



Parent Handbook

2020

January 2020

Dear Families,

We are looking forward to another new year at Harmony Kids Learning Center! We are extremely excited to have the opportunity to work with you and your child/children as we all start a new year together at HKLC. The infant, toddler, and preschool years prove to be exciting and full of amazing and fun experiences. The staff at HKLC looks forward to sharing this wonderful journey with you!

This Parent Handbook describes the Center's program, goals, policies and procedures, including information regarding drop-off and pick-up, safety, licensing, health guidelines, and parent involvement. Please take the time to carefully read through this handbook, as there are many important things included. For further information, please refer to our Program Plan located on our website.

Please do not hesitate to contact me if you ever have any questions.

Sincerely,

Umbelina Cremer –Executive Director
Owner and Founder of Harmony Kids Learning Center

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Harmony Kids Learning Center Vision and Goals

The goal of Harmony Kids Learning Center is to provide a safe, happy, growth-enhancing group experience for each child. We hope that every child's participation helps him/her to increase feelings of self-worth, competence, eagerness to learn, and respect for all people. A child who continues to grow with HKLC will find variation from the previous room they might have been in. Our educational philosophy is based upon helping the child increase independence, social skills, and self-control, following developmentally appropriate practices. These practices provide children with opportunities to learn and practice newly acquired skills. They offer challenges just beyond the level of their present mastery, and it takes place in an environment where children are safe and valued. The process of learning takes precedence over the product during these early years.

Harmony Kids Learning Center Mission Statement

It is the mission of Harmony Kids Learning Center to provide quality early childhood care by creating a safe and nurturing environment for our young children. We strive to support children's growth by providing developmentally appropriate activities that stimulate their social/emotional, cognitive and physical development. Our goal is to create relationships between families and our teachers and to support children as they develop into lifelong learners.

Statement of Non-Discrimination Policy

It is the intent and resolve of the Harmony Kids Learning Center to comply with the letter and the spirit of the law in the implementation of all facets of equal opportunity and affirmative action. In the recruitment, selection, training, utilization, promotion, termination, or any other personnel action, there will be no discrimination based on race, creed, color, religious belief, transgender status, gender, age, national origin, ancestry, physical or mental disability, marital status, sexual orientation, status with regard to public assistance, membership or activity in a local commission, veteran status or any other protected classes.

POLICIES AND PROCEDURES

Admission/Registration & Population Served

The HKLC program is offered to any family who wishes to enroll their child. The state of Minnesota has licensed the Harmony Kids Learning Center to operate Infant, Toddler, Preschool and School Age classrooms. HKLC has a Group E license, which allows us to serve up to 99 children maximum. This is broken down as follows:

- 12 Infants (6 weeks – 16 months)
- 35 Toddlers (16 months – 33 months)
- 39 Preschoolers (33 months- 5 years)
- 13 School Age (5 – 12 years)

Prior to enrollment, a family must complete and return an enrollment packet to the center, as well as a deposit (see below) and the enrollment fee (if on CCAP – confirmation and co-pay required) to hold the child's spot.

A one-week deposit is **due at time paperwork is turned in** to hold a child's spot for up to 30 days. This payment will be applied towards the first week of care and is non-refundable. **Expecting families** must place a two-week deposit to hold an infant's spot which will be put towards care and must give a starting month upon holding the spot. An exact start date is required by the week of the infant's due date. Infant spots will be reserved for a maximum of 60 days after their projected start date.

Ratios

Our ratios follow state requirements and are as follows:

Infants 1:4

Toddlers 1:7

Preschool 1:10

School Age 1:15

Tuition Policy

- Invoices will be sent via email on Monday and payment is due by Wednesday at 6:00pm. Payments can be made by cash, check or credit/debit card. If payment is not received by Wednesday at 6:00pm, a \$25 late fee will be added to your account. If payment is not received by the following Monday at drop off, your child will not be able to attend Harmony Kids Learning Center until payment is received in full. Weekly \$25 late fees will be applied to all past due accounts until the balance is paid in full. If the account is 3 weeks past due, the contract will be terminated. If the bill is paid after the 3 weeks and the contract resumes, an ACH form must be kept on file going forward. If future payments are not paid by Wednesday and arrangements have not been made with the front office, your ACH will be run on Friday mornings at 9:00a.m. Please contact our director immediately to discuss financial concerns and to avoid penalties or termination.
- Payment via debit/credit card will incur a 3% processing fee which will be added to your account after the payment processes.
- A \$25 fee will be charged for each NSF check returned to Harmony Kids Learning Center. After a second NSF check, Harmony Kids has the right to only accept cash payments.
- Harmony Kids Learning Center will provide year-end tuition statements to each family by the end of each January.
- Tuition rates are reevaluated yearly in June.
- A \$40 annual enrollment fee will be charged for each child every June.
- A \$5 monthly technology fee will be applied per family each month.

Days and Hours of Operation

HKLC is open Monday-Friday 6:00 AM – 6:00 PM.

Harmony Kids Learning Center will be closed on the following holidays for our teachers to be with family:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the Day after
- Christmas Day

If the holiday falls on a weekend, we will be closed for the Federally Observed weekday. Contracted plan minimums will still be due every week, regardless of when the holiday falls.

Parent Communication

We have an app that we use to communicate with you about your child's daily activities, such as: eating, sleeping, diaper changes, etc. You can message back and forth with your child's teacher and the front desk as well.

Arrival/Departure Procedures

Families should enter from the front main door. All children MUST be checked in AND out using the fingerprint scanner or their access code at the check-in station located at the front desk. Children are NOT allowed to be left alone in the parking lot at drop off OR pick up. Please make sure your child does not leave the building ahead of you.

Late Pick-Up Fee

Harmony Kids Learning Center closes at 6pm. Any parent/guardian arriving after the closing time will be charged a late fee of \$1.00 for every minute with a minimum charge of \$5.00. An additional \$25.00 will be charged in 15 minute increments, to pay the staff member that is staying with your child. If a child cannot be picked up by 6:00 pm, the parent is to notify the center. Our closing time will be abided by unless there is an emergency.

