

# OUR KIDS PLACE

## Parent Handbook



Our Kids Place

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Dear Parent/Guardian:

Welcome to Our Kids Place!

We believe that quality early care and education is a partnership between parents and provider. At Our Kids Place, it is our mission is to provide quality childcare for children in a loving, supportive environment where they can learn at their own pace while encouraging them to explore new things in their surroundings. Our staff recognizes the importance of the developmental stages of each child and is committed to nurturing them as if they were their own.

Our Kids Place is a learning-based program. We believe that at any developmental stage, it is important for children to learn as well as develop loving, responsive relationships with caregivers, based on respect for the child and his or her family. At Our Kids Place, your child will have the opportunity to explore and grow, create and discover, build relationships with his or her peers, and become confident learners.

Thank you for choosing Our Kids Place. As you know, the adolescent years of your child's life, are very important and they will go through some incredible developmental stages. Observing a child's journey through these stages never ceases to fill us with awe and wonderment. We are looking forward to joining you on your child's amazing journey!

Sincerely,

Charlotte Thiery,

Our Kids Place Owner/Administrator

Brittany Brown-Director

#### STATEMENT OF NON-DISCRIMINATION

Our Kids Place welcomes all families, regardless of, race, religion, national origin, sexual orientation, gender, ancestry, marital or parental status, and physical, mental, emotional or learning disability.

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## **Ages Served**

Our Kids Place serves children ages 6 weeks-5 years. However, because the environment and curriculum are designed for Infants, Toddlers and Pre-K, most children will outgrow the program and move on to a school program around age 5. If a child is not ready to move, he or she is welcome to remain in the program for as long as needed.

## **Admissions**

Your child is considered enrolled in our center once the admissions interview is conducted, all paperwork is completed and approved by the administrator, space availability is approved, and the registration fee is paid. Admissions paperwork includes an enrollment form, a health information form completed by your child's physician's office, and the parent information form. Any changes to these forms should be given to the director immediately. The medical form must be updated every 12 months.

## **Hours of Operation**

Our Kids Place is open according to the following schedule:

**Monday** 7:30 AM to 5:45 PM

**Tuesday** 7:30 AM to 5:45 PM

**Wednesday** 7:30 AM to 5:45 PM

**Thursday** 7:30 AM to 5:45 PM

**Friday** 7:30 AM to 5:45 PM

**Saturday** Closed

**Sunday** Closed

## **Holidays/Vacations/Closings**

**Holidays:** Our Kids Place will be closed on the following **UNPAID** holidays. Please arrange for alternative care on these days:

New Year's Eve

New Year's Day

MLK Jr. Day (Observed)

President's Day (Observed)

Good Friday

Easter Monday

Memorial Day (Observed)

Independence Day (Observed)

Labor Day (Observed)

Thanksgiving Week (Wednesday-Friday)

Christmas Eve

Christmas Day

\*Our Kids Place also reserves the right to adjust close dates as needed and early dismissals. Parents will receive at least 30 days advance written notice of the exact dates.

**Vacations:** Each family will receive 1 weeks' vacation tuition free per year after 6 months of enrollment. The center must be notified of vacation dates at least two weeks in advance in order to utilize your tuition free days. These days may be used individually or all at one time. If the child is on vacation more than 5 days, the normal rate will be charged after the first week.

**Closing/Inclement Weather:** Our Kids Place follows Madeira City Schools regarding closings for inclement weather. On rare occasions, it may be necessary for us to close or delay during a time that MCS remain open. We will make every effort to open our doors at the normal time, however we must consider the safety of our staff and our families. Though we will be happy to provide parents with a list of other providers in the area, it is ultimately the parent's responsibility to arrange for substitute and/or emergency care for their child.

### **Absences**

If you plan to keep your child home due to illness, or any other reason, you must notify us no later than your regular drop off time. We also expect to be notified if you anticipate being late for drop.

### **Appointments and early pick-ups**

Please notify us when you drop your child off in the morning if you will be picking your child up early that day, or if your child has an appointment and will be leaving and returning later in the day.

### **Termination**

Either the parent or provider has the right to terminate service for any reason, providing a 2 week

written notice is given.

