

KIDDIE KONNECTION, INC./K2 RECREATION CENTER

301 DERRY ROAD
HUDSON, NEW HAMPSHIRE 03051
(603) 883-4310

Dear Families,

Welcome to the Kiddie Konnection Child Care Center – Preschool – Kindergarten and K2 Recreation Center. We are looking forward to a fun, loving, rewarding, exciting, and educational experience with you and your child (ren).

There are a few items that we would like you to be aware of. As parents, you are always welcome into the center without calling ahead or making an appointment. We have this open door policy for parent(s) and/or legal guardian(s) only. Friends and/or relatives will not be allowed into the center without your writing it in the front foyer, sending in a note, or adding this person to your alternate pick up list. Be sure that your friend/relative is aware of our policy and has positive picture identification with them until we all become familiar with this person.

We need to know approximately what hours that your child will be in our care for both safety and staffing purposes. If you will be dropping him/her off or picking him/her up at a different time than usual, please let his/her teacher know. If you will be arriving earlier than usual and it is before 7:30 AM, this must be approved by Danny in advance. Also, if you will not be in for the day, a phone call would be appreciated.

While we try to bring new and exciting toys, games, crafts, etc. into the center as frequently as possible, if you have any items that you feel the children may enjoy or be able to use for crafts, we would gladly accept any donations.

We hope that you will all feel comfortable with our staff and the facility. We feel that we have an excellent staff and that any additions or changes will be with people of equal or greater caliber. If and/or when these changes occur, you will be informed by one of us or the staff member in question. We also feel that we have an excellent facility with a real homey atmosphere that we hope you will love and respect as much as we do. If at any time you have any complaints, concerns, questions, or praises please voice them. We are always here to listen and talk. Please feel free to ask for a private conference if you would like. We are here to serve you and the best interest of your child (ren), and the only way we can act upon complaints or concerns is to know about them.

We are very proud of Kiddie Konnection and The K2 Recreation Program and our increased offerings. We have been able to grow and expand our offerings for you due to your increased and changing needs. We are proud to offer QUALITY Childcare, Pre-Kindergarten, Kindergarten, and a School Age Recreation program with transportation to our community. We want to thank you for choosing our center for your family's needs, and we want to welcome you into our extended family.

Daniel & Meryl Gillen

OPERATING PROCEDURES OF KIDDIE KONNECTION AND K2 RECREATION CENTER

- I. **NAME:** KIDDIE KONNECTION INCORPORATED AND K SQUARED RECREATION CENTER
- II. **OWNERSHIP:** DANIEL AND MERYL GILLEN
- III. **MISSION:** The mission of Kiddie Konnection Incorporated is to provide quality childcare, educational programs, and a Recreation Program for the working family that will benefit the child, the family and the community as well as to provide a Kindergarten program offering flexibility of schedules to prepare the children for first grade.
- IV. **GOALS:**
 - a. **THE CHILD:**
 - i. To provide opportunities for being with other children in a safe and loving setting that is conducive to the development of wholesome social relationships.
 - ii. To provide opportunities for meaningful play that is based on individual needs, interests, handicaps and abilities, and will build other important foundations for future skills and academic pursuits.
 - iii. To provide a Kindergarten Program building on self esteem and incorporating the necessary academics required for first grade success in a fun and challenging atmosphere.
 - iv. To provide before and after school care and transportation as well as a recreation program for children in grades from first through ninth (including private seat-belted bussing). This program has available snow days, vacation programs, and summer camp as well.
 - v. To provide love and understanding to the child in the absence of the parent or guardian.
 - b. **THE PARENT/GUARDIAN:**
 - i. To provide quality care while the parent/guardian pursues his/her own career or other interests.
 - ii. To enhance the family unit by providing understanding, education, and support in the areas of child and family.
 - c. **THE COMMUNITY:**
 - i. To help meet the needs of the community for an early childhood daycare center, educational center, and recreation program.
 - ii. To contribute to the wholesome growth and development of the future citizens of our community.
 - iii. To provide a setting where people of various religious and ethnic backgrounds can work together for a common interest.

V. ENROLLMENT:

- a. Enrollment shall be open to all children providing that the center can meet the specific needs of the individual.
- b. Enrollment in the center shall be granted without discrimination in regard to sex, race, color, creed, or political beliefs.
- c. The child shall be at least six (6) weeks of age and no older than fifteen (15) years of age.

