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Parent Handbook



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Table of Contents

Welcome to Hour Kidz!	3
About the Director:	5
GENERAL INFORMATION:.....	5
Hour Kidz Rules of the Center	7
Hour Kidz Safety Policy.....	10
Communicable Disease Policy/Infection Control	12
Daily Steps to Keep Children and Adults Healthy.....	14
Hour Kidz Guidance/Discipline Policy.....	15
HAND WASHING	16
DIAPERING	16
TOILET TRAINING.....	17
INFANT CARE	17
INFANT FORMULA, BREAST MILK, MILK AND FOOD	17
CRIBS.....	18
INFANT SLEEPING AND SUPERVISION	18
Daily Schedules:.....	19
HOUR KIDZ CENTER FEES.....	20
Child Assessments/Conferences	22
Special Events.....	22

Welcome to Hour Kidz!

We are excited to welcome you and your child to Hour Kidz Childcare and Early Learning Center! We are a state licensed facility that is here to provide you with high quality, dependable, yet flexible childcare. Today's families have busy schedules and with that there comes a demand for childcare that offers several different care options. At Hour Kidz, we strive to offer the best, short-term childcare solutions for families **as well as** full-time and part-time regular scheduled care. We can truly customize a childcare schedule that works for you.

We have high expectations for our staff and want parents to feel confident that the care we provide for their children is nothing less than what we would provide for our own children. Our philosophy is CLEAN, SAFE, PLAY and LEARN.... high quality, licensed, dependable and convenient childcare staffed by professionally trained people that love the company of children! Hour Kidz are provided with the fundamental skills and tools needed to succeed with meeting and exceeding developmental milestones. Children are educated and exploring in a safe, caring, and stimulating environment. Hour teachers encourage children to grow and learn through play, imagination, and exploration. Children as well as families feel the mutual respect for their individual differences which inspires children to accept and appreciate every person and learning experience.

For enrolled families, we offer drop-in, hourly, and full and part-time childcare for children ages 6 weeks to 12 years. Once you are an enrolled family you may choose to use our services on a frequent or infrequent basis. Due to limited space and staffing requirements for the number and ages of the children in our care, we do **REQUEST** reservations for children of all ages as a courtesy to help us plan staffing and meals appropriately. A reservation, no matter what the age of the child will always guarantee a spot for your child. Drop-in spots are filled on a first come, first served basis, unless previously reserved.

For children 30 months and under we do **REQUIRE** a 24-hour advance reservation to ensure that we are properly prepared and staffed accordingly. If no reservations are made, then we cannot guarantee an open spot on a drop-in basis. There are a certain number of spaces that we will reserve as hourly spots and these will be available as drop-in spots for our registered families on a first come, first served basis. If you need full-time or consistent part-time care, our center is fully licensed and equipped to provide that care in a warm, fun-loving, school family environment.

Early Learning/Preschool

We are proud to offer early learning opportunities and preschool classes that are tailored to bring out the best in each individual child. We are a small, family-owned, community-based center that strives to develop close relationships with the families we serve. We are privileged to have well qualified, experienced, and dedicated teachers that truly love children and enjoy teaching. The emphasis of our early learning program and preschool curriculum is to create an environment that fosters social and academic confidence while learning the skills necessary to enter a Kindergarten program. Our program teaches to the Michigan early childhood education standards.

About our Staff:

Our staff members are experienced childcare providers who are certified in CPR, First Aid, Child Abuse Recognition, and Communicable Disease Recognition. All staff completes a Protective Services Clearance through the Department of Human Services. Michigan State Police criminal history checks and reference checks are conducted on all staff. We pride ourselves on providing a safe, loving and friendly atmosphere for your child to play and learn. Our staff members strive to make your children feel welcome at our center, and we are confident that your children will enjoy themselves and will want to come back.

Drop-In Childcare:

We offer a bright, clean, open concept childcare area that promotes continuous teacher observation and allows children to choose the activity area that they are interested in. During regular daytime hours a more structured program is in effect and children that come during these times are invited to participate in the activities taking place. At scheduled times there is “free-choice” time where the children are able to select what activity or center or project that they would like to participate in. After 3:00 pm, it is a little less structured and children are given opportunities to take part in staff directed activities and play. Children can get creative in the art center, use their imagination with a variety of toys, and role-play in the home center and dress-up area. Perhaps children will just want to cozy up with a book or participate in story time. Older children that come for after school care can work on more detailed art projects, play age appropriate games, or complete their homework.

Ratios:

We are committed to the safety and well being of your child. The following are staff/child ratios as noted in the Michigan Licensing Rules for Child Care Centers:

- 1:4 for infants and young toddlers, 0-30 months
- 1:8 for older toddlers, 30-36 months
- 1:10 for 3-year-old children
- 1:12 for 4 and 5-year-old children not yet enrolled in school
- 1:18 for school-age up to age 12
- If there are children of mixed ages in the same room or in a well-defined space, then the ratios shall be determined by the age of the youngest child.

