

# PARENT HANDBOOK

15250 South Tamiami Trail #116, Fort Myers Florida 33908

US 41 South - South of [Lowes](#) in Regal Plaza

Across from [Jamaica Bay](#). Turn on North Bay Dr. at light by [Speedway station](#).

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Web site: [Bugabooskidsclub.com](http://Bugabooskidsclub.com)

## OUR PHILOSOPHY & MISSION STATEMENT

TO PROVIDE THE STEPPINGSTONES FOR A SAFE, CLEAN, FRIENDLY, CARING, LEARNING ENVIRONMENT [WHILE HAVING FUN](#); TO MAINTAIN A STAFF WITH THE EXPERIENCE, DEDICATION AND A CHEERFUL OUTLOOK TO ENSURE YOUR CHILD AND/OR CHILDREN HAVE A WONDERFUL POSITIVE EXPERIENCE WHILE ATTENDING OUR PRE-SCHOOL WHICH WILL HELP PREPARE THEM FOR THEIR FUTURE JOURNEY.

Hours: Mon - Fri 6:30 AM - 6:00 PM

# **BUGABOOS KIDS CLUB & LEARNING CENTER POLICIES**

## **CLOTHING**

- Your children should always wear weather appropriate clothing. Our children go outdoors daily (weather permitting). Sneakers or closed toed shoes are required. We recommend that you select shoes with Velcro straps until your child is ready to learn to tie his/her own shoes. During cooler months, we request you leave a jacket at Bugaboos so that we are prepared for weather changes.
- **We also request a complete change of clothing** (labeled with your child's name). Young children learning to do things on their own can sometimes have accidents. Soiled clothing may be picked up in the office as you sign out. **Please remember to replace the extra clothes if used.**

## **DROP OFF & PICK UP**

- An authorized adult must sign each child in and out daily on the ProCare Sign-In app on the public computer in the front office.
- **For security purposes, children will not be allowed to enter or leave our building escorted by a minor or an unauthorized parent or adult** (our teachers have heard enough related sad stories and would rather not add to them). If the escort's name is not listed on the child's enrollment packet of contacts, we will proceed to call the primary guardian to ask permission to leave with the escort (we can provide extra contact sheets for more names if needed). If the primary guardian does not answer or denies permission, the escort will not be allowed to leave with the child.
- Please always notify the teacher of your child's arrival and when you leave. This is for more than security reasons; children need goodbye hugs!
- Bugaboos tries to know all families, but for your children's safety, **please do not be offended if we ask for official identification.**
- Bugaboos is open from 6:30 AM to 6:00 PM Monday through Friday. Staff may be in the building prior to or after business hours. However, they are not available to care for children outside the posted hours of business.
- **Children cannot be dropped off after 9:30am** without prior notice and/or a doctor's note.
- **Children who are not picked up by 6:00 PM will be charged a \$2.00 per minute late fee. Florida law requires that caregivers call authorities for any children left for one hour past closing time without contact from a parent or guardian.** Late Pick-Up fees are added to the tuition at the start of the week.

## **PERSONAL BELONGINGS**

- **We are not responsible for personal items such as toys, non-essential electronics, etc.** Therefore, we personally recommend that children do not bring any.
- Children are allowed to bring special sleeping items (explained in the next section).

## NAPS

- All children at Bugaboos rest after lunch. **Parents need to provide a labeled fitted crib sheet & a labeled blanket to cover the children while they rest/sleep on our cots (2'x4').**
- Blankets and sheets will be sent home every Friday (or otherwise last operating business weekday in the event of holidays or other closures) to be laundered and returned with the child on Monday mornings.
- Children may have their special blanket or item that they cannot sleep without during nap time only. The item will be in their cubby the remainder of the day.
- Children without a sheet and/or a blanket will be loaned one of ours at a fee of \$5.00 per child.

## ATTENDANCE

- Please understand that **you are paying for the spot, not per day/week.** As such, billing is posted weekly without exception. **If your child is absent, we do not offer refunds or discounts** except in the event of vacation or severe illness.
- If you are taking your child on an extended outing, we can stop billing, but you will run the risk of losing your child's spot in their classroom to new students unless you decide to continue to pay for the spot.

