

ENROLLMENT POLICIES

FKO IS REQUIRED BY THE STATE OF MAINE to have parents read their Contract Agreement. Please print out all necessary Enrollment Forms, read, fill them out, sign, and return all necessary forms to the director along with the non-refundable 2 week tuition security deposit along with non-refundable NEW registration fee of \$85. If you are re-registering: send forms in along with the non-refundable re-registration fee of \$85. It is very important that you make sure you have given us ALL OF THE NECESSARY FORMS before your child's first day. The forms and a checklist can be found on our website. If you have any changes before the year is up, please let us know so that we can make the necessary changes on the appropriate form in their file. There are no fees for revising the forms during the year.

If your marital/relationship status changes e.g. from married to separated or divorced, please inform us as you deem necessary. Please note that the we cannot refuse to release a child to a parent or guardian unless we have received a certified copy of a Court Agreement or a certified copy of a Custody Arrangement indicating that a change in custody has taken place.

AMENDMENTS FKO reserves the right to amend these policies under special circumstances with reasonable notice to parents.

REVISIONS TO HANDBOOK & CONTRACT There will be a yearly revision to the Parent Handbook & Contract. All families must sign a new contract each year. We reserve the right to make changes in rates & policies as we deem necessary. You will be notified, in writing of any changes that may occur. Every attempt will be made to give at least two weeks notice of changes.

YEARLY NEW OR RE-REGISTRATIONS

***NEW REGISTRATION A NON-REFUNDABLE TWO WEEK TUITION SECURITY DEPOSIT and A NON-REFUNDABLE NEW REGISTRATION FEE OF \$85** is due at time of enrollment to ensure a place in the program. Registration fee covers administration costs & an FKO backpack. Payment must be paid by money order. We'll accept checks for Tuition payments going forward.

***RE-REGISTRATION FEE** All children must be re-registered each year on their anniversary. This is state and nationally mandated. **A NON-REFUNDABLE RE-REGISTRATION FEE OF \$85** is due at the time of enrollment to ensure a place in the program. The registration fee covers administration costs.

NON-TRANSFERABILITY OF TUITION & FEES The annual non-refundable two week tuition & non-refundable new registration/re-registration fees are not transferable & can't be applied to another child's Tuition/Registration.

TUITION NSF FEE FKO needs to maintain an adequate cash flow in order to continue, therefore a fee of \$40.00 will be charged for any check returned due to non-sufficient funds (NSF). In addition to the NSF fee, parents are responsible for all charges assessed due to NSF checks. NSF checks will be re-deposited once and if returned a second time cash or money order payment is required for replacement of the check. Because subsequent checks from the same account may be held by the bank, tuition payments must be paid in cash or money order for six weeks following a NSF check. If three separate checks are returned due to NSF all subsequent tuition payments must be made in cash or money order.

***A CHILD IS CONSIDERED ENROLLED UPON RECEIPT OF THE COMPLETED ENROLLMENT CONTRACT, THE NON-REFUNDABLE TWO WEEK TUITION AND THE NON-REFUNDABLE NEW REGISTRATION OR THE NON-REFUNDABLE RE-REGISTRATION FEE. ONCE RECEIVED, FKO AGREES TO HOLD THE OPENING WHICH THEREFORE GIVES UP THE RIGHT TO FILL THAT POSITION WITH ANOTHER CHILD. THIS IS THE REASON A NON-REFUNDABLE TWO WEEK TUITION ALONG WITH THE NON-REFUNDABLE NEW REGISTRATION FEE IS REQUIRED. THE RE-REGISTRATION FEE FOR RE-REGISTRATIONS IS ALSO NON-REFUNDABLE.**

TUITION PAYMENTS All payments are due **THURSDAY morning for the following week**. There are no exceptions. A late fee of \$15.00 will be added per child care day if not paid by **THURSDAY MORNING**. It is not the responsibility of the provider to remind the parents when payment is due. If tuition & fees are not received when due, it will be cause for suspension of services until full payment is made. Should daycare be closed for a holiday on the pay-date, all payments must be received the day before by 5:00 pm. If your child is absent on your pay-date, you are still required to make your payment. (payment will NOT be accepted on Saturday or Sunday as we are closed).