VI. STAFF REQUIREMENTS:

- a. The staff shall meet the qualifications for their position as outlined in the Employee Handbook and as mandated by the State of NH-Department of Health and Human Services Licensing Bureau. All staff members shall be placed on a ninety (90) day probation period and will be permanently hired if this probation period is positive. All staff members must pass a criminal check as well as be fingerprint with the State of New Hampshire and FBI. Staff members not adhering to school policies or who fail to be a competent team member will be terminated and the families of the children will be informed.

VII. HEALTH REQUIREMENTS:

- a. A certificate of good health, signed by a physician is required at the time of entry into the center. This record is to be updated as additional immunizations are received or at least once a year when they are two years of age. School age children are required to have health forms updated every two year.
- b. If upon daily entrances into the center the child shows signs of illness such as fever over 101 degrees, vomiting, diarrhea, a persistent cough, a rash of unknown reason, or if the overall health is seriously in question, the child will not be admitted. Should a child become ill with any of the above during the day, the child will be made comfortable, and the parents contacted to pick up the child. Children sent home from the center with anything that may be contagious, may not re-enter the center until twenty four (24) hours after the symptoms have cleared up. If you "DRUG" and "DROP" your child (I.E. Administer a fever reducer in the morning for fever purposes) and your child becomes ill again after previously being sent home, you will not be allowed to re-enter the center for forty eight (48) hours after the time of being sent home.
- c. Parents are required to notify the center immediately whenever their child has been diagnosed with a contagious illness or has been exposed to one (I.E. Chicken Pox, Strep Throat, Hand Foot and Mouth Disease, etc.).
- d. All staff members must present a certificate of good health upon employment and every three (3) years thereafter.

VIII. CENTER OPERATING PROCEDURES:

- a. The center shall be opened for operation Monday thru Friday from 6:30 AM until 6:00 PM with the exception of school holidays posted on the front board on annual basis.
- b. School lunch is provided Monday through Friday from September 1st through June 30th. Lunches provided from home may not be refrigerated or need to be heated. *****WE ARE A PEANUT FREE CENTER!!!**
- c. In the case of an unscheduled closing (emergencies only), please tune to WZID (95.7 FM) for information or WMUR TV.
- d. Holidays, sick days, excused days, and vacation days are payable in full.
- e. **The center closes at 6:00 PM SHARP. There is a \$5.00 late charge plus \$1.00 per minute per child after 6:00 PM payable to the staff member in attendance at the time of pick**

IX. CLASSROOM PROCEDURES:

- a. Although children will initially be assigned to a specific group according to age or ability, they may later be transferred to another group according to their individual needs and development. Prior to any transitions, the parents will be contacted, and a final decision will be made together along with the directors. All transitions will be made slowly and in keeping with the child's readiness socially, emotionally, and academically.
- b. Schedules and policies will be in keeping with sound principles of education. Daily activity reports will be posted or sent home.

X. FINANCIAL ARRANGEMENTS:

- a. Meryl and Daniel Gillen will collect all fees and tuition. Weekly tuition is to be placed in the tuition box in the front foyer by 6:00 PM Tuesday night of the week in attendance. All bookkeeping and banking is done by the owners.
- b. Fees are to be discussed with owners only!!
- c. A registration fee of \$90.00 shall be paid upon enrollment of each new child and an annual fee of \$45 will be charged each year thereafter. There is one (1) registration fee charged per family, not per child.
- d. A parent is required to notify the center two (2) weeks in advance of withdrawal or will be required to pay the difference in lieu thereof per the signed Legal Agreement.
- e. The weekly tuition rate allows for a ten (10) hour day maximum.
- f. There is a late fee of \$25.00 for tuition payments made beyond Tuesday evening of the week in attendance.
- g. There is a \$25.00 fee for all checks returned to us unpaid. Any one person submitting a check that does not clear more than two (2) times will be required to pay by cash or bank check in the future.

XI. MISCELLANEOUS:

- a. Total enrollment is not to exceed the number stated by the State of New Hampshire Licensing Bureau on the license posted in the front foyer (licensed for 191).
- b. Kiddie Konnection, Inc and K Squared Recreation Program are licensed and monitored by the State of New Hampshire Licensing Bureau.
- c. The school reserves the right to drop a member for reasons of non-cooperation, delinquency in payment or form updating, or the inability of the child or parent to adjust to the school program or policies as determined by the owners. Additional information is provided in our expulsion policy on page 7.
- d. The center is equipped with a state of the art security system at the front door requiring everyone to use a four (4) digit pin number followed by the # symbol to enter. You will be asked to select four (4) numbers after enrollment which you will use to enter the facility.

