



Family Handbook

Kids R Kids Pelham Medical Center
390 Westmoreland Road
Greer, SC 29651

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Welcome!

Welcome to our family at Kids'R'Kids. Thank you for choosing our Learning Academy.

We look forward to sharing the upcoming years with you and your family as we partner in helping your child build a strong foundation for a bright future!

Our School is open to you any time your child is present in the school. However, for the safety of all children, we do request that you make your presence known to your child's teacher or the front office.

Each Kids'R'Kids school is individually owned and operated with the franchisee providing guidance and support.

Our goal is for Kids'R'Kids family to achieve maximum value for their early educational investment and for each child to enjoy attending school while experiencing our nurturing teaching staff and developmentally appropriate curriculum during their fundamental years.

Sincerely,

Owner



Our Philosophy

We believe children should be “**Hugged First, Then Taught.**”

Our Mission

Kids‘R’Kids Learning Academy provides a secure, nurturing, and educational environment for young children; a place for children to bloom into responsible, considerate, and contributing members of society.

Kids‘R’Kids wants all children to have the opportunity to grow physically, emotionally, socially and intellectually by playing, exploring, and learning with others in a fun, safe and healthy environment.

As a family-owned and operated organization, Kids‘R’Kids welcomes positive family involvement and encourages a family-teacher approach where the needs of every child comes first to obtain a successful early childhood education.

Kids‘R’Kids History

After twenty-four years of operating Kiddie City, a very successful childcare and kindergarten located near Atlanta, Georgia, Pat and Janice Vinson decided to build a preschool from the ground up. They sold their business and moved closer to the city where they designed, built and opened the very first Kids‘R’Kids in May of 1985. With a growing need for quality care and the overwhelming success of their first school, another Kids‘R’Kids opened fourteen months later, and yet another two years after that.

Business was booming but it was also becoming complicated to stay on site in three different locations; therefore, the concept of franchising came into practice. Kids‘R’Kids International, Incorporated was then formed and Pat and Janice Vinson sold their first franchise in the fall of 1988, Kids‘R’Kids #4 Georgia. Kids‘R’Kids International, Incorporated has since blossomed into a nationwide corporation serving owners and their businesses throughout the United States.

Purpose of this Handbook

This handbook was developed to answer many of the commonly asked questions that children and families may have during the school year. The handbook contains information about child privileges and responsibilities. Therefore, families and children are responsible for knowing its contents. Please take the time to become familiar with the handbook and keep it accessible for your use. It can be a valuable reference during the school year and a means to avoid confusion and misunderstandings when questions arise.

The School reserves the right to interpret the content of the handbook, including the rules and regulations governing the conduct of students and parents. This handbook is not a contract, nor



is it intended to be construed as such. Our School reserves the right to modify and/or amend the content of this handbook at any time during the year as we deem appropriate.

If you have any questions about the handbook or any of its policies, please contact the Owner.

Equal Opportunity

This School does not discriminate on the basis of race, color, religion, national origin, sex, citizenship, handicap or disability or any other legally protected status in regards to admissions or in the administration of its educational policies and administered programs.

This School makes its programs and services accessible to individuals with disabilities. The School welcomes requests for accommodation. The School will attempt to provide reasonable accommodations to qualified students with mental or physical disabilities, to the extent that such a request does not cause a fundamental alteration to the School's programs/curriculum and to the extent that it does not create an undue hardship for the School.

The first step in requesting an accommodation is to provide the Owner with documentation of the condition from a qualified professional, such as a physician, psychiatrist, or psychologist. Upon receipt of such documentation and recommendations, we will communicate with the family in an interactive process to obtain additional information or discuss the circumstances related to the request.



Communications

Family-School Involvement

We welcome family input and encourage you to visit your child's classroom and speak with your child's teacher. We have an open door policy at our School and families are encouraged to get involved in their child's classroom.

If you would like to request a conference, please call during School hours to set up a convenient time. Conferences can be requested at any time and may include the teachers, administration or both.

On a daily basis, please check the Family Communication Board in our lobby and be sure to read any correspondence that is sent home with your child. Also, be sure to check your child's cubby box and classroom folder daily for messages, daily reports and artwork. Notices and messages sent by you should be written and submitted to the teacher or front desk staff.

Infants through four year olds will have a daily report completed by the classroom teachers to relate the day's events specific to your child.

There are daily opportunities to get involved in your child's day, so feel free to come and have lunch with your child in our Kids Café. Many additional activities will be provided to encourage interaction between families, teachers and children such as carnivals, family picnics, holiday parties and field trips.

Another way to participate in the education of your child is through donations. Please check with your child's teacher for the items of need for special activities. Some general items used in the classroom are magazines, newspapers, greeting cards, dress up clothes, hats, paper, books, wrapping paper, ribbons and many other household items.

We welcome any questions and suggestions. If there are family situations that affect your child, please discuss them with your child's teacher or the Owner. Remember that any information regarding a personal issue is kept confidential and we are glad to help whenever possible.

Role of Families or Other Caregivers: Our General Expectations For You

The relationship between families and School staff is vital to the success of a child's experience. A partnership must be formed the first day, with open communication and understanding that the development and the growth of the child is our top priority.



Families can assist and help ensure a smooth transition by doing the following:

- Sign children in and out at the front desk and then escort them to their designated class.
- Supervise your children at all times while escorting them inside the School and in the parking area.
- Drive safely through the parking area.
- Have all forms completed promptly.
- Update forms, as needed, when changes occur (i.e., new phone number, address, etc.).
- Keep staff informed of special needs or changes that might affect your child's behavior.
- Notify the School if your child is ill.
- Notify the School if your child will be absent.
- Notify the School if you will be later than usual picking up your child.
- Provide two changes of clothes marked with your child's name.
This request is for all ages. Our School is not responsible for the lost clothing. Please change clothing seasonally to accommodate the changes in weather and the growth of your child.
- Children should be dressed properly for the weather and play.
- Participate in the School's special activities.
- Attend scheduled family meetings and conferences.
- Ask questions, make suggestions or address concerns as they arise.

