

# **KIDS UNLIMITED LEARNING CENTER PARENT HANDBOOK**

Kimberly Ingram

**Director**

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**JACKSONVILLE, FL 32208**

**904-240-1389**

**[kidsunlimitedlearning.com](http://kidsunlimitedlearning.com)**

Revised 2/7/24

# Table of Contents

<b>Welcome</b>	<b>2</b>
<b>Mission Statement</b>	<b>2</b>
<b>Licensing Information</b>	<b>2</b>
<b>Nondiscrimination In Service Policy</b>	<b>3</b>
<b>About Our Staff</b>	<b>4</b>
<b>Enrollment Procedure</b>	<b>4</b>
<b>Confidentiality</b>	<b>4</b>
<b>Payment Policy</b>	<b>5</b>
<b>Withdrawal Procedure</b>	<b>5</b>
<b>Program Hours</b>	<b>6</b>
<b>Curriculum</b>	<b>6</b>
<b>Daily Routine</b>	<b>7</b>
<b>Mealtime</b>	<b>7</b>
<b>Children with Severe Allergies</b>	<b>7</b>
<b>What to Bring</b>	<b>7</b>
<b>Dress Code</b>	<b>8</b>
<b>Notification of Absence or Lateness</b>	<b>8</b>
<b>Arrival Procedure</b>	<b>8</b>
<b>Pick-Up Procedure</b>	<b>9</b>
<b>Emergency/Alternate Pick-Up Arrangements</b>	<b>9</b>
<b>Late Pick-Up</b>	<b>9</b>
<b>Discipline</b>	<b>10</b>
<b>Parent/Teacher Conferences/Communication</b>	<b>10</b>
<b>Parents Right to Immediate Access</b>	<b>10</b>
<b>Agency's Right to Refuse Admission</b>	<b>11</b>
<b>Mandated Reporting of Suspected Child</b>	<b>11</b>
<b>Abuse Communicable Diseases</b>	<b>11</b>
<b>Dispensing Medication</b>	<b>12</b>
<b>Incident Reports</b>	<b>13</b>
<b>Fire/Emergency Drills</b>	<b>13</b>
<b>Alternate Safe Location</b>	<b>13</b>
<b>Emergency Closing and Inclement Weather</b>	<b>13</b>
<b>Expulsion Policy</b>	<b>13</b>
<b>Parent Handbook Acknowledgement</b>	<b>14</b>

## **WELCOME**

Hello Parents! Thank you for choosing Kids Unlimited Learning Center Inc.

We are looking forward to getting to know you and your family.

Please take the time to read the following policies.

This booklet is meant to create a mutual understanding  
of the way our center operates.

Feel free to contact the Director with any questions or comments.

Kimberly Ingram  
Director/Owner

Kids Unlimited Learning Center Inc.

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kidsunlimitedlearning.com

## **MISSION STATEMENT**

At Kids Unlimited Learning Center Inc Child Care, our mission is to provide a safe, nurturing, and stimulating environment where children can learn and grow. We strive to create a partnership between parents, teachers, and children to support each child's unique needs and interests.

**KIDS UNLIMITED LEARNING CENTER INC.**

**SUBJECT: Nondiscrimination In Service**

**TO: Parents**

**FROM: Kathy I Senior-Director/Owner**

Admissions and referrals of clients should be made without regard to race, color, religious creed, disability, ancestry, national origin, age or sex.

Any student (and/or their guardian) who believes they have been discriminated against, may file a complaint of discrimination with:

KIDS UNLIMITED LEARNING CENTER INC.  
JACKSONVILLE, FL 32208

**ABOUT OUR STAFF**

Ms. Kimberly Ingram is an Advanced Director with 37 years of Childcare experience. KathySenior is a retired DCF Supervisor with 11 years as a Therapeutic Foster Parent and 5 years in child care.

Each member of our team brings a wealth of knowledge, expertise, and passion for childcare. We are committed to providing a nurturing and stimulating environment for your child's growth and development.

All prospective employees are screened on a broad range of background information. The personnel selection process includes a thorough reference check, federal and state criminal history checks, and Florida child abuse history clearance. All staff is CPR, First Aid, and Fire Safety certified. Ongoing training in Early Childhood Education is required.

