

# Kenowa Hills Learning Center and School Age Program



## Parent Handbook

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**Kenowa Hills Public Schools**  
VALUE. SUPPORT. EMPOWER.

## Our Mission

At the heart of our early childhood program, is a commitment to providing high-quality care in a safe, enriching, and stimulating environment. Grounded in developmentally appropriate practices and play-based learning, we value, support, and empower every child—every day. Our approach is family-centered, striving to create meaningful experiences that nurture not only the child, but the entire family.

## Our Philosophy

We are looking forward to building strong relationships with your child and family. The goal of this program is to help foster your child's development socially, academically, and physically through hands-on learning experiences while providing high-quality child care. Here at KHLC you will see that play is the center of our curriculum in all classrooms. Experts say the best way for a child to learn is to be actively engaged in play. When a child is actively engaged in play, they have the opportunity to independently explore and experience their environment.

## About the Program

### Classrooms and Ratios

We provide care to children ages 6 weeks through 5th grade summer.

	Age Range	Classroom Names	Ratio*
Infants	6 weeks- 12 months	Willow	1:4
Toddlers	12 months- 2.5 years old	Magnolia and Juniper	1:4
Young Preschool	2.5 years old- 3.5 years old	Hawthorn and Pine	1:8 for 2.5 yo 1:10 for 3 yo
Older Preschool	3.5 years old- 5 years old	Birch, Sycamore and ???	1:10 for 3 yo 1:12 for 4 yo
School Age	Children attending elementary school	Oak, Maple and Elm	1:18

\*Ratio refers to 1 teacher per number of children\*

When referring to infant, toddler and preschool classrooms we use "Learning Center or LC". For our school age children, we use "School Age or SA".

Transitions typically take place at the beginning of each session (school and summer) with the exception of infants and toddlers. Transitions outside of these standard times may be considered on a case-by-case basis. Discussions around transitions will involve collaboration between the parents/guardians, classroom lead teacher, and director. Decisions are based on multiple factors including the child's:

- Age

- Social and emotional development
- Readiness and self-help skills
- Overall developmental progress

We highly value parent input in this process and will work together to ensure that any transition is supportive, timely, and in the best interest of the child.

### Licensing

We are a licensed childcare facility through Michigan Department of Lifelong Education, Development and Potential (MiLeap). Parents may find information pertaining to licensing, inspections, investigations, and corrective action plans here: [Licensing Information](#).

### Days of Operation

1. Hours of Operation: The center is open Monday through Friday, from 6:30 a.m. to 6:00 p.m.
2. Year-Round Availability:  
We recognize the importance of reliable child care. Our center remains open on Kenowa Hills Public Schools (KHPS) no-school days, half-days, and during portions of Holiday Breaks and Spring Break, unless otherwise noted.
3. Holiday Closures:  
The center will be closed on the following dates:
  - September 1, 2025 – Labor Day
  - November 27-28, 2025 – Thanksgiving
  - December 22-26, 2025 – Christmas
  - December 31, 2025 – New Year's Eve
  - January 1, 2026 – New Year's Day
  - May 25, 2026 – Memorial Day
  - June 29-July 3, 2026, 2025 – Independence Day
4. Staff Professional Development Day:  
The center will be closed one Friday in August for annual professional development. A \$20 fee per child will be charged on this day, regardless of attendance or registration.

5. Early Closures for Staff Meetings:  
The program will close at 5:00 p.m. for one evening in October, December, February, April and June for a staff meeting. These dates will be listed on the monthly tuition calendar.
6. Program Sessions:  
Our program operates in two sessions that align with KHPS academic calendar.
  - School Session: Late August through mid-June
  - Summer Session: Mid-June through late August

### Curriculum

Our curriculum is planned and implemented with the purpose of encouraging each child's optimal, individual development.

Our program follows Creative Curriculum, which is a play-based curriculum.