Authorized Pick-Up

A list of responsible adults that Harmony Kids can call if the parents cannot be reached should be provided in the Enrollment Packet. These adults may drop off and/or pick up your child. We ask that those listed also provide a photo ID until the staff becomes familiar with them. An "Authorization to Pick Up" form must be completed to allow anyone other than those listed in your Enrollment Packet to pick up your child. These individuals will also be asked to provide a photo ID.

Failure to Pick-Up

If a parent has not picked up their child by 6:00pm, center staff will attempt to contact them via the phone numbers provided. If the center is unable to contact a parent, emergency contacts will be called. **If the center is unable to reach these persons within one hour, the police will be notified to pick up the child. A note will be left on the door for the parent regarding the situation and a phone number to call.** Staff will not transport children.

Hours of Attendance/Plans

We have a three-tier plan system based on your hours of attendance as well as a drop-in rate. Please see the HKLC Tuition Rates and Plans sheet for pricing and plan information (included in the enrollment packet). If your child(ren) are on a 15 hour

plan, we require a schedule a least 1 week in advance to insure we have available space and are staffed appropriately. Please call or email the center.

Flex Hours

Harmony Kids Learning Center offers flexible leave days for families to use at their convenience depending upon each family's plan level. Each family is eligible for flex hours 60 days after their start date.

- Plan 1: 0 flex hours
- Plan 2: 30 flex hours (5 days at 6 hours each)
- Plan 3: 40 flex hours (5 days at 8 hours each)

Contract Changes and Contract Termination

- **Contract and plan changes must be given three (3) weeks in advance.**

Harmony Kids Learning Center reserves the right to not allow contract changes in the event the change affects our capacity. **Contracts may not be altered the weeks of holidays or due to illnesses.**

A two-week trial period begins on your child's first day of enrollment. This time period is used to make sure Harmony Kids Learning Center is a good fit with your family. During this two week trial period, either party may terminate the tuition contract without further commitment, payment for care received is still due.

Any time after the two week trial period, if either party wishes to terminate the tuition contract, **a 30 day written notice must be given along with payment in full whether or not your child attends.** Payment will continue to be expected until both written notice and payment in full has been accepted. If Harmony Kids Learning Center teachers or children are harmed, threatened or safety becomes a concern in any manner, Harmony Kids has the right to ban the person from the facility. Harmony Kids has two weeks to provide potential threat with a written explanation.

Drop-in Policy

We do accept children for drop-in care. In order for you to participate in Drop-in Care, all paperwork must be up to date and on file. You must call 24 hours in advance to see if a spot is available. If you are approved for a spot for the day(s) you request, you will be charged a minimum of 8 hours per day.

Grievance Procedure

Harmony Kids Learning Center has a grievance procedure in place to ensure that all concerns are appropriately addressed and resolved effectively. We take all concerns very seriously, investigate and hold staff members accountable to their actions, statements, and procedures.

Step 1 – Ask, is this a concern you cannot or do not feel comfortable speaking with the staff member about? Is this an ongoing concern that you have spoken with the staff member about and have not seen a suitable solution?

Step 2 – Complete a complaint form with the director. These are available at the front desk.

Step 3 – Director completes an investigation and may question all parties involved and witnesses.

Step 4 – Director schedules meeting with client to discuss possible solutions.

Step 5 – Director follows up with client to discuss whether solution was effective.

SAFETY AND SECURITY

Confidentiality All personal information concerning children, families, and staff is considered confidential and will not be shared verbally or in writing without specific written consent of the individual or the individual's legal guardian. This includes information regarding illnesses or injuries.

Behavior Guidance

Harmony Kids Learning Center believes the purpose of child guidance is to help the child adjust to the demands of his/her present environment. Guidance is the process of helping children develop self-control and self-reliance to achieve this goal. Positive guidance techniques are the key to successful programs for all children. Harmony Kids believes in the seven principles in the position statement of the Minnesota Association for the Education of Young Children on developmentally appropriate guidance of young children.

1. Children are in the process of learning acceptable behavior.
2. An effective guidance approach is preventive because it respects feelings even while it addresses the behavior.
3. Adults need to understand the reasons for children's behavior.
4. A supportive relationship between an adult and a child is the most critical component of effective guidance.
5. Adults use forms of guidance and group management that help children learn self-control and responsiveness to the needs of others.
6. Adults model appropriate expression of their feelings.
7. Adults continue to learn even as they teach.

Specific Techniques We Use

- Stating suggestions in a positive form
- Giving choices only when appropriate and intended
- Avoiding making comparisons or encouraging negative competition
- Avoiding shaming or labeling
- Encouraging maximum growth of independence
- Redirecting to activity areas related to child's interest
- Defining limits clearly and consistently
- Being aware of the situation and making health and safety the primary concern
- Using words and tone of voice as a model teaching tool
- Encouraging individual creativity
- Observing and recording
- Giving appropriate affection, acceptance, attention, and care
- Child will be allowed to go to their "safe place" after behavior takes place

Guidance Procedure

Harmony Kids strives to provide a safe, happy, growth-enhancing experience for each child. Because we believe every child has a right to physical and emotional safety, we have established certain behavior standards to ensure this. Examples of inappropriate behaviors are:

- Recurring actions or behaviors that cause endangerment to children and/or adults, i.e. punching, kicking, biting, severe hitting, slapping, use of school equipment as weapons, etc.
- Repeated destruction of property
- Inappropriate touching of other children
- Harassment of children or adults, i.e. threatening, severe teasing, etc.

If a child repeatedly exhibits inappropriate behaviors, the following procedures will be followed:

- Parents will be informed about behavior at pick-up and asked to review acceptable behavior with their child.
- If behavior continues, the parents must meet with the teacher. This conference will review documentation of behavior and devise a plan of action.
- If persistent, unacceptable behavior continues, a second conference will be scheduled. The teacher may request that the director also be in attendance. This conference will review the previous plan of action and identify additional guidance options.
- If further attempts at behavior remediation are not successful and sufficient progress has not been made, a third conference will be held, at which time the child may be asked to withdraw from Harmony Kids permanently. However, Harmony Kids reserves the right to dismiss a child at any time as circumstance warrants.