## **ENROLLMENT PROCEDURE**

1. Go to our website : [kidsunlimitedlearning.com](http://kidsunlimitedlearning.com) to receive registration instructions. If you fill out the online registration form on the Kids Unlimited website, the Director will automatically receive electronic notification of your request and will contact you within 24 hours regarding your inquiry.
2. You must complete online registration to your child starting school.
3. You will receive an email confirming your child's start date. By the start date, a \$75 registration fee and a signed Fee Agreement form must be received.
4. If enrollment space is not available, you will be placed on a waiting list (no payment required). In the event that you find another daycare center, please contact us to have your child removed from the waiting list.

Enrollment at KULC is open to children from 18 months to five years of age. Continued enrollment is contingent upon the parents, emergency contact persons and child's adherence to the policies and procedures as outlined in this handbook including, but not limited to, timely payment of all fees and tuition.

A current health assessment and immunization record is required within the first 30 days of enrollment. Please make an appointment with your child's doctor as soon as possible.

Parents are required to notify immediately, should any of the information collected at the time of enrollment or any time thereafter change. KULC reserves the right to dismiss any parent or child at any time with or without cause.

This facility participates in the USDA Child Care food program. The following forms must be completely filled out prior to enrollment.

- USDA Food Program/Income Eligibility Form (per family)
- USDA Food Program Enrollment Form (per family)
- USDA Food Program Medical Statement for Food Substitution
  - o Per child, if the child has any food allergies or food preferences.

## **CONFIDENTIALITY**

Confidential and sensitive information will only be shared with employees who have a "need to know" in order to most appropriately and safely care for your child. Confidential and sensitive information about faculty, other parents and/or children will not be shared with parents, as KULC strives to protect everyone's right of privacy. Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, and health related information.

Outside of KULC, confidential and sensitive information about a child will only be shared when the parent of the child has given express written consent, except where otherwise provided for by law. Parents will be provided with a document detailing the information that is to be shared outside of the

program, persons with whom the information will be shared, and the reason(s) for sharing the information.

## **PAYMENT POLICY**

All custodial parents and/or legal guardians are required to sign a Fee Agreement prior to enrollment of their child at KULC. Parents are required to indicate to whom all billing information and correspondence are to be addressed. A \$75 registration fee is required to secure enrollment space and first week's tuition. The registration fee must be received prior to your child's start date.

Credit/debit is the only acceptable form of payment. Credit/Debit card payments are to be made through our Brightwheel Parent Portal.

All payments are due in advance of provided service. Families are not permitted to carry balances on tuition accounts. Weekly payments are due on Friday and before 5:30 on Monday. Late payments will result in an additional fee of \$20 per week. Non-payment of tuition is grounds for immediate dismissal from the program. Timely payments are essential for continued enrollment. However, if you anticipate difficulty with paying on time, please discuss the matter with the Director immediately. If alternative arrangements for payment are approved you will be notified by the Center Director.

Tuition is charged based on enrollment, not based on attendance. No refunds or credits will be issued for absenteeism, scheduled school holidays, child illness, or for closings due to emergency situations, inclement weather or acts of God.

KULC accepts childcare subsidies. Subsidized children must be enrolled through ELC before they start care and we follow our contractually obligation with ELC and require parents to pay their copay by Monday the beginning of the week or we will have to report non-payments to our ELC office.

Parents of a subsidized child must complete all required paperwork on time to continue enrollment at KULC. Parents of subsidized children are also required to sign a fee agreement, agreeing to be personally responsible for the payment of tuition, in the event they become ineligible to receive child care subsidies.

## **WITHDRAWAL PROCEDURE**

Two weeks written notice is required when withdrawing a child for any reason..

The parents and child, following their last day of enrollment, are not permitted to re-enter the Center without prior permission of the Director. A withdrawn child and his/her parents are required to call and request an appointment with the Director if they wish to return to the Center following the last day of enrollment. Appointments are made at the discretion of the Director and are not a right of the withdrawn child or parent.

