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Policies and Procedures

THE CENTER'S PURPOSE, SCOPE, PHILOSOPHY, AND ANY RELIGIOUS AFFILIATIONS

It is the purpose of Kaye Kare Child Care Center (Kaye Kare or Center) to provide a safe and healthy environment for the children ages 2 – 5 years old. The staff will plan exciting, active, and creative programs for their children. The teacher is responsible for cleanliness and orderliness of his/her classroom and storage areas. Kaye Kare has an open door policy for parents and guardians whose children are at the school; visits can be made to the facility anytime between 7 a.m. – 6:30 p.m. Appointments are highly recommended to ensure the appropriate documents can be gathered in order to make efficient use of time.

Kaye Kare does not teach any type of religion.

HOURS OF OPERATION

Kaye Kare will operate from 7:00 a.m. to 6:30 p.m. Monday through Friday, year round, except for federal holidays and other scheduled closings as posted on Kaye Kare's website calendar.

ADMINISTRATION

Kaye Kare is under the supervision of the Director, Program Director, and Assistant Program Director. The Office Administrator manages all account information and will be the first point of contact for administrative issues (i.e. billing, registration, account information updates, and website parent portal). The best method of contact is through email at info@kayekare.com.

Kaye Kare is subscribed to EZCare's childcare account management system which is a widely used cloud based Software-as-a-Service (SaaS). The EZCare platform performs the function of data management, payment processing and data security. EZCare's Privacy and Data Security Policy can be located on the web at <https://www.ezcaresoftware.com/privacy/>.

Kaye Kare's website has a Parent Portal area where parents can find forms, latest news, events, and schedules.

PROGRAMS

There will be planned programs for each age group, 2 through kindergarten. Children who will be five years of age on or before the 30th of September may enter the kindergarten program beginning in September of each year. Programs are subject to change and will be updated to Kaye Kare's website. During the summer vacation, we have programs for ages 2 through 12 years old.

ENROLLMENT

Enrollment should be completed via Kaye Kare's online registration through the website. Assistance can be provided by the Office Administrator upon request. There will be a 30 day period of trial enrollment to ensure that the program, and the child are well suited to one another. At any time during of the trial enrollment period, either Parent or Director may terminate the agreement immediately. Children who are enrolled must be re-registered each year. A registration fee of \$110.00 is due upon entrance to Kaye Kare and each anniversary thereafter. The registration fee is subject to periodic revision and the current amount will be listed on Kaye Kare's "Tuition Rates" form listed on Kaye Kare's website. After the initial enrollment period, either Kaye Kare or the parent/guardian may terminate the Agreement upon two weeks written notice. If the parent/guardian does not give a two week written notice, tuition will still be due and will be turned over for collection.

TERMINATION OF AGREEMENT

For unacceptable behavior such as tantrums, hitting, biting, refusal to follow directions, leaving the classroom or yard without permission, offensive language, constant teasing of other children, destruction of items or property, a child will be excluded from activities taking place at that time through time-out and/or sent to the office for a short span of time, (not to exceeding 5 minutes.)

- (1) First Incident- Exclusion from activity for appropriate period of time (Quiet-Time).
- (2) Second Incident – Parents will be notified.
- (3) Third Incident – Parents will be notified in writing and a meeting is will be scheduled to discuss the problem.
- (4) Fourth Incident – Parents will be notified and given two weeks to withdraw their child if the inappropriate behavior continues.
- (5) Kaye Kare may immediately withdraw a child if parent/family/guardian's behavior cannot be tolerated by the Center.

After the initial enrollment period, either Kaye Kare or the parent/guardian may terminate the Agreement upon two weeks written notice.

Excessive absence without prior arrangements with the Director or failure to pay as agreed during the absence will result in immediate termination of agreement.

TUITION

Tuition rates are set forth on Kaye Kare's website, and are subject to periodic revision. In the event that tuition for the week has not been paid by the Monday of each week, a late charge of \$30.00 will be imposed. In addition, no child will be allowed into Kaye Kare until all tuition and

late charges are paid. Since federal holidays and other closings listed in Kaye Kare's website were taken into consideration when tuition was figured, there will be no discounts for such holidays. Other closings include snow days, our clean-up day (the last Friday in August and is used to prepare for the new school year), and unexpected emergencies (such as power outages, lack of heat and/or air conditioning). No reimbursement or discount will be made for absence due to illness or vacations. Parents are still required to pay for weeks the child is absent. Any family situations requiring an absence exceeding 30 days must consult with the Director to determine a course of action regarding continued enrollment. Any family absence less than 30 days will be billed the full tuition amount. If the parent chooses to disenroll their child during the summer and return in the fall, the child will lose the reserved enrollment spot and will be required to pay the \$110.00 registration fee to re-enroll. In addition, the child may only be admitted if there is availability but can be added to the waiting list.