The teacher's role is to arrange the environment with activities and materials planned for each of the following learning centers:

- Large and Fine Motor
- Art
- Manipulatives
- Literacy
- Science
- Dramatic Play
- Math
- Blocks
- Outdoor Play
- Sensory

The skills included in our curriculum planning include:

- Physical Development
- Social Skills



- Language Development
- Cognitive Development
- Self Esteem
- Attention Span
- Creativity

### Communication

There are several forms of communication that each classroom uses to inform you of your child's day and other important classroom information.

- Procare: This system will allow notifications to parents of messages from the teacher and when activities are entered. Activities consist of: bathroom/diaper changes, nap, mood, medication and more. Please know that information may not be entered in real time because teachers are engaged with the children. Information will be entered during down times such as snack, lunch, etc.
- Facebook: Each classroom has their own Facebook page. Here you will find pictures of activities done in the classroom as well as helpful reminders.
- Family Folders: Each classroom will have family folders. Please see your child's classroom welcome letter for location. Your child's labeled folder will be a space you can find art work, documentation for the classroom teacher, and copies of incident or accident reports.
- Newsletter: Each classroom will provide a newsletter for each month with information regarding special events coming up.
- Email: Please make sure to provide an accurate email address upon registration. Teachers email frequently. Email is also a great way for you to contact your child's teacher with any information you need to relay.

### Family Involvement

- Family Events: Events will be held several times a year to offer an opportunity for families and staff to get to know each other better. These events will be offered at various times throughout the day to try and reach all families. There is a Fall Fest, Winter or Spring Family Night, Breakfast in the Classroom and holiday parties.
- Conferences will be held twice a year for Learning Center children (Late Fall and Spring). You will receive written and verbal communication regarding your child's development. Additionally, similar written and verbal communication will take place regularly. At any time, you have a particular concern, you are welcome to schedule a meeting with your child's teacher.

- ASQ's: Ages and Stages Questionnaire is a parent completed questionnaire that is used as a developmental tool to help our staff implement a well-developed curriculum. Parents of children attending the Learning Center (toddler and preschool aged) will be asked to complete an ASQ each fall.

## **Registration & Enrollment**

### Registration and Session Fees

A one-time registration form and non-refundable registration fee are required upon initial enrollment. This registration fee is only collected once per child.

Following initial enrollment, a \$35 session fee per child will be charged at the start of each new session (school and summer). This fee helps cover materials, preparation, and administrative planning for the upcoming session.

### Enrollment and Account Status

Enrollment for the next session will not be extended to current families with outstanding account balances.

To secure a spot in an upcoming session, accounts must be brought current and in good standing. If you have questions about your balance or need assistance, please reach out to the director or administrative team.

Families are expected to adhere to the schedule selected upon registration.

We understand that occasional changes may arise, and we are happy to accommodate additional days when space allows. To request extra days, please provide adequate notice and obtain approval from the director prior to the requested change.

Please note that consistent schedule changes may not be possible and are subject to classroom availability and staffing.

Each child must be enrolled for a minimum of two days a week.

### Vacancies and Waitlist

Vacancies in the program will be filled based on the application date, child's age, and the level of availability. If no space is available, you may be placed on a waiting list. You will be contacted when space becomes available.

### Required Forms

The following forms must be completed and returned prior to the child's first day.

- Student Information Form
- Health Appraisal and Immunization Records for Infants, Toddlers, and Preschoolers ONLY
- Child and Adult Care Food Program (CACFP) Paperwork
- Medical Alert Form (for those with special needs or allergies ONLY)
- Alternate Transportation Form for students being transported by bus to and from ECC

### Updated Information

Each August, prior to the start of the school session enrollment paperwork must be updated. This includes all forms listed above.

### **Billing**

Please direct any billing questions or concerns to the Director or Assistant Director. Classroom staff do not have access to billing information.

### Procare

We use Procare as our billing software. Upon registration, you will receive an email invite to set up your parent account. Invoices will be emailed through Procare. You will be able to access your account to print receipts and end of the year statements.