## **PROGRAM HOURS**

KULC is open from 7:00 am to 5:30 pm, Monday through Friday. We will be closed on the following days:

- New Year's Day
- Good Friday
- Memorial Day
- Juneteenth
- July 4th - Closed The Entire Week
- Labor Day
- Veteran's Day
- Martin Luther King Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day
- Day After Christmas

\*\*We close at 12:00pm on Christmas Eve and New Year's Eve

## **CURRICULUM**

At KULC, our teachers use ELC approved Funnydaffer with Montessori Inspired teachings incorporated to give young learners a fun and engaging learning experience. Our child-centered approach allows children to use their natural curiosity, and it provides ample opportunities for children to be active learners. By being given countless opportunities to explore and investigate, our teaching creates a solid foundation for future academic success.

We value your child's experiences. When your child starts at KULC, observations will occur throughout their time here. This will help us provide the best care academically and socially for your child. We respect each child as an individual and set up their goals accordingly.

## **DAILY ROUTINE**

The daily routine is subject to change based upon the age and needs of each group. There is a potty time/diaper check before each transition. Hands are washed after toileting, before and after meals, and after messy activities and outdoor play (thru out the day). Outdoor play occurs daily if weather permits. On inclement weather days, large motor activities are offered inside the classroom. After lunch children will have a nap/rest period from 12:00pm to 2:30pm. Our staff will post the daily schedule and the learning objectives for that day in the classroom.

## **MEALTIME**

At KULC, children are provided a nutritious breakfast, lunch, and PM snack. KULC follows the nutritional guidelines established by the Child and Adult Care Food Program. Menus will be posted on the bulletin board near the main entrance. Children will be encouraged to sample all foods that are offered, but will never be forced to eat. Please inform your child's teacher if your child cannot eat a certain food or has different dietary needs, so a substitution can be made. For certain dietary restrictions, you may be asked to provide food from home for your child.

## **CHILDREN WITH SEVERE ALLERGIES**

Parents are required to provide a signed copy of the “Authorization for Emergency Care for Children with Severe Allergies” form, detailing any allergies, food or otherwise, from which their child suffers, at the time of enrollment or when the allergy is discovered. This form must be completely filled out by the child’s physician and parent(s) or legal guardian(s), and must be updated every six months, or more frequently, as needed. In addition to this form, parents must provide a copy of any additional physician’s orders and procedural guidelines relating to the prevention and treatment of the child’s allergies.

Parents must also execute a “Release and Waiver of Liability for Administering Emergency Treatment to Children with Severe Allergies” form.

Any medication required to treat an allergic reaction must be provided in accordance with the Medication Policy.

## **WHAT TO BRING**

Children will need two seasonably and size appropriate complete changes of clothing at the center at all times. A complete change of clothing includes: shirt, pants, underwear, and socks. All clothing items must be clearly labeled with the child’s first and last name. This includes coats and sweaters. KULC is not responsible for lost or damaged items of clothing.

For children who are not potty trained, please bring an ample amount of pull-ups(Velcro), and wipes.

Please remember to check with your child’s teacher weekly to make sure they have seasonably and size appropriate complete changes of clothing, and an adequate amount of pull-ups, and wipes.

For nap time, cots are provided by KULC. A new sheet and blanket are provided and will be washed weekly by staff.

Due to the risk of damage, sharing issues, and loss, children are not permitted to bring in toys from home, unless specifically requested by the classroom teacher for use as part of the curriculum.

## **DRESS CODE**

Children ages 2 and up are required to wear uniforms **Monday - Thursday**.

**Boys – red or navy blue collared uniform shirt, khaki or navy shorts or pants.**

**Girls – red or navy blue collared uniform shirt, khaki or navy blue, shorts, pants, skorts or jumpers.**

***Please do not dress children in clothing with difficult closures (jumpers, onesies). These types of clothing present particular challenges for children and/or staff in relation to toileting.***



Jackets must be provided in the fall and winter months. Teachers will change the children into their jackets/hats when they go outdoors.

Children are not permitted to wear open toed or open backed shoes, flip flops or crocs. The most appropriate type of shoes for participation in school activities are rubber-soled, sneakers/tennis shoes or casual/uniform shoes.

Children are not permitted to wear jewelry of any kind. It is a safety hazard for your child as well as the other children enrolled in the program. In addition, KULC will not be responsible for lost or stolen valuables. It is the parents' responsibility to enforce this policy with their children.

