



# **PARENT HANDBOOK**

**8376 Normandy Blvd.  
Jacksonville, FL 32221  
(904) 781-3477**

**License # C04DU0201**



- Respect for individuals and cultures
- Language development
- Developing gross and fine motor skills
- Positive self concept
- Encouraging self-expression
- Age-appropriate self-help skills
- Independence skills
- Cognitive development
- Problem solving skills
- Care of the environment

To support families through:

- Respecting diversity
- Providing center-home sharing of information
- Community referrals
- Planned family activities
- Supporting a safe environment while parents are at school or work
- Collecting parent assessments of the program to help maintain and set annual goals

To support staff through:

- Orientation and continuing education
- Quality work environment
- Providing a team spirit
- Providing evaluations
- Gathering information from staff to assist in goal setting

To build strong community-wide collaborations by:

- Working with and for the West Jacksonville community to build strong families
- Collaborating with area child care leaders to provide continuing education
- Collaborating with community services that strengthen families

## **ACCEPTANCE AND RE-ENROLLMENT**

Acceptance of a student will be based in part on the application for enrollment and pre-tour of the center. Licensing requires that we have a written enrollment form on file at all times. A non-refundable registration fee of \$35 will hold a space for your child if both parent and center decide that His Kids Daycare and Learning Center is the best place for your child.

Re-enrollment at any time after your child has been withdrawn at either our request or yours will require a new registration fee of \$35. His Kids Daycare & Learning Center reserves the right to refuse re-enrollment to children (and/or their siblings) of families who have demonstrated disharmony regarding the purpose, objectives, standards, policies, rules and regulations of the center. In addition, no family will be reenrolled until all financial obligations for tuition, curriculum, childcare; extended care, etc. have been met from the previous or current school year.

## FIRST DAYS/ OPEN DOOR POLICY

The first days in a new center can be an emotional one for all involved. Feel free to stay with your child for as long as you feel necessary to make your child comfortable. Reassure your child that you will be back to get them later and be positive about the first days. Most children will need two or three weeks to fully adjust to a new environment. However, parents are welcome to drop in or call anytime at His Kids. We always maintain an open door policy at the center. You are welcome to stop by at any time and check on your child. We ask that you do check in with the office staff so that we are aware that you are on the property in the event of an emergency.

All children (except school aged) enrolled at His Kids must have a current Immunization Form and a current Physical. These forms are provided by your pediatrician. You have 30 days from enrollment to provide these forms to the office. A physical is valid for 2 years and shot records must be updated as indicated by the expiration date on the back of the form. You will be informed in advance of expirations so that you can give us an updated form.

## SECURITY

A secure, safe environment is very important at His Kids. When you arrive or leave His Kids your child must be signed in and out by his/her teacher/staff member. This gives staff updated attendance records which is an important part of licensing. Please escort your child to his/her class and make sure that a staff member knows your child is present. You may not drop your child off at the door; they must be escorted into the center. No exceptions. This includes school aged children. To ensure the children's safety, we maintain a list of names and numbers of people you have designated to pick up your child. This information is provided on your enrollment forms. Anyone picking up your child must show proper identification before we will release your child. It is our policy that we cannot release your child to anyone under the age of eighteen. Please do not send siblings in to pick up your child if they are under that age.

In case of divorce/separation, you must inform us who the custodial parent is and who may or may not pick up the child. This information must be supplied to us in an enforceable legal document for our records. We cannot take the verbal word of a parent that the other parent is not allowed to pick up the child(ren).

## REPORTING OF CHILD ABUSE AND NEGLECT

All childcare personnel are mandated by law to report their suspicions of child abuse, neglect, or abandonment to the Florida Abuse Hotline in accordance with s. 39.201 of the Florida Statutes (F.S).

Additionally, all personnel must complete the Florida Department's 4-hour training course in "Identifying and Reporting Child Abuse and Neglect".

## **CHAPEL**

There will be a weekly chapel service during which all children will have a time of worship and a bible lesson. These lessons are led by church members and volunteers. During the summer time there is also an opportunity for the children to participate in the church Vacation Bible School program which is run during the daytime hours by church staff & volunteers. Please also remember that at every meal, your child participates in offering a Christian blessing.