Family-Teacher Conferences

Families are encouraged to schedule family-teacher conferences on the two designated days (see School calendar) by calling the School's office. However, family/teacher conferences may be scheduled any time during the School year at the request of the family or teacher. Arrangements should be made directly with the teacher.

Problem Solving or Grievances

Differences between individuals in our community should be addressed directly whenever possible. The nature of your concern or issue will determine the person at the School that you need to contact first, as explained below:

Billing Questions: Contact the front desk management.

Checking On Your Child's Day: Call (864-877-7746) and you will be transferred to your child's class. Also, log on to the internet viewing system to view your child.

Concerns with Your Child's Classroom or Teacher: Talk directly with the teacher. Our preference is for teachers and families to keep an open line of communication and work together to solve issues.

Concerns with the Center: Talk directly to the Director, Assistant Director(s), or Owner or email at info@krkpelham.com



Harassment, Bullying or Hazing: Please contact the Owner immediately if you believe you or your child is a victim of harassment, bullying or hazing or any other serious misconduct.

Ideas and Suggestions: We are always open to your input. Our goal is to team up with our families to make Kids'R'Kids the best preschool it can be.

If your concern cannot be resolved by the parties involved, the matter should be taken directly to the Owner.

If we do not know of your concern or problem, we cannot help resolve it. So, please contact us immediately if you have any concerns or issues.

Web Page

The School's official website is www.krkpelham.com The Kids'R'Kids International website is www.kidsrkids.com. Families are encouraged to check these websites at least weekly.



Classroom Experience

Curriculum

Educational priorities are well defined at Kids'R'Kids Learning Academy. Our comprehensive curriculum materials are designed specifically for each stage of development.

The Kids'R'Kids Curriculum establishes a solid foundation for educational growth beginning with a child's first day. Each of our curriculum programs is research-based and includes developmentally appropriate activities.

We continue to educate children through the preschool years and beyond with theme based, academically stimulating, hands-on units. We provide teachers with the curriculum materials they need to create a positive learning environment that will challenge children and move them toward mastering new skills.

Infant through One

Taking care of infants is demanding but rewarding and we recognize that each infant has individual needs. We believe that once a trusting relationship is built, teachers can better assist children in reaching developmental milestones. In a warm, loving atmosphere based on trust and respect, our staff can provide for these needs. In aiding with this transition, our student to teacher ratio is 5 to 1 in attempts to provide each child with the attention they deserve.

We recognize that physical separation from baby and family is always difficult. Our School strives to help families and children experience a calm transition of physical and emotional separation through our safe and loving environment. We encourage families to take the time they need to make this separation as smooth as possible and to let us know how we can support in the process.

Two through Three

Two and three year olds are naturally curious. Building off this natural curiosity, children are given the opportunity to explore their world safely. Children are encouraged to develop their self-help skills, such as feeding themselves and toilet training. Each child is treated as an individual during this important time as a way to help them develop their independence and self-management skills. The teacher to child ratio in this age group is 8 to 1 for twos and 12 to 1 for threes.

Four through Five

The concept that children learn best through play is reflected in the environmental design of each classroom. Our environment encourages experimentation and freedom of choice. The atmosphere also encourages independence and the building of self-management skills. In addition, the use of a daily schedule helps children feel secure and independent as they anticipate activities and the opportunity of making choices on an individual basis. The teacher to child ratio in this age group is 17 to 1.



Kindergarten through Fifth Grade

At our School we understand the changing needs of older children and their families. A variety of programs are available: before and after School, holidays, and summer camp. Each program is designed to allow for free choice as well as teacher-facilitated activities. Children are encouraged to increase their knowledge, develop an individual, and expand their social skills. The teacher to child ratio in this room is 23 to 1.



Admission And Related Processes

Enrollment Process

Families are encouraged to have their children with them the first time they visit the School. It is important that the child and the parent feel absolutely comfortable with our staff and the facility.

To reserve space in our program you must submit a completed application and tuition fee schedule as well as the non-refundable registration fee. Amounts of all fees are found on the fee schedule.

Age Ranges of Children Accepted

We accept children ages 6 weeks through 12 years of age. All children must be observed by the School prior to admission to assure that our program can effectively meet their needs.

First Day

On your child's first day of School the following forms must be completed, signed and reviewed by the administrative staff:

- Enrollment Application
- Immunization Report
- Health and Emergency Form
- Emergency Information Card
- School Transportation Form (if applicable)
- Infant Information Form (if applicable)
- Acknowledgement of Receipt of Family Handbook
- Acknowledgement Forms Found in the Enrollment Pack

No child may continue enrollment in School for more than 30 days without a current immunization report. Please let the administrative staff know of any allergies or special dietary requirements prior to your child's first day.

If the information in these forms changes during the child's enrollment, families are responsible for notifying the School in writing of the changes. This includes but is not limited to phone numbers, emergency contacts, work locations, or child's physician.

The School will conduct a new family orientation during the weeks prior to enrollment. Also, families will have an opportunity to schedule a "Getting to Know You Conference" with the classroom teachers. Families will have the chance to observe in the child's classroom prior to enrollment as well. Visitation in the classroom after enrollment is welcome and family participation is encouraged.



Admission and Re-Enrollment

Admission and, as applicable, re-enrollment, is dependent on the following:

1. All deposits, registration and other required forms, teacher references and interview must be submitted, completed and evaluated. Any false or misleading statements made during the interview or on any submitted documents shall be grounds for denial of admission or immediate dismissal.
2. All financial obligations must have been met in a timely manner.

Occasionally, formal acceptance may be given on a probationary basis. In such case, the Owner reserves the right to revoke acceptance or to dismiss a child at any time.

The Owner reserves the right to place children in a classroom, to determine the teachers for a particular classroom and to determine whether a particular child continues to meet the School's requirements.



Financial Policies

Registration Fees

- **New Families** The registration fee is due after the student has been officially accepted based on admission requirements. This fee is \$75.00 for the first child and \$25.00 for each additional due upon enrollment and annually thereafter.

Tuition and Other Fees

Tuition includes educational programs, internet viewing system, lunch, morning snack and afternoon snack.

Family discount includes a 10% discount for the oldest sibling.

Program options are Early Infants, Infants, Early Toddlers, Toddlers, Pre-School and School-Age.