### **NOTIFICATION OF ABSENCE OR LATENESS**

Parents who know in advance that a child will be late or absent are required to notify the center by 8:30am so that we can best prepare for the school day.

### **ARRIVAL PROCEDURE**

If you would like your child to eat breakfast at school, please arrive by 8:30 am. We strongly encourage parents to arrive by 8:45 am at the latest, so that children are included in greeting activities and have time to calmly set their minds for the day ahead. Drop-off after 10:00 am is not permitted unless parents notify the Director in advance (please see notification requirements above).

Upon arrival at KULC, the parent or the adult dropping the child off must sign the child into care on **the Kiosk using their assigned 4 digit code** or with phone using the **QR code**

Parents are required to notify the child's teacher or the Director of any special instructions or needs for the child's day. Please present the special instructions on the portal or in the form of a letter and verbally discuss them with either the classroom teacher or Director. These special instructions include but are not limited to: Early Pick-Up, Alternative Pick-Up Person, health issues over the previous night which need to be observed and/or any general issues of concern which the child care providers should be aware of to best meet the needs of your child throughout the day.

### **PICK-UP PROCEDURE**

**Parents or other authorized adult are required to sign their child out of care on the kiosk.**

Once a parent signs their child out, the parent is then solely responsible for supervising their child while on premises. Parents are required to handle all business issues prior to signing out their child, and should exit the building once they have signed their child out of care.

Parents who drive must park in an available parking space and may not leave a vehicle idling. Please be aware that it is against the law to leave an infant or child in a car unattended.

The classroom teacher will be able to briefly discuss certain matters with you or other authorized adult at pick-up. However, should you feel it necessary to have an in-depth discussion or meeting, it is most appropriate to schedule a meeting for a later date because the teacher is responsible for

supervising the remaining children in the classroom.

## **EMERGENCY/ALTERNATE PICK-UP ARRANGEMENTS**

At enrollment, parents will complete Emergency/Alternate Pick-Up information. Parents are encouraged to include any and all persons who, in the course of events, may at one time be asked to pick-up their child from KULC. In an emergency situation the child's parents will be called first. If they cannot be reached staff will call the persons listed on this form until someone can be reached.

Should the staff contact a parent, and the parent is unable to pick up the child, it is then the responsibility of the parent to arrange for their child to be picked up by someone on the emergency list.

The persons on the Emergency/Alternate pick-up form will be required to provide photo identification. There will be no exceptions to this rule.

All changes and/or additions to the Emergency/Alternate Pick-Up form must be made in writing/parent portal and be dated and signed. Only custodial parents have the right to make changes or additions to this form.

## **LATE PICK-UP**

Our program ends at 5:30 pm. Parents who pick-up children after that time will be charged \$1.00 per minute, to be paid in cash at the time of pick-up (total late fee will be calculated based on the clock on the wall in the classroom). All late pick-up fees go directly to the staff members who stay past their regularly scheduled shift. If payment in cash is not possible, it is to be paid at drop-off the following program day. If balance is not paid, payment will be combined with tuition payment.

## **DISCIPLINE**

Staff will encourage children to respect other people, to be fair, respect property, and learn responsibility for their actions. We will use the following techniques in doing so:

- Planning ahead to prevent problems
- Consistent clear rules
- Encouragement of appropriate behavior
- Positive guidance
- Redirection
- Involving children in problem-solving.

"Calm Down" will be used if other management techniques are ineffective. "Calm Down" or removal of a child from the environment, may be used selectively for children who are at risk of harming themselves or others. The time period will be just long enough for the child to regain self-control. As a general rule, this time period will not exceed one minute per year of age. Staff will monitor the effectiveness of "time-out" and maintain open communication with parents to use the most effective and appropriate means of discipline.

KULC recognizes that young children go through various stages of development. Certain behaviors are indicative of age. However, no child will remain enrolled if he or she:

- Causes continual, deliberate physical or emotional harm to other children.
- Requires more care than the staff can adequately provide without compromise to the other children.
- Continually disrupts the class to the extent that activities cannot be completed.

### **PARENT/TEACHER CONFERENCES/COMMUNICATION**

Parent/teacher conferences are scheduled twice per year, and include an overview of the observations of the child while at the program. Topics will include the child's strengths, achievement of developmental milestones, and social-emotional growth in a classroom environment. Parents are welcome to schedule a conference at any time, and are encouraged to communicate freely with staff and the Director.

