

Parent Handbook



Kids Place 2 Explore & Learn LLC  
9371 N. LOWER SACRAMENTO RD STOCKTON CA 95210  
Monday-Friday 730am-530pm 209-478-616  
kidsplacestockton@gmail.com

Updated 6/05/25

Kids place 2 explore and learn LLC  
9371 N. LOWER SACRAMENTO RD STOCKTON CA 95210  
209-478-6161

Parent handbook (will be emailed)

I \_\_\_\_\_ have read this agreement carefully and understand the policies and procedure of Kids  
Parent/ Guardian name  
Place 2 Explore and Learn LLC.

I have received a copy of the Parent Handbook.

Child/dren  
Name: \_\_\_\_\_

Parent's  
signature \_\_\_\_\_ Date: \_\_\_\_\_

Director  
Signature \_\_\_\_\_ Date: \_\_\_\_\_

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### Our Mission

Our mission is teaching through developmentally appropriate curriculum and practices with meaningful hands-on experiences and exploration of the child's interests. We provide opportunities for children to develop self-regulation, physical motor skills, and communication skills with plenty of room for arts and creativity. We strive to teach school readiness skills through fun and exciting ways. Activities include constructive play, circle time, group time, and outdoor time. Success can only be achieved through the involvement of parents and we actively seek parents' support. Our program includes a unique approachable center environment and staff that give that extra personal care and a family-like atmosphere. Let's make a difference that will last a life time!

### Our Philosophy

Our philosophy is to be active role models to the children; children learn by example. We believe that Positive reinforcement is important for children to develop positive self-esteem. We feel no child is too young to learn to share, take turns, and participate, as well as learn good manners. Children need an environment that supports free expression and stimulate learning in all areas. By maintaining curriculum actively engaging for the children's success we believe that everything can be taught during early childhood development.

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Each child is unique and develops at their own pace. In order to respect those individual needs, we will place each child in the appropriate classroom based on the child's social, emotional, cognitive and physical development. It is our goal to make Kids place 2 Explore and Learn LLC a safe place for all children, regardless of ability, to be challenged and grow. We meet the child where they are developmentally. Classrooms will be assigned each August and the children will remain in their classroom for the entire year unless an unforeseen issue arises or in the case of the child ages out of the classroom and is developmentally ready. We will also consider a move if the child is advanced and other unforeseen situation with the ultimate goal being the child's best interest.

-Preschool Program: Ages 24months –Kindergarten

### **Enrollment Procedures**

- All paperwork must be completely filled out and turned in prior to first day of attendance.
- All children in care must be current on immunizations. Parents must provide current immunization records prior to first day of attendance.
- Child assessment DR use Form LIC 701 Physicians report and TB clearance
- Enrollment fee must be paid prior to first day of attendance.
- One week deposit and first week's tuition must be paid prior to first day of attendance.
- Parent must attend orientation/meeting prior to first day of attendance. Orientation/meeting includes topics on schedule, tuition payment, and policies and procedures.
- Parent must sign up to Procure app. It is our **#1 source of communication**
- Enroll on Auto pay using [www.Procare.com](http://www.Procare.com) **#1 preferred form of payment** and best for accounting records
- Please refer to Form LIC995 "Parents rights" and LIC613A "personal right" to know you and your child's right while enrolled in our licensed program

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### **Arrival/Departure Times**

We offer many programs with different schedules. Please follow your contracted schedule (refer to your admissions agreement for specific hours) It is important for children to arrive and depart on time in order for the program to comply with licensing requirements. Difficulty in complying with the classroom schedule may result in a loss of placement. Parents are encouraged to discuss individual scheduling difficulties with program Director. All families must enter and exit at the front door only.

### **Children not picked up by closing**

If a child is not picked up by closing time and the teacher has not been contacted, she will try to reach both parents, and then the other people on the emergency contact. As required by the State, if no one can be reached, the police will be contacted and the child will be reported as abandoned.

