WHIZ KIDZ ACADEMY

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Parent/Guardian Handbook

Parent Handbook of Policies and Procedures

Welcome to Whiz Kidz Academy!

It is our goal to provide a safe, nurturing environment where children develop intellectually, socially, physically, and emotionally. We invite you to look often into our active, busy, creative classrooms and to observe your child conquering new and exciting challenges. It is important to us that you feel confident in leaving your child with us. We encourage you to ask questions, become involved, and understand our various programs. The best assurance for the success of your child's stay at Whiz Kidz Academy is to establish a sense of unity and consideration between parents and staff. We recognize the trust and confidence you place in our staff each day and we want to thank you for the opportunity to be part of the developmental process of educating and nurturing your child. Whiz Kidz Academy is open to all children regardless of race, creed, sex or national origin. We cooperate fully with all federal, state, and local policies.

Admissions

Our center will be open from 6:00 a.m. until 6:00 p.m. Monday through Friday except for holidays. We provide child care for ages 6 weeks to 12 years old. A completed registration form and a valid immunization certificate must be submitted prior to a child's first day of enrollment. Kentucky regulation prohibits Whiz Kidz Academy from accepting children into our program without the required documentation. You will need to complete the medical history and medical emergency procedures form. It is extremely important that current and accurate information is always available. Parents must notify the center of any changes regarding address, phone, work numbers, emergency contacts, etc.

Tuition and Fees

All tuition is payable in advance. Weekly tuition is due on Monday and is considered late after Tuesday. Payments can made by check, money order, credit card, or on the Brightwheel App. There is a $5.00 convenience fee for credit card payments. **WE DO NOT ACCEPT CASH PAYMENTS!** A $10.00 late fee will be assessed on tuition if not received by Tuesday. All returned checks are subject to a $50.00 returned check charge**.** Whiz Kidz Academy also reserves the right to demand payments to be made with credit cards and money orders only. There is a $45 non-refundable Registration Fee and $45 annually thereafter. You are entitled to pay for the whole week even if your child is absent a couple of days out of that week. If you are out for 1 week you need to pay half of your tuition to hold your spot.

****Fees are subject to change with a 30-day notice, so please review our current rates on our website at www.502childcare.com**

****If payment is not received within 1 week, your child may not return to Whiz Kidz Academy until your account is paid in full. If payment is still not made after 2 weeks, the parent will assume all legal fees acquired by Whiz Kidz Academy in our attempt to collect all past due payments. Whiz Kidz Academy will contact their attorney to collect all past due fees through court actions or collection.**

**4-C subsidy payments are accepted. The 4-C co-payments are to be paid in the same manner as stated above. Parents are responsible to make sure that their 4-C contracts are kept current. If a contract lapses, the parent is responsible to pay the full amount of child care until such time a new contract is in place. The 4-C counselor will be notified of any 4-C account that goes over two weeks delinquent.

Vacation

One-week vacation is granted after a child has been enrolled for 1 year. Whiz Kidz Academy grants a maximum of one-week vacation per year during which time there is no charge. Your child cannot attend the center while you are scheduled on vacation, nor can you carry over unused vacation time. Please see the Director to obtain a Vacation Request Form.

Holidays

Whiz Kidz Academy will observe the following holidays:

- New Year's Eve
- New Year's Day
- Martin Luther King Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the Friday after
- Christmas Eve
- Christmas Day

If the holiday falls on a Saturday, Whiz Kidz Academy will be closed on the Friday before the holiday. If the holiday falls on a Sunday, Whiz Kidz Academy will be closed on Monday. There will be no reduction of fees for the days.

Accidents and Emergencies

Staff members are trained in infants/child CPR and First Aid and can handle everyday bumps and scrapes that often occur with active young children. In the event of a more serious accident or health emergency, parents will be notified as soon as possible. If parents cannot be reached, the child will be transported by EMS to a hospital for treatment. Permission for this procedure must be signed by parents/guardian and kept on file. It is very important that parents keep emergency information updated, so the center will be able to always get in touch.

Per Kentucky licensing law, we must document and report any suspicious or suspect conditions (i.e., bruises, burns, cuts, etc.) observed on your child. We are also required to report instances of neglect, this includes, cleanliness, nutrition, or leaving your child in our care for excessive amounts of time.