This is to ensure the safety of all students and teachers at Harmony Kids Learning Center. Harmony Kids will exhaust every possible solution to continuous problem behavior prior to termination. We ask that clients keep in mind that Harmony Kids must be an advocate for all students in care and if behavior is continuously distracting or violent we may be forced to discontinue care.

Supervision of children

Children must be supervised at all times. This includes: The classroom, nap/rest time, hallway, outside on the playground and field trips, and bathrooms. (School age is allowed to be unsupervised in the bathrooms. Per state guidelines) Supervision of the preschool bathroom: A staff member must be standing in the bathroom/doorway supervising the children using the bathroom. Supervision of the gym bathroom: A staff member must be standing in the doorway or if they close the door to keep the other children out, the staff member keeps one hand on the door and partially closes it, but still being able to monitor the child in the bathroom.

- During combined times at morning drop off and afternoon pick up; in the gym there will be a flipchart with numbers that is flipped to the next number when a child comes in and/or is picked up, so we have another double check of our numbers in the gym.
- The last staff member in the gym will be double checking areas in the gym that children could be hiding once children are taken to their classrooms.
- Additional measures to cross check classroom numbers with our online ProCare system. Front office staff will write the name of each child under the appropriate classroom heading on a whiteboard, and takes the board to each room. A roll call is taken in each classroom by a front office staff member to make sure numbers match of who is checked in in ProCare and who they have in the classroom. Another check of the gym will be made during this time as well.

Separation from Group:

Harmony Kids Learning Center prohibits separating a child from the group unless the following has occurred:

- Less intrusive methods of guiding the child's behavior have been tried and were ineffective

- The child's behavior threatens the well-being of the child or other children in the program
- A child who requires separation from the group must:
 - Remain within an unenclosed part of the classroom where the child can be continuously seen and heard by a program staff person.
 - The child's return to the group must be contingent on the child's stopping or bringing under control the behavior that precipitated the separation; and
 - The child must be returned to the group as soon as the behavior that precipitated the separation abates or stops.
- Children between the ages of 6 weeks and 16 months must not be separated from the group as a means of behavior guidance

Separation Report:

All separations from the group will be noted on a daily log. The report will include the following:

- Child's name, staff person's name, time and date
- Information indicating what less intrusive methods were used to guide the child's behavior.
- How the child's behavior continued to threaten the well-being of the child or other children in care
- If a child separated from the group three or more times in one week; or eight times or more in two weeks, procedures listed earlier will be followed.

Summary of Emergency Procedures

Harmony Kids Learning Center has a detailed written plan for different types of emergencies, which can be reviewed at the Center. Evacuation plans for tornado and fire are also posted in each classroom. Staff will be trained in all emergency procedures, and refreshed before the drills. If there are extreme weather conditions, please watch KTTC, our Facebook page, Brightwheel, and/or the Remind app for any announcement of HKLC closing or delayed opening.

Fire Evacuations

- Monthly fire drills will be held at varying times and days to allow encounters with a variety of activities.
- First adult at the scene closes off fire area, pulls fire alarm if available, and picks up the attendance list.
- Other adults get children to safety outside of the building by use of either the primary or secondary fire exit posted in each classroom. A count of children is made when all are outdoors. Teachers will have a cellphone to communicate to each other.
- The outside meeting place is the south parking lot facing Harmony Enterprises. Children will be able to walk to the north parking lot of Harmony Enterprises with their teachers.
- One staff member will call 911 (from outside of the building) at the nearest location after everyone has been evacuated from the building.
- Wait for the Fire Department. No one will return to the building until the Fire Department officials have given approval.
- All staff and children must participate in monthly fire drills. These will be held at various times during the day and week. A report of this drill will be maintained listing the following: Date, Time, Length of Time, Staff Present, Number of Children Present, and Management Person Present.
- All staff will be oriented to use of the fire extinguisher. Instruction for use of the fire extinguishers is posted on the wall next to the fire extinguishers.

Blizzards and Snow Emergencies

In the event of a blizzard (before opening hours), please watch KTTC, our Facebook page, Brightwheel, and/or the Remind app for an announcement of HKLC closing or delayed opening. In the event that blizzards or snow emergencies would necessitate closing the Center during the day (children already present), parents will be phoned by the staff to pick up their children. If parents cannot be reached, the emergency contact will be called. Food and bedding will be available if an emergency overnight stay is necessary. At least two staff members will remain until all the children have been picked up.

Severe Weather – Tornado

In the warmer months, when weather conditions may indicate the possibility of severe weather, staff will listen to the radio for official severe weather watches and warnings. All staff and children will remain indoors when under a watch or warning. If sirens are heard or a tornado warning is announced, all staff and children will proceed to the severe weather shelter, which is located in our large indoor play area (gym). A battery operated portable radio, flashlights, first aid kit, and activity items for children and blankets will be taken to the shelter. Appropriate activities will calmly be initiated with the children. We will remain in the shelter until the all clear is announced on the radio. Teachers will have access to a cellphone to communicate with each other as needed. Tornado drills will be held once a month from April through September, and documented. A report of these drills will be maintained listing the following: Date, Time, Length of Drill, Number of Children Present, Staff Present, and Management Person Present.

Emergency Preparedness plan

Harmony Kids Learning Center has a Child Care Emergency Plan in place for all possible emergency situations. This document is shared with parents via email at the time of enrollment and is available upon request.

CPR/First Aid

Harmony Kids Learning Center Staff are certified in Pediatric CPR & Basic First Aid every two years. All families must have an emergency contact card on file in case of an emergency or injury requiring medical attention.

Missing Child

In the rare event that a child goes missing while at the center, the entire staff will be notified. Immediate attempts will be made to locate the missing child by available staff members. The other children will not be left unattended when trying to locate a missing child. If we are unable to locate the missing child, the Director will immediately be notified, as well as the police, and the child's parent/guardian.

Every precaution will be taken to ensure that a child is never lost while in the care of HKLC.

Emergency Care

In the event that a child needs emergency medical attention, Harmony Kids Learning Center will contact 911 as soon as possible and direct the EMT's to our primary hospital:

St. Mary's Emergency Room
507-255-5591
1216 2nd St. SW Rochester, MN 55902

Field Trips and Transportation

At this time, Harmony Kids Learning Center does not have transportation available for field trips. If a classroom will be leaving Harmony Kids property at any time other than an emergency, families will be given at least a 2-week notice and be required to complete a field trip permission form from the teacher or at the front desk. Teachers will be required to bring emergency contact information cards.

