 Parent Handbook

Updated 09/01/2022

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|  **“Providing Quality Care in a Loving Environment”** |  |
| **Kidzo North**3401 N. Norris St. Clovis, NM 88101MON- FRI 6:30AM- 5:30PM575.762.7752[www.kidzochildcare.com](http://www.kidzochildcare.com) | **Kidzo West**1808 W. 21St St. Clovis, NM 88101MON- FRI 6:30AM-6:30PM575.762.9390[www.kidzochildcare.com](http://www.kidzochildcare.com) | **Kidzo Portales**820 W. 18th St. Portales, NM 88130MON- FRI 6:30AM- 5:30PM575.562.7762[www.kidzochildcare.com](http://www.kidzochildcare.com)  |

**Welcome!**

Welcome to Kidzo North, Kidzo West, and Kidzo Portales, where we believe in providing a nurturing, welcoming, inclusive atmosphere. We welcome all families and do not discriminate against faith, race, national origin, and economic status.

In our program we provide daily hands-on learning experiences to meet the individual needs of each child in the program as they develop age-appropriate social, emotional, physical, cognitive, and communication skills.

**Mission Statement:**

We exist to provide quality care in a loving environment and a home atmosphere for children ages 6weeks to 12 years of age, and to express love and concern for each child. We are here to provide learning and fun experiences for children under supervision. We desire to help children enjoy their early childhood and to be of service to working mothers and fathers. In addition, we offer activities in the basic skills that will help each child in preparation for school.

**Philosophy Statement:**

We believe children need encouragement to explore, understand, and accept themselves to grow and develop. We are here to help each child develop physically and in relation to other people. We help each child develop positive behavior toward themselves and others. We also help each child learn more about, appreciate, and understand the environment. The children learn by developing social skills, independence, and self-confidence by doing things themselves and through experimentation. Our teachers enhance the children’s learning through love, encouragement, and trial and error on the child’s part. Also, through being role models to the children and through reinforcing the children, they guide and control the children’s learning process. Kidzo is an environment set up for learning, especially during pre-school with different teaching charts, puzzles, and block centers. During free play they have choices to play or learn in different centers such as art, sand, dramatic play, reading, science, etc. We provide activities to encourage children to be actively involved in the learning process and to experience a variety of developmentally appropriate activities and materials.

**Curriculum Statement:**

Play is the primary mode of learning through blocks, puzzles, and learning centers. Each child is encouraged to be involved with each activity. They are in an ideal learning situation in which they can engage in activities of their own choosing during free play. Our curriculum is based on children’s needs. We encourage children to experiment within and explore their environment. We also promote social play to develop their emotional well-being. (FYI…We sing songs, listen to music & stories, and we read books about Jesus. If it is your desire that your child not participate in that, please let us know.)

**The Adjustment Period**

Your child’s happy adjustment to childcare depends on their willingness to separate from their parent(s). Separation anxiety can be a big deal for a child, and they must feel reassured by their parent(s) that they are safe, that you are safe, and that you will always come back for them. Despite the preparations and reassurances both at home and at childcare, your child will likely engage in some atypical behaviors during their initial days at childcare, such as toileting accidents, temper tantrums, clinging, and crying. Try not to make a big deal out of these regressive behaviors and be prepared with extra changes of clothes and extra patience. Giving your child a little extra undivided attention after school might help ease them in their transition and remember that their behaviors are symptoms – not of unhappiness – but of coping with a new experience, and they won’t last long. It may be a difficult transition for you as well but rest assured: they will find their place in their classroom with their new friends, new teacher, new activities, and new opportunities.

We are happy to talk with you concerning any individual problems or adjustments. Please feel free to contact us with any questions or concerns.

**ASQ**

The ASQ – Ages & Stages Questionnaire process is a screening tool that is completed by service providers, including childcare centers and pediatricians. This screening will let the parents and staff know how well the child is meeting developmental milestones. It will also help the staff in the classroom plan accordingly.