During program time, staff members are usually not available to have long conversations. Parents are welcome to send messages on the portal, call or send e-mails to the Director. If you leave a message on the answering machine, the Director will return your call as soon as possible.

### **PARENTS RIGHT TO IMMEDIATE ACCESS**

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at KULC, as provided by law.

In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order), KULC must be provided with a certified copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file, both parents shall be afforded equal access to their child as stipulated by law. KULC cannot, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, it is suggested that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. Staff will contact the local police should a conflict arise.

Visitors are asked to schedule appointments with the Director and are allowed in the child care facility only at her discretion. An employee will accompany visitors at all times throughout the center.

### **AGENCY'S RIGHT TO REFUSE ADMISSION**

KULC reserves the right to refuse admission to any child at any time with or without cause.

Possible reasons for the refusal of admission include but are not limited to:

1. The need to maintain compliance with licensing regulations.
2. Staff deems the child too ill to attend.
3. Domestic situations that present a safety risk to the child, staff or other children if the child were to be present at the center.
4. Parents' failure to maintain accurate, up to date records.

5. Parents' failure to complete and return required documentation in a timely fashion.

Parents will not be reimbursed tuition for days when their child is refused admission to the program.

### **MANDATED REPORTING OF SUSPECTED CHILD ABUSE**

Under the Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The employees of The KULC are considered mandated reporters, under this law, and are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at KULC take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children. As mandated reporters, staff cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith."

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- Unusual bruising, marks, or cuts on the child's body
- Severe verbal reprimands
- Improper clothing relating to size, cleanliness, season
- Transporting a child without appropriate child restraints (car seats, seat belts, etc.)
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- Failure to attend to the special needs of a disabled child
- Children who exhibit behavior consistent with an abusive situation

### **COMMUNICABLE DISEASES**

**Please do not send your child to school if the following symptoms are present:**

- Fever of 101 degrees or above (within the past 24 hours).
- Needs fever-reducing medication to maintain a normal body temperature.
- Vomiting for any reason.
- Diarrhea.
- Chronic cough.
- Excessive mucus coming from nasal passages, mouth or eyes.
- Needs cold medicine to suppress sneezing, coughing, or runny nose.
- Has an unexplained rash, which has not been treated by a doctor.
- Any other symptoms of communicable disease.

When a child is prescribed antibiotics by a doctor, parents must wait 24 hours after the first dose of medication before sending the child to school.

Parents are required to pick up an ill child within 45 minutes of notification by phone. If a parent is reached but cannot pick their child up within 45 minutes, it becomes the parent's responsibility to arrange for alternate pick up with someone listed on the child's emergency contact form.

Children will be excluded from participation in the program if they exhibit symptoms of any communicable disease. They will not be permitted to return to the program until they are no longer contagious. Guidelines for determining the contagious period for a specific illness are based on the recommendations by the American Academy of Pediatrics. Children must present a doctor's note stating they are no longer contagious and can return to the program. KULC reserves the right to refuse to allow a child to return if staff believes the child to be too ill to participate in the program.

If your child will be absent due to illness, we request that you notify the director on Brightwheel. This enables our faculty to keep track of any illnesses, which may occur at our school. This information will only be shared with faculty on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the center director, so that the parents of the children in the school may be notified that a communicable disease is present. Once again, only the communicable disease information will be shared. We will take all measures necessary to protect your child's confidentiality. You are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child's absence from school.

### **DISPENSING MEDICATION**

KULC will only dispense over-the-counter and/or prescription medication that is in its original, labeled containers, and is accompanied by a doctor's note with explicit dosage and administration instructions. Parents are required to submit a completed Medication Form each day that medication is to be dispensed. One doctor's note per course of treatment is required. If a child, for example, is to be given a course of antibiotics for 10 days, the doctor's note must identify the dates that the medication is to be given. Medication will be stored in a locked area, out of the reach of children.

### **INCIDENT REPORTS**

Should your child be involved in an incident/accident during the course of the school day, a staff member will complete an Incident Report. The Incident Report will be placed in a sealed envelope and put in the child's bag. Parents are required to sign the report at pick-up time and return it to staff. Should a person other than the parent pick-up the child, a parent must sign the report and return it to the Director within 24 hours.

