



PARENT HANDBOOK

Before and After Childcare: 303-699-1561

Privacy Policy and Use of Personal information:

We recognize the importance of protecting the privacy of our client's personal information. Any personal information collected will be treated as confidential, and will only be provided to third parties: (1) with your consent; (2) when we reasonably believe it is required by law, subpoena or other legal process; (3) where it is necessary to facilitate our agreed upon business operations with you.

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Thank you for choosing Kids’ Adventures, Inc. Our programs are created to provide a safe, affordable and convenient on-site day care for your children. On-site programs utilize the school amenities, giving parents an alternative to off-campus childcare. Kids’ Adventures, Inc. operates a Before and After School Program and Full-Day Program. All programs comply with the Colorado Department of Human Services’ rules and regulations. We also adopt policies and procedures created by the schools in which we operate.

Please read all of the policies and procedures outlined in the following pages. If you have any questions regarding this handbook or enrollment please contact your onsite Program Director.

Mission

Our mission is to help children reach their full potential through movement, nutrition and mindfulness.

Vision

Our vision is to inspire people to live healthier lifestyles.

Enrollment

To enroll your child in a program, you must fill out an application online at: www.kidsadventures.org and pay the required registration fee. In addition to the online application every family must provide a hard copy of the child's immunization record. **This record must be a State of Colorado Official Immunization Record.** Any questions should be directed to Colorado Department of Human Services. Kids' Adventures offers discounted rates to qualifying clients and accepts CCAP and TANF. If you require government assistance or if your family qualifies for another approved company discount, the onsite director will need documentation of the client's qualifications (i.e. CCAP Authorization Letter).

If your child requires medication or has any allergies that would require the program to administer medication, the proper medication administration forms must be completed and submitted before use of services. The medication forms must be signed by the child's current physician and parent or guardian before submittal and before any form of medication may be administered or kept on site.

Withdrawal or Dismissal from Program

If you wish to withdraw your child from the program, please advise the program director of your intentions. There will be no refunds granted for withdrawal or dismissal from the program after usage. If a child is withdrawn from the program, the enrollment procedure must be completed for your child to return to the program. Kids' Adventures reserves the right to refuse service to anyone under any circumstance we deem necessary.

Prices and Fees

PLEASE SEE THE WEB PAGE DEDICATED TO YOUR SPECIFIC SCHOOL OF ATTENDANCE FOR PRICES AND FEES.

We ask that all payments be made in credit or debit card, e-check, check or money order.

Please make checks payable to Kids' Adventures.

Payment Policy

All payments and schedules are due by Sunday at or before 10:59 pm for the following Monday through Friday. Payments for up to two weeks in advance are accepted. A child's space in the program is not guaranteed if payment is not received before the payment deadline. In the event a program director enrolls a child for care due to late or

changed submission a \$5.00 Administrative Fee will be applied. All change requests must be submitted to your program director by Friday for the following week. If your child attends a session that is not previously scheduled for, a \$4.00 Drop In fee will automatically be applied to your account after attendance has been recorded in EZChildTrack.

Auto-Pay on EZChildTrack

Kids' Adventures works with EZChildTrack to allow an Auto-Pay function that grants a primary account holder the access to save a card on file in the event that an account accrues additional fees.

Auto-Pay will charge the card saved on file before 10:59 PM on Mondays, when a balance is due, following the Sunday Scheduling Deadline. Charges that qualify for an Auto-Pay transaction are limited to Administration Fees, Late Pick-Up Fees, Drop-In Fees and Manual Debits to an Account after a service period.

Service periods are based on a 7-Day billing cycle (i.e. Sunday to Saturday).

Auto-Pay is not a replacement for scheduling and/or paying for care. An enrollment calendar will only save at the time of payment for the selected sessions. It is not mandatory for you to sign up for Auto-Pay, however Kids' Adventures highly recommends it as another means to keep your account's current balance at zero.

CCCAP Parental Fees

Kids' Adventures accepts the Colorado Child Care Assistance Program (CCCAP), a government subsidy. All clients that claim a government subsidy need to provide verification in the form of an Authorization for the correct location that care is needed, which will be provided to them by their caseworker upon approval.