## FOOD

- **Breakfast, lunch and afternoon Snack are provided at no additional charge to all children.**
- The Food Program Meal Application is required for each child and is due upon enrollment. If there are multiple children in a family, we can do photocopies to save time and effort. The Meal Applications are to be renewed annually.
- No food may be brought to the center without advance consent. Please contact Ms. Mariana for guidelines and permission. **Absolutely no peanuts or seafood due to them being major allergens.**

## PAYMENT

- **Payment of your weekly contracted amount is due the morning of your first day of attendance for the week.** Bugaboos accepts cash, personal checks, credit/debit cards, money orders and cashier checks for payment.
- Weekly contracted tuition will be due on Monday or the otherwise first operating weekday in the event of holidays or other closures.
- **Overdue payment fee is \$10.00 per day. If payment is not made by Friday, your child may not be allowed to attend the following Monday. The Returned Check Fee is \$25.00 plus the appropriate overdue payment fees.** After a returned check, we will no longer accept your check.

## ABSENCES

- We ask that you **please notify us when your child will not be attending due to illness or emergency plans.** We do have a phone recorder where you can leave a message if the office staff is not available to the phone. Advance notice is always appreciated. In some cases, a doctor's note may be required for return to Bugaboos.

## **FINANCIAL AID (SCHOOL READINESS AND VPK PROGRAMS)**

- **Bugaboos does indeed offer financial aid through both the School Readiness and VPK programs through the ELC.**
- School Readiness parents should expect to occasionally be given a questionnaire asking about the milestones and behaviors of the child that do need to be returned. The due dates will be written on the top of the package.
- VPK parents should expect to sign an additional VPK attendance sheet upon sign-in and sign-out for record keeping.
- The ELC will only offer up to 3 unexcused absences per month. **School Readiness students that miss more than 3 days per month will be responsible for payment at Bugaboos regular rates for any days not paid by the Early Learning Coalition of SW Florida.**

## **PICTURES**

- Photos/videos may occasionally be taken of special events and daily activities at Bugaboos Kids Club & Learning Center. Those pictures/videos may be used in advertising on our web page and displays at the center. Please let us know if you do not wish to have your children photographed.

## **HOLIDAYS**

- Bugaboos will be closed only for major holidays such as New Years, Memorial Day, Independence Day, Labor Day, Thanksgiving & Friday after, Christmas Eve and Christmas Day, New Year's Eve.
- A list of holiday closures will be posted in the first room on the billboard for parents.

## **VACATIONS**

- Vacation time will be available after 52 consecutive paid weeks from the child's enrollment date. We honor 1 week of unpaid vacation time without the child in attendance. If a child is withdrawn or un-enrolled, vacation time will be based on the most current enrollment date. Beyond the one week, parents will need to pay their contracted amount to hold their child's place. This policy is due to fixed business costs.

## **PERSONAL INFORMATION**

- It is the custodial parent's responsibility to notify us of any changes to cell, home and work phone numbers, or work locations and emergency contacts in writing when leaving a child with Bugaboos Kids Club & Learning Center.

## **MEDICATION**

- Bugaboos Kids Club and Learning Center **does not administer any medications at any time** (although there may be an exception in a case-by-case situation).

## **IMMUNIZATION RECORDS**

- The FL Department of Children and Families (DCF) requires that Bugaboos Kids Club & Learning Center keep your child's immunization and physical forms (DCF forms 3040 and 680) on file. **It is the custodial parent's responsibility to keep these forms current.** Children may be denied attendance if their immunization and/or physicals are out of date. Children will be readmitted when forms are updated.

