



Family Handbook

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OUR MISSION

Child Kare Solutions seeks to create a stimulating environment that encourages success through interactive learning & play; which allows for exploratory experiences and learning styles.

Our program encourages a parent-teacher approach where the needs of every child comes first in order to experience the benefits of excellent early childhood education and school-age programs.

We are dedicated to our students with the understanding that diversity of gender, physical or mental ability, culture and background are strengths to be respected.

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OUR VISION

Our vision is to provide a secure, caring and enriched environment that promotes learning and the development of a child.

Enrollment & Tuition

When you enroll your child with us, you are required to complete an enrollment packet. These forms give us vital information about your child so we can provide the best possible care. It is imperative that we have accurate phone numbers where you can be reached. Please notify us as these numbers change.

Registration Fees

Registration fees are payable at time of enrollment. These monies are non-refundable. There will be a yearly supply fee which will be due each year in August. These monies go to pay for reoccurring yearly expenses such as child care licenses, Fire Marshall inspections, Liability and Student Accident Insurance and consumable goods we use on a daily basis.

Tuition Payments

Tuition payments are due each Friday for the upcoming week. If this is a holiday, payment will be due prior to the holiday with payment to be received no later than the following business day. Payments are due regardless of whether your child is in attendance or not. We will not be able to change any payments due to events such as illness, family vacations, holidays, inclement weather or any other reasons. Your child will not be able to return if you have any outstanding balances.

Payments are to be made to Child Kare Solutions.

Late Fees

* A late fee of \$50 will be assessed on Tuesday if tuition has not been received.

* By law, child care services are provided based upon a strict student to teacher ratio. Therefore, there is a substantial cost associated when a child is not picked up during operating hours. As a result there will be a late fee assessed based on what time your child is picked up. If your child is picked up 5 to 30 minutes late the fee will be \$20 per child. If your child is picked up between 31 and 60 minutes late the fee will be \$40 per child. You must bring in your late fee in cash for the staff members that stayed after hours to care for your child. If the fee is not paid, your child will not be allowed to return to school until the balance is paid in full.

Returned Payments

A returned payment fee of \$35 will be assessed if payment is returned unpaid.

Vacations

You will acquire a free one week vacation after one year of enrollment. One week consists of five consecutive days and requires authorization from management. For any other vacations, your tuition must still be paid in full.

WHAT TO BRING

Please be sure to label all of your child's belongings.

INFANTS

- Diapers & Wipes
- Blanket
- Extra Clothes
- Clean empty bottles (if using our formula) or premade labeled bottles (if providing your own formula or breastmilk)
We provide Gerber Good Start Gentle and Gerber Good Start Soy as well as Gerber jar foods and cereals.

TODDLERS AND OLDER

- Diapers & Wipes (if needed)
- Crib Sheet & Blanket
- Extra Clothes

PHOTO CONSENT & RELEASE

Included in our enrollment packet is a photo/video tape release form to allow Child Kare Solutions to take and use photos of both you and your child. We will use these pictures both in our school as well as on the web and our social media sites.

Child Kare Solutions has nanny cameras positioned in appropriate places within and around the facility and used in order to help promote the safety and security of the children. The nanny camera also provides parents/guardians with the peace of mind in knowing that your child(ren) can be observed off-site during the time that your child(ren) is present at the facility. Access to view child(ren) is limited to the staff and the parent(s) of the children in that specific area.

DROP OFF AND PICK UP

Security Entrance System

Our school is equipped with a security entry system to protect the children in our care. Upon enrollment you will be entered into our system using a biometric system. Your actual fingerprint is not recorded and the system does not store any fingerprint images. Instead, the software extracts the unique features of each fingerprint and creates a mathematical representation, called a “fingerprint template”. This template can only be used to identify you for check in/out purposes. It cannot be used to recreate the original fingerprint. To further secure the template, it is encrypted. For these reasons there are no privacy issues nor any identity theft exposure.

Please do not allow any other persons to enter the building using your unique credentials. While we all want to be courteous and hold the door for others, the security system cannot be enforced if parents allow others to enter at the same time they do, with no knowledge of whether that person has legitimate access to school property.