### Tuition

Tuition is subject to change yearly with adequate notice. Tuition is due for the current month (August tuition is due on August 1<sup>st</sup>). Tuition must be made in full on the 1<sup>st</sup> of the month or 1/2 on the 1<sup>st</sup> and the remaining 1/2 on the 15<sup>th</sup>. Tuition is collected to cover enrollment not attendance.

### Tuition Calendars

All calendars are due by the 15th of the month prior (for example: August calendars are due by July 15th). Calendars received after the 20th will need director approval. There is a two day a week minimum. If your child only needs care for one day a week, you will be charged for two days.

- Calendars are due by the 15th of the prior month. For example, September calendar is due by August 15th.
- Calendars turned in will need Administration approval.
- Late calendars will be charged a \$5 a day late fee (per child).
- If a child is only scheduled for one day (in a week). The second day will be charged to maintain the two day a week minimum.

- Infant families: consistent scheduled are required. Please know we will make every attempt to be flexible. Please connect with Program Director for further discussion.

### Payments

We accept the following forms of payment:

- Cash
- Check
- Money Order
- Procare allows for debit card and ACH bank payments. Fees may apply.

### Returned Check

- A check returned for non-sufficient funds (NSF) will be charged a \$32.00 fee.
- Another form of payment must be made within 2 days.
- If a family receives 2 NSF checks, they will be required to make payments by another method.

### Holidays

At KHLC, we believe it is important to provide consistency while also maintaining a safe and stable environment for your child. We also believe this care and security should be extended to our staff who are committed to providing high quality care. To accomplish this we charge for the holidays so we can pay our staff. Your payments help to maintain consistent, quality staff.

- If your child is registered to attend on the day a holiday lands, regular tuition rates will be charged.
- The following holidays will be charged: Labor Day, Thanksgiving, Day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Memorial Day and Independence Day.
- A holiday will be observed on the preceding Friday (if it falls on a Saturday) or the following Monday (if it falls on a Sunday).
- Scheduled closures outside of the days listed above will not be charged tuition.

### Staff Professional Development Day

There will be one Friday in August that the program will be closed so staff may hold an all day training. This counts towards the annual professional development all staff are required to maintain due to state licensing regulations. Regardless of registration each child will be charged \$20.

### Invoices and Payments

Invoices will be provided at least one week prior to tuition being due on the 1st. Payment in full is required on the 1st of the month. Paying 1/2 on the 1st and 1/2 on the 15th is also an option.

### Late Payments and Delinquent Accounts

Timely tuition payments are essential to maintaining your child's enrollment.

- A \$5 a day late fee will be charged to late payments.
- Accounts that are more than one month behind may result in a temporary pause in care until the account is brought current.
- Chronic delinquency or repeated late payments may result in dismissal from the program.

If you are experiencing financial hardship or anticipate a delay in payment, please contact the director as soon as possible to discuss options.

### Schedule Changes

We understand that things change. We will make every attempt to accommodate schedule changes.

- Prior to the start of a new session, families will be asked what care is needed for the upcoming session. This will then become the child's enrollment schedule.
- Schedule changes resulting in an account credit requires a two week notice (removing or swapping a day)
- Requesting to add a day may be done at any point. Approval will be based on availability.
- There are no refunds given if your child stays home sick or is sent home sick from our care.
- Parents of SA children must notify the elementary school of schedule changes.

### Withdrawal Policy

A two week notice is required in writing notifying a student's departure from the program. A refund will be issued with the two week notice.

### Vacation

- Each child will receive 2 weeks of vacation during the school session and 1 week during the summer.
- One week of vacation will be provided during the school session for a child starting after December 31st.
- A vacation week is when a child does not need care and will not be billed for the time.

- Once vacation time is used, the two day a week minimum will be charged.
- Please mark "vacation" on the tuition calendar.

#### Inclement Weather Closure, KHPS No School or 1/2 Days and Breaks

We recognize that we provide a service and will make every attempt to provide care.