Arrival and Departure

Your child's first day may be a little stressful for them. Especially if this is their first time enrolling in a day care or school program. This may be an unfamiliar setting with new people, so it will be natural for them to be uncomfortable and a little shy. Please be patient with them as they acclimate to their new surroundings. While it will be our goal to help make this huge transition positive, we encourage the following suggestions:

- If possible, try to visit the center prior to their first day. Meet their Directors, Teachers, and learn about their new space.
- Communication is key. No one wants to be dropped off in an unfamiliar place with no idea what is going on. Make your child part of the plan by talking to them in advance.
- Be positive to get them excited about all the new friends and fun they will have.

Prior to accompanying your child to class, parents are required to sign their child in daily on the Sign In/Out Form at the front desk or on the Brightwheel App. It's perfectly understandable for you to feel like you need to stay with your child, especially if they are upset or crying, but we ask that you avoid lingering even for a short period of time. In our experience, it tends to prolong the situation and it can be very distracting to the other children and staff. It is OK for you to leave and then observe through the door. Often the situation will resolve quickly.

***Whiz Kidz Academy has a cut off time of 9:30 a.m. All children must be in the building before this time. The only exception will be if we are notified in advance. No children will be accepted after 12:00 p.m.**

Whiz Kidz Academy has a very strict policy concerning the release of your child. We will not release your child to anyone you have not listed on the registration form as being authorized. Only those people whose names appear on the registration form as being authorized, will be allowed to remove your child from the center. We will check the person's identification with the information you have provided. Remember to leave a car seat if someone other than you are picking up your child

***If there is a problem regarding custody, we must have a court statement regarding the custody agreement. The center cannot arbitrate a child's departure and/or parent's custodial rights. Your child's security is important to us.**

Medicine

Whiz Kidz Academy does not administer any type of medication, including prescription, over the counter, topical or oral medications. Necessary medication must be administered by a parent prior to arriving at the center or during a visit in the day. When acquiring a prescription for your child, please make your physician aware of our policy so that he or she can prescribe an appropriate dosage.

Health Policies

All children are required to have a current immunization certificate on file at Whiz Kidz Academy on the first day of enrollment. State law does not allow us to accept a shot record, it must be an Immunization Certificate. Your physician or health department will provide you with this certificate. If your shot records are not kept current, we have the right to refuse service. By state childcare regulation we are to keep current Immunization Records on file at all time.

Sickness: In order to safeguard the health of all children in our care, the following policies will be enforced:

Children with the following symptoms will not be admitted to the daycare. If your child develops any of these symptoms while under our care, the parent or an authorized escort must make arrangements to pick up the child from the center within the hour. The child must be free of any of these symptoms for at least 24 hours before returning to the daycare with a doctor note. As well as medication free. Like Tylenol and Motrin, they are fever reducer. The fever will return 4-6 hours. These medications are only a temporary solution. Seek medical attention if fever will not go away.

a) Fever of 101 or above
b) Vomiting or diarrhea (we will consider the third watery stool to be indicative of diarrhea)
c) Sore Throat
d) Persistent Cough
e) Rash of unexplained origin that we feel needs to be seen by a physician
f) Eye or ear drainage
g) If a child is placed on antibiotic by a physician, we require the child to be on the medication for 24 hours prior to returning to the daycare.

The Director may request a physician's statement before allowing a child to return to the center if there is a question about whether the child is still contagious. In addition to the symptoms listed previously, the Director reserves the right to request a physician's statement for any questionable illness upon the return of your child.

In the event that a communicable disease surfaces in the center, we will notify all parents by sending a notice home and posting an announcement in the front where you sign your child in. Children with symptoms of the disease will not be allowed to return until the contagious phase is over. The Director will provide information on the disease and its prevention. In all cases, we will follow health department recommendations.

Emergency Medical Treatment: In the event of an accident the following procedures will be followed:

1. If the event is in any way life threatening, the staff will administer CPR or First Aid as appropriate and will call EMS, and then call the parent or guardian.
2. If the event is not life threatening, the Director or Manager on Duty will call the parent or guardian. If the parent or guardian cannot be reached, the authorized escorts listed on the General Information Form will be contacted.