**Enrollment**

For your child to attend our program, the following is needed:

* Complete enrollment form
* Complete ASQ consent form
* Complete Child Wellness Questionnaire
* Complete CACFP Food Program Application (IEA)
* Current immunization records
* Medical administration form, if applicable (for both prescribed and OTC medications)
* Non-refundable pre-paid $35 activity fee (per family)

Please note that at Kidzo we offer only full-time care, *or* an hourly “drop-in” rate. If you register your child as a fulltime attendee, your spot is reserved and guaranteed for your child. Drop-In care will be provided at a first come-first serve basis when available.

Both fulltime and drop-in care is limited to no more than 10 hours per day between 6:30AM to 5:30PM at Kidzo North and Kidzo Portales, and 6:30AM to 6:30PM at Kidzo West. If there are sudden, irregular, or abrupt changes in your schedule, Kidzo may accommodate on a case-by-case basis.

**Tuition**

Full-time tuition/co-payments will be paid in two split payments. The first payment for ½ of your tuition/co- pay will be due on the 1st of every month and the second payment for the other ½ of your tuition/co-pay will be due on the 16th of every month. We accept the following forms of payments: cash, check, money order, and debit/cc card. Payments are accepted in person or over the phone for your convenience.

You will have a 3-day grace period to pay each ½ of your tuition/co-payment. For example, your first half-payment will be due on the 1st and no later than the 4th of each month. If it is not paid on the 4th day, then services will be discontinued immediately. In addition, your second half-payment is due on the 16th and no later than the 19th of every month. If it is not paid on the 19th day, then services will be discontinued immediately as well. Services will only be reinstated after FULL payment for pending balance is received.

If tuition continues to be late, you will be asked to sign up for all future payments to be automatically withdrawn through Tuition Express.

When signing up for Tuition Express, payments will be automatically withdrawn from either an active bank account, debit, or credit card on the 1st and 16th of every month. There will be a $50.00 return fee for bounced checks and a $35.00 return fee for declined cards.

If tuition/co-payment is not paid in accordance with our new payment plan as explained, then unfortunately we will have to discontinue your childcare services until your child’s tuition/co-payment is current and paid according to this payment plan. If childcare services are discontinued for more than 5 days after the grace period due to no payment/pending balance, your child will then be disenrolled.

Hourly drop-in fees are due in advance or upon pick up every day of attendance.

**Reasons for Dismissal from Our Program**

* Continual disruption that cannot be controlled (documented incidents)
* Total of eight days discontinued services due to past due tuition and/or any other fees
* Immunization information not kept updated (CYFD requirement)
* Registration information not kept updated at least yearly (Focus criteria)
* Child abuse or neglect
* Verbal disrespect, physical abuse, or threats towards staff

**Expulsion Policy**

A child can be dis-enrolled immediately if the child becomes a danger to themselves or other children and staff. Being a danger to themselves may require a referral to the police or CYFD. The following steps will be implemented before dis-enrollment:

* Parents will have to pick up a child immediately if staff or another child is injured.

(Injury: any visible mark, scratch, bruise, bump, bleeding, bite mark, etc.)

* Observe and record behavior (Confidentiality book/incident/accident reports)
* Set up an early intervention meeting with a director, teacher, parents, and behavior specialist.
* Set up a referral for early childhood screening and/or child evaluation if needed.
* If these steps do not solve the issue, then the child will be dis-enrolled from our program.