- School Age families will be provided with instructions on how to request care for an inclement weather "snow day" closure.
- Credit will not be given if your child was scheduled to attend on a snow day.
- KHLC holds the right to close due to extreme weather or any other Act of God days. Credits will not be given for the first two closures.
- Tuition calendars will state if KHPS has a scheduled no school day, 1/2 day or is closed for a break. Please mark what care is needed.

#### DHHS

We accept DHHS assistance for those that qualify through the state.

- Parents are responsible to pay any charges DHHS does not cover. These are listed as "out of pocket costs" on the invoice.
- DHHS covers session fees hours in care and only allows a certain number of absent days. This is based on approval by DHHS.
- DHHS does not cover extra charges such as field trip admission, Kona Ice days, holiday parties, etc.
- Hours submitted to DHHS are based on a child's attendance record kept through ProCare. It is imperative that families sign a child in/out daily.

#### Late Pick-up

We understand that challenges may arrive to ensure your child is picked up by closing. We want to honor our staff's time.

- A late fee will be charged for each child not picked up by 6:00 pm.
- The late fee will consist of a \$10 charge starting at 6:05 pm and \$1 per minute thereafter.
- Late pick-up fees will be processed at the end of each month and will be expected to be paid with the next month's tuition.
- Chronic late pick up may result in dismissal from the program.

- If no contact has been made by 6:20 p.m., the Program Director or Assistant Director will be notified. If no authorized adult has arrived or been reached by 6:30 p.m., the Walker Police Department (non-emergency line) will be contacted, in accordance with state licensing guidelines.

### Flex Spending Receipt

Most employers will accept a receipt printed from Procare due to the address and Tax ID being listed. If not, please request a statement when needed from the director.

### End of the Year Statement

Parents are able to access and End of Year statement from Procare.

## **Safety & Security**

### Main Entrance

Please enter the ECC using the main entrance (yellow entryway). You will be able to enter the vestibule. A staff member will need to grant you access into the building as all other doors remain locked. Sign your child in & out EVERY TIME- this is important for safety purposes.

### Authorized Pick-Ups

All persons whom will be picking your child up will need to be added to your child's authorized pick-up list (located on the Student Info form and on Procare). A person picking up must be at least 16 years old. Children will not be released to anyone that is not on said list. Staff will ask to see an identification card for anyone they are not familiar with before releasing a child. Staff will not release a child to anyone they suspect may be impaired. Please notify the director if someone needs to be added or removed from the list.

### Drop-off and Pick-up

This is to ensure that the staff is aware that your child has arrived or is departing. Families are required to connect with staff, bring their children into the classroom, remove or assist in removing outdoor clothing, and discuss the child's needs with the staff if necessary. Please allow enough time for this transition in the morning. When picking up, please have your child or yourself connect with staff for safety purposes.

### Volunteers and Chaperones

Anyone that visits our program will need to complete a background check. This takes 3-4 business days to process. Clearance forms are kept on file district-wide and will be reissued at the beginning of each school session.

### Child Custody

It is our goal to advocate for children here at KHLIC. Any student that has court documents stating custody arrangements must have forms on file. As a program, we are here to support any decisions that have been determined by the court.

### Emergency Preparedness

- Fire, Tornado and Shelter and Place Drills will take place throughout the year.
- When official notice of a tornado WARNING has been issued, students will be relocated to their classroom's planned sheltered area in the center until an "all clear" is given. In the event of a tornado WATCH staff will monitor the situation and act accordingly.
- In the event of additional emergencies issued by Kenowa Hills Public Schools and local emergency personnel, it may be necessary to relocate to another building until otherwise notified by either KHPS district Superintendent or local emergency personnel. In these situations, the decision to close may outweigh the decision to relocate. We will do our best to contact parents through Procure, Classroom FB pages, email, etc. and a sign will be posted outside of the center doors to inform parents of our location.
- When talking to children about emergencies, age appropriate language will be used.

