KIDZ ROCK
Early Learning Center

Parent Handbook
2021-2022

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Kidz Rock Early Learning Center

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Welcome to the **Kidz Rock Early Learning Center** (Kidz Rock ELC). This handbook contains information regarding our childcare and preschool programs. It is very important that you read this handbook and keep it handy as long as your child is enrolled in our program. It will answer many of the questions you may have about our program.

ABOUT THE CENTER

Our Mission and Purpose

Kidz Rock Early Learning Center was founded to support and strengthen our local family unit. Our mission is to provide a safe, nurturing environment for children to grow physically, socially, spiritually and cognitively. We seek to meet the individual needs of each child and enhance their learning experience through strong, consistent instruction and care.

Statement of Faith:

Kidz Rock Early Learning Center believes the Bible is the infallible word of God.

Kidz Rock Early Learning Center believes in God the Father, Jesus Christ and Holy Spirit; it is founded on the hope that comes from relationship with them.

Kidz Rock Early Learning Center seeks to enhance the family unit by providing care and emotional support to individual needs.

Kidz Rock Early Learning Center will provide a safe, clean, loving environment for children to grow.

Kidz Rock Early Learning Center will provide fully credentialed staff to meet the educational needs of each child.

Kidz Rock Early Learning Center will maintain the highest level of accreditation and seeks to exceed parental expectations in childcare and instruction.

Kidz Rock Early Learning Center will offer positive, interactive activities for each age group to nurture a love for learning.

Kidz Rock Early Learning Center will value the family unit and function as a strong foundation for children to develop individual strengths.

Hours / Days of Operation & Holidays

The Kidz Rock Early Learning Center will be open Monday through Friday from 6:30 a.m. to 6:00 p.m.

The Center will be closed on the following dates:

2021-2022 School Year Center Closings

Independence Day – **July 5, 2021**- *Center Closed*

Teacher Workdays – **August 5-6, 2021**- *Center Closed*

Labor Day - **September 6, 2021**- *Center Closed*

Thanksgiving Holiday - **November 24, 2021 – November 26, 2021** *Center Closed*

Christmas & New Year's Holiday - **December 22, 2021- December 31, 2021** - *Center Closed*

Martin Luther King Jr., Day – **January 17, 2022**- *Center Closed*

Presidents Day – **February 21, 2022** - *Center Closed*

Teacher Workday – **March 18, 2022** - *Center Closed*

Good Friday – **April 15, 2022** - *Center Closed*

Memorial Day - **May 30, 2022** - *Center Closed*

No discount or prorated tuition will be made for holidays or other days on which the Center does not operate, opens late, or closes early.

Staff

- Our staff members are required to meet high educational standards background screening requirements; including the basic requirements outlined by the State of Florida for Child Care Facility programs. All staff members are required to complete regular continuing education courses as well as CPR and First Aid staff training.

Accreditation and Ratios

- We are accredited through the Florida Coalition of Christian Private Schools Accreditation (FCCPSA), who is nationally recognized with the National Council of Private Schools Accreditation (NCPSA). Our staff/child ratios for each group of children in our care is in line with Department of Children and Families (DCF) Guidelines as follows:

• Infant	1 adult / 4 Children
• 1 year old	1 adult / 6 Children
• 2 year old	1 adult / 11 Children
• 3 year olds	1 adult / 15 Children
• 4 year old	1 adult / 20 Children
• 5 year (non-school age)	1 adult / 25 Children

- The maximum child capacity for our childcare facility is presently 110.

Enrollment

Eligibility

- We presently accept children ages 6-weeks to 5-yrs old (non-school age). Also note that we do not deny enrollment on the basis of race, creed, color, national origin, gender, age or disability.

- **Listed below are the steps that must be completed prior to enrollment**

- Initial Enrollment in FACTS Student Management System and Family Portal, which includes the Completion of all electronic enrollment forms and yearly Parent Agreement.
  1. Healthy Child Exam (physical) – Good for 2 years
  2. Immunization records – Must be current with expiration date clearly noted on the form.
  3. Birth Certificate
- Enrollment in FACTS Tuition Management System

❖ **Please note** that all records are confidential. If information needs to be updated at any other point, it is the parent's/legal guardian's responsibility to update all information in their parent portal in the FACTS SIS and/or FACTS Tuition Management System, and to notify Kidz Rock ELC's Director and Assistant Director in writing.