### **Sign-In/Out Procedures**

An adult must always accompany a child into the Center and sign him/her into sign-in using the tablet and walked in the classroom. For licensing requirements, you must sign your full name (do not allow your child to sign themselves in and do not scribble). Children will not be released to anyone other than a parent or other person(s) designated in writing by the custodial parent(s) on the Emergency Information Sheet (Children will not be released to anyone under the age of 12). A verbal approval by parent may be accepted under emergency circumstance and a written permission must follow as soon as possible. Responsibility for your child is yours once you have signed him/her out at the end of a session. Children tend to become extremely excited when parents are present therefore, for the safety of your child and the safety of other children parents are asked to keep their child supervised during pickup time. Please do not allow your child to open the main door. **Certified custody orders** must be provided to the program Director prior to enrollment. Any changes in custody orders must be provided to the Kids Place 2 Explore and Learn LLC immediately. A release form must be on file, specifying who is to drop-off and pick-up child(ren) each day. Photo ID's are required of all individuals not known to the staff. No child will be released to an individual not specified on form LIC 700 authorized by the parent.

### **Releasing your Child**

If a parent or adult appears to be under the influence of drugs or alcohol, the staff of Kids Place 2 Explore and Learn LLC may request the parent or adult to contact someone else to transport the child safely. If the parent or adult refuses, Kids Place 2 Explore and Learn LLC reserves the right to contact the local authorities with the name and license plate number of the impaired person. Form LIC700 will be used to identify individuals authorized by parent to pick up the child.

### **Daily Schedule**

All curricular areas are included in the daily/weekly plan: arts and creative expression, music and movement, nature and science, physical and outdoor activities, language and literature. Meals are provided. Parents must provide water bottle.

Each class session includes child-selected play time where children structured their own activity as well as academic teacher-directed times such as large and small groups. The program operates from **730am to 530pm**. We offer a variety of schedule/sessions. Minimum attendance for any child is three sessions per week, either three mornings or three afternoons (when class offered). Parent must follow their contracted schedule as the program offers transitions and provides hourly drop-in care but most important the staff must always be within ratio safety and licensing regulations

\*Limited Spaces Available

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**Sample Activity Schedule**

<i>Preschool Classrooms Sunshine Room, Rainbow Room and Yellow Room</i>	
Constructed play	730am-9am
Circle time	9a-945a
Academic Group time	945a-10:30a
Am snack	10:45a-11a
Am outdoor	11a-1130a
Lunch	1130p- 12p
Nap	1p-3p
Pm snack	3p-3:15p
Pm outdoor	3:15p-4:30p
Free play	4:30p-530p

**Separation**

It's expected that young children may have a hard time separating from their parents (and vice-versa!). The staff is trained in making this transition as easy as possible for both the child and the parent. Parents are asked to say a prompt, friendly goodbye to establish and maintain a consistent "separation ritual" to help children make an easier separation. If you have any concerns about separation, please feel free to discuss them with your child's supervising teacher and/or the program Director.

**Nap Time 1pm-3pm**

If your child is attending full-time, he/she is required by State law to rest. Each child should bring crib sheet and a light/small blanket to rest on. Parents are required to take home the sleeping bag for laundering on the last day of attendance of each week and bring them back on the first day of attendance for each week.

**Health & Safety****Ill Child Policy**

•fever over 100° within the last 48hrs	•runny nose that is green or yellow (this usually indicates an infection)	•conjunctivitis (pink eye) •yellowish skin or eyes
•severe cold    •severe cough    •flu	•vomiting    •diarrhea	•rapid or labored breathing
•any contagious illness of any sort that results in child being too ill to participate in daily activities.	•unusual rash, any open sores or wounds that are not bandaged or covered with a scab	•head lice

It is very important that sick children do not come to the program. The children use the same washroom and they often "mouth" the same toys. They are often very affectionate with each other and it is very difficult to keep a sick child from infecting everyone else. Kids Place 2 Explore and Learn LLC will not accept the child for care if any of these symptoms are present or have been present within the last 24 hours.

The child may return to program 48 hours after his or her temperature has returned to normal, 24 hours after the child is no longer vomiting, or 24 to 48 hours (depending on the illness) after the first dose of an antibiotic. If a child receives an antibiotic for an ear infection he or she may return to school immediately if he has been free of other symptoms mentioned for at least 24 hours. The supervising teacher may exclude any child who appears ill. Billing credit will be given only in cases of long-term illness. We would appreciate you calling the office when your child must stay home due to illness and advise us of any contagious condition.

It is parents' responsibility to find alternate care for your child when he/she is sick. Parent will be contacted to take your child home if he shows any signs of illness. First-aid will be administered for all minor injuries. If necessary, parents will be notified. 911 will be contacted if the injury is considered more than minor.