### Temporary Addendums

We hold the right to modify, on a temporary basis, any guidelines and procedures necessary when conditions warrant (Act of God or natural disaster). Continued attendance will indicate acknowledgement and agreement of the temporary measures.

## **Health & Wellness**

### Health Appraisal and Immunization

Licensing requires that all infant, toddler and preschool children enrolled have a complete health evaluation and immunization record within the last 12 months. This form is provided upon registration and is due before your child may attend. Updated forms will be required each August prior to the start of the school session.

### Illness Policy

Please notify the center if your child will not be attending. When reporting an absence, please leave a brief description of symptoms. We are required to maintain compliance with the Kent County Health Department through weekly illness reports. When dealing with illnesses, we follow the Kent County Health Department recommendations unless communicated otherwise.

### Communicable Diseases

A notice will be provided if your child may have been exposed to any communicable disease. The posting will provide the following information:

- Type of disease



- Signs and symptoms
- Mode of transmission
- Period of communicability
- Control measures that families can implement at home
- Dates of possible exposure

A member of our staff is trained through the Kent County Health Department to stay current on health and disease related information.

### Medication

If your child is in need of medication while in our care, there are a few things to remember.

- All medication must be in the original packaging or prescription bottle.
- A medication permission form is required.
- Age and instructions must match on the permission form or have a doctor's note stating otherwise.
- We cannot administer medication to your child if the above requirements are not met.
- The first dose must be administered at home to monitor side effects.
- If a child refuses to take the medication when administered by staff, a parent will be called to administer the medication.
- A 30 minute administration window is allowed. Anything outside of this will be discussed with a parent.
- We encourage families on the day of immunizations to keep the child home. If a child is uncontrollably upset while in care we may call a parent for pick up. If alternate care is unable to be secured, an afternoon appointment is helpful.

### Illness

I HAVE A FEVER	I AM VOMITING	I HAVE DIARRAHEA	I HAVE A RASH	I HAVE HEAD LICE	I HAVE AN EYE INFECTION	I HAVE BEEN IN THE HOSPITAL
						

### I NEED TO STAY HOME IF:

Temperature of 100 or higher	Within the past 24 hours	Within the past 24 hours	Body rash with itching or fever	Itchy head, active head lice	Redness, itching, and/or "crusty" drainage from eye	Hospital stay and/or ER visit
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### I WILL BE SENT HOME IF:

Temperature reaches 100 degrees	I vomit	3 loose stools while at school	Unexplained rash	If signs of lice are detected (nits and/or live louse)	If symptoms are presented	
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### I AM READY TO RETURN TO SCHOOL WHEN I AM:

Fever free for 24 hours without the use of fever reducing medication (Tylenol, Ibuprofen)	Vomit free for at least 24 hours	Diarrhea free for at least 24 hours	Free from itching, rash, or fever. I have been evaluated by my doctor if needed and can provide documentation.	Treated with appropriate lice treatment.	Evaluated by doctor and can provide documentation.	Released by medical provider to return to school.
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We ask that families make every effort to pick up a sick/injured child within an hour.

Sicknesses will happen. Having a plan for alternate childcare is needed. All children in attendance must feel well enough to maintain the daily schedule. Per licensing any time a child is not his/herself, is lethargic, is complaining about discomfort or is cranky more than usual he/she may be sent home.

### Absences

Please call or email to report when your child will not be present. If your child is scheduled and has not arrived after two hours of his/her schedule, we will take this as your child will not be attending for the day.

### Injury

If a student is injured while in our care, reporting is based on the severity of the injury. All injuries will be documented and reports placed in family folders.

- Minor injuries: Parents will be notified with an ouch report which will be placed in the student's family folder. If there are any visible marks on the student a parent will be contacted.
- Moderate injuries: Parents will be notified by email, phone call, or a text message regarding the injury.
- Severe injuries: 911 will be contacted if needed. Parents will be immediately notified by a phone call. Staff will follow First Aid/CPR protocols based on training. If hospitalization is necessary, the child will be transported to the hospital indicated on the Student Information Form.