3. The Director or Manager on Duty will be responsible for making decisions regarding care of a child until EMS or the parent arrives. The child will be isolated and made comfortable until the respective party arrives.
4. It is to your child's benefit that you keep his or her file current with UPDATED phone numbers, emergency numbers and other pertinent information.

Head Lice: We realize that this problem arises in all age groups and economic levels; we must ask that all parents realize this is a highly contagious problem and will be dealt with as such. Any child suspected of having head lice must be removed from the center immediately. The parent or guardian must take proper steps to alleviate the problem. To return to the center, the child must not have any live louse in their hair. When child returns to the center, they will be checked for the next 3 weeks to make sure that the lice is no longer present. Anytime a child in the center is found to have head lice, a note will go home with all of the children in the class.

Safety/ Disaster

Your child's safety is a primary concern. Classrooms are arranged to ensure the children are always visible to the teacher. The Fire Department, Department for Human Resources and the Health Department conduct routine inspections. Whiz Kidz Academy is required to have regular fire, tornado and earthquake drills, to ensure staff and children know how to respond in emergency situations. In the event of a fire or other disasters, after all children have gotten to safety and emergency teams are on site, we will begin to contact parents or guardians. In the event we must evacuate our facility, you will be contacted immediately as to where you can pick up your child. It will be within walking distance of the daycare. It is good to practice fire safety at home; the child should realize the importance of these drills.

Meals, Snacks, and Birthday Celebrations

Your child will be served a nutritious breakfast, lunch, and snack daily. Menus are posted weekly in the main entrance hall. Staff will encourage children to "try" everything on the menu but will not force a child to eat. We will make substitution for a child, who due to religious beliefs are forbidden from eating certain foods, children with food allergies or for vegetarians. A statement from the child's doctor or clergyman will be required along with a Referral Form for Modified Meals. We require a statement from your child's doctor advising us of any food allergy your child may have. The statement must be descriptive and state the type of food and the reaction that may occur.

We serve breakfast from 7:30 a.m. to 8:30 a.m., lunch between 11:00 a.m. to 12:00 p.m., and afternoon snack from 2:00 p.m. to 2:30 p.m.

No outside food or drink is allowed in the center, unless specifically requested by the director.

We welcome the opportunity to celebrate your child's birthday. Please advise your child's teacher and the Director of any special plans that you may have. Kentucky Childcare Regulation does not permit parents to provide food from home for parties and other events. Only food items from a commercial facility such as a grocery or bakery will be allowed.

Dress and Personal Belongings

Children must be dressed for the day when brought to the center. Please dress your child in loose, comfortable and easily washable play clothes that are appropriate for the weather. **Shoes must be closed-toed and sturdy enough for outdoor play.** This means that flip-flops, Crocs, and dress shoes are not appropriate and do not protect the children's feet. Children should have a coat appropriate for the weather, as they play outdoors every day the weather permits.

All children need to keep at least one change of clothing at the center in case of accidents or spills. All clothing and belongings (coats, hats, mittens, etc.) should be clearly marked with the child's name to avoid loss and confusion. In the event that an item is lost or misplaced, we will try to locate the item.

If Center clothing is loaned, please be sure to launder and return it that week. We accept donations of clothing, especially underwear, socks and pants.

We ask that children not bring personal toys from home. If they do bring them in, they must be placed in their cubby until the child's time of departure. Whiz Kidz Academy will not be responsible for any lost or broken toys.

Please do not let your child bring money, marbles or other small items from home that may be dropped and picked up by an infant or smaller child. These items will be taken from your child and placed in their cubby.

***Please write your child's name on all belongings**.

Naptime

In accordance with the Cabinet of Human Resources regulations, children rest each day from 12:00 p.m. – 2:00 p.m. Please bring a lightweight blanket (child sized) with their name on it for naps to stay at the center. We provide cots and sheets for each child. We have extra blankets on hand if needed. No child will be forced to take a nap, but will be encouraged to lie down and respect the children that do want to sleep.

Infants and Toddlers

Parents are to provide formula or breastmilk. Bottles must be prepared before arrival. State Regulations require that children's name be labeled on bottles, baby food, and baby cereal. **All bottles must be covered with a top or lid**. Bring disposable diapers and the center provides the wipes. Always bring two extra changes of clothing. Children who no longer require formula will be provided whole milk in a bottle or sipper cup. If you bring a sipper cup from home, please make sure that it is labeled with your child's name.