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| **KIDZO NORTH** |
|  | **6 weeks –** **36 months** | **3-5 years** **old** |
|  Monthly(FULLTIME) | $640  | $560 |
| Full Day(no school)  | **School Age** | $30 + meal cost(daily) |
| After Schoolw/ pickup  |  Those with CYFD contracts will pay $5/week flat rate. | $300 (monthly)+ snack cost(daily) |
| HourlyDrop-In (Fees due upon pick-up) | $5.00/ hour6:30AM – 5:30PM |
| Summer Program | **5-12 years old** |
| $560 |

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| **KIDZO PORTALES** |
|  | **6 weeks - 36 months** | **3-5** **years old** |
|  Monthly(FULLTIME) | $640 | $560 |
| Full Day(no school) | **School Age** | $30 (daily) |
| After School w/ pickup |  Those with CYFD contracts will pay $5/week flat rate. | $300 (monthly) |
| HourlyDrop-In (Fees due upon pick-up) | $5.00/ hour6:30AM – 5:30PM |
| Summer Program | **5-12 years old**$560 |

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| **KIDZO WEST** |
|  | **6 weeks - 36 months** | **3-5** **years old** |
|  Monthly(FULLTIME) | $640 | $560 |
| Full Day(no school)  | **School Age** | $30 (daily)  |
| After School w/ pickup  |  Those with CYFD contracts will pay $5/week flat rate. | $300(monthly) |
| HourlyDrop-In (Fees due upon pick-up) | $5.00/ hour6:30AM – 6:30PM |
| Summer Program | **5-12 years old**$560 |

 **Fees**

 *Late pick-up fees will be charged for any child left in*

*the center after 5:30PM,* *unless previously arranged*. If an emergency arises, please notify the center at your earliest convenience in order to pay the evening care hourly rate.

**KIDZO WEST ONLY:** For CYFD after hours/evening care (5:30pm-6:30pm), children must be picked up no later than 6:30pm. Repeated tardiness to pick up will result in disenrollment.

**Late fees are as follows:**

5:31 - $10/child

After 5:40 - $2/minute/child

Late fees will be due in the office the day you are late for pick-up.

*Those who utilize drop-in care must either pre-pay or pay daily upon pick-up.* *Anything over 10 minutes into the next hour is considered an extra hour.*

**\*All tuition is non-refundable\***

**Dis-enrollment Two-Week Notice**

Kidzo requires 2-week notice for disenrollment along with completion of an exit survey. If a 2 week notice is not received in writing, parents will be responsible to pay for 2 weeks of care after the last day of attendance. Not providing a 2-week notice will result in denied re-enrollment at any of our locations in the future.

**Two-Week Notice Waiver Policy**

We understand that family emergencies and crises may happen. Kidzo may consider waiving the two-week notice policy on a case-by-case basis. All waiver requests will be discussed amongst Kidzo administrators for approval or denial.

**Alternates Authorized to Pick-Up Child**

If someone other than the parent or guardian is to pick-up your child from our center, the parent/guardian is to indicate their permission on the registration form. We will not release your child to anyone other than you unless specified in writing. Please inform these alternates that they will be required to show a picture ID before having your child released to them.

**Accidents/Emergency Procedures**

Emergency evacuation and disaster preparedness plans are posted and available in the office for your viewing and to address questions you might have. Parents will be contacted as soon as possible in case of an emergency evacuation or disaster.

If an injury occurs while a child, parent, or staff member is at the center, one of the co-directors will call the emergency numbers in their file. In case of extreme emergency, 911 will be called for emergency transport to the hospital, then you will be called. There is always a staff in the building that is CPR/First Aid certified.

**Closures**

Kidzo will be closed the following days: We will be closed New Year’s Eve, New Year’s Day, Dr. Martin Luther King Jr. Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and the day after, Christmas Eve, and Christmas Day. There will be times that we are closed the day after a holiday, subject to change.

Closures will be posted on the sign-in/attendance in advance when possible. **Tuition will not be reimbursed due to closures.**

**Snow Days School Delay/Closures Policy**

Kidzo does not follow school closures for inclement weather. Kidzo will close on a case-by-case basis depending on severity of weather. In the event of snow, listen to 99.9FM radio for closures or check our Facebook page. **Tuition will not be reimbursed due to closures.**

**Health & Wellness Policy**

Our goal is to provide childcare for well children. Having ill children at the center presents the very real possibility that others can be infected. While we understand that parents need to be at work or in class, we need to enforce this policy to protect all children and staff from unnecessary exposure to communicable diseases.