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**Daily Health/Development Check**

Upon entering our center, our staff will make a “well child” check of each child. The child must be symptom free (see above Sick Child Policy) and be capable of participating in the day’s activities to remain within our program that day. It is our policy to take children outdoors on a daily basis (weather permitting).

**Medication Policy**

If your child is on medication that needs to be administered while he or she is at Kids Place 2 Explore and Learn LLC the medicine must be in the original container and labeled with the child's name, the doctor's name, the name of medication, the dosage, the expiration date, and when the medicine is to be given. A Medication Permission form must be filled out and signed, giving Kids Place 2 Explore and Learn LLC staff permission to give the medication to your child. Both the director and the child's teacher will be responsible for dispensing the medicine, and you must discuss any medications with the teacher and director directly, to make certain that there is no confusion about dispensing the medication. This is particularly true if your child has a substitute teacher for the day. Medication will be administered and logged (please check log regularly). All medication will be returned to the parent/ guardian. Staff will not be able to administer medications by needle or over the counter medications. Children are not allowed to self-medicate, and should not bring any medicines with them this includes lip balms and cough drops.

**Immunization Requirements**

As required by California State Law, every child in attendance at the center must submit a current written medical assessment, including an immunization history, within 30 days from initial enrollment and provide an updated record of immunizations throughout their time enrolled in the program. If a parent/ guardian fails to meet this requirement the child must be excluded from the program.

Exceptions to this policy are a physician notification that the child could not be administered an immunization for a specific reason and must state how long the exemption is valid.

**Emergency Care Procedure**

Teaching staff are trained in the usage of infant/pediatric CPR and first aid. Minor cuts and abrasions suffered while at Kids Place 2 Explore and Learn LLC will receive proper care. Incident will be logged in the injury log Parents are also required to log any and all injuries not occurred in the program. Please note that Kids Place 2 Explore and Learn LLC are required to log any injuries observed on your child that may have occurred outside of the school. **If a medical emergency arises, a parent will be contacted before any emergency treatment takes place, unless doing so endangers the child's life.** In such a case, necessary steps will be taken, putting the child first (calling ambulance, hospital, doctor, poison control, and so forth). If a parent is unable to be reached, the other adults designated on the child's Emergency Information Card will be contacted. If a medical emergency happens off-site, these same procedures will be followed, except that we will transport the child to the nearest hospital. All expenses incurred by the emergency services will be fully the responsibility of the parents. Form LIC700 will be used to identify emergency contact authorized by the parent

**Toileting**

Transition can be a challenge for some young children, and teachers will remind each child to use the toilet when necessary. Individual differences will be accounted for within this process. Some children may need more time than others to fully manage this transition. As accidents will happen, particularly in the first few weeks, please be sure to provide extra underwear and a change of clothes in your child's cubby. And remember to take your child's dirty clothes home.

If your child is an Infant or Toddler, please make sure your child has plenty of diapers in his/her cubby since We do not provide diapers nor wipes. We will inform you when we are running low on supplies please bring diaper and wipe the next time your child comes to school. Pull-ups are difficult for changing, so please use regular diapers. Toilet training is a part of growing up. We will be happy to work with you and your child in this process. Before transitioning your child

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from diapers to underwear, please speak with your child's supervising teacher. **Toilet training requires the child to wear pull-ups at all time unless fully potty trained** (additional information will be provided for toilet training)

**School Clothing (please label all belongings)**

Please dress your child in play clothes in which he/she can feel free to get dirty, as we regularly engage in wet and messy activities. Backless or slick-soled shoes are inappropriate for school. It is a good idea to bring along a sweater or jacket on all but the hottest days. Our playground can be windy and cool, and part of each day will be spent outside. Also, please dress your child in clothes that are easy for him to manage. Remember to label all clothing with your child's name. Each child is assigned a personal cubby space for his/her use. Please bring an entire change of clothes (pants, shirt, underwear, socks) for your child to keep in this cubby (and check regularly so replacements are on hand). If your child needs a change of clothes and none is found in the cubby, parents will be called and asked to bring a set.