Each infant will be assigned a bed. We will provide clean sheets and blankets. Sheets will be changed weekly, more if necessary due to soiling.

Potty Training

Potty training is a big milestone for your children and should be a positive, relaxed, and pleasant activity encouraged and reinforced at home and at school. It is our goal that your child will be allowed to progress at his or her own speed and at no time will any form of discipline or negative response be used. This will help reduce anxiety and fear that can arise while children are learning. To make this experience more successful, we ask that guardians cooperate with the following requests:

- It's important to work with your child on potty training at home. Encouraging consistent practice at home will greatly increase the speed at which your child learns.
- We know the process can be stressful, but it is not a good idea to begin toilet training your child if you cannot commit to following the practice at home.
- Continually encourage your child and remain positive throughout the process.
- Provide several changes of clothes, including socks and shoes. Pull-ups (at least 6 per day) and at least 4 pairs of underwear.

Throughout the process, make sure you keep the lines of communication open. Tell us what works and what or when you struggle with potty training at home. This will let us encourage positive results and work on specific challenges with you.

After Hours

The center closes at 6:00 p.m. promptly. After 6:00 p.m. there will be a late charge of $5.00 for the 1st minute per child and a $1.00 a minute after that per child. The late fee is to be paid to the employee on duty at the time the child is picked up. Our employees are not paid after 6:00 p.m.

Our rates are based on 10 hours a day. If your child/children are at the daycare for longer than 10 hours, a rate of $5:00 per 15 minutes will be charged.

Discipline

We believe that discipline is an on-going process that teaches the child to be self-disciplined. We want to view punishment not as a way to discipline a child for bad behavior, but as a way of teaching a child their limits, how to maintain control, and problem solving. Discipline is most effective if it makes sense to the child.

We will implement the following discipline procedures to encourage this goal:

1. Children will be given simple rules for behavior which are appropriate for their particular age and developmental level. They will be expected to follow all rules. Overly aggressive behavior will not be tolerated, including hitting, biting, pushing, scratching, kicking and pinching. Foul language will also not be tolerated.
2. Staff will try to anticipate and avoid situations that may lead to inappropriate behavior.
3. Children will be redirected toward another activity in an effort to avoid unpleasant situations.
4. Children will be regularly reminded of the rules.
5. If necessary, the child will be removed from the general group for a short period of time, not to exceed one minute for each year of the child's age. The child will at all times remain within eyesight and hearing of the teacher.

6. Staff will document repetitive behavioral problems in an effort to recognize patterns and conduct effective conferences with parents. Every effort will be made to create a partnership with the children's families to benefit the child as well as the center.

Child Suspension/Dismissal

Whiz Kidz Academy reserves the right to dismiss any child if the child is unable to participate in group situations, is excessively disruptive, or consistently displays inappropriate behavior. If a child's behavior continues to be disruptive or aggressive, then a Discipline Report will be sent home. In the event that three Discipline Reports go home, then the child can be suspended from Whiz Kidz Academy. If after suspension, the child continues to be disruptive or continues to be aggressive, then dismissal may be discussed. We will expect you to pick up your child immediately, after we call you, if they exhibit a behavior that cannot be modified by staff.

The center also reserves the right to un-enroll any family for the additional reasons listed below:

- Non-payment or excessive late payments of tuition.
- Not observing the rules of the center as outlined in the Parent Handbook.
- Threaten harm to any staff member, child or childcare as a whole.
- Parent or child brings any type of weapon on childcare property.

Chronic Disruptive Behavior

We will make every effort to work with the parents of children having difficulties in childcare. We are here to care for and protect all of the children in our care. Children displaying chronic disruptive or aggressive behavior, which has been determined to be upsetting to the physical or emotional wellbeing of another child or aggressive behavior toward a staff member may require the following:

Initial Consultation with Parent: The Director may require the parent(s) of the child to meet for a conference. The problem will be defined on paper. Goals will be established and the parent will be involved in creating approaches towards solving the problem.

Second Consultation: If the initial plan for helping the child fails, the parent(s) will again be required to meet with the Director. Another attempt will be made to identify the problem, outline new approaches to the problem, and discuss the consequences if progress is not apparent.