Children with fever, severe/extreme coughing, uncontained or liquid stools, contagious illnesses, or infections will not be allowed into the childcare center even if their condition is related to allergies or teething. Children with a rash will not be admitted without permission from medical personnel stating that the rash is not contagious.

Children will not be permitted to return to the center until after 24 hours free of the mentioned illnesses or until medication has been given for 24 hours or medical personnel have indicated that the contagious disease is no longer present or contagious. All doctor notes must be available on the first day of the child’s return to the center, we will also honor what the note says at the time of return.

Children may not return to the center if they need to take fever reducing medications, they must be fever free without medication for 24 hours.

**During COVIV-19 Pandemic**

Cloth face masks of appropriate size are allowed for everyone in a childcare facility. Masks should fully cover the nose and mouth without gaps and stay in place without needing adjustments. Children should not wear masks during nap time, outdoors time, or when eating.

* + **Exceptions:** Cloth face masks should ***not*** be placed on anyone who has trouble breathing or is unconscious, incapacitated or otherwise unable to remove the cover without assistance.
	+ **Notes**: Children between the ages of 3 and 5 must be supervised if they are wearing a mask. Teachers should use their professional judgment in deciding when to remove a mask if it is creating discomfort or resulting in a child touching their face frequently. If a child cannot remove the mask on their own, without assistance, even if they are over the age of 3, they should not wear a mask. As always, providers should be aware of choking risks due to masks with ties.

Children with any cold-like symptoms (runny nose, cough, low-grade fever, sore throat, chills, body aches, etc.) will be sent home. Children must be cleared by a Dr. and have a Dr.’s note to return to the center.

**Children who do not feel well enough to participate in program activities will be sent home until they have recovered. You have 20-30 minutes to pick your child up from the time we call you.** If a child requires one-to-one care from staff due to irritability, pain, illness, etc., the child cannot be accepted for care. **Tuition will not be reimbursed due to illness.**

**Medications**

Medications will only be administered with a medication permission form completed and signed by a parent/guardian. All medications must be in the original labeled container and contain a prescription label with the child’s name, physician’s name, expiration date, medication name, and dosage. Parents must sign for medication daily for it to be given. Other non-prescription drugs must be labeled and follow the same procedure as mentioned.

**When a Child Needs to Stay at Home**

* **During COVID: Children with any cold-like symptoms (runny nose, cough, low-grade fever of 100.4° F, sore throat, chills, body aches, etc.) need to stay home.**
* A child’s temperature should be normal without medication for 24 hours before the child is brought to the center. If your child has a fever in the evening, he/she should not be brought to the center in the morning, even if his/her temperature is normal. Fever is defined as 100.4° F or higher.
* If your child vomits during the night, he/she should not be brought into the center the next day, unless it is certain that the vomiting was not due to an infectious condition.
* Diarrhea, as defined by the CDC, consists of more than one abnormally loose stool. A child should not return to the center until his/her bowel movements have returned to a normal consistency.
* Conjunctivitis (Pinkeye): a child with pinkeye must be on medication for 24 hours before returning to the center.
* Rash: body rash, not associated with diapering, heat or allergic reactions, especially with fever or itching.
* A sore throat coupled with a fever or swollen neck glands.
* Lice, Scabies: Children must not return to childcare until they are free of lice and nits (eggs). Children with scabies can be admitted after treatment.
* If your child is unusually tired, pale, shows a lack of appetite, is difficult to wake, confused, or irritable. This is enough reason to exclude a child from childcare.

Please note: Classroom teachers will use their best judgment, as well as these guidelines, to determine when to send children home.