Failure to provide an approved authorization for the site where care is needed, including but not limited to fulltime care and extended breaks, will result in full price charges from Kids' Adventures and payment will be due from the client immediately.

As eligibility is determined on a case-by-case basis, the terms of the agreement vary per the County instructions. At this time, Kids' Adventures expects the CCCAP Clients to follow the protocol set by the state in regards to parental fees, CCCAP swipes and attendance, as well as the mentioned guidelines and policies in this handbook.

A parental fee is the portion of care that the client is responsible for paying by the 1st of the month, unless otherwise stated. A report will be issued to the client's caseworker by the site director in the event that non-payment occurs and care will be temporarily suspended.

Delinquent/Suspended Accounts

Kids' Adventures prefers payment prior to care sessions. Should a client utilize our program without payment, the account will be marked delinquent within one service period and/or when an account accrues a balance over \$100.00 past the payment due date. If an account is marked delinquent, a payment is required before additional care will be issued, resulting in a suspended account.

A suspension will not be removed until payment for the outstanding amount has been paid in full. In addition, a note will be added to the delinquent account stating that payment for care must be taken in advance and a calendar scheduled in order for the client to continue using our services.

Failure to comply with payment regulations may result in termination of care. Kids' Adventures reserves the right to refuse care for any session that has not been paid for in advance. Payments are accepted on-site using the provided site computer or by bringing a check/money order.

Split Account Fee

Kids' Adventures understands that there are occurrences where a second account may be desired/needed for specific clients. In order to accommodate this need, **a second account may be created for an additional \$25 per account.**

Each account holder is required to pay the registration fee at the time of a registration submission. A credit will be applied to the appropriate accounts, upon request, within a week of your application approval. If you are in need of two accounts and would like to request a portion of the registration fee to be credited to your EZChildTrack account, please contact the Kids' Adventures main office.

If both account holders register together, the credited amount will be refunded to the Kids' Adventures account on EZChildTrack equally. If an additional account holder decides to register at a later date, the refunded amount will remain with the additional account holder.

Registration Fees

Kids' Adventures charges two registration fees per year, a School Year Registration Fee and a Summer Camp Fee. When registering for a program, the registration fee must be paid in order for your application to be saved and submitted. **The registration fee is not discounted in any case.**

Per state regulations, CCCAP Families do not have to pay for this fee if proper documentation has been submitted.

Credits/Refunds

Kids' Adventures will issue credits for cancellations due to weather or emergency school closure only. Credits or refunds will not be granted for any other absences from the Before and After Program or any other programs offered by Kids' Adventures. At no time can your on site director credit or refund your account.

Tax Statements/Receipts

Yearly tax statements and receipts for childcare payments will be available online through the Parent Portal in EzChildTrack.

Absences and Vacations

Please notify your program director by phone anytime your child is going to be absent on a scheduled day. A staff member will call a parent or guardian to confirm any unknown absence. Frequent unreported absences could result in a child's dismissal from the program. Please notify your director of any extended absences.

Discounts

Discounts for multiple child families will be given. Full tuition will be charged for the first child, with each additional child receiving the second child rate (please visit our website for site specific program prices).

If you are a teacher at a school where Kids' Adventures provides programming, you are eligible for a 20% discount off our services.

Kids' Adventures reserves the right to rescind ALL discounts and bill for services at full price if your family has an outstanding balance over \$100.00. Future discount eligibility may also be rescinded if any balances reach more than \$100.00 or you no longer qualify for company offered discounts.

Drop-in Policy

Kids' Adventures understands that unplanned situations will occur and circumstances can change that would require our services on short notice. Our drop-in policy is only available to registered children. An additional fee of \$4.00 per session will be assessed for each drop-in

and the fee will automatically be applied to your online account. It is the parent or guardian's responsibility to make a payment on the account before the child arrives. All drop-ins must be confirmed with your site director prior to attendance to ensure proper staff and space is available. If a child arrives without notice, a parent or guardian will be notified that payment plus the drop in fee will be due at time of pickup. If a parent or guardian cannot be reached within 30 minutes the police will be notified.