**Discipline & Limit setting**

Kids Place 2 Explore and Learn LLC program's approach to discipline and conflict resolution is grounded in a respect for children, the development of self-esteem and the building of problem-solving skills. Using affirming guidance and positive direction, teachers help children understand the limits of appropriate behavior in a classroom setting. Interventions are focused on helping children understand the consequences of their behavior, reminding them of acceptable alternatives (walk instead of run) and redirection. The goal is to help children build self-control and develop autonomy. Punitive disciplinary measures, such as scolding, corporal punishment are unacceptable and inappropriate. In solving interpersonal conflicts, Supervising Teachers guide children in recognizing each other's needs and point of view and in coming up with acceptable, workable ideas to solve the problem. The goal is to help children develop the skills to be successful social negotiators and to rely on non-violent means of resolving their conflicts. It is important to give children an opportunity to problem-solve on their own. By jumping in too soon with the solution, adults teach children to rely more on adult authority than their own resourcefulness in solving problems. As the program's goal is to promote the physical and emotional well being of each child in our program, situations consistently endangering a child or children will not be permitted. Children who consistently engage in such behaviors are subject to discontinued enrollment.

**Biting policy**

Biting is a natural developmental stage that many children go through. It is usually a temporary condition that is most common between thirteen and twenty-four months of age. The safety of the children at the center is our primary concern. The center's biting policy addresses the actions the staff will take if a biting incident occurs.

Toddlers bite other toddlers for many different reasons. A child might be teething or overly tired and frustrated. He or she might be experimenting or trying to get the attention of the teacher or his peers. Toddlers have poor verbal skills and are impulsive without a lot of self-control. Sometimes biting occurs for no apparent reason. The center will encourage the children to "use their words" if they become angry or frustrated. The staff members will maintain a close and constant supervision of the children at all times.

The following steps will be taken if a biting incident occurs at our center:

- The biting will be interrupted with a firm "No...we don't bite people!"
- Staff will stay calm and will not overreact.
- The bitten child will be comforted.
- Staff will remove the biter from the situation. The biter will be given something to do that is satisfying.

- The wound of the bitten child shall be assessed and cleansed with soap and water. If it is determined that there was a blood exposure further steps need to be taken.
- Parents and staff will create a plan to prevent child from continuing to bite and if the biting persists for an unreasonable period of time the child will be removed from the center. (please keep in mind the biting more likely will continue and we have to allow time for change)
- The parents of both children will be notified of the biting incident. Appropriate forms will be filled out (Incident Report). *Note: If a bite requires medical treatment, a copy of the incident report must be mailed to the licensing consultant within 7 calendar days. See Child Care Requirements Licensing Guidelines Section .0802 (d)*  
**EMERGENCY MEDICAL CARE**

### Food Policies

A nutritious snack is served during each class session. Parents desiring to bring a snack to celebrate a birthday are invited to do so items MUST be store bought. Please consult your child's classroom teacher for suggestions. Children not attending within the serving time for meals will not be served please, make sure to feed your child before bringing him/her to the program. Discuss serving times with teacher. Meals not served by the program must be consumed outside the premise. Please, do not bring child with a half eaten meal to finish in the program. Parent will be asked to take the food back with them. Licensing does not permit any sweeten drinks in the premise. Please do not bring any drinks other than water. If your child has allergies parents must notify program director prior to first day of attendance and specify clearly what the child is allergic to and the affects the child shows in order to identify when the child is experiencing an allergic reaction.

### Things to Bring and Not to Bring

Children are encouraged to bring "companion" items to school, such as a favorite stuffed animal for naptime. Please leave toys, books, etc. at home. In the past, we have found that most young children like to bring things from home but may not like other children to use them. Kids Place 2 Explore and Learn LLC is considered a Kid Safe Zone, and as such, children should not bring any toys of destruction, which include toy guns or weapons of any sort, dangerous materials of any sort, fireworks of any sort, or drugs not prescribed for your child. Share Days may be scheduled periodically. On these days, toys and appropriate objects from home are welcome (your teacher will provide additional information).

### Ointment and sunscreens

Ointments must be prescribed by a physician for regular use. Sunscreen will NOT provided nor administered, sunscreen must be applied prior to child's arrival.

### Holidays and Other Celebrations

The population at the Kids Place 2 Explore and Learn LLC is diverse and multicultural, bringing a wonderful richness to everyone's experiences. Kids Place 2 Explore and Learn LLC is a place where adults and children from any background can feel comfortable, welcome and respected. Holidays from a variety of cultures are a valuable way of recognizing the similarities and uniqueness of different cultures, for example the use of food, dress, crafts and/or songs in the celebration, while also appreciating the diversity in the forms these aspects take. Supervising Teachers are encouraged to solicit the help of the parents of the children in their class who are from different cultures and ask them to share information and resources about their culture's holidays and ideas for activities that would be appropriate for the children. Such information can be incorporated within the universal aspects of traditional American holidays.