❖ **Please also note** that your child may be prohibited from attending if their health examination or Immunization enters into an expired status. You will want to be diligent in making sure we have updated records on your child, at all times.

Tuition & Fees

Kidz Rock Early Learning Center offers full-time care for infants through preschool age children. All fees cover the "space" that we reserve for each student, and overall Center operations. Our goal is always to provide reasonable tuition rates for the families we serve, while providing excellence in care and education!

Kidz Rock ELC Full-time Weekly Tuition Rates:

Please Note: Part-time rates are the same as our Full-time Rates.

Class Grouping:	Ages	Full-Time	Part-time
Infant	6 weeks - 12 Months	**$191**	**$191**
Toddlers	1 years- 2 years	**$181**	**$181**
Preschool	3 years - 5 years	**$171**	**$171**
VPK Wrap Around	4 years - 5 years	**$104**	**$104**

Tuition Rate Adjustments and Increases

Tuition Application: In the 2021-2022 school year, tuition rates will be applied for the full school year according to each student's age grouping at the START of each new school year. This may also be determined at the time of initial enrollment, if enrolling after the school year begins. Tuition adjustments will only be made at the beginning of each new school year, which is on or around August 1st.

Tuition Rate increases: Tuition rates are subject to change according to annual budget and operational assessments. If tuition rates are increased, families will be given at least a 30-day notice.

Registration and Enrollment Fees

New Enrollments

FACTS SIS Application Fee	$20 per student
FACTS Tuition Management System Enrollment Fee	$50 per family
Registration Fee	$45 per student

Re-enrollments

FACTS SIS Re-enrollment Fee	$10 per student
FACTS Tuition Management System Enrollment Fee	$50 per family
Registration Fee	$45 per student

- **Payment Policy**

  Tuition is due every Friday before the week of care given. It is required that payment is made prior to receiving care.

  Child Care Fees are considered late if not received by close of business day Monday. If tuition is not paid by 6:30 p.m. Monday evening, a $10.00 late fee will be added to the balance due. If tuition is not paid by 6:30 p.m. Wednesday evening, an additional $20.00 late fee may be added to the balance due. If payment is not rendered by the end of the week, your child will not be allowed to return until payment in full is received, if agreed upon by the Directors and Administration. Please also note that your child's space may be filled from our waiting list, if payment has not been received by the end of the week.

  Types of payments that are accepted include, debit/credit card or ACH/ Check Transactions through our FACTS Tuition Management system. If your check returns for any reason, $30.00 will be charged to your account within the FACTS system. If checks are returned more than three times, we may require that your account be paid by cash, or cashier's check only.

  If the Center is required to take legal action for non-payment, the parent(s)/legal guardian(s) will be responsible for all legal/attorney fees incurred by the Center.

  Enrollment in the FACTS Tuition Management System is required for all enrolled families at the time of initial registration.

- **Acceptance of payment and receipts**
  All payments are made within our FACTS Tuition Management System. Any and all receipts, or statements, must be accessed by the individual family within the FACTS system. This includes any records of your payments for tax purposes.

- **Late Pick-up Fees**
  After 6:00 p.m., there will be a late pick-up fee of $15.00, per child, for the 1-15 minutes, and an additional $15.0, per child, for every 15 minutes thereafter. As soon as you realize that you will be late, please contact the Center immediately.

  If we do not hear from you by 6:45 p.m., and all attempts to contact you and your emergency contacts have failed, the Center will call the Sanford Police and the Florida Department of Children and Family Services.

- **Family Discounts**
  - At Kidz Rock ELC we embrace and do our best to nurture the family unit. We offer a 10% family discount for the 2nd child and a 20% for the 3rd child enrolled in our Child Care and Preschool programs. If more than 3 children are enrolled from the same immediate family, our director(s) will be happy to discuss possible discounts past the 3rd child enrolled. Please note that the discounts are applied to the oldest sibling(s),

and no sibling discounts are received if your family receives state or scholarship funding towards tuition.

Tuition Adjustments: Tuition rates will be applied for the full school year according to each studen's age grouping at the START of each new school year. This may also be determined at the time of initial enrollment, if enrolling after the school year begins. Tuition adjustments by age will only be made at the beginning of each new school year, which is on or around August 1st.

Tuition Rate increases: Tuition rates are subject to change according to annual budget and operational assessments. If tuition rates are increased, families will be given reasonable notice from the Center.