## **ILLNESS/ACCIDENTS**

- Effective control and prevention of the spread of illness in the childcare setting is dependent upon clear communication between parents and the center staff daily. Parents and/or legal guardians agree to the following stipulations which include but are not limited to the following:
  - When notified by the center that your child is ill and must be picked up, the child must be picked up within 1 hour of receiving notice.
  - Children who have uncontained diarrhea (at least 3x/day), active vomiting, running a fever of 100 degrees Fahrenheit or more, bodily fluids draining from ears or sores, severe coughing, difficult or rapid breathing, stiff neck, yellowish skin or eyes, pink eye, or any other unusual signs or symptoms of illness or children who are not able to participate in regularly scheduled activities (ex: a child who needs to rest indoors instead of going outside) may NOT remain in the center. Children must be symptom free for a minimum of 24 hours before returning to the center. A doctor's note may be required in some instances.
  - If children are exposed to a communicable illness, parents and legal guardians will notify the center immediately upon diagnosis.
  - In the event of a medical emergency or child illness, we will first attempt to contact the parent or legal guardian, and then we will attempt to contact the listed emergency contact person(s). If we are unable to contact anyone listed on the registration forms and we feel the need for an ambulance, we will call one. Any expenses incurred will be the responsibility of the child's parent or guardian.

## **WEATHER RELATED EMERGENCY CLOSINGS**

- Our rule of thumb for closures is that if the public schools are closed, we will close as well for safety reasons. We will announce closures through ProCare generated texts and emails as soon as the information is given to us.

## **DISCIPLINE**

- Our staff works hard to provide a positive learning experience for all children. "Think Time" is used when the redirection or positive re-enforcement has not worked. The teacher and child talk about inappropriate behavior and the appropriate way to manage the situation if the behavior continues.
- If "Think Time" is necessary, the time limit will not exceed more than one minute per year of age. If your child's behavior is harmful to him/herself or others, you will be called to pick your child up. If your child's behavior is an ongoing problem, Bugaboos Kids Club & Learning Center reserves the right to withdraw your child without notice. Spanking and any other form of physical punishment is strictly prohibited for teachers and parents on the premises.

## **BITING/FIGHTING**

- We here at Bugaboos try our best to work with children of any temperament. However, there is only so much our hard-working teachers can do in a classroom full of other students. **If your child bites or actively fights another, a special report will be made for the parents of both children involved.**
- At the bottom of the report, you may notice text that lists three strikes. That is because we operate on a three-strike-you're-out rule. **If your child has three strikes against them, a parent-teacher meeting will be required with the child to discuss further action which may include suspension or expulsion.**

## **CHILD ABUSE/NEGLECT**

- As childcare providers, we are **mandated by law to report our suspicions of child abuse, neglect, or abandonment** to the Florida Abuse Hotline in accordance with s.39.201 of the Florida Statutes (F.S). We are not required to notify parents of any reports to the hotline.

## **CUSTODY**

- It is the custodial parent's responsibility to notify Bugaboos Kids Club & Learning Center of any legal custody information about the enrolled child/children by providing a copy of the court order for our files. Without legal documents, we cannot restrict parents' access to children. Bugaboos will not violate a valid court order. Legal disputes involving child custody, visitation, etc. of children enrolled at Bugaboos may occur. Employees may be subpoenaed for testimony or depositions. Bugaboos is required at times to provide child attendance reports or other reasonable documents in a child's file.

## **LICE**

- Any child with lice will have to leave the center as quickly as possible and can return only after complete treatment and removal of all nits. Lice is an unpleasant fact in SW Florida, and it is not a reflection on you or your lifestyle. Young children share everything, especially space, so if one child has it, it is probable that others will too. Prompt, thorough treatment is the key to getting through the experience successfully. Children will be checked upon arrival at the center. Proof of treatment is required.

## **BIRTHDAYS**

- Parents are welcome to provide a special snack for their child's birthday. Special snacks must arrive by 11 AM to be served that day. The snacks must be store-bought and **NOT** from home for safety reasons. Due to allergies, all treats must be store bought with the ingredient label attached. Small cupcakes or frosted cookies are preferred. The teachers will try to make every child's birthday a special day.

## **WITHDRAWAL NOTICE**

- Bugaboos requires a one-week written, paid notice of plans to withdraw from the center.