### **Waiting List**

We encourage parents to begin exploring their childcare options as early as possible, visiting many different types of programs. If, after carefully weighing the different options and providers, you are interested in enrolling your child at a time when we do not have an opening, you are welcome to join our waiting list with a non-refundable deposit of \$100 that will secure your spot on the list.

### **Program and Curriculum**

**Daily Schedule:** Our intention is to provide a structured, but not a rigid, daily schedule. We believe that it is necessary to provide a feeling of comfort and familiarity while allowing them to explore and learn in a flexible environment.

### **Sample Infant Schedule:**

<b>7:30-8:30am</b>	<b>Arrival and individual activities-exploration of materials</b>
<b>8:30-9:00am</b>	<b>Breakfast/AM snack, clean up</b>
<b>9:00-9:30am</b>	<b>Diaper check, Bottles</b>
<b>9:30-10:30am</b>	<b>Nap</b>
<b>10:30-10:45am</b>	<b>Diaper check</b>
<b>10:45-11:00am</b>	<b>Arts and Crafts/Fine motor activities</b>
<b>11:00-11:30am</b>	<b>Outside play/Indoor gross motor activities</b>
<b>11:30-12:00pm</b>	<b>Lunch</b>
<b>12:00-12:30pm</b>	<b>Clean up, Music, Storytime</b>
<b>12:30-1:00pm</b>	<b>Diaper Checks, Bottles</b>
<b>1:00-3:00pm</b>	<b>Nap</b>
<b>3:00-3:30pm</b>	<b>Diaper checks, Bottles</b>
<b>3:30-4:00pm</b>	<b>PM snack</b>

4:00-4:30pm	Outside play/Indoor gross motor activities
4:30-5:45pm	Supervised free choice until departure

**Sample Toddler Schedule:**

7:30-8:30am	Arrival and supervised free choice
8:30-8:45am	Diaper check/potty break, wash up for AM snack
8:45-9:15am	AM snack, clean up, circle time, free chat
9:15-9:30am	Music, songs, dancing, instrument play
9:30-9:45am	Diaper check/potty break
9:45-10:15am	Arts and crafts activities
10:15-10:45am	Outside play/Indoor gross motor activities
10:45-11:00am	Toddler engaged story time
11:00-11:15am	Clean up, diaper checks/potty break
11:15-11:45am	Lunch
11:45am-12:00pm	Wash up, diaper checks/potty break
12:00-1:00pm	Supervised free play
1:00-3:00pm	Nap
3:00-3:15pm	Diaper checks/potty break
3:15-3:30pm	PM snack
3:30-4:00pm	Outside play/Indoor gross motor activities
4:00-5:45pm	Supervised free choice until departure

**Sample Preschooler Schedule:**

7:30-8:30am	Arrival and supervised free choice
8:30-8:45am	Potty break, wash up for AM snack, toy clean up
8:45-9:15am	AM snack, clean up, circle time, free chat
9:15-9:45am	Music, songs, dancing, instrument play

<b>9:45-10:15am</b>	<b>Learning stations-sensory motor, science, construction</b>
<b>10:15-10:45am</b>	<b>Outside play/gross motor activities, crafting activity</b>
<b>10:45-11:00am</b>	<b>Potty break, wash up</b>
<b>11:00-11:30am</b>	<b>Learning stations-Dramatic play, etc.</b>
<b>11:30am-12:00pm</b>	<b>Clean up, potty break, wash up for lunch</b>
<b>12:00-12:45pm</b>	<b>Lunch</b>
<b>1:00-3:00pm</b>	<b>Rest time, stories</b>
<b>3:00-3:15pm</b>	<b>Potty break, wash-up, quiet activities</b>
<b>3:15-3:30pm</b>	<b>PM snack</b>
<b>3:30-4:30pm</b>	<b>Outside play/gross motor activities</b>
<b>4:30-5:45pm</b>	<b>Supervised free choice until departure</b>

#### **Staff/Child Ratios & Group Sizes:**

Our center will not exceed the following state required ratios:

- 1:5 or 2:12 Infants (0-12 months)
- 1:6 or 2:12 Infants (12-18 months)
- 1:7 Toddlers (18-30 months)
- 1:8 Toddlers (30 months-36 months)
- 1:12 Preschoolers (3 years-4 years)
- 1:14 Preschoolers (4 years until eligible for kindergarten)
- 1:18 School age (eligible for school)

Our pursuit is to provide max individual attention therefore our goal is to maintain a 1:4 ratio in the infant and 1:5 ratio in the toddler areas. Ratios during naptime may be doubled if all children are remaining on their cots and there is adequate staff in the building in the event of an emergency.

