

# Music City Kids Club

## FAMILY HANDBOOK



## ABOUT US

### Mission

- To provide a safe, licensed care of your children while you attend to the things that life throws at you.
- To provide an environment where both children and adults demonstrate respect, courtesy, and cooperation with one another.

### Hours of Operation

Music City Kids Club is open 93 hours/week to meet the needs of what life throws at you.

Monday 8:00 AM-9:00 PM

Tuesday 8:00 AM-9:00 PM

Wednesday 8:00 AM-9:00 PM

Thursday 8:00 AM-9:00 PM

Friday 8:00 AM-12:00 AM

Saturday 8:00 AM-12:00 AM

Sunday 12:00 PM-5:00 PM

### Holidays

We are closed for certain holidays: New Year's Day, Easter, July 4<sup>th</sup>, Thanksgiving Day, and Christmas Eve & Christmas Day.

We are closing early for certain holidays: New Year's Eve, and Halloween.

We may take Reservation only for certain holidays: New Year's Eve, Memorial Day, and Labor Day.

Holidays are subject to be changed based on demand. Notice will be given if we are closed.

### Admission & Enrollment

All enrollment forms must be completed before parent leaves center upon first drop off.

A registration fee of \$15 is due at the time of enrollment. This fee is non-refundable.

We serve children ages 13 months-12 years old.

Children are admitted without regard to race culture, sex, religion, national origin, or disability. We do not discriminate on the basis of special needs as long as a safe, supportive environment can be provided.

### Non-Discrimination

At Music City Kids Club, equal opportunities are available for all children, without regard to race, color, creed, national origin, gender, ethnicity, religion, disability, or parent/provider political beliefs, marital status, sexual orientation or special needs, or any other consideration made unlawful by federal, state or local laws.

## No Smoking Policy

Music City Kids Club is free of all tobacco and tobacco-related products, including smoking, smokeless and electronic products

“No Smoking” signs are posted conspicuously at each childcare provider entrance, as required by state law

## Staff Qualifications

Our teachers are hired in compliance with the state requirements and qualifications as a base minimum. Caregivers participate in orientation and ongoing training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism. All staff is CPR and First-Aid certified.

## Child to Staff Ratios

**Children are supervised at all times.** All caregivers receive scheduled breaks which reduce fatigue and help to ensure alertness.

Ratios are posted throughout the center. Music City Kids Club follows the ratio of the majority age group present.

## Communication

Email. Please provide an email address that you use regularly so that we may send you announcements, event invitations, newsletters and general updates.

Facebook. Follow us on Facebook to keep up with announcements, events, and general updates.

## Open Door Policy

Parents/Guardians are welcome to visit the program any time during open hours.

Open Door Policy does not mean the doors will be unlocked. For the safety and protection of the children, external doors will be kept locked at all times.

Our team will always do their best to speak with parents/guardians. Since staff days are devoted to caring for children, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment.

## Publicity

Occasionally, photos will be taken of the children at the center for use within the center or on our website. Written permission will be obtained prior to use of photographs.

Unless the family indicates that they want their child to participate, we will not use pictures and names of children for publicity.

## Rest Time

We do not have a structured rest time but do supply a cot with sheet and blanket for your child if they choose to rest. They will be laid down in the reading corner to ensure a quiet and calm place for them to rest.

## Toilet Training

We are committed to working with you to make sure that toilet learning is carried out in a manner that is consistent with your child's physical and emotional abilities and your family's concerns.

## Discipline Policy

We have created a discipline policy that reflects our philosophy of positive guidance with children. We use a variety of redirection, problem solving, and discussions to help children behave in a safe, and appropriate way while at Music City Kids Club.

Children are guided to treat each other and adults with self-control and kindness.

Each child has a right to:

- Learn in a safe and friendly place
- Be treated with respect
- Receive the help and support of caring adults

When a child becomes verbally or physically aggressive, we intervene immediately to protect all the children. Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, consistent and understandable to the child. We maintain a zero tolerance to bullying. If you have any concerns about this at any time, please report it to the Director of the Center.

## Physical Restraint

Physical restraint is not used or permitted for discipline.

## Notification of Behavioral Issues to Families

If a child's behavior/circumstance is of concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these needs in the context of our program through a meeting with the

director and parents to develop a plan of action to implement at Music City Kids Club, and at home.

## EXPULSION POLICY

A child may be terminated from Music City Kids Club for the following reasons:

- Music City Kids Club is unable to meet the needs of the child because Music City Kids Club is incapable of servicing the child.
- Child is a behavioral danger to the other children or staff in the center. Said child will be placed on a behavioral plan of action following a mandatory meeting between parents and management.
- Parent or guardian is uncooperative of the behavioral plan of action.
- Parent or guardian does not follow policies and procedures of the center.
- Non-payment of care upon pick up of child/children

In the event of the child being a behavioral danger to the other children or staff, the child must follow a behavioral plan of action outlined above before being terminated. If the above situations exist, the following process will be followed:

1. Parents or guardians will meet with the management team to attempt to resolve the issue and come up with a behavioral plan of action to help the child, family, and Music City Kids Club. A written warning will be issued.
2. Parents or guardians will receive a second written notice, and behavioral plan of action with a potential suspension plan outlined if plan is not followed, and/or the staff sees lack of improvement in child's behavior. This will be done on a case-by-case basis.
3. If plan is now followed, and/or the staff sees a lack of improvement in the child's behavior, Music City Kids Club will follow the suspension plan outlined in the behavioral plan of action. If not a third and final expulsion policy can be issued.