PLEASE NOTE THAT PAYMENT IS STILL EXPECTED IN ANY EMERGENCY CLOSINGS.

THERE WILL BE NO REFUNDS FOR DAYS MISSED WHILE THE CHILD IS ENROLLED, PAYMENT IS TO RESERVE A SPACE FOR YOUR CHILD, WHETHER YOU USE IT OR NOT.

FLEXIBLE SPENDING ACCOUNTS If your employer offers tuition reimbursement (PRE-TAX to help pay for out-of-pocket day care expenses) you must indicate it on the Contract Agreement Form. You must provide a form for the director to sign.

IMMUNIZATIONS Any child attending FKO must have their mandatory immunizations such as Diphtheria, Tetanus, Polio, Measles, Rubella (German measles) Mumps up to date or have an exemption letter on file prior to being accepted. Children who have not been immunized and children who are too young to receive an immunization will be excluded from FKO during any outbreak of contagious outbreak/disease at the daycare. Fees are due during the above absences. The State of Maine requires that we have updated information on childrens' immunizations. Please let us know every time your child is immunized so that we can update our records. Changes in your children's medical information must also be reported to help us better serve your children. (See Immunization Standards on page 11e).

ILLNESS Parents will need a back-up person in case your child comes down with a fever, is vomiting and/or has diarrhea that requires one-on-one care. Your child needs to stay home that day until symptoms subside. (See Illness Policy pages 12 - 12b).

SUPPLIES NEEDED Your child will be involved in a variety of indoor and outdoor activities, which include the use of a variety of hands-on materials. A child's work is his/her play and it's important that your child wear comfortable and easily washable clothing. There will be occasions where your child may need a change of clothes, so we ask that you bring in extra clothes for them to change into.

YOUR CHILD WILL NEED THE FOLLOWING: PLEASE LABEL EVERYTHING!

- ◆ Clothing appropriate for the changing weather. We do go outside year-round.
(ie. Winter: boots, socks, mittens, snowsuits, hats. Summer - swimsuits, a sun hat, towel and sunscreen).
- ◆ A complete change of clothing including socks/underwear labeled with their name.
- ◆ Diapers/Pull-ups (potty training), wipes, lotion for diaper rash, baby powder
- ◆ A Yoga mat (Gymenist Yoga Mat with carrying strap"); sleeping bag for nap time (Blues Clues/Minnie Mouse Toddler Nap Mat).
(Both items are available at Walmart).
- ◆ A current picture of your child with their significant adults to be displayed in their cubby.
- ◆ Children are welcome to bring in toys from home as long as they don't stimulate aggressive behavior. Toy knives/guns are not allowed in the child care. Please let your child know that if he/she brings in a toy, they're going to have to be willing to share. We'll do the best we can, but can't be responsible for your child's toy, if lost, misused, broken.

OUR STAFFS' PRIMARY GOAL is to meet the needs of the children and is a valuable asset to your child's learning process. We are trained and have extensive experience in child development and are certified in pediatric, youth and adult first aid and CPR. Our staff also attends seminars and training sessions to expand their knowledge in childcare and education. We believe in continuous improvements of our processes and development to build a better environment for your children.

WEATHER CLOSINGS/DELAYS In case of severe weather (blizzard, hurricane, tornado and loss of power) while your children are at daycare, your child's safety and well being will be our primary concern. If the decision is made to close, we will notify parents immediately and ask you to pick up your child. Daycare closings will be announced on WGME 13. As a rule if the Maine Mall is closed, FKO will also be closed. Our delayed opening is at 8:30 am.

FKO VACATION WEEKS FKO is closed for straight week in July and another in August. Our yearly calendar comes out around Nov/Dec every year for the following year to inform you of which weeks we are closed for vacation. We ask that you look through the calendar, print out the signature form, sign it, and return to the director. Our staff is encouraged to take the same weeks off so that we have the appropriate coverage.