## **CURRICULUM INFORMATION**

Our Infant, Toddler, and 2 Year Old classrooms follow the Wee Learn curriculum. This program is bible based and promotes discussion and learning of basic bible principles. We do not promote doctrine or theology to your child.

The Preschool and VPK classrooms subscribe to the ELLM Plus (Early Learning Literacy Model). This curriculum focuses on promoting concepts which are essential for creating the foundations for entrance to a Kindergarten program.

## **DISCIPLINE**

Our discipline policy is consistent with the age and needs of your child. No type of physical punishment is permitted. Positive reinforcement and/or redirection are used with all age groups. We may also use time out or a private talk with a child. If your child is experiencing a change in his/her home environment that may affect his/her behavior, please let your teacher or director know. Communication is very important in these cases and we will work with you to address any problems that we observe. However, we do reserve the right to ask parents to make temporary or permanent arrangements for their child if a discipline problem cannot be resolved. If your child is ever expelled from His Kids Daycare they will not be eligible to re-enroll at any time afterwards. It is also at our discretion as to whether or not to enroll any child that has been expelled from any other center or program.

## **ABSENCES**

It is not required that you call to let us know your child will not be attending His Kids on a daily basis, however we do require that your children be in no later than 10 am. If your child has a doctor's appointment and will be running a little late we will accept them up to 11am if you have called in ahead of time. However, no child will be accepted after 11am for any reason.

## **ELEMENTARY SCHOOL CLOSINGS**

On days when school is closed and His Kids is not closed for a holiday, your school aged child may stay for an additional fee. Also during the summer, Christmas break

and Spring break we have a program for school agers. Please see the office for current rates. Please understand that we have very limited spaces for Christmas Break, Spring break and Summer. In saying that, if you sign your child up for those weeks, you must pay the extra fees for that space regardless of whether or not your child comes one day or all 5. You are committing to taking a space in the program for the duration of the week or whole summer depending on which you signed up for. When enrolling a child into our school aged program we reserve the right to deny entry into our program for any child that has been expelled from another school or daycare program.

### **TRANSPORTATION TO SCHOOLS**

We transport school aged children to Crystal Springs and Normandy Village Elementary Schools both in the morning and pick up in the afternoon. If your child rides our van please be aware that they will be required to follow safety rules which include wearing seatbelts and staying seated at all times. Also, if your child misses the daycare van at either morning drop off or afternoon pick up time we will NOT make an additional trip back to the school. If they miss the van in the morning you will be required to take your child to school and if they miss the van in the afternoon the school will be required to call you to come and pick up your child at the school.

### **HOLIDAYS**

We are closed on New Years Day, Martin Luther King Day, Good Friday, Memorial Day, July 4<sup>th</sup>, Labor Day, Veteran's Day, Thanksgiving Day, and the day after Thanksgiving, Christmas Eve and Christmas Day. If a holiday falls on Saturday we will be closed on Friday and if it falls on Sunday we will be closed on Monday. All regular fees apply even on a week with a holiday.

### **SUBSIDIZED CARE**

For those families that are receiving support from Jacksonville Children's Commission, please be aware that you are only allowed 3 absences each month. After that you are responsible for all tuition fees for any missed days beyond the 3.

### **NUTRITION**

At His Kids we will provide two balanced meals a day along with one snack. There is a weekly menu posted by the front door on the Parent Resource Board informing you of the meals and snacks that will be served. If your child has food allergies we require a note from a doctor stating this allergy. No food may be brought into the center except for birthdays and celebrations at which time additional snacks are allowed. Your child's teacher will inform you of these events and may ask parents to donate items for parties. On occasion we may ask you to bring a bag lunch and drink for a field trip or special event. This usually only applies to children that are Preschool, Pre-K age and school agers.

## **EMERGENCIES**

Our reaction to natural disaster will be governed by instructions given by local authorities. Before and after any storms we usually follow Duval County. If Duval County is closing offices in preparation for a storm then we will also close. After a storm we usually will follow Duval County guidelines but we may reopen before Duval County if we believe that conditions are safe enough. Should we decide to deviate from Duval County on the back side of the storm the following procedures will be followed:

- (1) We will always follow Duval County the 1<sup>st</sup> day after a storm.
- (2) A decision to reopen will be made by noon of the day prior to reopening.
- (3) By 3 pm the day prior to reopening the phone message at the office will be changed to reflect reopening orders. If however the telephone is not working, a sign will be posted on the center door. However, it is possible that if the phone is not working, we will still be closed as licensing requires that a working telephone is in operation at all times. We reserve the right to remain closed if daycare management feels that conditions are not safe.