### First Aid and CPR

All staff will be certified within 3 months of employment. Recertification will take place every 2 years.

### MERT Team

Each KH building has a Medical Emergency Response Team that is trained by one of the district's qualified nurses.

### Teething Necklaces, bracelets, or beads

Teething necklaces, bracelets, and teething beads are not permitted for safety reasons, as such items pose a choking and strangulation hazard.

### Mandated Reporters

All staff at KHLC are mandated reporters. This means if at any time a staff member suspects abuse, such as neglect, physical and/or emotional, they are required by law to report it to CPS.

### Professional Development

All staff are required to maintain 16 hours of training each year. Included are courses on Blood borne Pathogens, Safety Precautions, and Behavioral Practices.

### Child and Adult Care Food Program (CACFP)

The Child and Adult Care Food Program (CACFP) is a federal program that provides reimbursement for meals and snacks to eligible children and adults who are enrolled for care at participating childcare centers, day care homes and adult day care centers. CACFP also provides reimbursement for meals served to children and youth participating in after school care programs, children residing in emergency shelters, and adults over the age of 60 or living with a disability and enrolled in day care facilities. CACFP contributes to the wellness, healthy growth and development of young children and adults in the United States. Completed forms must be on file for your child to participate in our food program.

### Snack

For Infants (that are able) Toddler, Young Preschool and Older Preschool classrooms we will provide an AM and PM snack. School Age will receive a PM snack on school days and AM and PM snack on no school days.

### Lunch

Lunch will be provided to all children at no cost. Families do have the option to send in lunch from home. Please note, that classrooms do NOT have the capabilities to refrigerate lunches.

AM Snack and Lunch Menus will be provided by KH Food Service Department. PM Snack menu will be posted at the end of the entrance hallway.

## Rest and Nap Time Policy

### Infants

Infants follow an individualized schedule and sleep on demand. The Willow Room does not follow a structured group schedule and instead honors each infant's unique needs and rhythms.

- Infants sleep in cribs, and only one infant is assigned to each crib per day.
- Bedding is changed daily or at the end of each infant's week of care, whichever comes first.

### Toddlers, Young Preschoolers, and Older Preschoolers:

Children in full-day care are provided with a scheduled nap or rest period each day, as required by state licensing.

During this time:

- Each child is provided a sanitized cot to rest on daily.
- Families are asked to provide:
  - A blanket
  - A crib-sized sheet
  - A small pillow
  - One comfort item (e.g., a stuffed animal)

All rest time items must fit within the child's cubby. If additional storage is needed, parents may provide a labeled bag for extra items.

Children who do not sleep will be given quiet, independent activities to do on their cot after 30 minutes.

Please note, while requests to wake a child early or limit nap time may be considered, staff are not able to provide one-on-one care to manage a shortened rest period. Our standard approach when a request is made is to wake a child up after an hour of sleep. If the child falls back asleep, he/she will be woken at the end of rest time.

### School-Age Children

During full-day care, school-age children will participate in a daily literacy or quiet time, which includes reading and writing activities to support academic development and provide a mid-day break.

### Outside Play

Time outdoors will be provided for all the children daily. Children will remain indoors if it is raining, the temperature (including the wind chill) is 10 degrees or below, or the temperature (including the heat index) is above 100 degrees. On days the temperature falls between 90-100 degrees' precautions (such as water and shade breaks every 15 minutes), will be taken.

### Sunscreen and Bug Spray

On the Student Info form there is a section to sign and approve for our staff to apply sunscreen and/or bug spray to your child. Sunscreen and bug spray sent from home must be NON aerosol per state guidelines. We do offer an option to use school sunscreen for a \$10 fee per child. Families will be provided notification of sunscreen brand. Sunscreen will be applied May through August as needed. Application outside of this will be considered.