## TUITION AND FEES

### Payment

Payment is always due at end of daily session before leaving. Rates are as follows:

- Toddler Drop in 13 months-23 months: \$11/hour
- Drop in 2 years-12 years: \$10/hour
- Sibling Drop in 2-12: \$3/hour

## Late Pick-up Fees

Late pick-up is not a program option and will only be considered as an exceptional occurrence. Late fees of \$1 per minute will be assessed beginning at 9:05 PM Monday-Thursday, 12:05 AM on Friday and Saturday nights and 5:05pm on Sunday. This will be due upon arrival.

## Closing Due to Extreme Weather

Should severe weather or other conditions (i.e., snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, loss of power, loss of water) prevent us from opening on time or at all, notification to the families will be announced on our website, our Facebook page, and via email.

If it becomes necessary to close early, we will contact you or your emergency contacts as soon as possible.

## DROP-OFF AND PICK-UP

### General Procedure

We open at 8 AM, except for Sundays at 12:00 PM, at which time doors are unlocked. Parents are expected to accompany their children into the center and sign them in before leaving.

We close at 9:00 PM Monday-Thursday, Friday and Saturday at 12:00 AM, Sunday at 5:00 PM. Please allow enough time to arrive, sign your child out, and leave by closing time.

### Authorized & Unauthorized Pick-up

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. If you want a person who is not identified as an Emergency and Release Contact to pick-up your child, you must notify us in advance, in writing. Your child will not be released without prior written authorization. The person picking up your child will be required to show a picture ID as verification. Please notify your pick-up person of our policy.

In order to safeguard your child, we will need copies of any court ordered custody agreements. Without a custody agreement, we are not able to prevent the release of your child to a parent.

If a child has not been picked up after closing and we have not heard from you, attempts will be made to contact you, and the contacts listed as Emergency and Release Contacts. Provisions will be made for someone to stay with your child as long as possible, but if after 1 hour we have not been able to reach you or a person listed as an Emergency and Release Contact, we will call the local child protective services agency.

## Right to Refuse Child Release

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child or we may call the police to prevent potential harm to your child. Reoccurring situations may result in the release of your child from the program.

## PERSONAL BELONGINGS

### What to Bring

Please label all items brought from home with your child's name (i.e., clothes, diapers, pacifiers, blanket, etc.) to prevent items from becoming misplaced or lost. We are not responsible for lost or damaged items.

### Cubbies

Upon arrival each child will put their belongings in a "cubby." Please check your child's cubby upon leaving for items that need to be taken home.

### Toys from Home

Please do not bring any toys from home to prevent the loss or damage to you child's toy. If they have a special "love" or toy they would like to bring, please discuss it with the management team.

## NUTRITION

Families are encouraged to bring their own snacks, and meals from home. We do have food available to parents at an addition cost. Our menu is posted behind the sign in desk.

### Food Allergies

If your child has a food allergy, you must notify us in writing so that we can make appropriate accommodations.

### Mealtime

Children can eat at anytime throughout their time at Music City Kids Club. We have set meal and snack times to ensure children are eating while with us.

Snack and Meal times: 8:00 AM, 11:00 AM, 2:00 PM, 5:00 PM, 8:00 PM 11:00 PM

## HEALTH

### Immunizations

Immunizations are required according to the current schedule recommended by the U.S. Public Health Services and the American Academy of Pediatrics, [www.aap.org](http://www.aap.org)

All caregivers, teachers, and staff are required to be current with all immunizations routinely recommended for adults by the Advisory Committee on Immunization Practices (ACIP) of the Centers for Disease Control and Prevention (CDC).

### Illness

We understand that it is difficult for a family member to leave or miss work, but to protect other children; you may not bring a sick child to the center. The center has the right to refuse a child who appears ill. You will be called and asked to retrieve your child if your child exhibits any of the following symptoms. This is not an all-inclusive list. We will try to keep your child comfortable, but he/she will be excluded from all activities until you arrive.

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than we can provide.
- Illness that poses a risk of spread of harmful diseases to others.
- Fever
- Diarrhea – stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting – green or bloody, and/or more than 2 times during the previous 24 hours.
- Mouth sores caused by drooling.
- Rash with fever, unless a physician has determined it is not a communicable disease.
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours.
- Impetigo, until 24 hours after treatment.
- Strep throat, until 24 hours after treatment.
- Head lice, until treatment and all nits are removed.
- Scabies, until 24 hours after treatment.
- Chickenpox, until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until 5 days of antibiotics.
- Hepatitis A virus, until one week after immune globulin has been administered.
- Tuberculosis, until a health professional indicates the child is not infectious.
- Rubella, until 6 days after the rash appears.
- Mumps, until 5 days after onset of parotid gland swelling.
- Measles, until 4 days after onset of rash.
- Has a physician or other health professionals written order that child be separated from other children.