Changes in Enrollment

- **Withdrawals**
  - A **minimum two-week written notice** to the Center is required prior to dis-enrollment. You are responsible for payment for those two weeks, whether your child attends the Center or not.

  - The Center reserves the right to dis-enroll any child for any reason at any time. This includes but is not limited to non-payment for services, severe behavioral issues that may affect the safety of other children or staff, or non-compliance with administrative policies and procedures.

Probationary Period/Termination Policy

The first two weeks of your child's enrollment will be considered as a probationary period. If we/you feel our care is not sufficient for your child's needs, we reserve the right to give notice for removal. If after the probationary period, we cannot meet the needs of the child, we may recommend a two-week notice for your child.

Schedule

- **Attendance**
  - Your family will be billed for all days the child is scheduled whether or not they use the services (due to vacation, illness, unforeseen circumstances, etc.)
  - Additional fees may apply if your child is consistently receiving care over 10 hours a day. Typically full time care consists of up to 10 hours of care per day.
  - Parents/guardians are required to call and notify staff if your child will not be in care a particular day.

- **Part-time schedules**
  - We try to offer part-time schedules in the hope of accommodating the needs of our families. However, part-time is only offered IF available and are subject to the days

and hours in which the center has openings. We presently have no part-time available for the 2020-2021 school year.

- **Changing schedule**
  - Parent(s)/Guardian(s) are required to give at least 1weeks notice for any drastic change in schedule.

- **Inclement Weather Closing**
  - Families will be notified by email and phone, according to the contact information we have on file, in the case of Center closing due to inclement weather. Notification un closings may also be posted on our website and/or our Center Facebook page.

- **Sign-in & Sign-out**
  - Parent(s)/Guardian(s) **MUST** sign-in and sign-out each child enrolled, everyday of attendance. There is no exception to this requirement.

- **Waiting list**
  - In the event that Kidz Rock ELC is at capacity we will open a waiting list for families desiring childcare and preschool services. Opportunity will be given to secure slots with an applicable registration/enrollment fee, on a first come first serve basis.

Parent Access & Center-wide Policies and Procedures

Parent Access

- Parents/Legal Guardians of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at Kidz Rock ELC, as provided by law.

Authorization to pick-up child

- Children will only be released to persons the parents have listed on the appropriate documents. Children WILL NOT be released to any individual who arrives to pick-up a child who is not on the list.
- In the case of divorce or separations the Center may require copies of legal custodial agreement(s) to be readily available in the child's file.
- Kidz Rock Early Learning Center does not have the right to withhold a child from any parent having custody or joint custody. If there is a current court order stating that one parent may not have access to a child, the Center must have a copy in the child's file. Kidz Rock Early Learning Center cannot deny any parent access to their child without such an order. The Center cannot become involved in a custody dispute. The child will be dis-enrolled if such disputes occur.

- If person(s) picking up the child is apparently impaired due to alcohol/drugs, we will notify local law enforcement and alternate contact(s) that we have on file.

Birthdays

- We are happy to celebrate and acknowledge every child's birthday. Parents may periodically offer treats including cake or cupcakes. If your child has specific food allergies and requirements, they must be clearly listed in your child's file and we will work together with your family to offer an alternative for such celebrations.

Drop-off & Pick-up

- Families are permitted to park under the portico ONLY when dropping-off or pick-up. Please also note that when parking under the portico families are required to park on the right side (closest to the entrance doors), to ensure that all vehicles are able to pull out when exiting.
- If there is no place to park in the pick-up/drop-off lane under the portico, families are required to park in one of the provided parking spaces in our parking lot. <u>This is to ensure safety for our children and families while ensuring that ensure parked cars are not blocked.</u> If vehicles are parked in unauthorized parking areas, they will be subject to being towed.

Children's Arrival and Parents Departure

- In order to successfully drop your child off and successfully picking them up we ask that after sign-in, you the parent(s)/guardian(s) walk your child to their classroom to assist with any excess materials that need to be carried or put away – i.e. jackets, bags, bottles, etc. Each child will have a designated storage area, or cubby for their necessities. There should always be a staff member available to help receive our students for the day.

Fire & Severe Weather Drills

- We conduct monthly fire, inclement weather and emergency safety drills. Records are kept and maintained in the Center office.