The maximum group sizes\* are as follows:

Infants-10

Toddlers-14

Preschool (2-3-year old)-16

Preschool/School age (3 and older) -24

\*Maximum group size is the number of children that will be cared for together at one time.



**Meals:** Our Kids Place provides AM/PM snack to children. Parents are responsible for sending a packed lunch daily that meets the food group requirements (protein, dairy, grain, fruit, vegetable). Parents of infants are required to supply all formula/breastmilk and baby food as needed. If your child has any food allergies, or other special dietary needs, substitutions are available with proper notice. Monthly snack menus are sent home via email and posted on the bulletin board.

**Supplies:** Parents are responsible for supplying diapers, wipes and creams for their child.

Upon enrollment, and as needed, each family will be asked to contribute supplies such as but not limited to tissues, wipes, cleaning supplies, Ziploc storage bags, arts and crafts supplies, and band aids.

**Change of Clothing:** Parents are responsible for maintaining spare sets of clothing in their child's cubbies. Children grow fast, please check frequently to make sure the spare sets of clothing are weather appropriate as well as match your child's current size.

### **Parent Involvement**

We encourage our parents to get involved with classroom activities as well as family extracurricular Activities but please note that parents are asked to make appointments with staff when it is necessary to engage in any lengthy conversations. Teachers want to be able to focus on you and your child at these times. If parents have any concerns or questions at any time, it is recommended that the following chain of command be used until an answer or solution is found.

- 1. Child's teacher**
- 2. Administrator**
- 3. Owner**

Please feel free to bring concerns up when they occur. Often, they can be addressed when they are little problems before they grow into bigger problems. Staff fully realizes that you are entrusting us with your little ones and we want our relationship to be a good one.

## **Emergencies/Accidents**

**Emergencies:** The center has devised several procedures to follow if an emergency would occur while a child is in the center's care. In the event of a fire or tornado, staff would follow the written instructions posted in each classroom describing emergency evacuation routes and the procedures to be followed to assure that children have arrived at the designated spot. In order to prepare children for the unlikely need to evacuate due to fire or weather conditions, or the loss of power, heat, or water to the center, our emergency destination is the Madeira Public Library. If the need to evacuate is immediate, we will evacuate to the corner of Euclid and Hosbrook. A sign will be posted in front of the center indicating that we have been evacuated and the location where you can pick up your child. Parents will also be contacted as soon as possible to come pick up your child. If a parent cannot be reached, we will contact the emergency contacts as listed on your child's enrollment form.

In the unlikely event there would be an environmental threat or threat of violence, the staff will secure the children in the safest location possible, contact and follow the directions given by the proper authorities and contact the parents as soon as the situation allows. An incident report will also be provided to the parents.

There is always one staff member present that has received training in First Aid/Communicable Disease and CPR. In the case of a minor accident/injury, staff would administer basic first aid and TLC. If the injury/illness would be more serious, first aid would be administered, and the parents would be contacted immediately to assist in deciding an appropriate course of action. If any injury/illness is life threatening, the EMS will be contacted, parents will be notified, and a staff member will accompany the child to the hospital with all available health records. Staff may not transport children in their vehicles. Only parents or EMS will transport.

**Accidents:** An incident/injury report will be completed and given to the person picking up the child on the day of the incident/injury, if any of the following occur: the child has an illness, accident or injury which requires first aid; the child receives a bump or blow to the head; the child has to be transported emergency squad; or an unusual or unexpected event occurs which jeopardizes the safety of the child. If a child requires emergency transportation, the report shall be available within 24 hours after the incident occurs. The center shall also verbally contact licensing personnel from the appropriate Ohio Department of Jobs and Family Services (ODJFS) office within 24 hours when there is a "general emergency" or "serious incident, injury, or illness". The report will be provided to licensing staff within 3 days of the incident.