**Child Abuse**

All suspicions of child abuse or neglect shall be brought to the attention of the co-directors. It will then be reported to state officials. We will be observing daily for signs of illness, abuse, and neglect.

**Missing Child**

If a child is found missing from our center, after a thorough check, parents or emergency contacts will be notified, as well as the proper authorities. We will call 911, licensing, and parents/guardians.

**Positive Guidance Policy**

The staff at Kidzo shall provide quality care and supervision of children at all times by always being physically present and available to all children. Staff will consistently provide direct observation and guidance for children. Each child will be provided with guidance that helps the child acquire a positive sense of self, self-awareness, self-control, and learn socially acceptable behavior. In accordance with the New Mexico Child Care Regulations, all guidance will be age-appropriate and consistent. It will include positive guidance, redirection, and clear limits that encourage the child’s ability to become self-disciplined. Positive guidance and encouragement are utilized and emphasized. Rules are established to help the child respect property, encourage the child to be fair, and to assume responsibility for her/him. Redirection, educator-guided activity, and active listening are strategies employed by the teacher. If further guidance is needed, the child will have an age-appropriate “me time” where the child will do a quiet independent activity or holding/rocking a child, while communicating with the child on why they acted the way they did and what they were feeling in order to help the child find a more socially appropriate way to express that feeling. We use high-fives and hugs, as decided by the child, for reassurance. Every day is a new start and a clean slate. All physical and mental/emotional punishment is prohibited. Physical punishment includes shaking, biting, hitting, pinching, or putting anything in a child’s mouth. Mental/emotional punishment consists of public or private humiliation and threats of physical punishment. All educators will be provided with behavioral support until the educator feels comfortable.

 **\*\* Any child who accumulates 3 incident reports for disruptive behavior, harm or injury to other children or staff must be picked up from program immediately.**

**KIDZO Biting Policy**

When biting does occur, the following will be instituted. The “first time biter” will be told something similar to: “No biting, biting hurts, we take care of our friends” etc., followed up with some guidance techniques! This is also modeled for the child.

* When biting seems to be emerging as a pattern for a child, that is, more than an occasional, isolated situation, information on biting is given to the parents and a mutual plan is decided upon. If the child continues to bite, the family may be asked to find alternative care for the child until the child has successfully “passed through” the biting stage. **\*\*Any child who bites** **will have to be picked up immediately after 3 bite attempts or if staff or another child is injured. (Injury: any visible bite mark, bruise, bump, broken skin, bleeding, etc.)**

**Field Trips**

There will be several field trips available for children ages 5 and up at Kidzo North and Kidzo West during the summer and on some school breaks. Parents must sign a permission slip for each child, as well as an acknowledgment of the rules and policies for those participating in field trips. Some field trips require an extra fee. Field trip fees are non-refundable.

**Field Trip Rules & Policies:**

* All field trips must be pre-paid.
* Parents must pre-register their child.
* Children must be at the center on time. The van will not wait.
* If you are late for a field trip and want to drop your child off at their location, you must call the center first and clear it with one of the directors.
* Good behavior is required not only during all field trips, but prior to the field trip.
	+ The first misbehavior means that your child will miss the next field trip they were going to attend.
	+ The second misbehavior means that your child will not be able to attend field trips for 2 weeks.
	+ The third misbehavior will result in your child not attending field trips for a month.
* Misbehaviors that would result in being withheld from a field trip include, but are not limited to cussing, fighting, not listening to teachers, not following instructions, running from teachers, throwing fits. Attending field trips is up to the teacher’s discretion.

**Preparing Your Child for a Successful Day**

We want your child to have the best day that they can every day. In order to best ensure this, we need parents to supply:

* Toileting items – including a minimum of 1 diaper per hour they will be in our care (labeled with your child’s full name)
* At least one complete, weather appropriate change of clothes. If your child is working on potty-training, please take this into consideration and pack additional outfits as appropriate.
* A (labeled) blanket for naps
* Enough individually labeled bottles and formula/breast milk for each feeding to have their own
* Additional items needed for a good day – pacifier, water bottle, lotion, sun block, bug spray, etc.