Meals and Snacks

- It is the parent(s)/guardian(s) responsibility to bring food for lunch and breakfast (if applicable). A morning and afternoon snack will be provided by the Center. Lunch and snack schedules are posted in each classroom.
- Parent(s)/guardian(s) are responsible to inform the Center of any special diet required for their child/ren. If your child must not eat certain foods due to allergies or religious

reasons, staff must be notified. The Center may provide snacks or parties, during special events or occasions. Please discuss alternate arrangements with Kidz Rock Early Learning Center Director(s), if necessary.

- For infants, parent(s)/guardian(s) are required to provide the appropriate number of prepared bottles containing the formula and/or breast milk necessary for your child each day. Per state regulations, each bottle must be labeled with your child's full name **and** date of preparation.

Nap and Rest Time Policy

- Kidz Rock ELC requires a designated nap time each day
- If your child is a non-napper, we will still require a quite/rest time during our designated naptime each day. During this time your child would participate in quiet reading, listening to soft music or just lying down to rest.
- Each child will be provided with a nap-mat that is clean and sanitized daily. It is the Parent's responsibility to provide, clean sheets, blankets and pillows for their child, if desired, and to wash nap-time items brought in from outside of the Center, as needed.

Photo Release

- Pictures of the children are taken quite often for room display, bulletin boards or sometimes media. If parents or guardians do not wish to have pictures taken or used in Center wide promotions, they must decline photo release in writing to the Director or Assistant Director by email or letter.

Promotion / Transition of children

- Children will be transitioned to the next age group at the start of each new school year. If space allows, promotions may also be based on chronological age, staffing, and maturity of the child. Parent(s) wishes are always respected but may not always be granted due to the above considerations.

Toys from Home

- Our Center does not allow toys to be brought from home due to the possibility of the toy being broken or misplaced. The exception to this rule may be made for nap comfort items or toys brought specifically for show and share. This will be up to the Director(s) discretion.

Visitors

- All visitors MUST check in at the reception desk. Due to safety reasons, we must know who is in the building at all times.

Program

Curriculum Overview

We believe children learn best in a fun and explorative atmosphere. We carefully selected curriculum that will nurture creativity, movement and cognitive development. We feature excellent curriculums for all Kidz Rock ELC Infants, toddlers and Preschoolers:

- We feature *Beyond Centers & Circle Time by Kaplan*®, in our Preschool
- We also feature *Beyond Cribs & Rattles by Kaplan*®, for our infants & Toddlers
- We conduct regular assessments to help track and promote every child's individual progress.

Classroom Schedules

Daily Classroom Schedules

We believe children also learn best in a structured and yet free form environment. Each Classroom follows a daily schedule to insure each child has fun in an educationally driven atmosphere.

We use schedules as a guideline, however we are flexible to adjust to the needs of the individual child, class as a whole and any educational changes or updates needed. Class schedules are posted in each room.

Guidance and Socialization (Discipline) Policy

Positive Guidance

- Kidz Rock ELC focuses on "positive guidance".
- We will apply positive reinforcement and/or redirection when undesirable behavior occurs.
- We will use standard techniques including quite- time or time-outs if undesirable behaviors persist.
- If we are unable to manage the child's behavior we will notify the parent(s) and work to find the best approach.

This WILL NOT occur in our center

- There will not be any type of physical punishment, spanking or withholding things such as food due to unacceptable behavior.

Communication in Program

Daily Communication

- Kidz Rock ELC provides parent information boards located within the center. The center will also send out periodic emails and newsletter to keep families updated on center activities and information.
- We also utilize the “Bloomz App” for parent/teacher daily communications. You can download the app for Apple or Android.

Grievance Procedure

- We encourage consistent open communication between the Center and parents of children attending our program. We encourage you to communicate verbally or in writing, any concern or grievance you may have. Grievances may be submitted by way of email to the program Director **kim@therockofcf.org** or the Assistant Director **tamarrah@therockofcf.org**

Mandated Reporter

- State law requires that Kidz Rock ELC report any instances of suspected child abuse or neglect. The center will report ANY suspicion of abuse or neglect to the applicable authorities.

Health and Safety

Accident Procedure

- In the event of an accident, parents will be notified and ALL accidents will be written in an Accident Report and placed in our records. All Classrooms contain up-to-date First Aid Kits.

Children with Special Needs

- All children with diagnosed special health needs must have a current care plan signed by a health care provider and parent/guardian, as well as a release of information form signed by parent(s)/guardian(s). The Care plan must be updated yearly.
- Emergency medication and/or equipment specified in the care plan must be available at the program at all times.