### Hand washing

Staff members and children who are developmentally able to learn personal hygiene are taught hand washing procedures and are monitored. Hand washing is required by all staff and children: before and after feeding, before and after administering medication, before and after toileting, handling garbage or cleaning. Hand washing procedures are to be followed every time (procedures are posted by all sinks).

### Toileting and Diapering

Diapering will take place in a designated diapering area. Only single use wipes/cloths can be used during diapering or toileting. Staff members will check frequently diapers/training pants as well as during designated bathroom times and change them if wet or soiled.

### Potty Training

We understand that potty training is an important developmental milestone and a team effort between the child, family, and classroom staff.

A child is considered actively potty training when they:

- Show signs of readiness (staying dry for periods of time, expressing the need to go, showing interest in the toilet)
- Regularly attempt to use the toilet throughout the day with adult support

To maintain a safe and sanitary environment for all children, the following guideline is in place:

If a child has more than 3 accidents within a 5-day period of attendance, they will no longer be considered actively potty training at that time.

In this case, the lead teacher and family will meet to reassess readiness and determine the best next steps. Our goal is to support your child in a way that feels positive and developmentally appropriate for their individual needs.

### Cleaning and Sanitization

Used surfaces will be cleaned and sanitized after each use using a three step procedure. Toys will be cleaned and rotated on a regular basis.

### Handling Bodily Fluids

The following steps will be followed when bodily fluids are present:

- Fluid will be wiped using paper towel.
- Paper towel will be disposed of in a trash bag that is also disposed of.
- If there are clothes that are soiled, they will have removed and placed in a plastic bag and sent home.
- The area that was contaminated will be sanitized.
- Staff and child will wash their hands.

### **Child Management and Discipline**

Our approach to discipline, is to recognize that this is an opportunity to teach, and not punish. The center environment is designed to encourage positive experiences with staff, other children, and with toys/materials.

- We use positive guidance. We offer appropriate options to allow for the child to feel in control.
- We state what we want the children to do, not what not to do. We offer a choice only when we intend to give one. "Do you want to use the blue or green crayon? Is a choice. "Do you want lunch?" is not a choice.
- We use words and a tone of voice that will help your child feel confident and reassured, not afraid, guilty, or ashamed.
- Redirection is often more effective than confrontation. We teach the children to use their voice. When limits are provided, they are defined and will be upheld. We acknowledge the act, not the child, and disapprove of the act, not the child.

### Challenging Behaviors

A change in a student's behavior can be the result of many things; change at home, difficulty at school, health related, etc. Sharing this information with the staff can be beneficial in developing a plan to minimize the challenging behavior. A student that displays disrespect towards staff, physical or aggressive behaviors (hitting, pushing, throwing furniture/equipment) inappropriate behavior (touching or verbalizing wanting to touch another student's body) will be subject to consequences such as loss of privileges (ex: free choice, field trip).

Every effort will be made to work through the behaviors once a plan is developed.

In certain situations, staff may need to move your child, or stop your child from harming him/herself or others. This may result in a staff member needing to make physical contact with your child.

### Biting

Biting is a developmental stage that many children go through naturally between the ages of nine months and three years of age. The safety of the children in our care is our top priority. However, we recognize that biting is a form of communication. Toddlers have emerging verbal skills and are often impulsive without self-control. There are instances where biting happens for no reason. The staff will encourage the child to "use his/her words" when upset. Also, staff will help with words to describe the child's frustrations. Most importantly the staff will strive to shadow a child as closely as possible when biting is a concern. Staff in the classroom will work closely to develop a plan for the child who is biting. This is developed with the assistance of the family. This often will include tracking the biting in a journal to determine triggers. If a bite breaks the skin, the child who bit may be subject to being sent home for the day.

### Dismissal from the program

We will make every effort to work with the parent or guardian to ensure a cooperative approach for children having difficulties with behavior. We are here to serve and protect all of our children! A parent/guardian may be called at work or home at any time the child exhibits uncontrollable behavior that cannot be modified by the center's staff. The parent/guardian may be asked to take the child home immediately. The following steps may be taken regarding children who display chronic disruptive behavior, upsetting to the emotional or physical wellbeing of another child or an adult.