Birthdays are very special events, which give children a sense of themselves as growing individuals. While birthday parties, with all of their accessories, are not appropriate at the Kids Place 2 Explore and Learn LLC, acknowledging and celebrating a child's birthday are essential to promoting self-esteem. Parents may bring birthday snacks (store bought only).

**Tuition procedures** (Please see below pages 11-13 for details on tuition and fees) Must sign up with app Procure to make tuition Payments Tuition is based upon a weekly and monthly rate. Families are billed at the beginning of each week/month. Tuition is not reduced for absences, holidays, vacation, or for other days program is closed. Invoices and receipts will be emailed. Tuition is due on the Monday and considered past due after the Tuesday of each week and late

fees will be accessed. Make payment payable to Kids Place 2 Explore and Learn. Please retain the receipts for your records.

Please Note: A late fee of \$10.00 will be applied to tuition paid after the Tuesday of each week additional \$10 for each day payment is late. If by Friday of that same week no payment is made children will be dropped from the program and a reinstatement of \$100 must be paid prior to child returning. No cancellation of fees will be made except in the case of long-term illness of the child. Parents must advise the program director, in writing, One month's prior to dropping their child from the program, or tuition will continue until written notice is received. There are no substitutions or refunds for days missed

### **Parental Roles and Responsibilities**

Must read and follow all Kids Place 2 Explore and Learn LLC rules and regulations. Please complete child's developmental form and include any physical needs. The director will share classroom and information with teacher. Supportive family relationships are essential to providing a good program for young children. Teachers are available for on-going communication with parents by using **Procare** app as our #1 source of communication. parents can also email us. In addition, special conferences may be requested with teachers, teacher's assistants, and/or the director. We would appreciate if parents schedule time to volunteer on a regular basis. Brief visits tend to be disruptive to the child and the class. We also ask that if parents have concerns and would like to speak to any staff that parents schedule an appropriate time since it can be very challenging to carry a conversation during session hours. Kids Place 2 Explore and Learn LLC has an open-door policy while your child is in attendance. Parents wishing to socialize with other parents are requested to do so away from the classroom.

### **Computers**

At Kids Place 2 Explore and Learn LLC, we believe teachable moments arise from many different situations. We believe that computers, when used properly, can be a highly effective educational tool. Therefore, Kids Place 2 Explore and Learn LLC does have a computers for special programs used in conjunction with educational themes .

### **Program: Closure days**

Kids Place 2 Explore and Learn LLC observes the following holidays: New Year's Day, Martin Luther King' B-day, Presidents Day, Memorial Day, Independence Day (4th of July), Labor Day, Veterans day, Columbus day, Thanksgiving Day and the day after, a week beginning Christmas eve to after New years day, staff development day (parent will notified in advance of the dates)

If any of these holidays fall on Saturday, we will close on the Friday before. If the holiday falls on Sunday, we will close on the Monday after.

Each family is required to pay the weekly tuition fees, whether or not the child is in attendance. This includes all the days the program is not open (refer to list above).

**NOTE:** Christmas and New Year closure requires payment during any part of the year that you withdraw you child from the program, it is prorated base on weeks for attendance. For example if you child start July 1 and withdraw October 31st. fee owed would be 18 weeks. A worksheet will be provided per family since each family had a different enrollment schedule.

### **Trial Period**

The first 2 weeks are on trial basis tuition for trial weeks are due and collected. Kids Place 2 Explore and Learn LLC is sensitive to everyone's needs and understand that not all people are compatible with one another therefore, during the first two weeks there are NO 3 weeks advance notice required from neither parties parents

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and Kids Place 2 Explore and Learn LLC. After the two week trial parents must give a 30 day written notice to the director prior to ending the contract. Without a notice the deposit will be used to cover the lack of notices and cannot be used toward the last week.