Research Activities, Public Relations Activities, Academic Experiments and Pets

At Harmony Kids, we are proud to offer an assortment of activities to our students. There are a variety of times when research and experimental activities, public relations events and special animal visitor opportunities are offered to our students. For any of these occasions, parents will be notified at the front desk and a permission form will be available for parents to sign before the children will be allowed to participate in the activities.

LICENSING

Department of Human Services, Division of Licensing:

DHS Licensing Division: 651-431-6500

MALTREATMENT OF MINORS MANDATED REPORTING POLICY FOR DHS LICENSED PROGRAMS

Who Should Report Child Abuse and Neglect

- Any person may voluntarily report abuse or neglect.
- If you work with children in a licensed facility, you are legally required or mandated to report and cannot shift the responsibility of reporting to your supervisor or to anyone else at your licensed facility. If you know or have reason to believe a child is being or has been neglected or physically or sexually abused within the preceding three years you must immediately (within 24 hours) make a report to an outside agency.

Where to Report

- If you know or suspect that a child is in immediate danger, call 911.
- All reports concerning suspected abuse or neglect of children occurring in a licensed facility should be made to the Department of Human Services, Licensing Division's Maltreatment Intake line at (651) 431-6600.
- Reports regarding incidents of suspected abuse or neglect of children occurring within a family or in the community should be made to the local county social services agency at 507-765-2175 or local law enforcement at 507-765-3874.
- If your report does not involve possible abuse or neglect, but does involve possible violations of Minnesota Statutes or Rules that govern the facility, you should call the Department of Human Services, Licensing Division at (651) 431-6500.

What to Report

- Definitions of maltreatment are contained in the Reporting of Maltreatment of Minors Act (Minnesota Statutes, section 626.556) and should be attached to this policy.

- A report to any of the above agencies should contain enough information to identify the child involved, any persons responsible for the abuse or neglect (if known), and the nature and extent of the maltreatment and/or possible licensing violations. For reports concerning suspected abuse or neglect occurring within a licensed facility, the report should include any actions taken by the facility in response to the incident.
- An oral report of suspected abuse or neglect made to one of the above agencies by a mandated reporter must be followed by a written report to the same agency within 72 hours, exclusive of weekends and holidays.

Failure to Report

A mandated reporter who knows or has reason to believe a child is or has been neglected or physically or sexually abused and fails to report is guilty of a misdemeanor. In addition, a mandated reporter who fails to report maltreatment that is found to be serious or recurring maltreatment may be disqualified from employment in positions allowing direct contact with persons receiving services from programs licensed by the Department of Human Services and by the Minnesota Department of Health, and unlicensed Personal Care Provider Organizations.

Retaliation Prohibited

An employer of any mandated reporter shall not retaliate against the mandated reporter for reports made in good faith or against a child with respect to whom the report is made. The Reporting of Maltreatment of Minors Act contains specific provisions regarding civil actions that can be initiated by mandated reporters who believe that retaliation has occurred.

Internal Review

When the facility has reason to know that an internal or external report of alleged or suspected maltreatment has been made, the facility must complete an internal review within 30 calendar days and take corrective action, if necessary, to protect the health and safety of children in care. The internal review must include an evaluation of whether:

- (i) related policies and procedures were followed;
- (ii) the policies and procedures were adequate;
- (iii) there is a need for additional staff training;
- (iv) the reported event is similar to past events with the children or the services involved; and
- (v) there is a need for corrective action by the license holder to protect the health and safety of children in care.

Staff Training

The license holder must provide training to all staff related to the mandated reporting responsibilities as specified in the Reporting of Maltreatment of Minors Act (Minnesota Statutes, section 626.556). The license holder must document the provision of this training in individual personnel records, monitor implementation by staff, and ensure that the policy is readily accessible to staff, as specified under Minnesota Statutes, section 245A.04, subdivision 14.

The mandated reporting policy must be provided to parents of all children at the time of enrollment in the child-care program and must be made available upon request.

HEALTH GUIDELINES

Accidents, Injuries, and Incidents Involving a Child

If a child is injured at the Center or is involved in any type of accident, we will follow basic first aid procedures. We will wash any minor scrapes and scratches with soap and water and apply a Band-Aid. The staff person responsible for the child's particular classroom or the staff person who observed the injury or incident will complete an accident report form. A management person will check the report form to ensure that the report is completed fully and signed by the person completing the form on the same day as the occurrence.

The report form will include the following:

- Name and age of the child involved
- Date of the accident, injury, or incident
- Place of the accident, injury, or incident
- Type of injury
- Action taken by staff person(s)
- Signature of parent/guardian receiving report

If a child suffers an injury to the head, it is our policy to inform the parent as soon as possible. We will notify you to let you know what happened, even when your child is okay to remain at the center. We will monitor your child and call you if we note any changes in behavior.

Cleaning Equipment and Materials

Staff will make sure everything in their room is sanitized before leaving at the end of the day. Any toys that a child put in their mouth will be sanitized. See Infant Cleaning Procedures for further information.

Diapering and Toilet Training

Diapering: Disposal or Cloth

1. The diaper procedure has been approved by our health consultant and is posted in each diaper changing area.
2. The diaper changing area and supplies are kept completely separate from food storage, preparation and eating areas.
3. Diapers are changed only in the diaper changing area.
4. Disposable diapers will be used. Cloth diapers are not recommended and usage procedures are posted and followed.
5. Children's diapers and diapering ointment will be stored in their individual baskets or diapering cubbies.

6. All diapering ointments and commercial wipes will be labeled with the child's full name and are stored out of reach of children. Parental permission is required to administer diapering products.
7. Diaper powders will not be used because of the threats of inhalation and choking.
8. Two changes of clothing are required for each child. Soiled clothing will be placed in a sealed plastic bag and the bag sent home with the parent daily.
9. Toys, pacifiers, blankets, bibs and food items are not allowed in the diapering area.
10. Clothes must always be worn over any diaper system to reduce contamination.
11. Parents are responsible for providing an adequate supply of diapers for each day.