Reservations:

We are very conscious of our ratios to ensure the safety of children in our care. We maintain a roster of “on-call” staff members in the event we are busier than expected, but reservations are very much appreciated since it helps us better plan our staff’s schedules. We also would like to remind you that we unfortunately will not be able to accept any additional children if we are at capacity or if we are not able to call in extra staff.

Reservations can always be made and are highly encouraged to guarantee a spot. Please note that a reservation is required for infants and toddlers from birth up to 30 months as we are limited on infant and toddler space. If you make a reservation for an infant or toddler that you cannot keep, PLEASE call as soon as possible to cancel. This is not just for courtesy, but also for scheduling staff and meals for the day. After one failure to cancel, or “no show”, we reserve the right to charge a \$10.00 reservation fee which will then be applied toward your bill on your next day of service.

About the Director:

Deanna Gleason serves as the center Director and is a graduate of Oakland University with a Master’s Degree in Special Education with a special emphasis in Learning Disabilities and Emotionally Impaired children. Mrs. Gleason’s bachelor’s degree was earned from Eastern Michigan University in Elementary Education and has taught in the public-school system and charter schools. Mrs. Gleason also served as the Assistant Director of Huntington Learning Center. Mrs. Gleason holds a Michigan State Elementary Professional Education Certificate with a ZA endorsement (early childhood education).

GENERAL INFORMATION:**Who Can Pick Up My Child?**

Children shall be dismissed only to parents or an authorized pickup person, unless the Directors, Owner, or staff member in charge has been informed of a change in writing via email (info@hourkidz.com) or in person. When children are signed in, be sure to note on the sign-in sheet if someone other than you will be picking up the child. The person that you authorize to pick up your child must show proper identification before the child will be released to them.

Participation Policy:

Parents are welcome to visit, watch and/or participate at Hour Kidz. Our open concept allows parents to see their children at play. We will be having seasonal festivities and parties that you may want to be a part of. A monthly newsletter can be picked up on site or emailed to you to keep you informed about the services we offer, and upcoming events, new staff, etc. Please speak to the Director or Owner on site or email us at info@hourkidz.com if you have any questions or concerns, or suggestions. Any issues will be dealt with promptly. Parents are encouraged to discuss their child’s needs with the caregivers on duty. We are here to make your children’s Hour Kidz experience a happy one, so let us know what we can do to help your child adjust. (Please note that if your child is in regular attendance (at least 2 times/week, during the day, a conference can be scheduled to discuss your child’s development.)

Days of Operation:

We will be closed on the following holidays: Memorial Day, July 4th, Labor Day, Thanksgiving, Black Friday, Christmas Eve, Christmas Day, New Year’s Eve, and New Year’s Day. We close by 5:00 pm on the following days: Halloween and Thanksgiving Eve. Attendance is usually low during the holidays; therefore, we will request from our full and part-time families that they provide us in advance with their child’s schedule during the holidays and we will base our hours of operation off those requests. It will then be posted what the holiday hours will be.

Our Standard Hours of Operation Are:

Monday – Friday	6:00 am – 7:00 pm
Saturday	Closed
Sunday	Closed

Snow Days/building Problems: We will make every effort to remain open, but it will depend on staff availability.

The **Hour Kidz** licensing inspection and special investigation reports from the State of Michigan Department of Human Services Office of Children and Adult Licensing are available on the Bureau of Children and Adult Licensing website at

<http://www.michigan.gov/michildcare>.

Hour Kidz License is posted on the bulletin board at the front entrance of the center across from the reception office. Hour Kidz is licensed to serve children from 6 weeks to 12 years of age and our total capacity is 60.

**Please note that we do not discriminate in enrollment of children upon basis of race, color, religion, sex, or national origin.*

Hour Kidz Rules of the Center

For the safety and well being of all children attending Hour Kidz there are some simple rules that we must state and ask that you go over these rules prior to your child attending the center.

1. No Running
2. Always wash hands before and after meals/snacks, sneezing or coughing on hands, and always after using the bathroom!
3. Keep Hands to Yourself
4. Use Words to solve problems or Tell an Adult
5. Use Inside Voices
6. Have Fun!

Your cooperation will be greatly appreciated!

Custody Agreements:

Any custodial parent or guardian of a child enrolled in a child care center shall be permitted unlimited access to the center during hours of operation for the purpose of contacting their child(ren), or evaluation of their care or the premises. A parent of a child enrolled at the center who is not the child's residential parent shall be permitted unlimited access to the center and be afforded the same rights as the residential parent, unless there is court documentation limiting access and conditions of the non-residential parent. Upon entering the center, the parent or guardian shall notify the Director, Owner or designee of their presence.

Abuse and Neglect Reporting:

Hour Kidz is in full compliance with state and federal laws that mandate the reporting of all suspected cases of neglect, sexual and physical abuse to the proper authorities.