POLICIES AND PROCEDURES

- XII. SICK CHILDREN:** As mandated by the State of NH's Health and Human Services codes, we may not accept a child who has diarrhea, is or has been vomiting, has a fever of 101 degrees or higher, has a rash of unknown cause or who has a contagious disease. If after arriving at the center a child is found to have any of the above symptoms, the child will be made comfortable until a parent or guardian can pick them up. Please keep in mind that we do realize that a parent cannot leave work every time that their child is mildly ill; however, by excluding contagiously ill children from the center until they are well, you are helping to keep the occurrence and re-occurrence of these illnesses to a minimum. This benefits everyone in the long run. By protecting someone else's child, you will help maintain a safe and healthy environment for your own.
- XIII. MEDICATION:** Medication slips are available to be filled out in the event of your child needing medication. These forms must be carefully filled out with the exact name of the medication, the exact dosage, the time to be administered, and the signature of the parent or legal guardian. The medications must be clearly labeled with your child's name on it. We will not give the first dosage of a new type of medication to your child. If the medication is non-prescription (I.E. Tylenol, Advil, Motrin, etc.), we may not administer it without a physicians note unless there is a dosage on the container for the age and weight of your child (I.E. "Under two (2): Consult Physician", we will not administer to a one (1) year old without a physician's note). We will give a medication for up to two (2) times per day. You must give the first dosage of the day.
- i. If it is to be given four (4) times per day, we will give the middle two dosages.
 - ii. If it is to be given three (3) times per day, we will give the middle dosage.
 - iii. If it is to be given two (2) times per day, we will give no dosages
- XIV. MINOR INJURIES:** Minor injuries that your child may receive will be treated with sound first aid practices and procedures and will be written on an Accident Report for you to see and sign at the end of the day. Sometimes a call to the parent will be warranted to let you know what has happened, how it was handled, and how your child is doing.
- XV. MAJOR INJURIES:** In the case of a major injury or other emergency situation, a quick assessment is made by qualified staff trained in First Aid and CPR and the decision to directly call an Emergency Medical Team (EMT) may be made. Otherwise, the first call will be made to the parent. If the parent cannot be contacted, backup persons listed as well as your child's physician will be contacted. If the EMT team is called in and the decision is made to go to the hospital, the parent will be advised as to which hospital we are going to and be told to meet us there.
- XVI. EMERGENCY INFORMATION:** It is extremely important that these forms be kept up to date all times. We require annual reviews and/or updates of these forms; however, any changes that occur during the year must be recorded with the office. **ANY CHANGES MUST BE SUBMITTED IMMEDIATELY!!!** Anything that may prevent us from reaching you in an emergency situation must be kept current.
- XVII. AUTHORIZATION TO PICK UP CHILD:** No child will be released to a person not authorized in writing by parent or guardian to pick that child up. The person picking up must have positive photo identification and must show it every time they pick up until we become familiar with that person. Verbal or Electronic authorization for someone not on your pickup list will not be accepted.

XVIII. TOYS FROM HOME: We ask that you carefully monitor and restrict the type and number of toys brought from home. Toys are allowed for show and share ONLY with the exception of a cuddle toy for rest time as well as books. Toys that express violence and aggression in an unconstructive way (I.E. guns, war toys, knives, swords, power rangers, and other toys of destruction are not allowed). These toys will be taken away and returned to the parent at the end of the day. The children are encouraged to express their feelings of hostility and aggression through other means (I.E. pounding play dough, punching a bag, or finger painting). We cannot be responsible for toys brought from home or their safe return. Children must understand that toys brought from home (with the exception of cuddle toys) must be shared. All toys must be clearly labeled with your child's name. If you have books or tapes that you think your child's class may enjoy, you are welcome to bring them in and leave them with your child's teacher so that they may be monitored but shared. Items that are strictly forbidden from the center include but are not limited to: CANDY, GUM, MONEY, SMALL TOYS THAT COULD EASILY BE CHOKED ON BY OTHERS, SODA, CARBONATED BEVERAGES, BALLOONS, AND ANY TYPE OF HAZARDOUS MATERIALS. These items and any others that are found to be inappropriate for young children will be taken away and returned to the parent at the end of the day.

XIX. BIRTHDAYS: Birthdays at our center are very special days. Keep in mind that some children can be over-stimulated, and be aware of this when planning your child's birthday party with us. Here are a few guidelines to follow when planning your child's birthday. Other ideas are always welcome, and we would be happy to accommodate any birthday requests that you may have.

a. Birthday Guidelines:

- i. Do not send in candy or soda.
- ii. Un-inflated balloons are strictly forbidden in the center.
- iii. Our staff will complete the party with games, songs, stories, and good times.
- iv. You are welcome to attend, and we would love to have you.
- v. All parties will be in the afternoon with the exception of part time kindergarten.