Families are responsible for any special diet required for their child with no adjustment to tuition given (refer to Meals and Snacks).

New enrollment registration fees are payable upon registration and are non-refundable. These fees serve to insure your child's placement in addition to covering the costs of processing the application for admission, supplies and educational materials. If space is not available at the time of registration, your child will be placed on our waiting list. We will contact you when space becomes available.

Tuition is paid weekly or monthly in advance with no deductions for absence, holidays, teacher workdays and days the School is closed for inclement weather. Tuition is due Friday for the upcoming week. If the tuition and fees are not paid in full by close of business the following Tuesday a \$10.00 late fee will be assessed, if tuition is not paid by Thursday an additional \$10.00 late fee will be assessed. Monthly tuition is calculated by determining the number of Mondays in the month and multiplying by the weekly rate.

When a payment is delinquent for two weeks, the space can no longer be reserved for your child. Your child will not be permitted to attend until tuition is paid in full.

Families will be notified of any changes in tuition within four weeks of the change. We reserve the right to change tuition and/or program fees due to unforeseen increases in expenses (does not include filed trips). Any additional services such as late pick-up, field trips, etc. must be paid the same day the services are rendered.

No portion of your weekly paid outstanding tuition will be refunded or canceled in the event of absence, withdrawal or dismissal from School. Should it become necessary to withdraw your child for any reason, a two-week written notice must be given to the administration. If the notice ends on a Monday, Tuesday, Wednesday or Thursday, tuition for the entire week is due. We reserve the right to dismiss any student at the discretion of the School's Director or Owner.



If your child is present zero days within a calendar week (Mon-Fri), as a courtesy to our parents, we allow payment of half the weekly tuition rate for that week only (this discount is subject to a one [1] per calendar year limit and cannot be taken as part of notice period if dis-enrolling).

After one full year of enrollment, you are allowed one free week (“vacation”) per calendar year where the child does not attend to be taken in five consecutive days, Mon.-Fri. Account must be current.

We will be closed the following holidays: New Year’s Day, Memorial Day, Labor Day, Independence Day, Thanksgiving Day plus the day after, Christmas Eve (1/2 day), and Christmas Day. If one of the above mentioned holidays is on a Saturday, we will be closed that Friday. If a holiday falls on a Sunday, we will be closed the following Monday.

If our School must close due to unexpected circumstances, such as inclement weather, then full payment of tuition is required. We reserve the right to close any additional days needed and full tuition payment is expected.

After-School Care Fees

After-School Care is available for all children attending local public and private elementary schools. We provide transportation using Kids’R’Kids School Buses equipped with seat belts. Fees for this program vary according to the school calendar. Please check with the front desk staff for additional fees regarding school holidays, early-release days and seasonal breaks.

NSF Charges

If your check is returned for any reason, a \$30 NSF (Non-Sufficient Funds) charge will be applied to your account. This will be due in addition to any late charges prior to the beginning of the next week. Returned checks must be covered by a cashier’s check, money order, or cash.

Withdrawal

Families are responsible for initiating the child withdrawal process. You may withdraw your child at any time with the limitation of a paid two (2) calendar week notice in writing so that we arrange another child to take your spot for the remainder of the year. You will be liable for two weeks (Mon – Fri) payment from the time you provide the written notice to Kids R Kids. Vacation week cannot be taken as part of notice period if withdrawing.

Dismissals

The staff will work with each child to meet the needs of that child and every effort will be made to provide a positive learning experience.

However, this School reserves the right to ask families to make alternative arrangements for care if it is determined that a child’s needs cannot be met or the child has not adjusted to group care provided by the School. In the event behavior becomes disruptive to the program or poses an unsafe situation for the child or other children in the School, alternative arrangements may be required.



A dismissal will only be considered after careful consideration. If the School determines that our program is not a successful match, families will be given referral information to assist in the transition to a program better suited to the family's needs.

If you, the parent, are uncooperative in completing and returning forms, fail to pay your tuition on time, fail to follow any state or county regulations, or fail to follow any Kids'R'Kids Policy or Procedure, it may be necessary to dismiss your child from our School.



Attendance

School Hours

This School is open Monday through Friday, 12 months per year, from 6:30 a.m. until 6:30 p.m. Please refer to the tuition fee schedule for holidays the School is closed, as they may change from year to year. Since we are licensed only for specific hours of operation, no early drop-off or late pick-up can be allowed.

Arrival

We recommend all children arrive by their classroom's morning group time. Morning activities usually begin at this time and this will help your child to be a fully participating group member. The School must be contacted if your child will be arriving after their classroom morning group time. All children must be escorted into a classroom by an adult. Upon arrival into the classroom, we ask that you wash your hands as well as your child's hands. This will help us minimize the spread of illness. Your child's arrival must be acknowledged by the classroom teacher before you can leave your child. Please note that if your child arrives after breakfast time, we will not be able to provide this service.

Departure

To pick up a child from our School, an adult must come into the building, sign the child out, let the teacher be aware of your presence and escort the child out of the building. The family or guardian must supervise their child at all times after leaving the classroom, both inside the building and in the parking area. If someone other than a family member is picking up a child, they will be asked for a picture ID to match the person to the name given by the family.

Late Fee

If you will be late arriving to the School for pick up, please call and notify the administration. There is a charge of \$15.00 and an additional \$5 for every 5 minutes thereafter.

Inclement Weather

This School takes into consideration several factors when making a judgment as to whether we will open late or close early due to inclement weather. We do our own assessment of the conditions including local authority recommendations, local road conditions and forecasted temperatures. We post all closings or delays due to inclement weather on WYFF News channel 4.



Health and Safety

General Safety Statement

All of the policies, rules and regulations presented in this handbook are designed to make the time your child spends at our School safe and rewarding. We have taken a number of steps to promote the safety and protection of your child while in our care. They are as follows:

- All exits and entrances are locked and only accessible by keypad code entry or key.
- Fully staffed front desk to monitor all who enter the building
- Classrooms are surrounded on three sides by tempered glass walls for easy viewing.
- Frequent observations of the classrooms are performed by the administration.
- All common areas of the School are able to be viewed via the closed-circuit internet camera system which is password protected.