Arriving at the School

Please keep your child with you at all times, especially when exiting your vehicle in our parking lot. Do not leave children, regardless of age, unattended. Lock your car, as we cannot be responsible for any personal belongings taken from your vehicle while it is on our property.

You must accompany your child into his or her classroom, and let the teacher know your child has arrived. This provides a smooth transition and allows you a brief exchange with the teacher to convey information about your child.

Picking Up Your Child

When you arrive to pick up your child, please remember to let the teacher know your child is leaving. Please notify us whenever someone other than a parent/guardian is picking up your child. We will only release your child to those listed on your emergency card. All persons must have valid photo ID.

LATE ARRIVALS AND ABSENCES

Our curriculum starts promptly at 9:00am. After 9:30am we may make adjustments with staffing and we cannot guarantee space if your late arrival has not previously been arranged. If your child is going to be absent we ask that you please notify us. If your child is ill, we ask that you notify us as to the nature of the illness, particularly if it is contagious. No allowances, credits, refunds

SCHOOL HOLIDAYS

Child Kare Solutions will be closed on the following holidays:

New Year’s Eve, New Year’s Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Black Friday, Christmas Eve and Christmas Day. If the holiday falls on a Saturday we will be closed on Friday and if the holiday falls on a Sunday we will be closed on the following Monday.

TEACHER ABSENCES

At Child Kare Solutions, our teachers play an important role in the education of our children. They dedicate themselves and their time to the children they care for. We believe our teachers should maintain a healthy work-life balance. For this reason, there may be days when your child's regular teacher is not here. We do our best to plan for these absences and to keep the substitutes consistent.

EMERGENCY PREPAREDENESS

We conduct fire and emergency drills regularly. Parents, staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the success of fire and emergency/evacuation plans. In the event of a real fire/emergency situation, management will inform the staff that the school will be evacuated. Parents will be notified of the situation as soon as possible. If it becomes necessary to remove the children from school property, you will be contacted and asked to pick up your child at the emergency evacuation site.

EMERGENCY CLOSING POLICY

Child Kare Solutions will follow Hillsborough County Public Schools for all inclement weather closings. Therefore if HCPS announce they will close, you must make alternate child care arrangements on those days. Child Kare Solutions will not reimburse for days of closure. Please tune in to local television/radio/internet and our social media pages for updates.

If the school must close after you have dropped off your child, you or one of your emergency contacts will be notified by the school so you that you can make arrangements for picking up your child.

POSITIVE GUIDANCE POLICY

At Child Kare Solutions, it is our policy to guide and direct the children in a positive, loving and gentle manner. We want your child to thrive in a positive, trusting and encouraging environment. It is our desire to aid in cultivating appropriate behaviors by encouraging good behavior rather than focus only on unacceptable behaviors, remind children of behavior expectations by using clear, positive statements, and redirecting behavior using positive statements.

The following types of behavior are prohibited:

- Hitting, spanking, shaking, biting, pulling, pushing or any other types of corporal punishment;
- Depriving a child of needs such as food, drinks, rest, play or toileting;
- Confining children in enclosed spaces
- Mental or emotional cruelty such as humiliating, shaming, threatening or frightening a child
- Any forms of physical abuse, emotional abuse or neglect.

At Child Kare Solutions we understand some behaviors are part of normal developmental milestones. However, with repeated offenses of serious harmful behavior you may be asked to come and pick up your child. Because we provide care in a group setting, we must be concerned for the welfare and safety of all of our children and staff. When a child's behavior threatens the safety of, or becomes abusive toward other children or staff, we reserve the right to dis-enroll the child immediately.

If a child displays repetitive inappropriate behavior parents will be invited to join a conference with teachers and management. During the conference a behavior plan will be created. This plan will outline the inappropriate behavior, types of redirection that will be used as well as consequences. Depending on the severity of the behavior, you may be asked to pick up your child early or keep your child home for a day or two.