It is crucial that children react in a safe and orderly fashion during emergencies, so we do practice routine fire drills so they will know what to do should a real emergency occur. If there is an emergency we will notify you.

## **INJURIES**

We take all precautions to prevent your child being injured during their stay at His Kids; however they are a normal part of growth and development as children learn to test their movements and limitations. You will be provided with an accident report for all injuries and notified by phone if the injury is serious. Please keep all phone numbers updated, this is very important.

## **CLOTHING**

Please dress your child in comfortable clothes that are made for play. Avoid belts, suspenders, and complicated buttons or snaps. Comfortable shoes (closed toes with backs, no flip flops) and washable clothing are necessary as days are filled with hands on experiences. Please make sure that you keep a change of clothes for your child in his/her cubby that includes pants, socks, shirt and underwear. Make sure all clothing is labeled with your child's name. Articles that look alike are not as likely to be lost.

Many children are wearing shoes called Heelys. We ask that you do not send your child to daycare with those type of shoes on. The school system does not allow them and neither do we. They are a hazard for tripping or falling, especially for school aged children who have to walk up and down stairs. Please keep these shoes at home. Your child's safety is our utmost concern.

## TUITION AND FEES

Like all businesses and your own home, His Kids operates on a budget. We count on receiving payment from you on time so we can make the purchases necessary to operate a quality program and pay teacher's salaries. For this reason, we have established policies concerning payment of tuition and other fees. Tuition is due on Monday. If your payment is not made by Tuesday at 6pm there will be a \$20 late charge. A reminder notice will be sent home on Wednesday and payment will be expected immediately. If your payment or arrangements has not been made by Friday of the same week your child will not be accepted the following Monday. If you have a problem making your payments please see the office and we will try to work out a resolution with you. It is at the Director's discretion as to when we will not accept your child for nonpayment reasons.

Tuition is collected (due) whether your child is at His Kids Daycare and Learning Center or absent due to sickness, school holiday or your own choice to keep your child home. After 6 months of full time enrollment you will be eligible for 1 week of vacation. School ages who drop in for holidays, non school days, or summer camp are NOT eligible for vacation weeks. Vacation is based on your child's enrollment date, not January through December. When you are planning on using your week's vacation you will need to put the request in writing with the date and child's name and place it in the payment box. All vacation days must be used in one calendar week, not by individual days or crossing one week into another. Any tuition not paid will be turned over to a collection agency. There is a payment box located by the front door for you to place your payment. Envelopes are provided for cash. Please place cash in an envelope and write your child's name on the envelope. All cash payments need to be exact change only, we do not keep change in the office. If you do not have exact change all money paid over the tuition amount will be applied as a credit. A receipt will be issued to you by the next day. If you are paying by check and would like a receipt, place the check in an envelope. If you do not want a receipt then just place the check in the box without the envelope. Please do not come to the office to make payments, all payments should be placed in the tuition box. If you have any questions about your account please call the office between the hours of 8-

4.

Please be aware that all children who are here on a full time basis even during the Christmas holidays and Spring break must pay their regular fees unless they are using a vacation week. This also applies to the VPK program. All children who are enrolled on a full time basis must pay their regular fees even if you keep your child home while there is no VPK program. You are paying for your FT spot in that classroom even if the VPK program is not in session. Only the part time VPK children have no fees to pay as the state pays their portion of the 3 hours that they are at His Kids.

## LATE PICK UP FEES

When you are late picking up your children, His Kids faces staffing and licensing issues. As a result, we charge a late fee of \$10 automatically at 6 pm plus \$1 per

minute, per child. Licensing only allows us to operate within certain hours. If you are going to be late you need to designate someone else to come and pick up your child(ren). If you are more than one hour late and we are unable to contact anyone on your enrollment forms the law requires that we contact social services who will pick up your child(ren) until you can be contacted.