Use of Cloth Diapers

1. The diaper must have an absorbent inner lining completely contained within an outer covering made of waterproof material that prevent the escape of feces and urine.
2. The outer covering and inner lining must be changed together at the same time as a unit and shall not be reused unless both are cleaned and sanitized.
3. For cloth diapers, parents must supply Harmony Kids with a labeled, covered and plastic lined diaper pail. At the end of the day the diaper pails need to be wiped out with soap and water or parents can supply Harmony Kids with a labeled cloth diaper bag that will be sent home every day.
4. Diaper pails or cloth diaper bags need to be placed out of reach of children.
5. Soiled diapers and pails will be sent home daily.
6. Safety pins will not be allowed for safety reasons.

Diaper cream may be applied to a child as a protective measure after diapering to prevent a rash and to a child with mild diaper rash. If a child has diaper rash that persists and/or has a rash with open oozing sores, the child should be seen by a physician.

Toileting

- Toilet training will begin when appropriate according to the child's age and stage of development and in accordance with the parent's plan.
- Children who are in the process of being toilet trained will be offered frequent opportunities to use the bathroom facilities.
- Children wearing diapers that are in the process of being toilet trained need to be thoroughly cleaned between changes. These diaper changes need to take place in the diapering area.
- Toilets will be cleaned and sanitized when soiled and at the end of each day.
- All students that are being toilet trained are required to sit while using toileting facilities for sanitary purposes. Once a child has control of his bowel movements he is allowed to use the restroom as he wishes.
- When a parent and/or a teacher feel a child is ready to start potty training, a conversation will take place. It takes child care staff **and** parents working together for the child to be successful with potty training.

If parents are not willing to assist with training their child by the age of 3, the following policy will go into effect

If a child is 3 years old and is socially and developmentally ready for the preschool room, but is not yet potty trained; an additional \$1.00 per hour will be charged to your account on the following Monday. Once your child is fully potty trained and able to move to preschool, you will not be charged the additional

fee. Please keep in mind, that the older the children are the heavier they are. This sometimes is a problem for teachers to lift them to put them on and off the changing table.

Health Care Summary and Immunization Requirements

Harmony Kids Learning Center requires that all children enrolling in the center must have a health care summary and updated immunization form on file on their first day of attending the center.

Health Information Required

A Report of current physical examination, signed by the child's source of medical care, must be submitted at the time of enrollment. This must include current immunizations, health care summary, and name and address of physician. When a child is enrolled, documentation of current immunizations, a notarized statement of parental objection to an immunization, or a medical exemption must be submitted and must be signed by a physician.

Physicals

State licensing regulations require that each child admitted have a signed medical examination upon entrance. The examination must have been obtained within the last three months. Annual health updates are required for children under 24 months and for children over 24 months that are advancing to an older age category and need to be on file at the Center.

Sick Policy

Children who are ill should not be brought to Harmony Kids. Children must be able to participate in daily activities, not compromise the health and safety of the other children or demand greater care than staff can provide. We do not have the staff or facilities to care for a child if they are too sick to participate in regular activities. Please remember if your child is too sick to go outside, they are too sick to be at the center.

A child **may not** attend childcare or **will** be sent home if the following conditions exist:

- **Temperature**—a fever of 101 degrees or higher (children less than 6 months of age will be sent home with a fever over 100 degrees. Harmony Kids will take the child's temperature using two different instruments and two times at the same site to confirm a fever. The child may return to the center when they are fever free for 24 hours **without** medication.
- **Vomiting**—two (2) vomiting occurrences at home within 24 hours or two (2) vomiting occurrences at the center within 24 hours.

**Parent/authorized pickup person must pick up child within 1 hour of being called. Child will be isolated from other children on a sick cot in their classroom until pick up.

Guidelines for Re-Admittance for Diagnosed Diseases

- **Adenovirus**—The child may be readmitted with a doctor's note or once the child has been fever free for over twenty-four (24) hours without medication.
- **Chicken Pox**—Children may be readmitted when all the blister have dried into scabs; about six (6) days following the onset of the rash.

- **Conjunctivitis (pink eye)**—Children with diagnosed **bacterial** conjunctivitis (pus present) may be readmitted twenty-four (24) hours following examination by a health care provider and following treatment with antibiotics. Diagnosed Non-bacterial conjunctivitis (no pus present) children can return to care.
- **Croup**—Children may be readmitted when they exhibit no fever of 101 degrees or higher without medication for twenty-four (24) hours, and they are well enough to participate in normal daily activities
- **Cryptosporidium**—Child may be readmitted once diarrhea is COMPLETELY resolved.
- **Diarrhea (infectious)**—Children may be readmitted as long as child remains accident free or contained in diaper if applicable
- **Gastroenteritis (“stomach flu”)**—includes Norovirus & Rotavirus, children may be readmitted forty-eight (48) hours after symptoms have resolved
- **Giardiasis (with diarrhea only)**—Children may be readmitted twenty-four (24) hours following the start of treatment
- **Hand, Foot, Mouth Disease**—Children may be readmitted when they exhibit no fever higher than 101 degrees without medication, have no weeping lesions (open/oozing sores), and they are well enough to participate in normal daily activities
- **Hepatitis B**—No exclusion necessary unless infected child exhibits unusually aggressive behavior, has sores that cannot be covered or has bleeding problems
- **Impetigo**—Children may be readmitted after the child has undergone twenty-four (24) hours of treatment with antibiotics
- **Influenza (“respiratory flu”)**—Children may be readmitted with a Doctor's note.
- **Inadequately Immunized Children**—If a case of Measles, Mumps, Rubella, Pertussis, Polio or Diphtheria occurs in the center, children and staff who are inadequately or incompletely immunized will be excluded for the incubation period of the last reported case of the disease. This exclusion is necessary because such children may become infected and contribute to further spread of the disease.
- **Head Lice/Nits**—Children may be readmitted after completing the first treatment and no live lice or nits are seen
- **Measles**—Children may be readmitted four (4) days following the appearance of the rash
- **Mumps**—Children may be readmitted nine (9) days after swelling has begun
- **Oral Herpes (herpes simples or cold sores)**—Children may be readmitted when they have control over oral secretions and have no active sores present
- **Pertussis (whooping cough)**—Children may be readmitted five to seven (5 to 7) days after beginning treatment with antibiotics
- **Pinworm**—Children may be readmitted twenty-four (24) hours after treatment has begun
- **Respiratory Syncytial Virus (RSV)**—Children may be readmitted forty-eight (48) hours after symptoms resolve