Biting

If you are the parent of an infant or toddler, we know it is distressing to learn your child has been bitten or has bitten a friend. Biting is within the range of expected behaviors of children 13 months to 3 years old. Some experts believe children bite due to the fact they do not have the language necessary to express themselves. For most children once they gain that vocabulary, the likelihood that they will bite decreases. At the first sign on biting, we evaluate the environment and activities at the time of time bite. If warranted, adjustments are made in the environment, routines or transitions. For children who continue to bite, more specific intervention will be initiated, including a conference and the creation of a behavior plan. Each case will be assessed on an individual basis. Staff cannot discuss the identity of the other child involved in the incident, nor can staff discuss the medical history of any child involved in a biting incident with the other parent.

PARENT EXPECTATIONS

Just as we set guidelines for appropriate behavior of children, we also must ensure that parents and other adults who come into our center know our expectations and are in terms of their interactions with our staff, our children and other parents.

Appropriate Language

Parents, guardians and all visitors to Child Kare Solutions must use appropriate language while on property. Foul language is not permitted on school grounds, which includes parking lots and playgrounds.

Interactions with Children

It is never appropriate for any adult who is not employed by Child Kare Solutions to address or redirect any behavior that is not their own child. Any concerns should be directed to the teacher or a member of management.

Smoking

Smoking is prohibited on all school property including parking lots and playgrounds.

Physical and Verbal Punishment of Children on School Property

We do not allow parents or their guests to use any type of corporal punishment on any child, whether enrolled in our program or not, while on school property. This includes parking lots, playground and bathrooms. Further, while verbal reprimands may be appropriate, it is not appropriate for a parent to verbally abuse their child while on our premises.

Threatening Behaviors

We have a responsibility to provide a safe environment for our employees, the children we serve, and other adults. Therefore, we have a zero tolerance policy regarding threats or threatening behavior in our center, whether it comes from a child or adult, and regardless of who is the target of the threat. This includes, but is not limited to, threats to do physical harm to someone or threats to retaliate in any way. This type of behavior will result in immediate disenrollment from our program.

Firearms and Weapons Ban on School Property

At no time is any person permitted to possess firearms, ammunition, or other weapons on school property.

CUSTODY AND VISITATION ISSUES

It is our policy not to interfere with the custody relationship of a child's parents. As such, we assume that both parents/guardians have equal rights to drop off/pick up, visit, or request documents about their child. If that is not the case, it is the parent's/guardian's responsibility to provide court documents to clarify rights and responsibilities. We ask that parents/guardians keep the school, our staff and other children out of any legal entanglements or other custodial issues and resolve these issues in another forum. Failure to adhere to this request may result in disenrollment.

BABYSITTING

Child Kare Solutions does not support or sanction the practice of families engaging the services of any Child Kare Solutions employee for babysitting. However, if you enter into an agreement with an employee to babysit for your family outside of the employee's normal work hours and/or outside of the school hours, it must be done away from the school and with full knowledge the sitter enters into such agreement as a private citizen and not as a company employee.

PERSONS APPEARING TO BE IMPAIRED BY DRUGS OR ALCOHOL

If a parent or other adult enters the school to pick up a child and appears to be intoxicated either by the smell of alcohol or his or her actions appear to be impaired, we may refuse to release the child to them and call another contact on the emergency card to pick up the child.

IMMUNIZATION AND PHYSICAL REQUIREMENTS

All children must be up to date on their immunizations before being admitted into our center. This applies to children in early care from birth until entering public school. Section 65C-22.006(2), F.A.C., requires a current physical examination (Form 3040) and immunization record (Form 680) **within 30 days of enrollment.** You do have the right to waive immunizations. To do so, Form 681 will need to be completed by your physician.

MEDICATION

Child Kare Solutions must have written authorization from the custodial parent or legal guardian to dispense prescription and non-prescription medications. This authorization must be dated and signed by the custodial parent/guardian. All medication must adhere to the following:

- In the original container
- Labeled with the child's first and last name
- Labeled with date if prescription medication
- Directions to administer the medication
- Be current, not expired

No medication will be dispensed in a manner that is contradictory to the label directions without authorization from a physician.