XX. HOLIDAYS: Holidays at Kiddie Konnection are always fun filled days. Halloween, Thanksgiving, Hanukkah, Christmas, Kwanzaa, Valentine's Day, St. Patrick's Day, Easter, and Independence Day are among the holidays that we celebrate and teach the children about. Many others are discussed and celebrated as well. Typically for each holiday, the individual classrooms will have their own party. Regardless, you are always welcome to partake in the festivities.

XXI. NAP TIME: A half ($\frac{1}{2}$) hour rest period is required for all children enrolled in the full time program per the State of NH Licensing Bureau. If the children are not asleep and are not in the process of falling asleep after thirty (30) minutes, they will be allowed to get up and participate in a quiet activity. Nap time equipment is limited to a mat, a small pillow, a small weather appropriate blanket, and a cuddle toy. Due to physical limitations, we cannot allow sleeping bags, large bed-sized pillows, or large blankets.

XXII. CONFERENCES: The use of daily communication is essential for all and good use of this often helps a parent or care-giver spot a problem or concern before it amounts to much. Occasionally, there is the need to hold a parent-staff conference to discuss concerns more in depth. These will be arranged upon request. As stated before, good communication is the key to a mutually satisfying childcare experience for all parties involved. This can be as simple as a brief comment about your child's night at home. Sometimes, knowing that your child had a new babysitter the previous night or that the cat ran away from home can be the key to understanding the different behavior pattern of the child and allows us to know what to do to handle the situation. Likewise, letting you know how your child's day went at school will benefit you. Take a few minutes to read your child's daily activity chart posted in their classroom each day, and examine their surroundings. Talk to other parents. Be an integral part of your child's experience, and feel free to stop by any time of the day to check on your child, to say hello, or to stay for lunch!

XXIII. EXPLUSION POLICY: Kiddie Konnection understands that each child's behavior is driven by his/her developmental level, a need for independence and natural curiosity. Our role is to guide a child as they learn how to get along with others and behave in an appropriate manner in a school environment. We believe that a child must have the freedom to learn from poor choices and experience the consequences of his/her actions and decisions.

Unfortunately, there are sometimes reasons we must remove a child from our program. We want you to know we will do everything possible to work with the family of the child in order to prevent such an occurrence. Specifically, our staff has been trained in the following proactive practices:

- Give verbal warnings and redirect child from negative behavior
- Reassess classroom environment, suitability of activities, level of supervision
- Use positive methods of listening and language while disciplining children
- Allow choice making and praise appropriate behaviors
- Apply natural and logical consequences consistently
- Give time and safe place to regain control using de-escalation strategies

POLICY CRITERIA: The following are reasons we may have to expel or suspend a child from this center:

CHILD'S ACTIONS FOR EXPULSION

- The child is at risk of causing serious injury to other children or himself/herself.
- Failure of child to adjust to a larger, inclusive environment after a reasonable amount of time.
- Uncontrollable tantrums / angry outbursts / physical aggression.
- Ongoing physical or verbal abuse to staff or other children.
- Special needs of a child which we cannot adequately meet with current staffing patterns.

PARENTAL ACTIONS FOR CONTRACT TERMINATION

- Failure to pay/habitual lateness in tuition payments.
- Failure to complete and turn in required forms.
- Verbal abuse to staff or other parents.
- Parent threatens physical or intimidating actions toward staff members.
- Habitual tardiness when picking up your child.
- Failure to explain and produce a copy of an educational or behavior plan that your child has before or during their time at this center.

SCHEDULE OF EXPULSION OR CONTRACT TERMINATION

1. Child's/Parent's disruptive behavior will be documented and maintained in confidentiality
2. Parent/guardian will be notified verbally or face to face
3. The Director or Assistant Director and parent/guardian will have a meeting to discuss how to promote positive behaviors.

If after these steps have been taken and depending on the risk to other children's welfare or safety, behavior does not improve, and the Center finds that they can no longer accommodate the child, the parent will be asked to remove their child. The parent will be given a minimum of one week's notice to seek alternate child care, that is unless there is a risk to other children's welfare or safety in which case, the child will be expelled immediately.

PARENT'S AGREEMENT OF THE CHILDREN'S CENTER EXPULSION POLICY

We understand that our child is expected to exhibit respectful behaviors toward peers, staff, and administrators of the Center, in accordance with the Center's policies.

We understand that attendance at the center is a privilege, and that privilege can be revoked at any time by the administrators for good and sufficient reason after informing the parents of the rationale for such a decision.

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