Classroom Safety

Our School is located in an area which is free from conditions which are deemed hazardous to the physical and moral welfare of the children. Our School provides equipment and furnishings that are child-sized, sturdy, safe and in good repair. Individual teachers are responsible for the set-up of their classroom. It is part of their daily routine to wash and sanitize toys and furniture and to watch for and eliminate any hazards present in the classroom. Teachers are provided with guidelines as to what equipment and toys should exist in each classroom.

Playground Safety

A safe, age-appropriate outdoor environment is provided for our children. The following rules are enforced for indoor and outdoor play areas:

- When a class has outdoor time, all children must stay with their class.
- Teachers will supervise the children on the playground at all times.
- Teachers are equipped to administer minor first aid on playgrounds
- At no time will the class be left on the playground without appropriate supervision.
- The administration and the teachers will inspect the playground daily and report any unsafe conditions immediately

Sick Policies

Our ultimate goal is to provide a place where your child can learn, develop and have fun in a safe and healthy environment. The School is not equipped with the staff or facilities to care for sick children for an extended length of time. We depend on you to assume care for your sick child. The following guidelines for excluding children help us to keep many communicable illnesses out of our facility and thereby maintain regular attendance from the majority of the children and staff.

A child will be excluded from the classroom and comforted in the “Boo-Boo Room” by a member of our administration while the family members are contacted to pick up within two hours in the event of:



- For infants: fever of 100.0 degrees or higher (underarm reading)
- Children ages 1-12: fever of 100.0 degrees or higher (underarm reading)
- Diarrhea episodes of more than two in a day
- Skin rashes that are not diagnosed by a physician's note
- Vomiting episodes of more than one a day
- Nose drainage that is thick and green or excessive for the comfort of the child
- Eye drainage of any type accompanied by red eyes or mucus crusted around the eyes
- Pink eye or symptoms similar to those of pink eye
- Chicken pox or measles sores are suspected
- Scabies systems are suspected
- Respiratory problems including uneven breathing or severe coughing with wheezing or croup
- Sore throat, especially if swollen glands are suspected
- Strep throat symptoms are suspected
- Head lice are found
- Appearance or behavior is unusual and the teachers agree that the child is not feeling well enough to participate with the rest of the class including lack of appetite, confused or irritable
- Unusual color is noticed in the child such as jaundiced eyes or skin, pale in the face, stool or urine is an unusual color

All of these conditions (except fever) will require 24 hour treatment or a doctor's note for the child to resume their normal attendance schedule. Children must be completely fever-free for 24 hours without the aid of medication before returning to School.

If your child becomes ill at School, we will contact you and isolate your child from other children in the Boo-Boo Room until she/he is picked up from School. If your child is absent, please contact us and let us know the reason. We will need this information to prevent the spread of contagious disease in the facility.

Infectious Diseases

If a child or staff member is diagnosed with an infectious or communicable disease, you will be notified by a sign on your child's classroom door. The sign will contain the name of the disease, the date it was diagnosed, and any symptoms that would alert you to the presence of the disease. It is your responsibility to report to the School any infectious or communicable disease for which your child is diagnosed.

The School should be notified by the family if a child or sibling has contracted a communicable disease such as measles, pink eye, strep throat, head lice, hepatitis, meningitis, mononucleosis, or any other communicable diseases. The student with the communicable disease must be cleared by a doctor or nurse before returning to School.

Medication Policy

- Complete the medication form, available at the front office.



- We require that families provide a signed authorization including administration and dosage procedures for each medication to be administered. Any potential adverse reaction to the medication must be listed on the authorization so that the child can be properly monitored and families notified accordingly. This authorization is required at the beginning of each calendar week.
- We do not permit giving non-prescription, over the counter medication or topical, non-medical ointment, repellent, lotion, cream or powder without:
 - Written authorization from the child’s family and written doctor’s authorization and instructions stating:
 - The child’s full name
 - The name of the medication or the prescription number
 - The amount and frequency of dosage
 - The name of the prescribing physician
 - The date the instructions were signed by the physician
- Over-the-counter medicines must be in their original containers.
- Medicine is administered at 11:00am. and 3:00 p.m. by a member of the administrative staff. If your child is to have medicine at any other time, families must make arrangements to come by the School and administer the medicine themselves or make other arrangements with the School.
- Special circumstances requiring the administration of additional medications must be discussed with the School.
- We will not administer any medication after its expiration date or for non-medicated reasons, such as to induce sleep.
- We will not accept a Medication Authorization Form that states the medication to be given “as needed.” Parents must indicate the exact conditions under which the medication should be given.
- Only ONE medication can be listed on each Medication Authorization Form.
- If your child receives an antibiotic from his/her doctor that specifies a 2 times per day dosage, those doses should be administered both before and after School. If the antibiotic should be given 3 times per day we will gladly include it in our afternoon medications. Please note that antibiotics must be given at home for 24 hours prior to your child returning to School.
- Prescription medication must be in its original container bearing the pharmacist’s label.
- All medications must be dropped off and picked up at the front desk, each day. These medications will be stored in a locked secure area inaccessible to the children. Medication may not be transported to the classroom by families. **NO MEDICATION MAY BE PLACED IN THE CHILD’S BAG OR TAKEN INTO THE CLASSROOM FOR ANY REASON.**
- All medication must be taken home daily to ensure proper family control.
- Exceptions to this rule are life-saving medications such as breathing treatments. Any child needing these types of medications administered will be placed on a “Care Plan” developed by the child’s family, a medical expert, and the School administration. Any “Care Plan” currently in use will remain so until renewal time (at least every 6 months).
- Children are not allowed to bring any type of medication to the School to administer themselves.
- Thank you for adhering to this policy to ensure the health and safety of all children.



Emergency Medical Care

Each child, upon enrollment, must have emergency care information on file. It is the family's responsibility to keep this information current. In the case of a medical emergency, you will be notified immediately.

If warranted, emergency medical personnel will be contacted to provide transportations to the nearest hospital specified on the Health and Emergency Information form. If possible, a member of the School administration or the child's teacher will accompany the child.

Immunizations

The School must have current DHEC (Department of Health) Immunization Records on file for each child with specific dates recorded. If you elect not to follow immunization schedule then you must provide religious exemption form. Take special note that immunization records expire frequently with ages birth to four years, please request updated records each time an immunization is administered.