**Discharge of center**

If for some reason you decide to discontinue your child's relationship with Kids Place 2 Explore and Learn LLC, requires a one month's written notice. This will give us time to fill your child's spot. Payment is due for the three-week notice period whether or not the child is brought to school. Any outstanding fees must be paid on or before the child's last day. If legal action to collect fees becomes necessary, the parent(s) will be responsible for legal fees incurred. Under most circumstance, if Kids Place 2 Explore and Learn LLC feels it can no longer enroll your child, you will be given a two-week notice. However, if your child exhibits behaviors that endanger other children or staff, expulsion can be immediate.

**Examples of reasons for expulsion** include (but are not limited to):

2. Failure of child to adjust to Kids Place 2 Explore and Learn LLC after a reasonable amount of time.
3. Our inability to meet the child's needs without additional staff.
4. Failure to provide waiver documentation of state required immunizations.
5. Behavior (including biting) that endangers other children or staff.

Part-time Schedules At times Kids Place 2 Explore and Learn LLC may accept unusually schedules to fill up an opening. If at any time part-time schedule conflicts with the needs of Kids Place 2 Explore and Learn LLC we reserves the right to first offer families the option to change schedule to available opening and if the available schedule does not meet family's needs Kids Place 2 Explore and Learn LLC may discharge the family in order to meet business needs.

**Additional information**

- Be advised that smoking is not permitted while children are in care.
- Parents to refrain from using inappropriate language in or around the facility.

**Emergency preparedness**

- Fire drills are conducted once a month and the children and staff gather outside in the parking lot (please always drive careful around the parking lot and do not be alarmed in the event we are conducting a drill during your visit)
- Utility interruptions/bomb and other threats: When power goes out the safety of the children is priority and if power will be out for longer than 1 hour (depending on the time of the day and the season) center will have to close and parents will be notified and required to pick up their child. Staff may call parents at any time to pick up their child if their ability to maintain the child's safety is in question

**Emergency Evacuation Procedure:**

- In the event of an emergency that requires us to evacuate the daycare, we will take our emergency kit and all the children to our emergency meeting place the **Oakwood school**, located at **1315 Woodcreek Way Stockton CA 209-953-6200** . (when transportations is available our second location **1767 W Hammer Lane Stockton 209-937-8801**
- Children will be transported in staff vehicles and parent vehicles. **When possible we will leave a note at the door, send a message using Procare and call the parents.**

**Mandate reporters of child abuse:**

- All staff employed at Kids Place 2 Explore & Learn LLC are mandate reporters required by law to report any suspicion of child abuse or neglect.

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### Program fees

*No business can run without funding, therefore the following policies have been developed to promote the high quality services, materials, supplies, and well-trained, educated staff at Kids Place 2 Explore and Learn LLC. Financial terms will be finalized upon parent signing the contract.*

**Enrollment Fee** In order to reserve a child care space in the program and to cover the cost of filling paperwork, a non-refundable Annual enrollment fee of \$210.00 is due when you enroll your child and \$105 (50%) due for Re-Enrollments If account placed on hold longer than a month. Registration fee is a recurring annual fee due on anniversary . No child care spot will be reserved without an enrollment fee. Holding fees apply if you are requesting a holding period of more than one week. Tuition payments for the first week are due on the child's first day of attendance..

#### Deposit

One week's deposit is required with enrollment fee **when paying weekly no deposit required for monthly**. Deposit may be credited toward last week's payment when providing **one month's** written notice prior to ending services with Kids Place 2 Explore and Learn LLC

#### Holding Fee

When Kids Place 2 Explore and Learn LLC agree to hold an opening we give up the right to fill that position and to receive tuition from that position. For this reason a non-refundable holding fee is required to hold an opening when a child's start date is more than one week after enrollment. This fee will be three-quarters of the regular weekly fee, and will be due on the Monday of each week that the opening is to be held, beginning on the date that the opening becomes available. If payment is not received by 5:30 on Monday, the opening will no longer be held and any fees or payments that have been made will be forfeited.

#### Tuition

Tuition payments are used to provide the highest possible quality of care and environment for your child. Tuition is based on the schedule recorded on the Parent Contract and is due on the morning of the first day of attendance each week. Payment is considered past due if not paid in full by 5:00 PM Monday of each week; at which time a \$10 late tuition fee will be charged daily until tuition and fees are paid. Late payment of tuition may cause child care services to be suspended without notice until full payment is received. Pre-paid fees including over payments are non-refundable; it is your responsibility to ensure that the correct amount is paid. Tuition may be paid by check, money order, or in cash. You will receive a monthly statement recording your payments as well as any additional charges due or credit given. At least two weeks' notice will be given before a rate increase is put into effect.