## **RETURNED CHECKS**

We charge a late fee of \$20 for all returned checks regardless of reason for return. It costs us money at our bank if your check is returned. In addition, we require all payments to be made in cash after a returned check.

## **REGISTRATION/SUPPLY FEES**

A onetime registration fee is required. We do not charge by the child, but by the family. However if your child leaves the center and returns at a later date you will have to pay the registration fee again. In addition, a yearly supply fee is required for all ages, except school agers and infants. This is to offset the cost of art supplies used on a daily basis.

## **SPECIAL ITEMS/SHOW & TELL**

Show and Tell is important to your child. It gives them a chance to share something from home. Please only bring in items such as toys from home on designated Show and Tell days. Some children have a hard time sharing those toys and when brought in on a daily basis causes disruptions in the class. Remember, however, that His Kids will not be held responsible or replace items brought into the center. All items should have your child's name on it in case it is misplaced.

## **ILLNESS**

We are not licensed to provide care for children who are sick. Please keep your child at home if he/she has had: a fever in the past 24 hours, vomiting, diarrhea, pinkeye, wheezing, severe nasal discharge & sneezing or symptoms of a disease like chicken pox. We will send your child home during the day if he/she has any of the above mentioned illnesses. If your child should become ill while under our care, we will contact you to pick up your child immediately. Please pick up your child within one hour of our call as we do not have the facilities to isolate your child. If your child is sent home sick for any reason please do not bring them back the next day. All temperatures taken in the daycare are taken with oral/ axillary thermometers.

## **MEDICATION**

Whenever possible all medications should be given outside of His Kids center hours. Please send in only medicines that MUST be given during the time your child is here, as some medications can be given in the morning or evening to avoid bringing it to the center. Before any medications can be given to your child, we must have a written authorization from you. A medicine form is only valid for one week and for one medicine. A prescription medicine must have your child's name on it with the dosage stated on the label in the original container. Please do not ask us to give

your child over the counter medicine that is not age appropriate. If a medicine says consult a doctor for your child's age group we cannot give that medicine. We will have to have a note from a doctor stating it is ok to give to your child and contain the exact dosage information on the prescription.

## **ALLERGIES**

If your child has any allergies please let us know about it upon enrollment so we can take the correct precautions for your child. If allergy information changes or if they develop with age, please update the office.

## **FIELD TRIPS**

Throughout the school year your child's class may participate in field trips. Typically only Preschool, Pre-K and school aged children take field trips. Parents are encouraged to participate in all field trips! We may ask you to provide a bag lunch and drink for trips that occur during the lunchtime hour. Some field trips may incur a fee. If so you will be told in advance of any trips. You will also be required to sign a permission trip for any event that takes your child off the premises of His Kids Daycare. If you choose to not have your child participate in a field trip please keep them home for that day. We will not be able to place your child in another classroom while their class is gone on the trip

## **LOST AND FOUND**

Please be sure to label all clothing and blankets with your child's name. We are not responsible for lost items and will not monetarily replace them. Any item found without a name will be placed in the lost and found box by the front door. After a period of time those items are donated to charity. If you have a special item like a blanket or piece of clothing please do not bring it to daycare. We cannot replace special items.

## **PARKING**

We have many parking spaces all around our facilities. We ask that you do not park near the carport area near the front door unless it is raining when you drop off and pick up your child(ren). On those days when weather is bad, please limit your time under the carport to 3 minutes so that the next parent will be able to get in and out quickly with their child(ren). Please drive SLOWLY in our parking area. Being late to work or acquiring a late pick-up fee is better than causing an accident involving a child who runs into the parking lot. We have speed bumps in place to help with the speed issue. Also, please DO NOT leave any valuables, other children or purses in your car. We have had several incidents of cars that were broken into in less than the 2 minutes it takes a parent to come in and drop off their child. Each time a purse was stolen. We cannot be held responsible for any valuables that you leave in your car.

## **FUND RAISERS**

On occasion we have fund raisers and will ask you to participate in them. You are under no obligation to do so but we appreciate all those who do. We usually designate a particular fund raiser to a specific goal and will let you know what that is so you know where the money made is going to. Typically it is to improve or add to our playgrounds, classroom toys, or computer equipment. Thank you to those who help out with these events.