Accident Reports

Staff members may apply simple first aid at the School for minor injuries such as cuts, abrasions, bruises and insect bites. If any of these occur and first aid is administered, a " Boo-Boo Report" will be completed. This report will state the nature of the injury, the cause and the treatment. It will be signed by the teacher who completed the report, a member of administration and the family. The School will then log the incident in the child's file. If an accident is caused by or involves another child, that child's name cannot be given out and will not appear on the report. Families will be notified immediately if a child receives any injury other than a minor one.

Reporting Abuse and Neglect

In the event a trained staff member feels a child has been abused or neglected, that staff member has responsibility to report his/her suspicion to the School Administration. At that time the administration will determine if the suspected abuse or neglect is accurate. If the administration then feels that the suspicion is founded, they will contact social services to begin to a formal investigation. All activity will be documented, including the initial report by the staff member. The staff member may choose to remain anonymous.

All allegations of abuse or neglect will be received by the state agency overseeing child care as well as Kids'R'Kids International, Inc. The county department of social services will determine if an investigation is needed within the 24 hours of the complaint. Even if the county department of social services determines the allegation does not warrant investigation, the complaint shall be investigated by the state child care service and Kids'R'Kids International, Inc.

We take our responsibilities to report suspected child abuse, neglect, and abandonment seriously and will cooperate with governmental authorities in connection with their investigations. If you have any questions regarding the School's mandatory reporting obligations, please consult the Owner.



Reporting of Accidents and Hazards

All accidents, including those which do not involve serious injury, must be reported immediately to the Owner or Director by the staff member. Only through full knowledge of accidents can we strive to maintain a safe and healthy place.

Immediately report any unsafe conditions, defective equipment or other hazards to the Owner. Children are expected to assist in maintaining safe conditions. Safety is a state of mind and requires constant vigilance and common sense. Safety is everyone's responsibility.

Emergency Procedures

If an emergency situation develops such as severe weather, fire, physical problems with the building, or power failure, the children's safety is our first concern. Evacuation route diagrams are posted throughout the facility.

The School is equipped with a fire alarm system, a sprinkler system, fire extinguishers in each room, and a weather alert radio.

Fire drills are performed on a monthly basis and all staff members are instructed on proper tornado procedures. In the event of a natural disaster such as a hurricane, snow storm, etc., the families will be notified as soon as possible to pick up their child. If the family cannot be reached, the emergency contact will be called (this person should be local to the School).

Boo-Boo Room

The Boo-Boo Room is located in the lobby, near the front desk, for any child needing to be removed from the classroom due to illness or a minor injury needing first aid. This room provides a safe, healthy environment for the child while families are contacted.

In the case of sick children, the room is completely sanitized after each use.

Emergency Contact List

Kids'R'Kids Center #SC 3

Fire Department- Pelham Batesville 864-877-1247

Police Department- City of Greer 864-848-2155

Hospital Greenville Memorial Children's Hospital 864-472-8339

Health Department Spartanburg County 864-596-2227

Poison Control 800-222-1222



Child Conduct

Basic Expectations

Our discipline policy at Kids‘R’Kids is built around our understanding of child development. Our goal is to allow each child to find and develop their own personal self-management skills. As teachers and staff, we offer children choices so they feel powerful in their ability to gain self-control. We use positive behavior management techniques such as positive phrasing and “I” statements as ways to further develop self-discipline. In situations where children are having a difficult time managing negative emotions, they may be removed from the over-stimulating environment to a quiet area where a teacher or member of the administrative staff can work one-on-one to resolve the situation. Families will always be informed if a situation such as this has occurred. If a child continues to have a difficult time, a team meeting with the family may be requested. This meeting will consist of the team developing a plan of action to best meet the needs of the child and the family.

Discipline

The use of physical punishment or harsh language is prohibited at our center. No corporal punishment will be used at any time. This includes physical discipline, verbal abuse, humiliation or isolation. Discipline will consist of positive guidance techniques and Kids ‘R’ Kids will use these as follows:

Infants and Toddlers (children under the age of two years):

- Encouraging redirection, prevention, and explaining.
- Time out or punishment should never be used with infants and toddlers.

Preschool age children and school age children:

- Encouraging, redirection, prevention, explanation, and problem solving.
- Time out or punishment should never be used with preschool or school age children.

Child Behavior

Children will be subject to disciplinary action up to and including immediate dismissal for:

- Abuse or damage of School property
- Bullying/Harassment/Hazing
- Committing a serious breach of conduct inside or outside of the School
- Disrespect
- Disruption of School functions
- Fighting
- Lewd or obscene behavior
- Possession or sale of tobacco, alcohol, drugs, or drug related items
- Possession or use of a weapon, among other things
- Profanity or vulgarity
- Sexual or other misconduct
- Stealing
- Threatening behavior
- Verbal or physical assault
- Violation of School’s “Computer/Network Policy”
- Inappropriate use of the Internet.
- Willful disobedience



Biting

The School understands that occasional displays of aggression, like biting, are typical in young children and are part of normal early childhood development. Repeated incidents of biting will not be tolerated. Our objective is to ensure that our School maintains the highest level of safety within our environment and our staff members respond appropriately to aggressive behaviors.

The School requires all families of children under 3 years old to review the guidelines outlining how our staff will handle a biting incident. These guidelines will be presented with enrollment materials.

Harassment, Bullying Or Hazing

Our School is dedicated to fostering an environment that promotes kindness, acceptance, and embraces differences among individuals. Therefore, we will not tolerate any type of harassment, bullying or hazing.

Harassment includes, but is not limited to, slurs, jokes, and other verbal, graphic, or offensive conduct relating to race, religion, color, sex, national origin, citizenship, or disability.

Bullying includes, but is not limited to, physical or verbal aggression (hitting, kicking, taunting, name-calling, teasing, threatening, ridiculing, etc.), relational aggression (harming or threatening to harm relationships or acceptance, friendship, or group inclusion), and emotional aggression (teasing, threatening, intimidating others). The School also prohibits cyber-bullying (creating websites, instant messaging, e-mails, text messaging, using camera phones or other forms of technology to engage in harassment or bullying).