Non-proration of Session Fees

We do not pro-rate session fees based on arrival or departure times.

Late Pickup/Fees

If a parent or guardian has not arrived to pick up their child by 6 pm a one dollar per minute late fee, per child will be assessed to the account after the child has been pinned/signed out. A staff member will attempt to contact the parent or guardian at 6 pm. If the staff member cannot successfully contact a parent or guardian, they will call any authorized person on the child's pick up list. If the staff member is unable to make contact with any approved alternate contact after 30 minutes, the police will be notified. Children will never be left alone or allowed to leave with a staff member. Our procedures ensure that all children are picked up before staff members leave the building. **If a parent is continuously tardy, a child's dismissal from the program could result.**

Program Closures

Kids' Adventures, Inc. does not provide child care on the following days: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after Thanksgiving, Christmas Eve, and Christmas Day. Additional closures may be necessary due to insufficient enrollment or building closures.

Cancelled or Delayed Start

The programs are automatically closed if the school is closed due to severe weather or emergency. If the school closes mid-day, the program will also close. All parents will be notified to pick up their children at school. If the school is on a delayed start, the program will open at the normal time and operate until school is in session.

Personal Belongings and Money

Kids' Adventures is not responsible for lost or stolen personal items. Please do not allow your child to bring personal items to the program without the permission of the Program Director including toys, valuables and electronic devices. Cell phones are allowed but use must not be a

distraction. Please call the Program Director if you need to contact your child. It is recommended that children do not bring money to the program. It is permissible to bring money for a scheduled field trip, but the children will be responsible for their own money. Kids' Adventures follows and enforces school policies related to cell phone usage and all other personal items.

Television and Movie Policy

Occasionally, the program will show movies or television programs to the children. All movies and television programs will be previewed and completely age-appropriate. Movies and television programs will only be shown to the children that have a signed parent permission form.

Children with Special Needs

The Kids' Adventures program provides care for special needs children as protected by **the Americans with Disabilities Act of 1990** as long as their specific needs can be reasonably accommodated. Before a child attends the program, the director and the parents will discuss what is necessary for the child to be successful in the program. If the child attends and is not having the proper success in the program or the staff is having difficulty meeting the needs of the child, a second meeting may be necessary to adjust the child's accommodations. If alternative methods continue to be unsuccessful, and the problems appear to overwhelm the program, the parents will be asked to make other arrangements.

Safety and Security

Sign-In/Out Procedure

Kids' Adventures, Inc. will not allow any child to pin/sign themselves in or out of the program. All children must be pinned/signed in and out by a parent, guardian or an authorized person. Each parent, guardian or authorized pickup person must have his or her own individual pin number. If this procedure is disregarded, a child's dismissal from the program will result. Please update any changes in a child's contact information. The program must have the appropriate names and numbers of all authorized contacts in case of an emergency.

Unauthorized Pickup

Children will only be allowed to leave the program with a parent, guardian or an authorized person. If an unknown party is picking up a child, the person will be asked for their identification and checked against the child's authorized pick up list. If the person attempting to pickup the child is not on the authorized pickup list, a parent or guardian will be contacted. At no point in time will Kids' Adventures release a child to a person deemed to be a safety risk to that child.

Emergency Procedures

In the event of any emergency, the building crises plan will be followed. Students will always remain with their program until a parent or guardian arrives. In a situation where the building is unsafe, the children will be escorted to a safe area and a parent or guardian will be notified. In the event of a fire, the students will exit through the appropriate fire exits and wait for instructions. In the event of a tornado, the students will be moved to the designated safe areas in the building and wait for the all clear signal. All drills are practiced and recorded regularly per state licensing requirements.

Program Location

The Before and After Program is based in the school cafeteria or designated classroom and also uses the gym, media center and the outside play area.

Location of Children

To locate a child in attendance of the Before and After Program, please go to the cafeteria or designated classroom and consult a staff member. Children are supervised in all areas of the program and the staff is continuously monitoring each child's location.