- **Respiratory Illness (with fever)**—Children may be readmitted when they exhibit no fever of 101 degrees or higher without medication for twenty-four (24) hours and they are well enough to participate in normal daily activities
- **Ringworm**—Children may be readmitted twenty-four (24) hours after treatment has begun
- **Roseola**—Children may be readmitted when they exhibit no fever higher than 101 degrees without medication for twenty-four (24) hours and they are well enough to participate in normal daily activities
- **Rubella (German measles)**—Children may be readmitted seven (7) days after rash appears
- **Scabies (itch mites)**—Children may be readmitted twenty-four (24) hours after treatment has begun
- **Streptococcal Sore Throat/Scarlet Fever**—Children may be readmitted twenty-four (24) hours after treatment has begun and when they are well enough to participate in normal daily activities
- **Yeast Infection/Thrush (candidiasis)**—No exclusion necessary unless a significant number of infants are infected

If a child exhibits any of these symptoms at Harmony Kids, parents will be requested to make arrangements to pick up the child. Children cannot be at the center with contagious diseases. If the parent/guardian cannot be reached, the staff will contact the emergency back-up listed on the child's emergency form to pick up the child. Parents will be notified as soon as possible if their child has been exposed to any type of contagious disease. Please inform teachers of any contagious illness within your family.

The following general criteria will explain when a child should be kept home:

- A child that has a reportable illness as specified by law that the commissioner of health determines to be contagious and a physician determines has not had sufficient treatment to reduce health risk to others
- A child that has chicken pox
- A child that has vomited within the past 24 hours
- A child that has had abnormally loose stools within the past 24 hours
- A child that has contagious conjunctivitis or pus draining from the eye
- A child that has a bacterial infection and has not completed 24 hours of antibiotic treatment
- A child that has lice, ringworm, or scabies that is untreated and contagious to others
- A child that has a 100 degree fever or higher of undiagnosed origin BEFORE fever reducing medication is given
- A child that has an undiagnosed rash or rash attributable to a contagious illness or condition
- A child that has significant respiratory distress
- A child that is not able to participate in the program with reasonable comfort
- A child that requires more care than the program staff can provide without compromising the health and safety of other children in the program

All families must have emergency contact information on file in case of an emergency or injury requiring medical attention. Please view our emergency policy (available at the front desk) for more information.

Hand Washing

Hand washing is one of the best tools in controlling the spread of infections. All staff members are trained in proper hand washing techniques to ensure the healthiest environment possible.

HKLC staff is responsible for helping children learn proper hand washing techniques or washing the children's hands for them if they are too young to do it by themselves. Center staff is responsible for ensuring children are washing their hands after toileting/diapering, before and after eating, and when returning from being outside.

Medication Administration

Medication, diapering products, sunscreen lotions and insect repellent will only be administered with written consent from a parent or guardian and only designated teachers will administer the medication. All medications, whether prescription or over-the-counter, will be administered according to the manufacturer's or doctor's instructions. Prescription medications with the child's name and current prescription information on the label constitutes instructions.

All over-the-counter and prescription medications must be in their original packaging and be within the expiration date. All medications must have a legible label stating the child's name. The medication will be given only to the child whose name is on the label. Harmony Kids will not administer medicine after an expiration date on the label and any unused portion will be returned to the parent. All medication administration will be recorded along with the name of the child, medication, date, time, dosage, and signature of the person who dispensed the medicine. The record will be maintained in the child's file and available to parents.

Medications such as over-the-counter or prescription creams, lotions, etc. will be administered by the child's teacher. All oral, eye, ear, etc. over-the-counter or prescription medications will be given by designated staff members.

Medications will always be stored in a locked cabinet and only accessed by the designated individuals. Medications will be refrigerated as needed and away from food.

IMPORTANT INFANT INFORMATION

Infant Diet and Cleaning Policy

- Infant diets will be determined by each infant's parent. As part of their registration form, parents will indicate their feeding preferences and schedule.
- Infant feeding schedules will be posted in the food prep area in the infant classroom. Parents will be asked to update their infant's feeding schedule as needed.
- Harmony Kids will offer infants their own formula, breast milk, milk and solids according to feeding schedules. Harmony Kids offers Similac Advanced formula, Gerber Baby Cereal and Gerber Baby Food as part of the CACFP program. If you prefer for your child to be fed other types of formula or foods, these must be provided to Harmony Kids.
- Plastic bottles and sippy cups will be provided by each family and will be appropriately labeled.
- Refrigerator will be between 33 and 40 degrees Fahrenheit and will be checked weekly.
- Infant feedings will be communicated daily with families.
- Children ages 12-24 months will be served whole milk unless otherwise instructed through written documentation by a physician. Table soft foods will be made available at snack & lunch times.

Bottle Feeding

- Teachers will use proper hand washing procedures before handling bottles.
- Teachers will wear gloves when preparing bottles.

- Teachers will follow instructions on the container when preparing formula.
- Breast milk will be stored in the refrigerator and warmed in hot water. Teachers will check the temperature of the milk/formula before feedings.
- Formula/breast milk left after a feeding will be disposed of.
- Infants will be held (or seated in high chair if applicable) during bottle feedings. Teachers will not prop bottles.

Cleaning

- Food prep areas will be washed before and after use with soap & water or a disinfecting solution.
- All high chairs and feeding tables will be washed before and after meals with soap & water or a disinfectant solution.
- Infants' hands will be washed before and after each meal.
- Cribs will be washed immediately if a crib is used by another infant (example: drop-in)
- Toys will be disinfected and air dried after they are placed in an infant's mouth
- Equipment and toys will be disinfected once a week or as needed.
- Diaper pails will be kept closed and emptied twice a day.

