Assistant Director will notify the **Joplin Police Department** and the child's parents.
- In the event of an *abducted* child, the lead caregiver/teacher must **immediately** contact the Director and/or Assistant Director, the Joplin Police Department, and the child's parents.

POWER FAILURE

Staff members and children should remain in the classrooms and if possible, proceed with activities as usual, or may go to the outdoor playground until power resumes.

If power cannot be restored within a reasonable amount of time, the center will close and parents contacted.

- Lead caregivers/teachers are responsible for contacting parents to inform them of the closing and of the need to immediately pick up their child.
- Activities will resume as possible until parents arrive.

EARTHQUAKE

In case of an earthquake, staff members will assist children in seeking shelter under tables or outdoors and away from buildings. When notified that the situation is safe, they must use the attendance clipboard to verify all children are accounted for. Parents will be notified as soon as possible.

VIDEO SURVEILLANCE

PLC Kidz has a video surveillance system in operation during program operating hours. The camera are placed to allow constant surveillance of the classrooms. The surveillance is accessible by the Director and her designees. the surveillance is not available to the parents of children enrolled in PLC Kidz. In the event there is a complaint from the DSS or any other regulatory or government agency copies of relevant portions of surveillance tapes may be made available to them to gain required information on the issue on which the complaint was filed.

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JARROD JONES
PASTOR/OWNER



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EXECUTIVE DIRECTOR



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Company Information

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