#### Late Tuition Payment Fee

At Kids Place 2 Explore and Learn LLC child care services must be paid for in **advance** of receiving the services. Tuition is charged on a weekly basis, and is due on first day of each week. A late fee of \$10 will be charged if payment is not received by Monday of the week during which care is provided. \$10 Late Fee will be charged daily until the tuition is paid in full (if by Friday of that same week tuition is not paid in full services will be refused). Prompt payment of tuition is necessary to ensure that the program can continue to function.

#### Automatic tuition payment Program (ATP)

Kids Place 2 Explore and Learn LLC offers an automatic tuition payment program to our parents **Procare app**. This service provides for direct withdrawal from your checking or savings account to pay for your child care services. This easy and convenient program helps to avoid late fees and keeps your account in good standing. Any parent who carries a balance is required to be enrolled in our (ATP) payment program, or their child will be denied service until the bill is paid in full. Changes to (ATP) accounts are processed the month following the request. Change requests will be approved or denied based on the balance of the account.

#### Payment tuition Procedure

You may pay by cash, check, or automatic (ATP) deduction **Procare app**. If a payment is returned, you will be notified and assessed a \$45.00 returned check fee. Your child will be denied services until restitution is made. Each family is required to pay the weekly/monthly fee whether or not the child is in attendance. This includes holidays and all other days the school is not open. On certain holidays, when unusually low attendance is expected, attendance sheets will be posted. If attendance will be extremely low, Kids Place 2 Explore and Learn LLC may opt to close the school. However, parents will still be responsible for tuition. This weekly fee ensures that the child's spot is held for him/her. Drop-in care (when available) will continue to be charged on a per use basis.

#### Sick Time Credit

No tuition credit will be offered for days that a child is sick. The program operates on a tight budget with expenses that occur whether or not an individual child is present. Therefore, we do not reduce the tuition for absences due to illness. There are no substitution for days missed.

## Parent Handbook

Kids Place 2 Explore & Learn LLC  
9371 N. LOWER SACRAMENTO RD STOCKTON CA 95210  
Monday-Friday 730am-530pm 209-478-616  
kidsplacestockton@gmail.com

### Absences

There are no refunds or credits for absences such as vacations, sickness, mishaps and holidays. There are no substitutions for days missed.

### Tuition Discount

When a family enrolls more than one child for full time care, the full fee will be charged for the youngest child and a 5% discount will be applied to the tuition of older siblings. The discount only applies to full time schedules.

### Unemployment Abatement Program

In the event of a job loss, please contact the director. We feel very strongly that it is important to continue your child's education though these difficult circumstances. As such, Kids Place 2 Explore and Learn LLC offers a Tuition Abatement Program for parents who have suffered a job loss ( proof of unemployment must be provided in writing). Kids Place 2 Explore and Learn LLC will provide a 15 percent discount on your child's tuition for existing families only on your child's tuition for 2 months and benefits cannot extend.

### Maternity Leave Abatement Program

Welcoming a new baby into your home is a very special time. It can be both joyous and stressful, especially if your maternity leave causes you to lose childcare subsidy benefits, or if your employer does not provide paid maternity leave. It is important for young children to be secure in their routines during this transition period. As such, Kids Place 2 Explore and Learn LLC offers a Maternity Tuition Abatement Program for parents that are similar to our Unemployment Tuition Abatement program. The benefits we offer is 15 percent discount on your child's tuition for up to six weeks for existing families only. Its benefits cannot extend for more than six weeks.

### Subsidy Programs

Kids Place 2 Explore and Learn LLC welcomes subsidy program! In order for Kids Place 2 Explore and Learn LLC to accept a family enrolled in a subsidy program a written contract issued by the contracting agency approving payment and schedule must be provided prior to child's first day of attendance. Co-payments are usually due when participating in subsidy program since the payment issued by the program do not cover the full amount due to Kids Place 2 Explore and Learn LLC. Parents are responsible for co-payments and any amounts not paid by subsidy agency. Co-payment will be discussed in details with parents during enrollment.

There will be a reinstatement fee of \$100 per day full time or \$50 for part time if for any reason the subsidy program is discontinued or will not payment.

Payment must be submitted immediately on the last day of care the subsidy program ends. For example; if the contract ends July 1<sup>st</sup> then payment is due the same day.

