

Discovery Zone Kids

Facility Policies and Procedures Contract

Discovery Zone Kids, herein referred to/known as DZK or the Facility, sets forth the following policies and procedures to provide children with a clean, safe, and comfortable environment where they can play, learn, and grow with guidance and loving care. This contract will be kept current and made available to parents upon registration and when changes occur.

Ages: 6 weeks – 12 years

Hours: 6:00 a.m. – 6:00 p.m.

Months of Operation: All 12 calendar months of the year

Closure Dates: All Federally Observed Holidays

REGISTRATION:

An enrollment folder containing all necessary enrollment forms listed below must be completed and returned upon registration to DZK. It is the parent's responsibility to ensure all forms are complete and up-to-date yearly.

Required Forms: (Office Use Only)

_____ Enrollment Packet

_____ External Preparations Authorization

_____ Facility Policy and Procedures Contract

_____ Emergency Plans and Procedures Contract

_____ DHS Immunization Form 3132*

_____ Allergy Action Plan

_____ Parental Media Release

_____ Vehicle Emergency Medical Information

_____ Safe Sleep Practices (Infants)

_____ Feeding Schedule (Infants)

*Students may register and begin attending before DHS Immunization Record is received. However, if DHS Forms 3231 & 3300 are NOT received within the calendar time frames listed above the student may not return until updated certificates are provided and on-site. Expired certificates must be updated and returned within 30 calendar days of expiration.

FEES:

A **non-refundable** registration fee in the amount of **\$100.00** is due upon initial admission into our facility. Our **annual** registration fee in the amount of **\$100.00** is due at the beginning of August each year. Effective March 2016, DZK will be requiring a 2 week **Security Deposit** equal to 2 weeks of tuition + a \$10 service charge. Childcare fees, herein known and referred to as Tuition, are assessed according to the age of your child. DZK offers a **\$5.00** Sibling discount for full time children *only* and is applied to the second child enrolled.

_____ **\$(165)** 6 weeks – 6 months

_____ **\$(165)** 6 months – 12 months

_____ **\$(155)** 1 year

_____ **\$(155)** 2 years

_____ **\$(160)** 3 years

_____ **\$(160)** 4 years (Private Pre-K)

PLEASE INITIAL NEXT TO CORRESPONDING TUITION

Tuition is due every **Monday** for the current week of childcare. A late tuition fee in the amount of **\$10.00/child** will be assessed if your account is not paid by **Wednesday** of the current week. DZK utilizes an auto-pay system in which a credit/debit card or checking/savings account may be used. There is also an option for EZ-EFT that is available to our clients. It is authorization for a credit/debit card or checking account to be saved into our system for easy payment. The authorization form can be found within the Enrollment Folder. Please be aware that tuition is still due and will be charged even if your child is absent/sick. This guarantees that his/her space is held in class. Any deviation from the payment schedule must be in writing and signed by the director of DZK or charges will be made according to the schedule above. It will be kept on-site and made available upon request. All accounts must be made current within **1 week** or your child's space will be forfeited and made available to a child on our waiting list. _____ INITIAL

Insufficient Funds:

DZK charges a returned check fee in the amount of **\$35.00** for every check that is returned to us for insufficient funds. Additionally, your account will be charged the late payment fee for the current week. Multiple returned checks will result in immediate termination of childcare services and refusal to accept check payments in the future. Any EZ-EFT accounts with insufficient funds will be charged daily until funds become available. If funds are not available by Wednesday, the late payment charge will be added. Any account not paid in full by Friday will result in suspension of services. _____ INITIAL

(Late)Pick-up:

DZK closes promptly at 6:00 p.m., unless otherwise stated. Parents are responsible for ensuring their child is picked up from our facility. In the event a child will be picked up after closing hours, a **\$1.00/minute** fee will be charged to your account. Keep in mind, parents are considered late *exactly* one minute past our scheduled closing time. A courtesy call to inform DZK of any child who will be picked up late is requested. Authorities will be notified should any child be left at our facility without prior notification or past the stated late pick-up time. _____INITIAL

Vacation:

DZK allows each family enrolled **one week** of vacation time per calendar year where tuition will not be charged. This time may be used **after** the family's **one year** anniversary with our facility. The anniversary date is determined by the actual day attendance begins. A vacation form must be completed and returned one week prior to scheduled vacation or tuition will still be charged. _____INITIAL

Before/After:

DZK provides services to parents in need of childcare before and/or after normal school hours. An inspected facility bus is provided for transportation to and/or from select public schools within the area. The schools are Lewiston Elementary, Baker Place Elementary, and Evans Elementary. The **non-refundable** registration fee associated with Before/After School Care is **\$100.00** and must be paid upon enrollment. In addition to the normal enrollment packet, a **Transportation Agreement** will be provided to parents for each child enrolling in our program.