Suspension: When previous attempts have been followed and no progress has been made towards solving the problem, the child may be suspended from the childcare center indefinitely.

Suggestions

Encourage your child to attend the center and teach self-reliance (to do for themselves). Get to know our staff and arrange for a conference when you feel it is necessary. Take time to listen to your child's daily experiences, be interested in his/her work. Encourage sharing and giving. Visit our center often but please do not interrupt our scheduled programs.

Visit our center in advance with your child before his/her first day. They will be more at ease if they know where they will be staying and what they will be doing.

Biting

In the event we have a child that bites on a regular basis, we will consult the parent to help resolve the problem. We will also keep the child under constant supervision.

Each biting incident will be recorded on a report and kept in the child's file. After 3 incidents of biting, the child will be suspended for a minimum of 3 days. Upon return to the center after suspension, if biting continues the child will lose childcare.

Withdrawing from Care

If you plan to withdraw your child from Whiz Kidz Academy for any reason, you **MUST** submit **two weeks written notice.** If you fail to do so, you will be responsible for payment for those two weeks. Vacation days may not be used.

Inclement Weather

In the event of severe weather, please watch WLKY 32 to see if we are running on a normal schedule. We will send out a notification on the Brightwheel App. and our Facebook page.

Photographs and Videos

Whiz Kidz Academy may use photography and video equipment for the purposes of enhancing programming experiences for your child. This may include in-classroom/take home projects. We may also capture images of our programs for the purpose of displaying in our web content, marketing our programs and facilities, and highlighting your child's experiences. At no time do we release captured images and/or likenesses to any third-party and we will gladly remove any image captured at your request.

Privacy Policy

We take the security and privacy of your child's and your family's information seriously. We've taken precautions to protect sensitive information you submit to us both digitally and physically. We only collect information for the purposes of enrolling your child/children, required information by law and for use in managing our business and activities/programming. We are the sole owner of this information, and we will never sell or rent your information to any third party, nor will we release any information to any party without your express written consent, unless required to do so by city/state/federal law.

Children and Parent Rights

Section 199.898 - Rights for children in child-care programs and their parents, custodians, or guardians - Posting and distribution requirements**(1)** All children receiving child-care services in a day-care center licensed pursuant to KRS 199.896, a family child-care home certified pursuant to KRS 199.8982, or from a provider or program receiving public funds shall have the following rights:**(a)** The right to be free from physical or mental abuse;**(b)** The right not to be subjected to abusive language or abusive punishment; and**(c)** The right to be in the care of adults who shall meet their health, safety, and developmental needs.**(2)** Parents, custodians, or guardians of children specified in subsection (1) of this section shall have the following rights:**(a)** The right to have access to their children at all times the child is in care and access to the provider caring for their children during normal hours of provider operation and whenever the children are in the care of the provider;**(b)** The right to be provided with information about child-care regulatory standards, if applicable; where to direct questions about regulatory standards; and how to file a complaint;**(c)** The right to file a complaint against a child-care provider without any retribution against the parent, custodian, guardian, or child;**(d)** The right to obtain information from the cabinet regarding any type of licensure denial, suspension, or revocation of an operator, and cabinet reports that have found abuse or neglect by any child-care provider or any employee of a child care provider. Identifying information regarding children and their families shall remain confidential;**(e)** The right to obtain information from the cabinet regarding the inspections and plans of correction of the day-care center, the family child-care home, or the provider or program receiving public funds within the past year; and**(f)** The right to review and discuss with the provider any state reports and deficiencies revealed by such reports.**(3)** The child-care provider who is licensed pursuant to KRS 199.896 or certified pursuant to KRS 199.8982 shall post these rights in a prominent place and shall provide a copy of these rights to the parent, custodian, or guardian of the child at the time of the child's enrollment in the program.
KRS 199.898

Effective:7/15/1998
Amended 1998, Ky. Acts Ch. 524, sec. 3, effective7/15/1998. -- Created 1992 Ky. Acts Ch. 57, sec. 1, effective 7/14/1992.

Whiz Kidz Academy

Parent/Guardian Handbook and Policies Agreement

I, _____, (Parent/Guardian's name) have received and read the Whiz Kidz Academy Parent/Guardian Handbook containing the policies and conditions.