- Initial Consultation: The director may request that the parent or guardian meet for a conference. The problem will be defined on paper. Intervention strategies will be discussed. The best solution toward solving the problem will be agreed upon by the center director, teacher, and parent or guardian.
- Second Consultation: If the initial plan for helping the child fails, the parent will again be asked to meet with the director and teaching staff involved. Another attempt will be made to identify the problem, and establish a new, or revised, approach for solving the problem. Parents may be asked to consult outside professionals, or bring in behavioral specialists to help identify the problems or provide new strategies, in order for KHLC and SA Program to continue care. Our goal is to work as a team to better serve each child. In this meeting a detailed behavior plan will be discussed including behaviors that may result in the child being sent home for the day.
- Dismissal: When the previous attempts have been followed and no progress has been made toward solving the problem, the child may be dismissed from the center at the discretion of the center director. A partnership between the program and family is required. Dismissal from the program may be warranted if parents are not supportive of program rules and expectations.

### General Policies

### In Home Care Disclaimer

We appreciate a family's confidence in our staff members and understand their desire to have them babysit. However, Kenowa Hills Learning Center and School Age Program or KHPS cannot be responsible for outside arrangements made with staff members and all such arrangements must be made in advance to avoid interrupting staff at work. Please note: any individual arrangements are strictly between the parent and the individual. Kenowa Hills Learning Center and School Age Program is not responsible in any way for these individual agreements. Staff are only permitted to babysit during NON operational hours. Director approval may be given in certain situations.

### Field Trips

Field Trips are an important part of the learning experience and are enjoyable for both children and staff. The Learning Center and Before and After program are both offered the opportunity to attend a variety of field trips throughout the school year and summer.

Staff will communicate detailed information in a timely manner when a trip is planned. Field trips will be billed along with tuition. A two-week notice is needed for a refund if there is a schedule change. If your child cannot attend due to behavioral issues, you'll need to find alternate care. If your child demonstrates behavioral issues while on the field trip, parents will be notified to pick up immediately. A parent or chaperone may be asked to attend future field trips if deemed necessary.

Parents are able to attend field trips and will need a volunteer background check on file. Please note, when attending a field trip you will only be responsible for your child. No care will be provided if you do not want your child to attend the field trip. Your child will not be able to stay on site if your child's class is on a field trip due to a late drop off or early pick up.

You are welcome to drop off or pick up at the field trip location. During field trips, every attempt is made to have lower ratios than provided onsite. A field trip may be canceled due to weather conditions. Refunds will be dependent on venue policy.

Walks in the neighborhood fall under field trips. Classrooms will notify families of a walk through Procure. A notification will be made when leaving the ECC and upon arrival back.

### Lost and Found

Items that are misplaced or unclaimed will be placed on the Lost and Found table. With notice, items that have been in Lost and Found will be disposed or donated. Kenowa Hills Learning Center and Before/After School Program is not responsible for any lost or damaged items.

### Electronics and Toys from Home

Electronics are not permitted. Each classroom will notify parents of their Toys from Home policy. Please note, the classrooms are intentional about the materials that are accessible. Toys from home are not needed.



Thank you for choosing our program for your family's childcare needs. If you have any questions, comments, or concerns please reach out.

Kenowa Hills Learning Center and School Age Program

Cali Lipscomb, Director  
Christina Fabian, Assistant Director  
Jenn Beke, Willow Room Lead (Infant)  
Sarah Morris, Magnolia Lead (Toddler)  
Karen McCarty, Juniper Room Lead (Toddler)  
Mary Janis, Hawthorn Room Lead (Young Preschool)  
Jodi Eggerding, Pine Room Lead (Young Preschool)  
Isabella Grays, Birch Room Lead (Older Preschool)  
Michele Parsons, Sycamore Room Lead (Older Preschool)

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