Emergency

- **Medical Emergency**

  Every child must have a Medical Emergency Transportation Agreement on file at time of Enrollment/Registration.

  Kidz Rock Early Learning Center emergency transportation/medical procedure is as follows. We will:

- Call emergency medical team, if necessary
- Call parent/guardian
- Call alternate emergency contact, if necessary
- Emergency medical team transports child to hospital, if necessary
- Kidz Rock Early Learning Center representative will accompany child to the hospital.

- **Evacuation**

- In the event of a fire emergency that requires external evacuation, all staff and children will follow procedures of evacuation as outlined in our programs *Emergency Preparedness Plan & Response Procedures.* This plan includes a standard and alternative evacuation route. These routes are posted in each classroom and open area within the Early Learning Center. Fire and External Evacuation drills are conducted every month.
- For all Internal evacuations children will be led into the center of the facility in the event of inclement weather or lockdown situations.

Guidelines for Exclusion Due to Illness

- Parent(s)/guardian(s) will be notified directly in the event that any communicable diseases are suspected or detected. If your child is sick they will not be allowed to return until a wellness release is received from a health care provider. Please note that if your child has a temperature you will be notified for pick-up and will need to be without fever for 24 hours, before returning to the Center.

Immunization Policy

- All children are required to be up-to-date with immunizations and parents are expected to provide the child's immunization records.
- If a child is un-immunized, the Kidz Rock ELC reserves the right to decline enrollment/registration until immunizations are brought current.
- If you are claiming Religious Exemption for immunizations for your child you must provide a form from your local county Health Department.

Medication Policy

We have a general NO MEDICATION policy. However, the Director(s) will assess each case individually, in instances where medications are required by a physician AND cannot be administered at home; BEFORE or AFTER your child is dropped off or picked up from the center:

- All parent(s)/guardian(s) with a child/ren requiring medication while in the care of Kidz Rock ELC, MUST provide written permission and instructions from a health care provider and the child's parent to administer prescription(s). Medication MUST be given to a staff member and should not be left in diaper bags/backpacks or placed in cubbies.
- A medication log will be kept on file for each child that has been administered medications while at the center, as approved and outlined by their physician.

Accident Policy

All accidents are recorded in the Child Accident Daily Log Form. When an accident is serious and/or warrants parent notification a Child Accident Form will be completed by the caregiver, signed by the parent/guardian and the Director. This Accident form will then be added to the child's personal file.

Close-toed Shoes Policy

To ensure safety and minimized the possibility for foot injuries, we require that students be brought to school wearing close-toed shoes, everyday. In the event that we have a special water-day, were sandals or water-shoes are permitted, students are still required to have closed toed shoes available before and after the special activity.

Childcare Non-Discrimination Statement

Kidz Rock ELC childcare and preschool services are available without discrimination on the basis of sex, race, color, creed, disability, national origin or ancestry.

Confidentiality Policy

At Kidz Rock ELC, child and family 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 we strive to protect everyone's right of privacy. Confidential information includes, but is not limited to: names, addresses, phone numbers, personal records, disability information, and any health related information of anyone associated with Kidz Rock ELC.

Outside of Kidz Rock ELC, 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 Kidz Rock ELC, persons with whom the information will be shared, and the reason(s) for sharing the information.

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 we will do everything possible to work with the family of the child(ren) in order to prevent this policy from enforced. The following are reasons we may have to terminate or suspend a child from this center:

Immediate Causes for Expulsion

- The child is at risk of causing serious injury to other children or himself/herself.
- Parent/Guardian or Authorized family member threatens physical or intimidating or aggressive actions toward staff members.
- Parent/Guardian or Authorized family member exhibit confrontational behavior or verbally aggressive actions towards our Center of staff members at any time or on the premises of The Rock of Central Florida, including Kidz Rock ELC and The Rock Academy Campuses.

RECEIPT OF KIDZ ROCK EARLY LEARNING CENTER HANDBOOK

By signing below, parents/guardian(s) agree that they have been given a handbook and parents/guardians and provider agree to abide by the written policies as stated in Kidz Rock Early Learning Center handbook.

_____	_____	_____
Parent's Name (print)	Parent's Signature	Date

_____	_____	_____
Parent's Name (print)	Parent's Signature	Date

Attention parents:

A copy of the *Kidz Rock Early Learning Center Parent Handbook* is made available to all parents/guardians on our website for download *kidzrockelc.com*, and by email request.