I understand and agree to adhere to the policies and conditions contained in the Parent/Guardian Handbook. I also understand that a copy of this handbook is available anytime from our website at, www.502Childcare.com or by requesting a printed copy from the staff at Whiz Kidz Academy.

I grant permission and consent to Whiz Kidz Academy for the use of photographs/videos taken by staff at the center for presentation under any legal condition, including but not limited to, web content, marketing, advertising, and internal programming.

I understand and acknowledge that the Whiz Kidz Academy policies and conditions are subject to change according to safety and security of your child/children, requirements of the programs and the families that we enroll.

I understand and acknowledge that Whiz Kidz Academy may make changes to our policies and conditions if required by licensing agencies and/or city/state/federal law.

Finally, I understand and acknowledge that Whiz Kidz Academy will inform families of any changes in a timely manner and the Parent/Guardian Handbook is not an enrollment contract.

Child's Name _____

Parent's Name _____

Parent's Email _____

Parent's Signature _____Date _____

Parent's Name _____

Parent's Email _____

Parent's Signature _____Date _____

Whiz Kidz Academy

Registration Form

Child's Name _____ Date of Birth_____
Nick Name_____
Street Address_____
Mother's Name _____Home Phone_____
Employer _____Work Phone_____
Employer's Address _____Cell Phone_____

Father's Name _____Home Phone_____
Employer _____Work Phone_____
Employer's Address _____Cell Phone_____

Pediatrician's Name _____Phone #_____
Address _____

Emergency Hospital Preference _____ Phone #_____

Emergency Numbers (Other than above)
Persons authorized to pick up your child besides the child's mother or father.

Name:_____Relationship_____Phone:_____

Name:_____Relationship_____Phone:_____

Name:_____Relationship_____Phone:_____

Name:_____Relationship_____Phone:_____

Provide information concerning your child, which will be helpful in transitioning him/her into our program (eating, sleeping habits, hobbies or interests)

_____

Normal Arrival Time _____Normal Departure Time _____

Days Attending: Monday ___Tuesday ___ Wednesday ___Thursday ___Friday ___

How did you hear about Whiz Kidz Academy? _____

Office Use Only: Start Date: _____

Whiz Kidz Academy
Medical History and Consent Form

Child's Name _____Date of Birth_____
Nick Name _____ Home Phone _____
Child's Home Address_____
Parent/Guardian's Name_____ Cell Phone_____
Employer's Name _____Work Phone_____
Mumps: Yes ( ) No ( )
Measles: Yes ( ) No ( )
Chicken Pox: Yes ( ) No ( )
What other illnesses has your child had?_____
Does your child have any special health needs or problems?_____

_____

Is your child allergic to anything? If yes please explain. A statement from your child's doctor will also be required._____

_____

Is your child on any permanent medication? If yes, please list what medication, frequency and dosage.

_____

_____

Are there any side effects?_____
Child's Physician _____Phone #_____
Emergency Hospital Preference _____Phone #_____

Emergency Care: If emergency medical care is necessary, I hereby authorize Whiz Kidz Academy to obtain emergency medical care deemed necessary by a physician and/or hospital of your choice. If you are unable to contact me at anytime please contact:
Name_____Relationship_____Phone_____

Name_____Relationship_____Phone_____

Parent/Guardian's Signature _____Date_____
Relationship_____
Parent/Guardian's Signature _____Date_____
Relationship_____

Whiz Kidz Academy
Withdrawing Acknowledgement Form

Requirements for Withdrawing

I understand and acknowledge I am required to provide two-week notice prior to withdraw my child. I understand and acknowledge that if my child leaves and does not give notice, I will be expected to pay for the full 2-weeks of tuition and that I will have 30 days or less before the unpaid balance is turned over to a collection agency. Upon which, I will also be responsible for any collection fees within the limits of the law.

I have read the Withdrawal policy and agree to the above.

Child's Name _____

Parent's Name _____

Parent's Signature _____Date_____

Parent's Name _____

Parent's Signature _____Date_____

Director's Signature _____Date_____

Whiz Kidz Academy
Tuition Fee Schedule

Weekly Rates:

6 weeks – 2 years old $235

3 years old – 5 years old $205

School Age (5 years – 12 years) $185

Before AND After School $160

Just Before OR After School $70

Non-Refundable Registration Fee $45

Rates are subject to change with a 30-day notice