Children who have been ill may return when:

- They are free of fever, vomiting and diarrhea for 24 hours.
- They have been treated with an antibiotic for 24 hours.
- They are able to participate comfortably in all usual activities.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
  - The child's physician signs a note stating that the child's condition is not contagious, and;
  - The involved areas can be covered by a bandage without seepage or drainage through the bandage.
- If a child had a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care is required.

## Allergy Prevention

Families are expected to notify us regarding children's food and environmental allergies. We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies. We are not a peanut free center.

## Medications

- All medications must be signed in and left in the administrative office with specific written instructions for administration. Medications should never be left in the child's cubby or with the child to administer on their own. Our staff will ensure that the medication is recorded along with the directions and proceed to dispense the medication as directed.
- Prescription medications require a note signed by the family and a written order from the child's physician. The label on the medication meets this requirement. The medication must include your child's name, dosage, current date, frequency, and the name and phone number of the physician. All medications must be in the original container (you may request pharmacies to fill your prescription in two labeled bottles). Please specify the dosage and time(s) to be administered for each medication.
- Non-prescription medications require written permission and instructions. The written permission must include your child's name, dosage, current date, frequency, and all medications must be in the original container.
- All medications must be removed at pick up time then resigned in each day as needed. Medicine left on site will be disposed of.

## Communicable Diseases

When an enrolled child or an employee of the center has a (suspected) reportable disease, it is our legal responsibility to notify the local Board of Health or Department of Public Health. We will take care to notify families about exposure so children can receive preventive treatments. Included among the reportable illnesses are the following:

- Bacterial Meningitis

- Botulism
- Chicken Pox
- Diphtheria
- Hemophilus Influenza (invasive)
- Measles (including suspect)
- Meningococcal Infection (invasive)
- Poliomyelitis (including suspect)
- Rabies (human only)
- Rubella Congenital and Non-congenital (including suspect)
- Tetanus (including suspect)
- H1N1 Virus
- Any cluster/outbreak of illness
- Tuberculosis

## SAFETY

### Clothing

Please dress your child in practical clothing that allows for freedom of movement. We are a sock only facility. We will have socks available for purchase if you forget.

### Injuries

Safety is a major concern at Music City Kids Club and so daily safety inspections are completed inside and outside the center area in order to prevent injuries. First aid will be administered by a trained caregiver in the event that your child sustains a minor injury (e.g., scraped knee). You will receive an incident report outlining the incident and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately.

In the event of a serious medical emergency, the child will be taken to the hospital immediately by ambulance, while we will try to contact you or an emergency contact.

### Respectful Behavior

All children and families will be treated with respect and dignity. In return, we expect the same from all of our families. We will not tolerate hostile or aggressive behavior. If this occurs, we reserve the right to ask you to control your behavior or to remove your children from our care.

### Prohibited Substances

The use of alcohol or illegal drugs is prohibited on the center's premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited.

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances is required to leave the premises immediately.

### Dangerous Weapons

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children, staff or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises.

In cases that clearly involve a gun, or any other weapon on our premises, the police will be called and the individual(s) involved will be immediately removed from the premises. This policy applies to visible or concealed weapons.

### Child Custody

Without a court document, both parents/guardians have equal rights to custody. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.

### Suspected Child Abuse

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may conduct an investigation. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

## EMERGENCIES

### Lost or Missing Child

In the unlikely event that a child becomes lost or separated from a group, all available staff will search for the child. If the child is not located within 1 minute, the family and the police will be notified.

### Fire Safety

Our center is fully equipped with alarms, lights, and rolling cribs to assist us in an emergency. Our fire evacuation plan is reviewed with the children and staff on a quarterly basis. If there is an actual emergency at the center where the facility becomes unsafe, Shell Gas Station

across the parking lot from us will be the pickup location for your child. You will be notified if we have evacuated there.

### Emergency Transportation

In the event your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A proper escort will accompany and remain with the child until a family member or emergency contact arrives.

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# Family Handbook Acknowledgement

Please sign this acknowledgement, detach it from the handbook, and return it to the center prior to enrollment.

This handbook may be updated from time-to-time, and notice will be provided as updates are implemented.

Thank you for your acknowledging the policies and procedures we have established for the safety and welfare of all children in our care. We look forward to getting to know you and your family.

I have received the **Family Handbook**, and I have reviewed the family handbook. It is my responsibility to understand and familiarize myself the Family Handbook and to ask Music City Kids Club management for clarification of any policy, procedure or information contained in the **Family Handbook** that I do not understand.

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Recipient Signature

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Date

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Director Signature

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Date

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