ILLNESS

Child Kare Solutions teachers will observe the children in their care on a daily basis for signs of any communicable disease. If any child, child care personnel or any other person in our center is suspected of having a communicable disease, they will be required to leave the center and may not return without medical clearance. Signs and symptoms of communicable diseases include but are not limited to the following:

- Severe coughing, causing the child to become red or blue in the face or make a whooping sound
- Difficult or rapid breathing
- Stiff neck
- Diarrhea or vomiting
- Temperature of 101 degrees Fahrenheit taken axillary (under arm)
- Conjunctivitis (pink eye)
- Exposed, open lesions
- Yellowish skin or eyes
- Rashes

If a child is identified having head lice they will not be permitted to return until treatment has occurred. The child must be lice and nit free to return. A head check will be completed by the front office before your child will be allowed back to the classroom.

MEDICAL PROCEDURES

Student Accidents

We are convinced that a trusting, fun and family like atmosphere sets Child Kare Solutions apart from the rest. Part of this atmosphere is obtained via a safe environment and open and continuous communication. We know and realize that safety isn't just important to us, it is also important to you. It is our goal to provide the safest environment possible. We also realize there are times when accidents and incidents cannot be prevented. In this instance, we do follow the requirements set forth by the state. It is required by state law that all accidents/incidents be documented and shared with the parent(s)/guardians the day the incident occurred. In the event that an accident happens, an "Accident/Incident" Report will be completed.

Emergency Medical Procedures

If your child becomes ill or is injured while in our care, our staff will perform basic first aid to treat the illness or injury. If the illness or injury requires more than first aid, you will be contacted and asked to transport them to a medical care facility for treatment. In the event of a medical emergency, we may act under the authority of the signed Authorization for Medical Treatment form located in the enrollment packet and take any and all emergency measures deemed necessary for your child, including contacting EMS. In the event we cannot contact you, we will make continuous efforts to contact you or someone listed by you as an emergency contact.

Children With Allergies

Please notify us immediately when you learn your child has allergies. If a child requires medication for a life-threatening allergic reaction (i.e. bee stings), the child's prescription may be kept at the school and administered when necessary. **WE ARE A PEANUT FREE FACILITY.** Child Kare Solutions provides all meals to children and due to some children with severe allergies we require that no food is to be brought from home. If your child requires a modified diet please see management and fill out a medical statement.

STATE LICENSING REQUIREMENTS

State licensing requirements and strict enforcement of standards are in the best interest of all children. These standards relate to our facility, staff, health and safety procedures, nutrition, teacher/child ratios and record keeping. We are subject to inspection by state, county, health, fire and licensing officials.

It is the right of these agencies to perform their duties as follows:

- Privately interview children and/or staff without prior notice or parental consent.
- Inspect, audit, and copy child and staff records without prior notice or parental consent.
- Observe the physical condition of the child, including conditions that could indicate abuse, neglect, or inappropriate placement and, if determined necessary, provide protective custody and/or have a licensed medical professional physically examine the child.

MANDATED REPORTING OF SUSPECTED CHILD ABUSE OR NEGLECT

All child care personnel are mandated by law to report the suspicions of child abuse, neglect, or abandonment to the Florida Abuse Hotline in accordance with s. 39.201 of the Florida Statutes F.S.).

WITHDRAWAL AND TERMINATION

Withdrawing Your Child

If you decide to withdraw your child from our care, you are required to give us a two week notice. If notification is not provided, you will still be responsible for tuition for the two weeks, whether or not your child is in attendance. After you have withdrawn your child, he or she will only be eligible for re-enrollment based on availability. If an outstanding balance existed when your child was withdrawn, you must bring your account current before we can consider your child for re-enrollment. In order to re-enroll a new registration fee will be applied.

Disenrollment

In certain circumstances it may be necessary to discontinue a child's enrollment. This decision is based on the best interest of the child concerned, other children in the class, and the well-being of everyone at the center. Every effort will be made to correct a situation before a final decision is made (i.e. moving a child to another class, redirecting behaviors, providing choices, behavior plans or other inventions).

Disenrollment may be a result of the following:

- Abuse of other children, staff, or property by child, parent or guardian.
- Continued violation of policies by child, parent or guardian.
- Disruptive or dangerous behavior by child, parent or guardian.
- The school's inability to meet the child's need or the parent's/guardian's expectations.
- Non-payment of tuition.

This is a partial list and we reserve the right to end the enrollment of a child at any time for any reason deemed appropriate. Whenever possible, prior notification will be provided to the parent.