INVOICING AND PAYMENT

Kaye Kare utilizes the EZCare software for email invoicing and secure online payment processing. Parents have to option to be billed weekly or monthly. An email will be sent containing an invoice attachment for each billing period. This attachment contains a link to pay online and also shows a viewable ledger. Automatic payments can be set up by contacting the Office Administrator. Automatic payment accounts will still receive an invoice to show payments made. Other payment options are check, money order, cash and credit card (over the phone or in person).

HEALTH AND COMMUNICABLE DISEASES

Children who show signs of illness should not be sent to Kaye Kare. These signs could include: fever, diarrhea, or vomiting within the past 24 hours, rash, fresh cold, deep cough, or sore throat. Children will be inspected each day upon arrival. **Any child, whose physical condition appears such that they could endanger the health of the other children, will not be permitted to stay.** If a child becomes ill during the day, the child will be isolated while the parents are contacted to pick up the child. Parents are expected to pick up their child as soon as possible. If a child is not well enough to play outside, he/she is not well enough to come to the Center. Parents must notify Kaye Kare immediately if their child contracts any communicable illness other than a cold so that the other parents can be notified to watch for symptoms. Kaye Kare should be made aware of any allergies upon enrollment.

MEDICATION

If your child must be given medication while at Kaye Kare, the staff is permitted by State regulations to administer to the child ONLY if: (1) the medication is in the original container with the prescription label attached or a statement signed by their doctor saying that the child needs the medication per directions (aspirin and decongestants apply); (2) the Authorization to Give Medication Form, available in the Director's office, is completed, dated and signed. This authorization is valid for no more than ten days. This form is located in the administrative office and Kaye Kare's website.

SAFETY & EMERGENCY PREPAREDNESS

For emergency purposes, parents must keep the Center informed of any changes in work phone or home phone numbers and other important information. All account information changes need

to be sent to the Office Administrator via email at info@kayekare.com or in person. Slight injuries at the Center will receive first aid from the staff members. In the event of a serious injury, parents will be notified immediately and necessary steps will be taken to obtain medical aid. All safety incidents will be documented and a printed report shall be available upon request. All emergency procedures are updated regularly and can be found in the Parent Portal. Parents can also review the procedures in the main office.

REST PERIODS

Children should be picked up either prior to 12:30 p.m. or after 2:30 p.m. so as not to disturb the rest period. All children are to bring a small blanket and sheet to cover his/her cot each Monday. Sheets and blankets must be taken home each Friday or whenever necessary for laundering.

ARRIVAL

Upon arrival at the Center, the parent **MUST** sign in by entering the assigned pin number into the Timeclock computer in the main entrance hall. All issues with signing in should be brought to the Office Administrator's attention. The parent will need to walk the child to their classroom and be certain that the teacher acknowledges the child's arrival. If your child's class is on the playground, you need to walk the child to the gate. **Under no circumstances is the child to walk to the classroom alone or across the parking lot to the playground.** Children should arrive by 9:00 a.m. when planned circle time begins and when the lunch count is taken. If your child will be arriving after 9:00 a.m. and taken before 12 p.m., please call the office by 10:00 a.m. so that he/she can be included in the lunch count. If a child arrives late and the class is not present, the child will be placed into another class until their class arrives.

DEPARTURE

Upon departing the Center, please use the same procedures as described above in the arrival section. Please remember vehicles should not be left running while unattended and all valuables in the car should be secured. The children will be released from the Center only to responsible person(s) for whom the Center has written authorization, and anyone who is listed during registration under Authorization to Pick up the Child. Post registration, parents can designate an Authorized Pick Up by completing an Authorized Pick Up form and submitting it to the Office Administrator. **All designated Authorized Pick Ups must provide a valid photo I.D. before the child is released.**

Appropriate legal paperwork must be on file when custodial parent requests that Center personnel NOT release the child/children to the other parent. Children cannot come back unless legal paperwork is in hand.

REQUIRED ITEMS EACH CHILD WILL NEED

- (1) A small clean blanket and sheet.
- (2) A small tote bag which can hang on a hook. Each child will be assigned a cubby for his/her things, and it should be checked upon departure for things to be taken home.
- (3) A complete clean change of clothes. Replacement will be needed when the clothes/blankets are taken home. If additional clean clothes are needed, parents will be notified.
- (4) Name tags or waterproof markers must be on everything brought to the Center.

- (5) Parents will provide diapers and wipes as needed.
- (6) A fresh water bottle with water only.

LATE PICK-UP

PARENTS WILL BE CHARGED \$2.00 PER MINUTE after the Center closes at 6:30 p.m. for the first fifteen minutes and \$5.00 per minute thereafter. These charges are to be paid at the time of pick up. We prefer the child be picked up on time, not to collect a fee. If this becomes a habit, parents will be asked to make other arrangements or will be asked to withdraw their child from Kaye Kare. If we have not been contacted by the parent/guardian, we will make efforts to contact all parties indicated on the enrollment form. If we have not received or been able to make contact with anyone by 8:30 p.m., emergency placement arrangements will be made.