Transportation for Field Trips

Any child that is participating in any off-site field trip will be required to have a signed permission form by a parent or guardian, if required. Parents will be notified of all field trips in advance. Schedule and times are subject to change. All transportation vehicles are approved by Kids' Adventures. Prior to each trip the children are briefed on the proper safety rules and reminded of appropriate behavior on the bus. The children will also be instructed on safety procedures for any walking field trips away from campus. If a child becomes a detriment to the success of a field trip, a parent or guardian will be notified and possibly asked to pick their child up. If a child's behavior continues, it could result in forfeiture of participating on Field Trips or dismissal from the program.

Lost Children

A child is lost when staff members do not know where he or she is and, therefore, can no longer protect his or her safety. If a staff member suspects that a child is lost, he or she must inform a supervisor immediately. An immediate search of the surrounding area and building will be done. If, after the initial search, the child is still missing, a staff member will notify the parent or guardian. Upon parent or guardian notification, if the child is still not located, the police will be contacted. Kids Adventures is not permitted to pursue a child off school property.

Volunteers

It is the policy of Kids' Adventures not to allow volunteers in the program. Any visitor to the program area must be a parent or guardian of a child in the program, or an approved visitor to the program area. On occasion, a parent or guardian may be invited to participate in program activities or attend field trips. During such time the parent or guardian will not be counted in the child to staff ratio and will not be left unattended with other children in the program or be authorized to instruct or discipline any children.

Visitors

All visitors to the program area must sign in with a program staff member in the visitor log book. The visitor will be asked to present identification and provide purpose for the visit.

Health

Illness or Injury

Each staff member is equipped to handle the minor injuries of students. All staff members are trained in CPR and First Aid. If a child sustains a non-emergency injury, a staff member will provide approved first aid and inform a parent of the injury upon arrival. (The program staff is not allowed to apply any topical solutions, lotions or medicines to any injury per our state licensing guidelines) In case of a serious illness a parent or guardian will be notified to pickup the child immediately. An isolated area will be provided for the child until the parent or guardian arrives. If a parent or guardian cannot be reached, another designated emergency contact person will be notified. Emergency Services will be called and a parent or guardian will be notified in the event of all serious injuries, such as head trauma or broken bones. If your child has been ill with a fever, sore throat or throwing-up, please wait 24-48 hours after beginning medication or treatment and or once they are fever free before sending them back to Kids' Adventures. In the cases of lice and/or pink eye shows, please wait 48-72 hours after beginning medication or treatment and/or once they are symptom free before sending them back to Kids' Adventures.

Medication

It is recommended that any medication be given at home. If your child should require any medication administration during program hours, a trained and delegated staff member will assist your child. If your child requires medication assistance please see the program director for the proper forms and to provide information regarding your child needs. Kids' Adventures, procedure for storing and administering children's medicines and delegation of medication administration is in compliance with Section 12-38-132 C.R.S., of the "Nurses Practice Act." Children must never bring their own medication to the program, medication must be provided by a parent or guardian.

Over-the-Counter Medication

Any required administration of over the counter medication must follow the same procedures as prescription medication. If your child requires any over the counter medication, please see the Program Director for the proper forms.

Snacks and Meals

The program occasionally provides food for the children. Parents are encouraged to pack their child a nutritious snack, such as fruit or vegetables for everyday of attendance. On non-school days, the school cafeteria is closed. Please send your child with adequate snacks (2 per day), a lunch, and any needed utensils and condiments. If a child arrives to program without lunch or snacks, a parent or guardian will be contacted to provide a meal for the child. If failure to provide lunch and/or snacks persists, dismissal from the program may result. Please check with your site director concerning school specific food restrictions. Food sharing among non-related students is prohibited.

Inclement or Hot Weather

If the weather is prohibitively cold or stormy, the program will remain indoors. However, in most cases outdoor play is not restricted, so please send your child with the appropriate attire for all weather situations. It is also a good idea to clearly label all of your child's items. During extremely hot summer days, the children's outside time will be limited and alternative activities will be provided inside.