## Management of Illnesses

Our Kids Place provides children with a clean and healthy environment. However, we realize that children may become ill from time to time. If this is your child's first group care experience, it is possible that he or she may experience more frequent illnesses at the beginning before his or her immune system builds up a defense. We observe all children as they enter the center to quickly assess their general health. We ask that you do not bring a sick child to the center, as we will send them home. Please have a backup plan in place if you are unable to take off time from work/school.

A child with any of the following symptoms will be immediately isolated and discharged to the parent or emergency contact:

- Temperature of 100-degree F- in combination with any other signs of illness
- Diarrhea (three or more abnormally loose stools within a 24-hour period)
- Severe coughing (causing the child to become red in the face or to make a whooping sound)
- Yellowish skin or eyes
- Redness of the eye or eyelid, thick and purulent discharge (pus), matted eyelashes, burning, itching or eye pain
- Untreated skin patches, unusual spots or rashes
- Unusually dark urine or grey/white stools
- Stiff neck with an elevated temperature
- Evidence of untreated lice, scabies, or other parasitic infestation
- Vomiting more than once or accompanied by any other sign of illness
- Sore throat or difficulty swallowing

Any child demonstrating signs of illness not listed above will be isolated and carefully observed for symptoms and the parent will be notified. If a child does not feel well enough to participate in center activities, the parent will be called to pick up the child. Anytime a child is isolated, they will be kept within sight and hearing of a staff member. The cot and any linens used will be washed and disinfected before being used again.

**Communicable Illness:** If there is an outbreak (more than 1 confirmed case) of a communicable illness, parents will be notified via email within 24 hours of the outbreak. Children will be readmitted to the center no sooner than at least 24 hours of being fever free without medication and other

symptoms. If they are not symptom free, a doctor's note will be required stating that the child is no longer contagious.

**Medications:** The center will administer medications to a child only after the parent completes a Request of Medication form. All proper sections must be completed, and the medication handed directly to a staff member. Medications will be stored in a designated area inaccessible to children. Medications may NOT be stored in a child's cubby or book bag. Prescription medications must be in their original container and administered in accordance to instructions on the label. Over the counter medications (pain relief, cremes etc.) must also be administered in accordance to label instructions. If parents request any different dosages or uses, a physician must provide written instructions on the Request for Medication form. Over the counter medications will not be administered for more than three days consecutively without instructions from a physician.

### **Outdoor Play**

Research has shown that children stay healthier when they have daily outdoor play. Based on this information and state requirements, outdoor play will be included in our program daily. We will limit the amount of time outside when the temperatures are very warm or very cold. Children will not be taken outside when the temperature (wind chill and heat index factored in) drop below 32 degrees F or rise above 90 degrees F. If the situation requires it, we will also adjust outdoor time due to rain, threatening weather, ozone warnings etc. On days that outdoor play is not provided due to these conditions, we will include a time for indoor gross motor activities. Please send your children with the proper clothing so that they may be safe whenever we are outside.

### **Appropriate Clothing**

The intention of our center is to provide a fun, interactive, learning experience for the children. Children should be dressed appropriately to be able to fully engage in all aspects of our day, such as outdoor activities (climbing, running, etc.) and creative activities (painting, gluing, etc.). Therefore, well-fitting shoes, comfortable clothes, and appropriate weather protection are required. Coats or jackets on cool days are necessary. No flip flops or heels; no jewelry unless it can always remain on; no princess or party dresses without prior permission. When dresses or skirts are worn, tights, leggings, shorts, or diaper covers must be worn underneath.

**Toys:** Toys may not be brought from home except when requested by the center (example: show and tell)

### **Fieldtrips/Transportation of Children**

**Emergency Situations:** The center will not transport children in an emergency. If a child requires immediate transportation, the parent and EMS will be contacted.

**Field Trips:** Our center takes periodic field trips during the school year and routine field trips during the summer for our children ages 3 and older. Field trips will be done with trained staff members in a bus. Before departing the center, a count will be taken of all children, and they will be marked on a separate attendance sheet, specifically created for the trip. Upon arrival at the destination, another count will be taken to assure that all the children have arrived safely. This process will be repeated upon leaving the destination and returning to the center. During the field trips, each staff member will have specific children that they are responsible for supervising. Before any child participates in either a routine or field trip, the center will obtain written permission from the parent or guardian.