\* Please be advised that if we should run out of necessary personal supplies for your child (diapers, wipes, and extra clothes) you will be contacted and expected to bring the supplies to the center or take your child home for the day. Kidzo is not responsible for missing items, so please take this into consideration when sending items to the center with your child. ***Everything must be labeled with your child’s name*.**

**Meals/Snacks**

Please make sure that we have your updated information regarding any food allergies for your child. Children enrolled at Kidzo Portales are required to bring their own nutritious meals (breakfast, lunch, and snack), no junk food or fast food is allowed. Meals must be ready to eat, Kidzo Portales does not warm-up meals. Children enrolled at Kidzo West or Kidzo North will be served meals provided by the New Mexico Food Program and are required to fill out an IEA (Income Eligibility Application). At Kidzo North, families not qualified under state guidelines for free meals will be responsible for covering the cost of the meals that we provide. Outside food is not allowed under the food program state policies and procedures.

At Kidzo Portales no colored drinks are allowed in the classrooms. Only clear drinks except for milk.

At Kidzo North meal costs will be pre-paid weekly as a separate item. The daily state established cost for meals will be $5.48 per child, which totals $27.40per week, per child. ($1.53/breakfast, $3.09/lunch, and $0.86/snack.) You will only be charged for the days that your child is in attendance. Meal costs for any days not attended will roll over and be credited for the following week. Meals costs are subject to change in accordance with food program guidelines.

\*Drop-ins who are required to pay for meals will pay meal fees for any meals served the day attended at time of pick-up.

We enjoy the opportunity to bless the meal. If it is your desire that your child not participate in that, please let us know.

**Dropping Off/Picking up Your Child**

**Please sign your child in and out** on the system screen at the front entrance. When dropping your child off, please walk them to their classroom and check in with their teacher. **During COVID, Kidzo will omit from using tokens at pick-up to prevent the spread of infectious germs**. At the end of the day when you pick your child up, do not forget to sign your child out on the classroom clip board so that the teacher is aware that your child is being picked up. You may be subject to additional charges if your attendance does not track accurately with our records.

Please understand that there is also a blocked drop-off time. These times are from **11:30-1:30.** This is the center’s rest time, and we ask that no children are dropped off during this time to avoid any rest time interruption, unless previously arranged. If a child becomes disruptive during nap time, parents will be asked to pick children up for the duration of nap time (11:30am – 1:30pm).

**Parent Involvement**

Parents are welcome to help in their child’s classroom, participate in activities and field trips, donate supplies, and visit their child at their convenience. We have an open-door policy and parents are encouraged to participate whenever possible.

**Confidentiality**

Children’s records are completely confidential. Only staff (under the supervision of a co-director), referral agencies with permission, and state officials may have access.

**Complaints**

We hope that you are pleased with the services that Kidzo has to offer. If you have any questions, comments, suggestions, compliments, or complaints about our childcare center, please feel free to bring them to the directors’ or supervisors’ attention and we will discuss them with you. If you are not satisfied with the actions taken, please contact our business administrator, Ms. Virginia McCreery at 575-762-7751. We will do everything within our power to remedy any problems. Your child is our main priority.

**\*REFUSAL TO COMPLY WITH ANY OF THE HANDBOOK POLICIES STATED MAY RESULT IN DISENROLLMENT.**

Sincerely,

Jessica Espino, Facility Director- Kidzo West Cherry Johnson, Facility Director- Kidzo North

Status: 3 Star, FOCUS Status: 3 Star, FOCUS

575-762-9390 575-762-7752

Lakeyia Wilkins, Facility Director- Kidzo Portales

Status: 2 Star,

575-562-7762