WORKSHOP DAYS With state and federal laws requiring employees to be more educated and on-going training hours increased, we use some of the holiday closures as workdays for our staff. These days also give us the opportunity to sanitize the day care, invite speakers, review CPR and first aid as well as explore updated techniques and materials in the child care field.

STAFF COMMUNICATION PROCEDURES Any staff suspecting a violation will notify the director promptly. It will be the director's responsibility to contact DHS that the report is being made. All suspicions of licensing violations must be handled immediately. All observations/disclosures of information must be recorded as soon as possible. In compliance with the Mandated Reporting Law, the staff person filing out the report will call the Licensing Bureau and write a written report within 48 hours.

PARENT INVOLVEMENT Parents are a crucial factor in our program. In fact, parents are our partners. Our teachers understand and respect that parents are their children's first teacher. Their involvement in the school gives their children a sense of security and is deeply appreciated. We recognize that stable, quality relationships during the early years are fundamental for later developmental outcomes. Collaboration between teachers, parents and the children is an integral part of the educational experience at FKO. Our goal is not simply to build a strong, warm and nurturing connection with each child, but to extend that connection to our community of parents. By working in a collaborative group setting, children learn critical life skills such as compromise, reasoning, respect for others opinions and enhancement of their sense of community.

BABYSITTING We discourage our staff from babysitting your child(ren) outside of FKO. From a legal standpoint, if anything should happen to the child while under staff care, FKO could be brought into any claims that the parents may assert against to our employee. Lastly, there may be complications of the babysitting relationship becoming problematic and spilling back on the school relationship. Or there may be accusations of favoritism made by other parents.

OUTDOOR PLAY We strongly believe that children need to go outside to play so every effort is be made for them weather permitting. Because of staffing, we can't keep 1 (one) child in with a staff member. We do not keep your child inside if they say they're under the weather; we believe a little fresh air is so good. If they are too sick to go outside for a short time, they should be home recuperating. During the winter months as a rule if the temperature is 32 degrees and above the children will go out side. If the temperature is between 30-32 degrees but the sun is shining brightly than we will go outside. The wind chill will always be taken into consideration.

RESTING Rest times vary per child and although they may not sleep, they are expected to rest and remain quiet while the other children sleep. State requirement mandates a minimum of a one hour rest period, which could include reading books on their mats. Infants are allowed to form and follow their own pattern of sleeping and waking periods.

NUTRITION We provide 2 nutritious meals a day, breakfast and lunch and an afternoon snack. All the meals adhere and/or exceed to the guidelines set by the USDA childcare food program. Our Menu is carefully selected to provide nutritional meals for your child. Arrangements can be made if your child requires special dietary needs. Meals are served family style with adults assisting the children. Mom and Dad are always welcome to join their child during meal time. With the active schedule at daycare each child is offered a time to rest.

SPECIAL CELEBRATION Your child is welcome to celebrate his/her birthday with his FKO friends. Please let the Staff know if you are bringing in fruit. Cupcakes, cakes, or any sweets is not 5210 approved so we must keep that in mind.

SOFT DRINKS/SUGARY JUICES Please refrain from bringing soft drinks in to the daycare. We do promote the 5-2-1-0 Healthy Living program. Our staff members do not bring in soft drinks or sugary drinks for themselves.

ARTICLES/FOOD FROM HOME We do ask that your chil(dren) not bring any toys from home. Occasionally, we may suggest that children bring in toys for special activities. Anything your child(ren) brings from home can get lost or damaged. We also ask that your child(ren) does not arrive with a food item (ie. toast, candy, drink) at drop off so as not to have the other children ask for the same food that we don't have at the childcare. We would rather not have food hidden due to a child dropping it out of sight and wouldn't want another child to find it and eat it. We do provide breakfast in the morning.

JEWELRY/ACCESSORIES Please refrain from having your child(ren) wear any kind of jewelry. Dangling earrings, a dangling necklace or bracelet may be pulled on by one of the younger children. Beaded bracelets may break and we do not want the children trying to put the loose beads in their mouths. The FKO staff refrains from wearing the above jewelry as well.