### Overtime Fee/ Late Pick/Late drop off (cut off time is 10:30am for full time students )

It is vital that you follow your contracted schedule to maintain legal staff-child ratios as well as the quality of care you expect. Therefore an overtime fee will be charged if your child is dropped off or picked up more than 5 minutes outside of your contracted schedule or is on the premises before 7:30am or after 5:30pm. To comply with the center's closing time of 530pm, please be sure your child is signed out before 530pm and is off the premises immediately thereafter. The overtime child care fee will be \$2.00 per child per minute for each minute. Parents must notify when running late. Payment is due regardless of notification. Late pick up fees apply to all schedules including half day programs and family in the subsidy program. Late fee due upon each occurrence

### Safe Arrival Fee

State regulations require that we ensure the safe arrival of children to the program each day. If a child does not arrive within 60 minutes of his/her scheduled time without notification that the child will be late or absent, we are required to contact the child's parents to determine the whereabouts of the child. A fee of \$5 per call will be charged for each occurrence.

### Withdrawal from Program

Withdrawing from the program requires a **one month's** notice to the director (please request withdrawal form from director/or **download from our website**). No deposit credit will be returned in the event notice is less than 3 weeks or no notice was given..

### Tuition challenges

Please, notify the director of any problems with your ability to pay your bill. Families who carry a balance must enroll in our (ATP) automatic tuition payment program. All balances must be paid in full or services can be discontinued and legal proceedings can be commenced, at the discretion of the management.

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### Denial of Service

If an account becomes severely delinquent, or if a parent bounces a check or an (ATP) payment and does not make immediate restitution, the child can be placed in "Denial of Service," at the management's discretion. When service is denied, the child cannot attend class. However, the parent remains liable for service fee. The child will be denied service until the situation is adequately corrected, as determined by the management.

### NSF Fee

The program needs to maintain an adequate cash flow in order to continue, therefore a fee of \$45.00 will be charged for any check returned due to non-sufficient funds (NSF). In addition to the NSF fee, parents are responsible for all charges assessed due to NSF checks. NSF checks will be re-deposited once and if returned a second time a cash or money order payment is required for replacement of the check. Because subsequent checks from the same account may be held by the bank, tuition payments must be paid in cash or money order for six weeks following a NSF check. If three separate checks are returned due to NSF all subsequent tuition payments must be made in cash or money order.

### Supply Fee

To help maintain a good stock of supplies for your child check cubby regularly and maintain a good amount of diapers, wipes, or any other consumable items. If your child runs out of any consumable item we may provide the item if available or we may call you to bring the item if necessary. If we provide the item a supply fee of \$2.00 per item will be charged your monthly statement. Payment of this additional charge is due with the next payment of weekly fees. We have a small supply of extra clothing in limited sizes in case of emergencies, if your child needs to borrow our extra clothing and it is not returned within one week a replacement fee of \$5.00 per item will be added to your monthly statement.

### Days of non-operation

Kids Place 2 Explore and Learn LLC is closed for the following paid holidays: Martin Luther King' B-day, Memorial Day, July 4th, Labor Day, Columbus day, Thanksgiving Day and the day after, Christmas eve –New years break,. When a holiday falls on a Saturday we will close the previous Friday, and when a holiday falls on a Sunday we will close the following Monday. Kids Place 2 Explore and Learn LLC May also be closed for up to eight paid days each year for "Provider day off/Staff development", which is often used to obtain continuing education. Regular fee will be collected for non-operating days

### Damage Fee

Although the materials, supplies and equipment at Kids Place 2 Explore and Learn LLC where chosen with durability in mind, misuse or misbehavior may cause permanent damage. Parents are responsible for any damage above and beyond normal wear and tear caused by your child while at Kids Place 2 Explore and Learn LLC.

### Legal Fees

If it is necessary for Kids Place 2 Explore and Learn LLC and a family to engage in legal action the family involved is responsible for all costs and expenses, including attorney's fees. Parents will be responsible for all costs and expenses, including attorney's fees, incurred in the collection of any fees due from their account and/or defending any lawsuit brought by the family in which Kids Place 2 Explore and Learn LLC prevails. Such costs and expenses also include but are not limited to court costs, bank charges and substitute charges, i.e. the cost of substituting for our time or a substitute and/or additional staff time while taken away from duties at Kids Place 2 Explore and Learn LLC.