Any of these types of offensive conduct can create an uncomfortable learning environment.

All concerns relating to harassment, bullying or hazing should be reported immediately to the Owner. When the School administration becomes aware of harassment, bullying or hazing, the situation will be promptly investigated. Any child found to have violated this policy will be subject to disciplinary action, including immediate dismissal from School. No retaliation or adverse action will be taken against any person who makes a good faith report of harassment, bullying or hazing.

Drugs, Alcohol, Tobacco

Although it should go unstated, children must abstain from the use or possession of alcoholic beverages, illegal drugs, or tobacco products, both on and off School property. In the event that the School becomes aware of a child's involvement in any of the above-mentioned activities, the Owner will determine appropriate action, which may include substance-abuse testing, treatment, suspension, or expulsion.

This policy does not prohibit the proper use of medication under the direction of a physician. However, the misuse or abuse of such drugs is prohibited. Children who are taking prescription or non-prescription drugs which could affect their ability to function in a safe and efficient manner must notify the School of this fact when they report to School.



Consequences: In addition to determining the appropriate disciplinary action pursuant to the School's Discipline Procedures, the School reserves the right to impose additional or different requirements as appropriate for the circumstances in its sole discretion.

Threats/Weapons

The School has a zero-tolerance policy in regard to threats and weapons. The possession of dangerous weapons, such as guns and knives, or the display of any item that may be perceived as threatening, whether on or off School property, may be cause for immediate dismissal. Similarly, threats will be addressed as a serious issue. The School will determine the appropriate consequences depending on the circumstances.

Searches

Admission to our School is conditional upon consent to searches by the School. Refusal to comply with a request for permission to search a child's possessions may result in suspension or immediate dismissal of the child.

Behavior Probation

Children who are placed on behavior probation may be required, at the School's discretion, to have their family sign a probationary agreement with the School as a condition of continued enrollment. Failure to comply with the stipulations in the disciplinary probation agreement may result in dismissal.

Family Cooperation

A positive and constructive working relationship between the School and its families is essential to the fulfillment of the School's educational purpose. Thus, the School reserves the right not to extend the privilege of enrollment or re-enrollment to a child if the School reasonably concludes that the actions of the child's family make such a positive and constructive relationship impossible or otherwise seriously interferes with the School's accomplishment of its educational purpose. Moreover, the School reserves the right to expel a child at any time if, in the judgment of the Owner, conduct of anyone directly associated with the child, including but not limited to the child's family, in or out of the School, is not in keeping with the School's accepted standards or principles. There will be no refund of tuition where such enforced withdrawal occurs and any unpaid balance is payable in full according to the terms of the child's enrollment contract.



Other General Policies and Procedures

Move Up and Transition Procedures and Policies

Children's placement and transitions within the Kids 'R' Kids Learning Academy classrooms will be guided by their age, developmental level, availability and state licensing requirements. The Director will make every effort to move children to the next classroom within the guidelines set by Kids 'R' Kids Learning Academy and the state of South Carolina. We make every effort to keep teachers consistent to promote continuity and relationships.

When a child is scheduled to transition to a new classroom, the Director will notify the child's parent with a Transition Letter. The Transition Letter will include information such as the dates of the transition, the date of the official move up, the new classroom name, the teacher's information, a request for the parent to schedule a "Getting to Know You Conference" (meeting with the teacher, parent, and an administrator) and any pertinent information about the new environment.

When children are transitioning to another classroom, they will transition at various times the prior week. They will spend different parts of each day in their "new" room. On the last day of the transition week (typically Friday) the child will spend the entire day in their new room.

Children will officially move to their new classroom beginning on the Monday. Rates are not based on rooms, so adjustments to tuition are made the month after the child's birth date.

Computer and Systems Usage Policy

All persons using the School's computers, the computer systems, or personal computers on School property or over the School's systems are required to abide by this policy. Failure to do so will result in appropriate disciplinary action determined by the School's Owner. All computers should be used in a responsible, ethical, and legal manner. Violations of the following guidelines may result in the revocation of access privileges and possible disciplinary actions, up to and including dismissal.

- **Purpose:** The purpose of providing access to the Internet and the School's computer systems is to support research and provide unique educational opportunities. The use of such resources should be limited to those activities that support the School's educational objectives.
- **Privilege:** The use of the School's systems is a privilege and not a right. Inappropriate or illegal use of the School's systems or of the Internet will result in loss of the privilege and disciplinary action up to and including dismissal.
- **Internet Access:** The School's community - children, staff and administrators - have the privilege of accessing the Internet. The School encourages children and teachers to use the Internet to expand their knowledge. The Internet allows users to send and receive e-mail, to log onto remote computers, and to browse databases of information. It also lets users send and receive files and programs contained on other computers. Files may only be downloaded to a portable storage device. Files are not to be downloaded to the School's local or network hard drives.



- **Filtering System:** The School uses a filtering system to block inappropriate content from all users of our network. No filtering system is foolproof; therefore, we expect users to act responsibly in their searches and to immediately disengage from any materials that are inappropriate. The child must report the situation to the teacher or administrator in charge of the activity. Although the School does filter content, some inappropriate content may still get through via the Internet. Obtaining material that is explicitly labeled as not intended for minors will be considered a violation of the School's rules. Furthermore, making public or passing on any material that is pornographic, violent in nature or is in any way harassing is unacceptable and will be dealt with immediately by the appropriate administrator. The School has the ability to monitor all Internet use including E-mail and instant messaging. Users should assume that ALL activity is not private and is being monitored for content and appropriateness.
- **Internet Safety:** Children should never give out personal information (address, telephone number, name of School, address of School, date of birth, social security number, credit card number, etc.) over the Internet. Also, children should not meet with someone that they have contacted on-line without prior family approval. Safety is the responsibility of the family and child. The School is not liable in any way for irresponsible acts on the part of the child.
- **Pirated/Personal Software:** The term "pirated software" refers to the use and transfer of stolen software. Commercial software is copyrighted, and each purchaser must abide by the licensing agreement published with the software. There is no justification for the use of illegally obtained software. The School will not in any way be held responsible for any software brought to School by a student.
- **Network Access:** Accessing the accounts and files of others is prohibited. Attempting to impair the network, to bypass restrictions set by the network administrator, or to create links to the School's web page is prohibited. Obtaining another's password or rights to another's directory or E-mail on the network is a violation of School rules as well as a form of theft. Taking advantage of a child who inadvertently leaves a computer without logging out is not appropriate. Using someone else's password or posting a message using another's log-in name is a form of dishonesty and will be treated as a violation.
- **School's Right to Inspect:** The School reserves the right to inspect user directories for inappropriate files, to remove them if found, and to take other appropriate action if deemed necessary, including notification of families. Do not assume that any messages or materials on your computer or the School's systems are private.
- **E-mail, Chat Rooms, Instant Messaging, and Social Networking Sites:** E-mail is one of the various systems that transmit some form of electronic representation of a page or message from one location to another. It should be clear that E-mail mail cannot be used to harass or threaten others. The School reserves the right to randomly check E-mail. E-mail messages must not include personal attacks and should follow the normal rules of appropriate public language. They should not contain any language or content that would be inconsistent with the mission and philosophy of the School or inappropriate in an educational institution. Children should be aware that deleted E-mails can be undeleted.