Staff

- Staff will use proper hand washing techniques before prepping food and after feeding infants.
- Staff will wash hands before and after changing diapers and immediately after coming in contact with bodily fluids.
- Separate burp cloths will be used for each child and washed at the end of each day.
- Clean and dirty laundry will be kept separate at all times.

Infant Fire Drills

- Infants will be placed in designated evacuation cribs designed for fire drills.
- A maximum of four infants per crib will be maintained. Cribs will be moved to a designated safe area.

Safety Policies for Infants

- **Parents and staff will not be allowed to wear outside shoes on the carpet area of the infant room, due to crawling infants. Please remove shoes before entering the carpeted area.**
- All electrical outlets are child safe.
- Plastic bags will be inaccessible to children.
- Teachers will maintain physical contact with an infant on the changing table.
- Cribs and equipment must conform to the Code of Federal Regulations and meet U.S. Consumer Products Safety Standards.
- Safety belts will be used on all strollers, carriers, swings, infant seats and high chairs.
- Teachers will maintain eye contact with infants using equipment.

NAP AND REST POLICY

The American Academy of Pediatrics recommends all children under the age of 5 receive adequate amounts of rest. The nap and rest policy is consistent with the developmental levels of the children enrolled in the program.

Infant: Naptime is determined by each individual infant

Toddler: One afternoon nap after lunch

Preschool: One afternoon nap/rest after lunch

- Naps and rest must be provided in a quiet area that is physically separated from children who are engaged in activity that will disrupt a napping or resting child.
- A child who has completed a nap or rested quietly for 30 min will not be required to remain on a cot or mat. An alternative quiet activity will be offered. A child who falls asleep during the required 30 min will be woken at 3:00pm.
- Cribs and cots will be placed to allow clear isles and unimpeded access for both adults and children on at least one side of each piece of napping and resting equipment.
- Cribs and cots will be placed directly on the floor and must be stacked when not in use.
- Children's heads will be uncovered during sleep time.
- All toddlers and preschool children will sleep with footwear on to ensure safe evacuation for emergencies.
- Separate bedding will be provided for each child in care.
- Bedding will be washed weekly by the center or sent home to be washed if requested.
- A crib must be provided for each infant for which Harmony Kids is licensed to provide care. The crib must be of safe and sturdy construction that meets federal safety codes. Harmony Kids complies with routine crib inspection requirements. Additional infant sleeping policies are listed in the Harmony Kids' Infant Policies.
- Reduction of risk of Sudden Unexpected Infant Death:
 - Pursuant to MN Statutes, section 245A.1435, Harmony Kids must place each infant to sleep on the infant's back unless Harmony Kids has documentation from the infant's physician directing an alternative sleeping position for the infant. The physician directive must be on a form approved by the commissioner and must remain on file at the center. An infant who independently rolls onto his/her stomach after being placed to sleep on their back may be allowed to remain sleeping on the stomach if the infant is at least six months of age or the license holder has a signed statement from the parent indicating that the infant regularly rolls over at home.
 - Harmony Kids will place each infant in a crib on a firm mattress with a fitted sheet that is appropriate to the mattress size, which fits tightly on the mattress and overlaps the underside of the mattress so it cannot be dislodged by pulling on the corner of the sheet with reasonable effort. Harmony Kids will not place anything in the crib with the infant except for the infant's pacifier, as defined the Code Federal Regulations, title 16, part 1511.

- If an infant falls asleep before being placed in a crib, Harmony Kids' teachers must move the infant to a crib as soon as practicable and must keep the infant within sight of teachers until the infant is placed in a crib. When an infant falls asleep while being held, the teacher must consider the supervision needs of other children in care when determining how long to hold the infant before placing the infant in a crib to sleep. The sleeping infant must not be in a position where the airway may be blocked or with anything covering the infant's face.
- Placing a swaddled infant down to sleep in a licensed setting is not recommended for an infant of any age and is prohibited for any infant who has begun to roll over independently. However, with the written consent of a parent or guardian, according to this paragraph, Harmony Kids may place the infant who has not yet begun to roll over on its own, down to sleep in a one-piece sleeper equipped with an attached system that fastens securely only across the upper torso, with no constriction of hips or legs, to create a swaddle. Prior to use of any swaddling for sleep by Harmony Kids under this chapter, Harmony Kids must obtain informed written consent for the use of swaddling from the parent or guardian of the infant on a form provided by the commissioner and prepared in partnership with the MN Sudden Infant Death Center.
- Parents are consulted at the time of enrollment regarding their child's sleeping patterns and behavior. A record of the child's sleeping pattern will be maintained by the program on a daily basis and communicated to families.
- If children are going to be at the center during nap time, they must be dropped off by 11:30 am. This gives them some time to play with friends before nap.

MISCELLANEOUS

Open Door Policy

Harmony Kids Learning Center has an Open Door Policy. Parents of enrolled children may visit the center at any time during the hours of operation.

We request that from 1:00-3:00pm be avoided, if possible, for pickup and/or drop off, as this is our Quiet Time.

Meals & Snacks

Serving Times:

Breakfast – 8:00am

Lunch – 11:00-11:30am

P.M Snack – 3:00-3:45pm

Breakfast will not be served after 8:30 am and lunch will not be served after 11:30 am; with the exception of preschool van drop off from FC. Please plan your drop off times accordingly.

- Children with dietary restrictions prescribed by a medical care provider will be followed. Staff will keep the diet menu and food allergy information on file in the kitchen and in the classroom
- Menus will be posted outside the kitchen, inside each classroom and on our website. Families will be notified each day of what their child ate as well.
- Meals and snacks will be served “family style”. We believe that this style encourages children to develop self-help skills, table manners, fine motor skills, and creates a community of learner’s environment. Family style meals give children an opportunity to practice:
 - Taking turns.
 - Saying please and thank you.
 - Using polite table manners.
 - Helping set and clean up the table.
 - Develop fine and gross motor skills while serving and passing food by:
 - Holding and passing bowls and pitchers.
 - Using tongs and serving spoons to portion out different foods.
- Harmony Kids Learning Center serves **Gerber baby food** and **Gerber infant rice cereal**, in the event that an infant's parent forgets to bring their own food.
- In event of a special occasion, Harmony Kids will allow a special treat to be brought to the child-care facility. These food products must be store bought & sealed in its original container for staff to serve to the children. Please talk with your child's teacher beforehand to discuss appropriate snack items.
- Harmony Kids strives to be a **peanut free facility** so please understand that we will not serve anything containing peanuts. Furthermore, if your child has eaten something containing peanuts prior to attending care please have your child thoroughly wash their hands and lips/mouth before entering the facility for everyone's protection. Foods containing peanuts will be prohibited from entering the building. Thank you for understanding.
- All bottles and sippy cups must be labeled with your child's first and last name.
- Water will be available to the children at all times throughout the day as needed.