POTTY TRAINING For children who are potty training, you need to provide a supply of disposable diapers -"Pull Ups", disposable wipes as well as diaper cream, if used. We ask that you send a couple of changes of clothes, including socks, for those little accidents. Also please be considerate when dressing your child so that it's easier for them and staff while potty training ie., belts, overalls, buttons and mark all items with your child's name.

TOILET LEARNING Is discussed with individual parents/guardians as the need arises. We do not believe in pushing a child, but in letting each go at their own pace. Before learning to make use of the toilet can even begin, a child must be able to communicate their needs verbally and able to undress themselves, in regards to their pants. Toilet learning is not about the adult taking responsibility, but the child accepting and enjoying this very grown-up responsibility. Pull-ups or diapers will be required until two weeks without an accident.

BEHAVIOR MANAGEMENT We believe that many problems can be avoided with proper guidance. We believe in redirection rather than discipline. However, there are problems that do need to be addressed on the spot. Our goal in handling behavior issues is to help children become aware of their actions, and how those actions affect other people and their surroundings, how making right choices can help resolve these issues. We believe in positive reinforcement as the children make the right choices. Occasionally the child may need to be separated for a short time from the other children until the child, with the help of the care provider, is ready to join the rest of the children.

ACCIDENTS AND EMERGENCY PROCEDURES Our staff are certified in Red Cross Pediatric emergencies, infant and child CPR. Our staff will report any accident that requires first aid on an accident form. Parents will get a copy and a copy will be filed in the child's folder. Minor cuts and scrapes will be cleaned with soap and water and covered with a bandage. Bruises and bumps will be treated with ice packs. Parents will be notified if accidents require a doctor's attention. If an accident requires immediate medical attention, the child will be taken to the requested hospital or the closest hospital if not specified by the parent, accompanied by a staff member. All parents will be asked to file an authorization form in an extreme emergency for your child to be treated at a hospital. Every effort will be made to contact a parent or guardian in such emergencies.

FIRE & DISASTER DRILLS We conduct monthly fire drills, in accordance with state regulations. Children are trained to proceed to a specified meeting place in the same manner as if they were evacuating their home. We have daily attendance sheets which makes it easier to do head counts of children when conducting fire drills. Disaster Drills are done and logged every 3 months.

EMERGENCY MANAGEMENT PLAN In the event of a state emergency, we are equipped for an extended stay at the day care. We will alert parents via phone. A cell phone is available should land service be interrupted. All pertinent information for each child is kept with us. (Our emergency evacuation location is the Saco Fire Department and the Young School). **PLEASE BE AWARE THAT PAYMENT IS EXPECTED REGARDLESS OF EMERGENCY CLOSINGS, IE. STATE OF EMERGENCY.**

MEDICATIONS FKO DOES NOT ADMINISTER ANY PRESCRIPTION MEDICINES OR OVER THE COUNTER MEDICINES.

REPORTING CHILD INJURY OR DEATH

1. An FKO Staff Member must immediately notify the Child's Parent or Legal Guardian of any illness, serious injury, or Incident involving their Child. An Adult designated by the Parent or Legal Guardian must be notified immediately should the Parent or Legal Guardian be unavailable.

2. An FKO Staff Member must document all Accidents, injuries, Incidents, or emergencies in the Child's record on the day of the occurrence and the Parent or Legal Guardian must review and sign the document within two business days.

RESOURCES AVAILABLE FOR DEVELOPMENTAL SCREENINGS Information can be found at www.maine.gov (Child Development Services -CDS). CDS sites provide case management and direct instruction for families with children from birth through age five who have developmental delays or disabilities. Further information can be located at www.fccmaine.com (Family Child Care Association of Maine).

CONFIDENTIALITY and SECURITY OF CHILDREN'S RECORDS All of the children's records are kept in a fireproof filing cabinet. Only the FKO staff have access to the files. All Child Abuse/Neglect reports are kept in a separate file.

LICENSING VIOLATIONS POLICY Administrators, staff, volunteers or parents are required to report all cases of suspected licensing violations to the DHHS Offices, 1-800-821-5821 (child abuse hotline #).