CLOTHING

Make sure that your child wears suitable clothing each day. The Center recommends simple, sturdy play clothes. Take into consideration that the children are learning to be independent in going to the bathroom, etc. (belts and fasteners are difficult when in a hurry). All clothing that must be taken off during the day must have the child's name inside.

BIRTHDAYS

Parents are encouraged to work with the teacher to instill pride in their child with suitable recognition on their birthdays. Discuss all arrangements with your child's teacher. Any cakes, cookies, etc. brought in by the parents must be store-bought and packaged. Also, when purchasing goodies, ask if there are any food allergies in your child's class.

PERSONAL PROPERTY

Food, gum, or money should not be brought to the Center without prior approval. Staff cannot be responsible for toys brought from home. Children may bring toys and other personal property on designated "SHARE DAYS." Kaye Kare property sometimes finds its way home via pockets and totes. Please help us by seeing that borrowed items are returned to the Center. All personal belongings will go in an assigned cubby provided by the Center.

SNOW POLICY & OTHER WEATHER CONDITIONS

Kaye Kare follows Arlington County Public Schools for inclement weather. However, there may be certain circumstances that will be up to the Director's discretion. There may be instances where Kaye Kare will close earlier than Arlington County and other times when the Center will decide to open during Arlington County closures or delays.

Kaye Kare will provide parents with an email, text, or a phone call.
Arlington weather information line: 1(866)322-4277
<https://emergency.arlingtonva.us/closings-delays-cancellations/>

PARENT/CENTER COMMUNICATIONS

It is important to keep links of communication open between Kaye Kare and home. This can be accomplished through email, classroom visits, memos, parent workshops, and meetings. Conferences between parents and teachers will be scheduled periodically. The child's designated

cubby should be checked during pick up for any teacher correspondence.

Kaye Kare's Parent Portal website has the latest event schedule and lunch menu posted. There is also a message box (in Parent Portal) that parents can submit questions or comments to Kaye Kare's Office Administrator email inbox. In addition, there are web links for any required forms. The Office Administrator manages the Parent Portal and should be contacted for any related issues.

Scheduled conferences will be held without the child being present. Informal meetings can be arranged with the child's teacher through the Office Administrator. Please remember that the person with the children at the end of the day is not free to discuss, at length, your child's progress. Their full attention must be on the children.

PARENT/GUARDIAN VISITS

Kaye Kare has an open door policy for parents and guardians whose children are at the school. Such visits are encouraged except in cases where such visit is disruptive to the child or other children, in which case staff may suggest a change or curtailment of the visit with the parent/guardian's cooperation. Please sign in at the office prior to commencing a visit.

PARENT PORTAL AND BULLETIN BOARD

Parents are asked to check the Parent Portal located on Kaye Kare's website <https://www.kayekare.com/parent-portal> for the latest news, events, and schedule. The portal is password protected and for parent/guardian access only. The password can only be obtained from the Office Administrator by verified email request or in person. Updates may also be found on the bulletin board next to the sign in/out Timeclock computer.

MEALS AND SNACKS

The lunch menu can be located via the Parent Portal or the Office Administrator can print a copy by request. No food may be brought from home except in the case of special diets prescribed by a physician or in the case of religious requirements. Prior arrangements shall have to be made with the Director.

FOOD POLICIES FOR SPECIAL DIETS, RELIGION AND CELEBRATIONS

The Center will permit parents to provide food for special diets, religious, or medical reasons (with a physician's note), and celebrations under the following conditions:

- (1) The child's name is labeled on the container the food came in.
- (2) All foods must be refrigerated at the Center to prevent contamination and spoilage.
- (3) No sharing foods unless for celebration, birthdays, holidays, etc.
- (4) All unused portions shall be discarded or returned to the parents at the end of the day.
- (5) All foods that are unwrapped should be wrapped in a plastic container with a lid on it.

DISCIPLINE

The Center uses "QUIET TIME" for behavioral problems. QUIET TIME is a way to refocus and regroup from the following: tantrums, hitting, biting, failure to follow directions, leaving the play yard without permission. Each classroom has a QUIET TIME area in their classroom.

POLICY FOR REPORTING SUSPECTED CHILD ABUSE

Procedures for reporting child abuse or neglect to the appropriate local health department of Social Services (Note: 63.1 – 248.3 of the Code of Virginia requires any person providing full or part-time child care for pay on a regularly planned basis to report suspected child abuse or neglect.)

CLASSROOM POLICY

Parents, who have concerns or issues concerning their child, should set up a meeting through the Office Administrator or stop by the office to speak with the Director or Program Director. Parents should not interrupt the teachers while they are teaching class, on the playground or in the lunchroom, etc. The children need the teachers **Full Attention**.

AGREEMENT

I have read and agree to Kaye Kare Center’s policies and procedures. I understand the policies of Kaye Kare Child Care Center and agree to the terms set forth above.

Parent/Guardian Signature

Parent/Guardian Printed Name

Parent/Guardian Signature

Parent/Guardian Printed Name