_____ **\$(70)** Before **OR** After Care _____ **\$(75)** Before **AND** After Care _____ Transportation Agreement
PLEASE INITIAL NEXT TO CORRESPONDING TUITION

Transportation:

DZK provides transportation services to and/or from select public schools within the area as part of our Before/After School Program using the facility's bus. The fee associated with this routine service is included in tuition.

In addition, DZK may transport children for activities away from the facility during holiday breaks or summer months, such as field trips. Transportation Agreement forms for special activities will be provided to parents, and must be completed, signed, and returned **BEFORE** the child is transported. Each Transportation Agreement will be kept on-site and made available upon request.

Refunds:

DZK works hard at keeping its accounting records accurate. Unfortunately, mistakes may occasionally occur. Should any client ever feel that an error has been made in any charges, please contact the facility's accounting administrator to discuss the issue. Any charges erroneously made on the part of DZK will be refunded to the client promptly. Receipt of any refunded monies will be kept on-site and made available upon request to the client.

WITHDRAWAL:

In the event you decide to withdraw your child from the Facility, a written notice **must be** provided at least 10 working days prior to the planned withdrawal date. In lieu of a written notice, you may opt to pay for 10 days of service at the normally charged tuition. _____INITIAL

ARRIVAL/DEPARTURE

DZK requires that all children be present and prepared for the day by **10:00 a.m.** No children will be accepted for drop off after this time. This is to ensure the Facility runs at its most efficient and Staff is able to properly conduct instruction. Exceptions will be made for children who have appointments so long as parents give notification and an excuse is provided upon arrival. Upon *arrival* to the Facility, the parent or adult responsible for the child **must** clock **IN** utilizing the time clock located in the reception area and escort the child to their assigned classroom. It is also the parent's or adult's responsibility to make Staff aware of his/her presence. Upon *departure* from the Facility, the parent or adult responsible for the child **must** clock **OUT** utilizing the time clock located in the reception area and retrieve the child from their assigned classroom. It is also the parent's or adult's responsibility to notify the Staff of the child's departure. In the event the Reception Time Clock is *not* working, a sign-in sheet will be provided for parents to sign their child in/out. _____INITIAL

Authorization:

ONLY AUTHORIZED INDIVIDUALS MAY REMOVE A CHILD FROM THE PREMISES. Parents may list all individuals authorized for pick up on the child's enrollment packet. Any individual *not* known as a designated pick-up will be asked to show proper identification and a copy of said identification will be made. Any individual *not* on a child's initial paperwork must have prior written authorization from the parents, or they will be denied access to the child. No phone calls accepted. _____INITIAL

DISCIPLINE:

DZK Staff, herein known as Staff, use redirections and positive reinforcement as methods of discipline. At no time will a child be subjected to physical punishment, shaming, frightening, or humiliating nor any verbal abuse, threats, or derogatory remarks. At no time will a child be deprived of a meal or any part of a meal. No person, including but not limited to, parents, guardians, or other family members may use such methods of discipline while on the premises of the Facility. _____INITIAL

Time-Out:

Should redirection and positive reinforcement fail, an alternative method of discipline utilized by DZK is time-out. Time-outs are given in a designated area and for a predetermined time. Time limits are determined according to each individual child's age. EX: 2 years old = 2 minutes. At no time will Staff exceed a child's time limitation in time-out. _____INITIAL

Removal:

Should all other methods of discipline fail, a child will be removed from the learning environment and attempts to redirect the child’s attention will be made. Further determination will be made as to whether immediate notification of a parent is necessary. A **Zero Tolerance Policy** is in effect for extremely violent children. DZK reserves the right to **immediate disenrollment** of a child considered a danger to his/her self and/or others. Any children who display aggressive behavior towards other students or Staff (i.e. biting, pinching, hitting, etc.) three times or more in one day will be sent home for the day. Should such behavior continue, services will be **immediately terminated** and the offending child will be subject to **immediate disenrollment**. _____INITIAL

MEALS/SNACKS:

DZK makes 2 meals and 2 snacks available to all children over 12 months attending the Facility. No child will be refused service of meals. All meals/snacks prepared and given at the Facility follow the USDA Food and Nutritional guidelines set forth by the government. Parents are allowed to send meals/snacks from home as long as the USDA Food and Nutritional guidelines are followed. A handout is included in the enrollment folder. It is the parent’s responsibility to notify DZK of any food allergies a child may possess. The proper **Food Allergy Form** is included as part of the enrollment folder. DZK is not responsible for any food allergies we are not properly made aware of. All formula and baby food for infants is the responsibility of the parents and must be provided daily. Any special dietary need of an individual child is also the responsibility of the parents and must be provided daily. _____INITIAL

Breakfast:

Breakfast is served between **8:00 – 8:30 a.m.** DZK asks that parents bring their children no later than 8:15 a.m. if breakfast is to be consumed on-site. This ensures each child will be served and finished prior to the learning day beginning. After 8:40 a.m. parents will be notified that breakfast is over and other arrangements need to be made for their child’s breakfast.

Lunch:

Lunch is served between **11:00 a.m. and 11:45 a.m.** depending upon the child’s age.

1 year olds: 11:00 a.m.
3 year olds: 11:25 a.m.

2 year olds: 11:15 a.m.
4 year olds: 11:35 a.m.

Snacks:

DZK provides 2 snacks to children attending the facility. The afternoon snack is served at **3:00 p.m.** following nap/rest time and includes juice. The late afternoon snack is a lighter snack served at **5:15 p.m.** and includes water.

REST/NAP:

Each day following lunch is a rest/nap period. Children will be provided individual cots/mats/cribs with a covering (sheet) to rest/nap upon. Parents may provide personal blankets, pillows, and/or a stuffed animal for the child’s comfort. DZK rest/nap period is daily until **3:00 p.m.**

INFANT/TODDLER:

Feeding:

DZK follows all instructions given by parents pertaining to infant/toddler feeding schedules. At no time, will Staff deviate from this schedule unless prior parental consent is obtained, verbal or otherwise. It is the parents’ responsibility to provide adequate formula and/or baby food daily. DZK Staff will provide daily written/verbal communication with parents upon departure

Diapering:

DZK follows all instructions given by parents pertaining to infant diapering. Toddlers are on a 2 hour diaper changing schedule. At no time will Staff deviate from this schedule unless prior parental consent is obtained, verbal or otherwise. It is the parents’ responsibility to provide the child with an adequate amount of diapers, wipes, and diaper cream. DZK Staff will provide daily written/verbal communication with parents upon departure

Toilet-Training:

DZK gladly provides assistance in toilet training toddlers. Staff will assist the child in their attempts and record progress for parents daily. Parents are urged to make any special requests concerning their child to Staff in the morning. DZK Staff will provide daily written/verbal communication with parents upon departure

Sleep:

Based upon the risk factors of Sudden Infant Death Syndrome (SIDS) all infants will be placed to sleep on the infant’s back unless a written physician statement is provided and on file with the Facility authorizing another sleep position is necessary for that particular infant. The statement must include a description of the position and its intended purpose. All infants are placed to sleep on a firm, tight-fitting mattress in a sturdy and safe crib with no pillows, quilts, comforters, bumper pads, sheepskins, stuffed toys, or other soft items. When an infant can easily turn over onto his/her stomach, Staff will continue to initially put the infant to sleep on his/her back but allow the infant to roll over onto his/her stomach as the infant prefers. Positioning devices that restrict an infant’s movement while in a crib will not be used a written physician statement is provided and on file with the Facility authorizing and describing its intended purpose.

PERSONAL ITEMS: Personal items for each child to be provided by the parent are listed below:

** Diapers **Wipes **Cream/Powder **Extra Clothing/Shoes **Bottles/Cups/Pacifiers **Blanket/Pillow

*Must be properly labeled with child's name.

*Bottles/Cups/Pacifiers are to be taken home **daily**.

*Blankets/Pillows are to be taken home each **Friday** for laundering.

VISITATION:

DZK encourages parent involvement in the learning and developmental process concerning their child while in the Facility's care. Parents may appear, announced or otherwise, at any time to monitor/visit with their child or discuss any concerns. DZK and its Staff also encourage parents to contact the Facility at any time via phone or email to check the welfare of their child. At no time will personal information, welfare or otherwise, be discussed or shared with any individual other than the custodial parents.