- Participation in “chat rooms,” instant messaging, posting messages, blogs, or browsing social networking sites (such as MySpace, U-Tube, EZBoard, or any other similar sites) using School equipment is prohibited. In addition, any person who believes that they have been harassed or threatened by any of these methods of communication should immediately report the concern in accordance with the School’s No Harassment/No Bullying/No Hazing policy. Children should also be aware that teachers and administrators may periodically check such sites and may determine that off-School-property behavior violates the Disciplinary Procedures by making disparaging or negative comments about the School, administration, or faculty members in a manner that is disruptive to the School’s educational mission or activities.
- **Viruses:** Every effort is made by the School to keep our system virus-free. Even with the best techniques, however, computer viruses can be transmitted to and from any computer, including those in the computer lab. The School is not responsible for the transmission of any virus or for damage suffered from a virus.
- **Computer Care:** Members of the School community will not abuse, tamper with, or willfully damage any computer equipment, use the computer for other than appropriate work, or bring food or drink into any computer area. Any intentional acts of vandalism will result in discipline and children will be held responsible for replacement or repairs.
- **Reporting Requirements/Discipline:** Any child who accesses inappropriate material on the Internet or receives harassing, threatening, or inappropriate materials via E-mail or on the Internet must immediately report the concern to the teacher who is supervising the activity or to the Owner so that the situation can be investigated and addressed appropriately. Children who violate any aspect of this Computer/Network Policy will be subject to appropriate discipline, loss of computer or Internet privileges, and possibly dismissal.

Confidentiality

Information pertaining to the children enrolled at the School and the staff employed at the School is considered confidential.

To set up play dates or send party invitations, etc., families often ask for the phone numbers and/or addresses of other children in the School. We will happily pass notes or messages from you, but we cannot release confidential contact information.

Diapering

Children are checked at scheduled intervals throughout the day and changed at the first sign of wetness or soiling. No child is knowingly left in wet or soiled clothing. For children who wear diapers or toilet training pants, each family must provide an ample supply for each day/week. We do not supply these items and families will be notified if a child is running low on supplies.

Field Trips

Classes may plan field trips during the year to acquaint children with community resources and to provide educational experiences that will enhance classroom-learning activities. **A signed participation and release form is mandatory for field trips. A child will be unable to attend**



a field trip unless a signed field trip form is received from a designated family member or guardian. An information sheet and participation and release form will be sent home for each field trip the child is scheduled to attend. Families are encouraged to contact their child's teacher to see if additional chaperones are needed.

Children scheduled to go on a field trip will wear a Kids'R'Kids t-shirt identifying the child as a student of Kids'R'Kids. A child may be checked out from a field trip as long as the family has signed a release form. This policy is to help the staff keep an accurate count of the children.

Classes will use the School's bus for trips unless another means of transportation is authorized by the Owner.

- Children not attending field trips are required to attend the School unless otherwise advised.
- If there is a financial cost associated with the trip, that financial obligation will be billed to the family account.

Lost and Found

All items turned in to the Lost and Found will be held for 30 days. If not claimed, they will be discarded or donated to a charitable organization.

Meals and/or Snacks

Our School will provide a nutritious breakfast and lunch every day along with a snack in the morning and afternoon. Meals and snacks served at our School comply with the Meal Patterns for Children in Child Care Standards which are based on the recommended nutrient intake judged by the National Research Council to be adequate for maintaining good nutrition.

We are a nut-free School. Absolutely no peanut products may be brought into our School. This includes food products that are cooked with or near nut oil.

- Infants

A written feeding plan for children under twelve months of age must be completed and submitted by the families. This plan should be updated regularly as new foods are added or other dietary changes are made.

All baby bottles (including the cap) must be clearly labeled with the child's name and current date. Formula or expressed milk must be brought in appropriate amounts for feeding. Any milk warmed must be used within an hour or it will be discarded.

Dry Cereal and unopened jar food may be left at the School until consumed. Infant food must be commercially prepared and unopened. These jars must be labeled with your child's first name and last name. We are unable to accept any food jars which have already been opened. Please bring in foods that have been tried at least two times at home in order to protect against food allergies.



- PreSchool

Meals and snacks are provided by the School and are according to the schedule posted in the Café. Mealtime is seen as a part of the learning process. Children are served in the Kids Café and are encouraged to display proper table etiquette. They are also encouraged to taste all the food that is served but are not forced to eat anything. At no time is food withheld as punishment.

- School-Age

Children enrolled in our After-School program will be served an afternoon snack while in our care. Lunch is also provided if the school-age child is present during lunch time (summer and school holidays, etc.).

- Allergies and Special Diets

A weekly menu is posted in the Kids Café including all food that will be served for snacks and meals. Any special diets for food allergies, not available by the School, must be provided by the family and accompanied with a physician's note. This includes children who prefer water or juice instead of milk during meals. No tuition discount is given for food brought in by families. No food shall be brought in for your child or the class without prior approval from the administration.