### **FIRE/EMERGENCY DRILLS**

Fire drills are conducted every 30 days. Parents, staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans.

During a fire/emergency drill or real fire/emergency situation, parents may not sign children into or out of the program. Parents must wait until the drill is complete and children have returned to the building to sign their child into or out of the program. Parents may feel free to wait with the child's class in the designated safe-zone outside of the building until the drill is complete.

In the event of a real fire/emergency situation, the Director will inform staff that the school will be closing early. At this time any parents waiting to sign their child in will have to leave the premises with

their child. All other parents or emergency contact persons will be notified by telephone of the situation. As with the sick child pick up policy, children must be picked up within 1 hour of the telephone call.

### **ALTERNATE SAFE LOCATION**

Should the Director or any emergency services personnel determine that the facility is too dangerous to be occupied, the staff will walk with the children to Biltmore Elementary School, 2101 Palm Ave, Jacksonville, FL 32254

Once children are assembled inside the building, the staff will begin contacting parents or emergency contacts for pick-up.

### **EMERGENCY CLOSING AND INCLEMENT WEATHER**

If Duval County Public Schools are closed or declares a delayed opening due to inclement weather, KULC will also be closed. Closing information is available on the local news, our KULC website and our Parent Portal.

If you are unsure, please call the Director directly.

If KULC must close during the day, staff will attempt to reach the child's parents first to arrange for pick up. Should the staff be unable to reach the parents, the persons listed on the emergency contact form will be called until pick up arrangements can be made. Staff will notify the parents or emergency contact person at the time of the call, of the pick-up location should the children need to be evacuated from the child care center. Parents or emergency contact persons should report directly to the alternate location if one is given.

Should the center need to close for an emergency, tuition will not be refunded.

## EXPULSION POLICY

Unfortunately, there are sometimes reasons we have to expel a child from our program either on a short term or permanent basis. We want you to know that we will do everything possible to work with the family of the child in order to prevent this policy from being enforced. The following are reasons we may have to expel or suspend a child from this center:

### **IMMEDIATE CAUSES FOR EXPULSION**

- The child is at risk of causing serious injury to other children or him/herself.
- Parent threatens physical or intimidating actions towards staff members.
  - Parents exhibit verbal abuse to staff in front of enrolled children.

### **PARENTAL ACTIONS FOR CHILD'S EXPULSION**

- Failure to pay/habitual lateness in payments.
- Failure to complete required forms including the child's immunization records.
  - Habitual tardiness when picking up your child. Verbal abuse to staff.

### **CHILD'S ACTIONS FOR EXPULSION**

- Failure of child to adjust after a reasonable amount of time.
  - Uncontrollable tantrums/angry outbursts.
- Ongoing physical or verbal abuse to staff or other children.
  - Excessive biting.

Prior to expulsion, a parent will be called and correspondence will be sent home indicating what the problem is, and every effort will be made by both the center and the parent to correct the problem. If, after one or two weeks, 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 him/her. The parent will be given a minimum of one week's notice to find another center to provide care for this child.

**Parent Handbook Acknowledgement**

I, \_\_\_\_\_ the parent/guardian of

\_\_\_\_\_ received a copy of the Parent Handbook for Kids

- Unlimited Learning Center Inc. I understand that I must read, understand and agree to abide by the policies set forth in the Kids Unlimited Learning Center Inc. Parent Handbook.
- I acknowledge that I have received a copy of the Parent Handbook for Kids Unlimited Learning Center Inc . While I understand that the Parent Handbook is neither a contract nor a legal document, I recognize that it is my responsibility to read and understand the policies, provisions, and procedures contained in the Parent Handbook.
- In addition, I understand that the contents of the Parent Handbook are subject to change. I acknowledge that the Parent Handbook will be revised in accordance with the rules or regulations of state, federal, and accrediting entities, best practices for child care service providers, or at the discretion of the Director. I recognize that any such revisions will supersede, modify, or eliminate the current contents of the Parent Handbook.

Moreover, I recognize that it is my responsibility to contact the Director for any questions I may have about the contents of the Parent Handbook now and in the future. Parent/Guardian Signature:

Parent Signature: \_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_