### **Guidance Policy**

Our Kids Place believes that helping the child to learn self-control is very important. Our goal is that each child will learn self-discipline through careful guidance. Each child will be treated with love and respect. If children are treated with respect, they in turn learn to respect the teachers and their friends. Our expectations will be kept within the child's capabilities and the child will be made aware of these expectations. Positive reinforcement (commenting on children doing the "right" thing) and positive redirection (removing the child and giving them an appropriate activity) will be used. A child may be asked to sit for a short period of time to give the child a chance to regain control if they are having a difficult time. Time outs will be age appropriate in length and done within the classroom. Staff will not impose punishments for failure to eat, sleep, or toileting accidents. This discipline policy applies to all staff and parents while they are at the center.

If a situation arises where a child is consistently endangering himself, peers, or staff, it may become necessary to disenroll the child. Every attempt will be made to work together with the parents and the child to correct the behavior. However, the safety of the children is always our primary concern. The administrator would be in communication with the parents prior to the occurring. If the child demonstrates behavior that requires frequent "extra attention" from the staff, we may choose to

develop and implement a behavior management plan. This plan would be developed in consultation with the parents and would be consistent with the requirements of ODJFS.

### **Tuition/Fees and Payment Policies**

**Tuition:** The fee for childcare is \$60/daily for full time and part time families. Payment is due Saturday of the week childcare is provided unless other payment arrangements have been made. In the event of illness, full payment is expected, except for an extended illness.

**Registration Fee:** A non-refundable registration fee of \$100.00 is charged per family. A child is not considered enrolled until the registration fee is received. The registration fee will be applied to your first tuition check.

**Payments:** Payments can be made with credit/debit cards via Brightwheel, cash, money orders and checks. All checks are to be made payable to Our Kids Place. A fee of \$25 will be charged for any returned checks

**Late pick-up charges:** If a parent realizes that circumstances beyond his or her control are going to delay pick-up, a phone call is requested. This is important as many children fear they have been forgotten when parents do not arrive at their usual time. All families will be given a 5-minute grace period as well as a courtesy call. A late fee of \$1.00 per minute per child will be charged after 5:50pm.

### **Supervision Policy**

**Arrival/Departure:** Parents are required to bring their children to the front door of the center and a staff member will accompany each child to their classroom after their temperature has been taken. Any special messages, medications, special pickup notes, etc. are to be given to the staff or administrator directly. Upon pickup, parents will call the center or use the intercom system to notify staff that they are here to retrieve their child. A staff member will bring your child to the door once they wash their hands.

**Supervision of Infants/Toddlers/Preschoolers:** At no time will a child be left unattended. Staff will always supervise children, including naptime. If a child becomes ill, they may be isolated in a section of the room not in use, but within sight and hearing of a staff member.

**Supervision of School age Children:** School age children may run errands inside the building or use the restroom alone or in groups of no more than six children without adult supervision if the following conditions are met:

- Children are within hearing distance of their teacher
- The teacher checks on the children regularly until they return
- The restroom is for the exclusive use of the center

**Children Arriving to the Center from Other Programs:** At times it may be necessary for a child to arrive at the center from another program (i.e. School age arrives at the center after school). If a child is scheduled to arrive and does not, we will first contact the parent to confirm that the child is scheduled to be at the center that day, and then contact the program that they are to arrive from. We will then consult with the parent to determine further action. For this reason, it is very important that parents contact the center when their child is not going to be attending on a regularly scheduled day.

**Release of a Child:** Staff will release children only to persons on the release form provided by the parent. If an emergency arises, the parent must provide a written and signed note giving the person permission to pick up their child. Staff will check ID's of anyone they do not recognize. Please notify people ahead of time so that they bring a picture ID. Staff will also not release children to anyone, parents included who appear to be under the influence of drugs or alcohol. Emergency contacts will be called to transport the child home and police will be notified if necessary. The children's safety is our top priority.

**Custody Agreements:** If there are custody issues involving your child, you must provide the center with court papers indicating who has permission to pick up the child. The center may not deny a parent access to their child without proper documentation.

**Child Abuse Reporting:** All staff members are mandated reporters of child abuse. If staff has suspicions that a child is being abused or neglected, they must make a report to the local children's services agency. The safety of our children is always our first concern.