Naptime

All younger children are required to have a quiet time following lunch and are encouraged to sleep during this time. Children who are five years of age and older are not expected to nap (unless required under state regulations) but are provided with quiet time. Children who fall asleep will be allowed to sleep until the end of the rest period, as designated by the daily schedule. Children may bring a small item to comfort them and help them rest. The item, including pillows, must be small enough to fit into their school bag.

Personal Belongings

Upon enrollment in our program you should bring the following for your child:

- At least two complete changes of clothing appropriate for the weather with each item labeled with the child's name or initials, including socks and underwear
- A supply of disposable diapers for children who are not yet toilet-trained
- You may bring a lightweight blanket or soft toy for rest time that is labeled with the child's full name.
- Any prepared food for infants or toddlers who are not yet able to eat items listed on the weekly menu
- All children will be outside during the day, weather permitting. Please make sure your child has adequate clothing for outside play. (This includes closed-toe shoes only. No open-toe shoes – flip flops or sandals – will be allowed at School.)
- If your child is too sick to go outside, a physician's note explaining the reason should accompany the child before the exclusion is accepted.



Pets

Because of health and safety concerns, pets may not be brought to School without the Owner's advance consent. When picking up or dropping off your child, please keep pets in the vehicle.

Photo Release Policy

Upon enrollment, you will receive a copy of our Photo Release Policy to read and sign. Many pictures will be taken in your child's class and throughout the School during the time that your child is our School. Other families and teachers may take snapshots of parties and special events within the program. If for any reason you do not want your child photographed, please let the administration know as soon as possible. Also, be sure you make the classroom teachers aware of your wishes.

Prohibited Items

The following items should not be brought to the School by children:

- Skateboards
- Inappropriate reading material
- Any other items that would distract from learning.
- Chewing gum or candy

Safeguarding Valuables

Children should not bring excessive amounts of money (over \$5.00 is considered excessive) or other valuables to the School. Valuables such as expensive clothing, blankets, toys, electronics, jewelry (necklaces, bracelets, earrings, etc.) should not be brought or worn to School. The School will not be responsible for lost, stolen or damaged valuables.

Special Events

Arrangements should be made with the teachers regarding a birthday or holiday party. If you are bringing a cake or special snacks to the class, they will be served in addition to snack/meals required by the general nutrition policy, and they must be purchased from the store and have an ingredient label. No home-made food will be accepted for School parties due to possible food allergies present in the classroom. If any children in your child's classroom have an egg allergy, cake cannot be served.

Holiday parties will take place in the classroom throughout the year. Generally a note is posted to notify families of an upcoming party and many times families are asked to volunteer to bring food or drink. If at any time you object to a party for religious or other reasons, please notify your child's teacher as soon as possible so we can make arrangements to otherwise care for your child during that time. We will assume that all children can participate unless notified to the contrary.

YES to...

- Planning a party at our School and coordinating with the classroom teacher
- Commercially purchased food may be brought in, but remember, the food:



- Must be commercially made
- Must have an ingredient label
- Must NOT contain nuts
- Must NOT be processed near nut oil
- Must NOT contain raw eggs

NO to...

- Small trinkets or items as party favors
- Latex balloons
- Ceramic plates or glass in classrooms or Kids Café
- Goodie bags in the classroom - these must be delivered to the front office and can be collected at home time

Toilet Training

When you believe that your child is ready to begin toilet training, please discuss this with your child's teacher. We will assist by encouraging your child to visit the toilet between diaper changes. With the first signs of success, we will recommend that you send your child to school in training pants. Because toilet training can result in many soiled clothing items at school, please be sure your child comes to school with several (two to three) changes of clothing. Be sure extra clothes are appropriate to the present season and are labeled with your child's full name. All soiled clothing will be sent home the same day for laundering. The School is prohibited from laundering any child's soiled clothing within the School's laundry.

Toys

The School provides many toys for the children's learning centers. Therefore, we request that toys not be brought from home. Please note this does not include special transition objects such as blankets or other security items to which your child is significantly attached.

Transportation

Transportation is provided from the school only with parental permission. The Kids'R'Kids transportation forms must be signed once a year. Field trip forms must be signed before each trip.

You must notify us each time your child does not need transportation from school when we normally provide this service to you. If we are not notified that your child does not need transportation from school to Kids'R'Kids in the afternoon before the bus leaves our facility, a \$10 fee will be charged.

Please contact the front desk for a list of schools we currently pick up from.



Visitors and Volunteers

Families and visitors are welcome at the School during school hours while their child is present. Families and visitors **must** first report to the staff at the front desk before visiting any class or any other location on School property during School hours. Families who want to help in the classroom, Kids Café, playground or during field trips are asked not to bring siblings or other children with them.

Children have a dress code that stresses attractiveness, cleanliness, and modesty. Families are requested to be an example of these ideals when visiting Kids'R'Kids and attending field trips.

Former families, children or guests of children are not permitted to visit during School hours.

Exception: Prospective children who would like to “shadow” a child at the School may do so by contacting the administrative staff in advance to set up an appointment.

Final Statement

We at Kids'R'Kids want to provide you with the highest quality care for your child. We believe that nurturing children in a loving, wholesome environment is a community need that we do best, because we commit ourselves to providing superior child care and early education services.



Acknowledgement and Receipt of Family Handbook

The registration of a child is considered an acceptance, on his/her part and on the part of his/her families or guardians, of the terms and conditions of the Family Handbook and all of our School's rules and regulations, including the School's judgment on disciplinary sanctions or dismissal of a child.

The rules and regulations contained in this Handbook are not meant to be comprehensive. Rather, they presuppose the good will and judgment of a child in all circumstances in which he/she may find himself/herself and are subject to the School's ultimate discretion, judgment and interpretation.

Children and families or guardians are asked to familiarize themselves with all of the information contained in this Family Handbook and to sign this form.

We have read, understood and agree to abide by and honor all statements and provisions set forth in the Family Handbook or as they may be changed from time to time by the School.

_____	_____	_____
Child	Age	Date
_____	_____	_____
Family Member or Guardian	Relationship	Date

(Family Copy)



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_____	_____	_____
Child	Age	Date
_____	_____	_____
Family Member or Guardian	Relationship	Date

(School Copy)