REPORTING:

_____ INITIAL

DZK is a mandated reporter of suspected abuse, neglect, or deprivation of a child to the Department of Family and Children Services as required by law.

MEDICAL:

DZK has the following medical care procedures/policies in place:

Emergency:

_____ INITIAL

In the event of an emergency requiring medical treatment for a child, Staff will immediately contact Emergency Services (911), and your child will be transported to **Doctor's Hospital** unless otherwise stated by the parent in writing. The enrollment folder contains proper documentation of which hospital/medical provider each child uses. It is the parents' responsibility to ensure this information is up-to-date and correct.

Medicine:

_____ INITIAL

No child will be given any medication, prescription or over-the-counter, unless the proper documentation is filled out and signed by the parent. Permission to Administer Medication forms are available upon request from the front office. It must be filled out each time your child will need medication administered by the Staff. Prescription medication must be properly labeled in the original container and include the child's name, name of medication, doctor's name, name of pharmacy, prescription number, date, and directions for administering. Over-the-counter (OTC) medication must be in its original container, contain a dosing cup, be properly labeled with the child's name (can be done by parent), and be age appropriate for the child. Any OTC medication deemed inappropriate for a child's age by the Facility will *not* be administered. All medication, prescription or OTC, is to be left at the front desk with a completed authorization form in the morning and picked up upon departure in the afternoon. No medication of any kind is to be in the classroom at any time. Any medication, prescription or OTC, not having a completed authorization form will *not* be administered. Times of administration and name of person administering the medication will be recorded on the authorization sheet and returned daily. **PARENTS WILL BE NOTIFIED IMMEDIATELY OF ANY ADVERSE REACTIONS TO ANY MEDICATION.**

ILLNESS/INJURY:

DZK will not accept/permit any child to remain on the premises with any 2 of the following symptoms:

_____ INITIAL

- Oral temperature: **101° (degrees) or higher**
- Vomiting
- Diarrhea
- Contagious Rash (other than normal diaper rash)
- Sore throat

PARENTS OF ANY CHILD BECOMING ILL OR WHO IS INJURED WHILE IN DZK CARE WILL BE NOTIFIED IMMEDIATELY BY PHONE CALL. Any fever or other contagious symptoms must be dormant a complete **24 hours** without the use of medication prior to a child's return. Be advised that tuition will still be assessed/accumulate in the event of any illness/injury.

Communicable Diseases:

The current Communicable Disease Chart of recommendations for exclusion of sick children from the Facility and their readmission will be diligently followed. Any cases or suspected cases of notifiable communicable diseases listed on the disease chart will be reported to the local county health department. If a child in DZK care contracts a communicable disease, the parents of ALL enrolled children will be notified of the occurrence either by phone call, posted notice, or a written letter sent home. Ill children may return to the Facility's care 24 hours AFTER symptoms of the illness end. This includes children sent home with a fever, diarrhea, rash, or vomiting. A copy of the Communicable Disease Chart is available upon request.

PROHIBITED:

All persons are prohibited from alcohol, tobacco, and illegal drug use while on DZK premises or while in any vehicle being used to transport children during operating hours by law.

_____ INITIAL

DISCOVERY ZONE KIDS PROHIBITS DISCRIMINATION IN ALL ITS PROGRAMS AND ACTIVITIES ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, AGE, DISABILITY, SEX, MARITAL STATUS, FAMILIAL STATUS, PARENTAL STATUS, RELIGION, SEXUAL ORIENTATION, GENETIC INFORMATION, POLITICAL BELIEFS, REPRISAL, OR BECAUSE ALL OR PART OF AN INDIVIDUAL'S INCOME IS DERIVED FROM ANY PUBLIC ASSISTANCE PROGRAM.

COPIES OF ALL FACILITY LICENSES, RULES, EVALUATION REPORT, COMMUNICABLE DISEASE CHART, STATEMENT OF PARENT ACCESS, NAMES OF PERSONS IN CHARGE, CURRENT MONTHLY MENU, EMERGENCY PLANS, AND STATEMENTS FOR VISITORS ARE POSTED AT ALL TIMES IN THE RECEPTION AREA.

I have read and fully understand the policies and procedures listed within this contract. I hereby agree to abide by the above policies and procedures at all times while under contract with Discovery Zone Kids. I have received an exact copy of this Contract for my own records.

PARENT/GUARDIAN

DATE

PARENT/GUARDIAN

DATE

ADMINISTRATOR

DATE