Civil Rights Statement

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the

Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

(2) fax: (202) 690-7442; or

(3) email: program.intake@usda.gov

This institution is an equal opportunity provider.

Physical Activity Policy

Regular physical activity has important health benefits to young children. Weather permitting, daily outdoor play will be provided as outdoor activities encourage exercise and healthy development. Please help the teachers by ALWAYS dressing your child appropriately for outside play.

Winter

- Classrooms will utilize outside equipment if the temperature with the wind chill is 20° or higher. Children 12-16 months will go outside at 32° or higher. Children under 12 months will not go outside.
- Please provide your child with appropriate snow gear: coat, snow pants, snow boots, hat and mittens. Any child without appropriate winter clothing will not be allowed outside. When buying winter clothing for outdoor play, encourage your child to practice putting them on by themselves. Doing so encourages dressing skills. Being able to put on and take off outer clothes is a great self-esteem builder.

Summer

- Families are asked to supply sunscreen for their child. Sunscreens will be labeled and applied to children before outdoor play. We strongly request that any sunscreen brought to the center be a lotion and not a spray.
- All classrooms will utilize outdoor equipment if the heat index is 100° or below. In extreme heat (90°-99°), all children will be monitored closely for any signs of dehydration, heat exhaustion, heat cramps, or heat stroke.
- Water is always available to children, both indoors and outdoors.
- Please provide closed toed shoes for safety.

Indoor Gym

- Harmony Kids classrooms will utilize the indoor gym in poor weather conditions. The gym may also be used for additional large motor activities throughout the day.

Conferences

Harmony Kids Learning Center will hold parent/teacher conferences twice a year to review children's intellectual, physical, social and emotional development. Teachers will provide daily feedback to families regarding their children's activities upon pick up and via the communication app. All parents will receive a progress report for their child. A copy of this must be signed and returned to Harmony Kids.

Clothing and Personal Possessions

Please dress your child in comfortable clothes and closed toed shoes (**no open-toed shoes**). We will often play outside and take walks; appropriate dress for the changing weather is essential.

Your child will have a cubby/locker to store extra clothing. Please plan to keep **three extra changes of clothes** at school, including socks. You may also want to keep an extra jacket or sweater as well. **All pieces of removable clothing including shoes MUST be labeled with first AND last names!** We encourage the children to bring a small school bag or backpack that can be used to bring school projects and other things home. The child may keep items used for Show and Share in their cubby/locker as well. Please refrain from sending your child with jewelry, particularly necklaces, as they pose a choking hazard. **Teething necklaces will be allowed, but will be removed during naptime.**

What to Bring:

Infants

Things that will be kept at school that will be used by your child only (**must be labeled with first and last name**)

- Diapers, wipes, diaper cream
- Three changes of clothes
- Sunscreen
- Bottle or sippy cup
- Pacifier
- Baby food, formula, etc.
- Blanket/comfort item (infants 12 months or older)

Things to bring back and forth every day (**must be labeled with first and last name and the date**)

- Breast milk if applicable
- Weather related articles of clothing such as jackets and hats

Toddlers

Things that will be kept at school that will be used by your child only (**must be labeled with first and last name**)

- Diapers, wipes, diaper cream
- Three changes of clothes (including socks)
- Sunscreen- Lotion only. Labeled with child's first and last name and the year.
- One sippy cup if applicable
- Blanket or comfort item

Things to bring back and forth every day **(must be labeled with first and last name)**

- Show and share item if applicable
- Weather related articles of clothing such as jackets and hats

Preschoolers

Things that will be kept at school that will be used by your child only **(must be labeled with first and last name)**

- One extra change of clothes to be kept in locker/cubby
- Sunscreen- Lotion only. Labeled with child's first and last name and the year.
- Any special lotions your child requires
- Blanket or comfort item
- Tennis shoes

Things to bring back and forth every day **(must be labeled with first and last name)**

- Show and share item if applicable
- Weather related articles of clothing such as jackets and hat

Parent Statement of Understanding and Handbook Receipt

The guidelines outlined in this parent handbook are important for the safety and protection of your child. Please read the information, sign this form, and return it to the Director at Harmony Kids Learning Center with any other completed forms before or on the first day of school.

I understand my weekly tuition fee is due each Wednesday by 6:00 pm via cash, check or debit card at the front desk or via the online payment portal.

I understand that I am responsible for giving a 30-day written notice along with payment in full if I should decide to terminate my child's enrollment at the center, whether or not my child attends in that 30 day period.

I agree to arrive no earlier than 6:00 AM and arrive no later than 6:00 PM. I understand that I will be charged \$1 for every minute I am late, with a minimum charge of \$5. I understand that an additional \$25.00 will be charged in 15 minute increments, to pay the staff member that is staying with your child. If a child cannot be picked up by 6:00 pm, I understand that I must notify the center.

I understand that my child will not be permitted to leave the center without an authorized person. I will complete the authorized pick up form and enrollment packet, which contain information about who is authorized to pick my child up, as well as update the center when I need to update any information regarding authorized pick up. I understand that if I authorize someone to pick my child up that is unfamiliar to center staff, the staff may request to see a photo ID of that person. I will inform any such person of this policy.

I understand the illness policy and agree to keep my child home from HKLC when he/she is too ill to attend. If I have any further questions, I understand I may contact the Director or front desk at any time.

I have read and understand the information contained in this parent handbook and I agree to abide by the guidelines, policies, and procedures outlined in the parent handbook.

Child's Name

Date

2nd Child's Name (if applicable)

Date

Parent/Guardian Printed Name

Parent/Guardian Signature

Parent/Guardian Printed Name

Parent/Guardian Signature