Sunscreen

Parents are responsible for applying sunscreen to their child before the child arrives to the program. The program staff will monitor and assist the children with additional sunscreen applications throughout the day. Children must supply their own sunscreen in the original bottle with their name clearly labeled. If your child arrives without sunscreen, they will not be allowed to participate in outdoor activities. Kids' Adventures does not permit the sharing of sunscreen between non-related students. Special permission for the staff to apply sunscreen to your child may be required for some field trips.

Reporting Child Abuse

All Kids' Adventures staff members are required by law, as mandatory reporters, to report any form of child abuse, obvious or suspected. All reports are strictly confidential and will only be reported to County Social Services. Parents may review the child abuse reporting procedure upon request. Please call:

303-412-5212 (Adams County)
303-636-1750 (Arapahoe County)
303-271-4357 (Jefferson County)
720-944-3000 (Denver County)
719-444-5700 (El Paso County)

Discipline

Discipline

Kids' Adventures believes discipline starts with showing respect for others, trusting each other, and showing maturity to handle tough situations. All children are expected to follow the program rules without exception. Occasionally, inappropriate behavior happens that interferes with the rights of others in the program. We have created a Student Code of Conduct (below) so that each child will be aware of what is required. The staff is trained in many disciplinary techniques and will never engage in any physical or humiliating punishment. Please take the time to read and discuss the Student Code of Conduct with your child.

Student Code of Conduct

LEVEL 1 VIOLATIONS

- Failure to follow program rules
- Dishonesty to staff
- Disruptive behavior in the cafeteria or gym

Disciplinary Action (First Violation)

- Minimum: Leader-Student-Conference
- Maximum: Leader-Student-Conference and Parent Notification

Disciplinary Action (Repeated Violations)

- Minimum: Leader-Student-Parent Conference
- Maximum: 1-2 day suspension from program

LEVEL 2 VIOLATIONS

- Willful acts of disobedience
- Bullying behaviors; verbal or physical intimidation
- Destruction or damage to program property
- Inappropriate language; obscene gestures; possession of obscene materials
- Stealing or taking without permission
- Fighting (with or without injuries)

Disciplinary Action (First Violation)

- Minimum: Leader-Student-Conference
- Maximum: Leader-Student-Parent Conference

Disciplinary Action (Repeated Violations)

- Minimum: 1-2 day suspension from program
- Maximum: Expulsion from the program

LEVEL 3 VIOLATIONS

- Leaving the program without permission
- Assault with intent to harm or aggravate
- Sexual or ethnic harassment, slurs or intimidation
- Weapons possession (special circumstances determined by site coordinator)

Disciplinary Action (First Violation)

- Minimum: Leader-Student-Parent Conference
- Maximum: 1-2 day suspension from program

Disciplinary Action (Repeated Violations)

- Minimum: 1-2 day suspension from program
- Maximum: Expulsion from the program

LEVEL 4 VIOLATIONS

- Weapons possession violation
- Use or possession of inappropriate substances (tobacco, drugs, alcohol)

Disciplinary Action (First Violation)

- Minimum: 1-2 day suspension from program
- Maximum: Expulsion from the program

Disciplinary Action (Repeated Violations)

- Minimum: Expulsion from the program
- Maximum: Expulsion from the program

Complaints

(Mandatory letter from the Colorado Department of Human Services)

Dear Parents,

Your child has recently been enrolled in a school age child care program. This program is licensed by the Colorado department of Human Services and fully complies with all of the state mandated requirements. If you believe that this program has deviated from its obligation as a child care provider please contact the Colorado Division of Childcare listed below.

Colorado Division of Childcare
1575 Sherman St.
Denver Colorado 80203-1714
303-866-5958

Colorado law requires all childcare providers to report any suspected or known cases of child abuse or neglect. As a parent or guardian of a child enrolled in a child care program it is also your obligation to report any suspected cases of abuse or neglect. Please seek the assistance from your county department of social services, listed below.

- Arapahoe County Human Services
15400 East 14th Place
Aurora, CO 80011
303-795-4825

- Jefferson Dept. of Human Services
900 Jefferson County Parkway
Golden, CO. 80401
303-271-1388

- Denver County/ Child Abuse Unit
1331 Cherokee Street, Room 304
Denver, CO 80204
720-913-6050

- Adams County
303-412-5212