## **SPECIAL SERVICES**

Every year we usually have several agencies that come in and screen our children with your permission for dental, vision and hearing. These services are provided at no cost to you but through Duval County. They are usually for children ages 3 and up. We also have literature on Child Find which helps with children who are delayed in speech, playing, seeing, walking, and hearing. After your child has been enrolled here at the center and we notice a delay in any of these areas, we may suggest Child Find to you to have the child assessed. We will do all that we can to help your child be prepared for the public school system and Child Find is the agency to do that.

## **SMOKING**

We are a smoke-free facility. There is to be no smoking on the property at any time. This rule applies to our staff as well as parents and visitors. Also if you are a parent/visitor who accompanies your child on one of our field trips we ask that you do not smoke while on the field trip. We believe that setting a good example is the best thing for the children and we do not allow smoking on trips. If any parent insists on smoking during a field trip they will not be allowed to participate in future trips.

## **VACATION**

Children enrolled in our center Full Time are eligible for a one week vacation credit. A minimum of 6 months of enrollment is required to use the credit. Vacation credit may only be redeemed for five consecutive days, beginning on Monday and ending on Friday. Other than your free vacation week you are required to pay tuition whether or not your child attends.

## **VOLUNTEERING OPPORTUNITIES**

We're proud to serve parents who are involved with their child's growth and development at His Kids. Our hats are off to you for making the time in your busy schedule to prioritize spending quality time with your child in their school environment. We think that's awesome!

In an effort to provide the optimal field trip or classroom volunteering experience for both parents and children, we ask that you make note of the following tips:

- 1) Please remain with the group; separating can make head counts difficult for the teacher

- 2) Refrain from smoking while with the group; we are required to maintain a NO SMOKING policy during both on campus and off campus activities
  - 3) Communicate with your child's teacher if you need to make a detour or require a break
  - 4) If you observe any behavioral problems please notify the teachers and allow them to provide redirection and council (unless the child is your own or the situation is emergent)
  - 5) In fairness to all children in the group, please snack and drink during designated break times; this will promote equality among the children
- Thank you for your willingness to be a part of this memorable experience in your child's life!

We hope that your time with us will be a pleasant one and that your child will have many fun learning experiences at His Kids. If you have any further questions that are not covered in this handbook please feel free to see the office.

We reserve the right to revise this handbook in its entirety or in part at any time as we deem necessary. Any changes in rules will be communicated to all parents.

Updated 07/07



# CHILDREN & FAMILIES

## IMPORTANT INFORMATION FOR PARENTS

Within thirty days (30) of your pre-school child's enrollment, Florida law requires you to provide the child care operator with two very important documents which verify your child's health status. Your center has the option to require both of these important documents prior to the first day of attendance. The medical records are your property and should be returned to you whenever you withdraw your child from child care.

1. **Physical Examination** - Each child must have a valid health examination certificate (Student Health Examination Form). The certificate must be signed by a medical professional and is valid for two years from the date the physical examination was conducted.

2. **Current Florida Certificate of Immunization** - Florida law requires that your child's immunization information be written on a large blue card called a "680" form. This certificate must be signed by a medical professional and document the expiration date.

Both of these forms are available from your pediatrician, family doctor, or the local public health department. They are familiar with these forms and are aware parents need to provide them to child care providers.

These documents should have your child's name, date of birth, and an authorized signature. The large blue immunization card must have the immunization information and an expiration date. As a consumer, you have the right to receive correct and accurate information. Make sure the immunization form is complete before you leave the doctor's office!

If you have recently moved here from another state, you will need to take your child's immunization record to a local pediatrician or health department to be transferred to the required "680" form.

If you can't get an appointment with your doctor in time, the health department can provide your child with the needed shots. Your local county health department's phone numbers are:

Duval	630-3224
Clay	269-6340
St. Johns	825-5055
Nassau	277-7280
Baker	259-6291

You should be aware that the day care center can receive an administrative fine for failing to have this information. Even more importantly, they will be required to exclude your child from attending child care until it is received. Please cooperate with your child care center in obtaining these vital records. Should you have any questions, please contact your local county public health unit.

A copy or facsimile of a completed DH-680 Certificate of Immunization and physical examination are acceptable. However, the original documents are preferable.