Child's Health Appraisal:

Each child attending the center that is not of school age (not enrolled in Kindergarten) shall be examined by a licensed physician *prior to the date of admission or within thirty days after the date of admission*. If we do not receive the child's Health Appraisal within the 30 days, then we must mark the child's file as "inactive" and we will not be able to care for the child until the form has been provided. It will be at the discretion of the owners to charge an additional \$30.00 family registration fee depending on the time frame that the Health Appraisal form is turned in. Each child needs to fill out a medical form annually. The medical form shall affirm that the child has had the immunizations required for admission to school, or has had the immunizations required by the state department of health for infants and toddlers. The medical statement must bear an exam date within the last 12 months. The exam will also affirm that the child is in suitable condition for enrollment in a child daycare center. If immunizations have not been obtained due to medical, religious or other reasons then a waiver letter must be signed and dated by the parent/guardian stating the reason

Children that are enrolled in a school system are required to turn in a “Statement of Health” signed by the parent or Guardian indicating that the child is healthy, up to date on vaccinations or that a waiver of immunizations and that a record of the immunizations or appropriate waiver are on file at the child’s school has been signed.

Enrollment:

Enrollment officially takes place when all necessary forms are on file with Hour Kidz, a care plan has been established, and the family registration fee has been paid. Each child must have on file current health records, emergency transportation information and parent contact information.

Meals – We are a Peanut and Nut Free Facility:

We will make every effort to keep our center a Nut Free facility. While every effort will be made to keep all nuts and peanuts out of our facility, we cannot guarantee with 100% certainty that an item will never be sent in with a child providing their own meals or snacks. We will do our best to monitor meals and snacks and communicate this rule to parents. Parents are invited to send their own meals and snacks for their children, or you can choose to purchase meals from Hour Kidz. Meals sent from home will be stored in the refrigerator, please clearly label the meal or snack with your child’s name and remember that **there cannot be any peanut butter or any other type of nut** in the meal or snack that you send from home. **No chewing gum, soda, or candy please!** If a child is in attendance for more than 4 hours and has not brought a meal with him/her then a meal or meals/snacks will be provided and the charge will be added to your bill accordingly. We have meal options for breakfast, lunch, dinner and snacks.

Hour Kidz will not deprive a child of a snack or meal if the child is in attendance at the time when the snack or meal is served. Hour Kidz will assure that a child with special dietary needs is provided with snacks and meals in accordance with the child’s needs and with the instructions of the child’s parent or a licensed physician.

Meals and snacks provided by Hour Kidz shall be of sufficient quantity and nutritional quality to provide for the dietary needs of each child according to the minimum meal requirements of the child and adult care food program as administered by the Michigan Department of Agriculture, Food and Nutrition Services, Child and Adult Care Food Program and is the official reference used when planning menus. A free copy can be obtained at <http://www.fns.usda.gov/cnd/care/CACFP/aboutcacfp.htm>.

Outdoor Play Policy:

Hour Kidz will provide outdoor play each day for any child in attendance for more than 4 consecutive daylight hours, weather permitting. We will not go outside if the temperature is above 90 degrees or below 0 degrees Fahrenheit, taking wind chill factors into account. In the event of rain, lightning, ice, hail, etc., children will remain inside and participate in large muscle play with games led by staff. Staff members will actively supervise children while outside to prevent injury. First Aid supplies are readily available from inside Hour Kidz and a staff member will take one telephone receiver with them to maintain contact with staff inside the building in case of an emergency. An attendance list of children will also be taken out and all children will be accounted for when returning inside the building. Please be sure to send your child with appropriate clothes for the weather; hats, mittens, boots, snow pants and coats in the winter, and jackets or sweaters in the fall. Staff will assist the children in preparing to go outside. Please ensure all clothing is labeled with your child's name.

Toilet Training:

We are more than happy to work with your child to help transition them during the potty-training phase. Just let us know what stage your child is at and we will make every effort to accommodate their needs. Please send children in clothes that can be easily and quickly removed when helping them get to the toilet. Onesies and tights are not appropriate to toilet training.

Soft-Soled Shoes, Non-Slip Socks, or Slippers:

NO winter boots are to be worn inside the classrooms; however, boots are necessary for playtime outside. Boots are to be removed in the hallway and lined up along the wall. Please make sure your child's boots are clearly labeled with your child's name – many boots look the same! Please send a pair of clean soft –soled (tennis shoes) shoes or non-slip slippers/socks to be worn indoors during winter. Socks must always be worn, even in the summer months, no bare feet are allowed.

It is mandatory for all children and caregivers in our infant room to remove shoes completely and wear only slippers, socks or shoe covers. Keeping our play areas clean and safe are a top priority

Challenging Behavior:

Safety is our first priority at Hour Kidz. If a child demonstrates behavior that endangers the safety and well being of others (ie. biting), their behavior will be documented, and it will be discussed with the parents. If, after attempting to work with the child and parents and they are still endangering other children, Hour Kidz will notify the parents and the child may be suspended or asked to “take a break” from the center. If the behavior(s) continues, the family may be asked to leave the center. Other reasons for dis-enrollment include, but are not limited to: failure to pay for services, parents not communicating with the staff regarding child's care, parents not being accessible if necessary (i.e. not answering cell phones), and parents not complying with Hour Kidz policies and state child care rules.

Withdrawal Policy: We do ask for a two week notice when removing your child from our early learning/preschool program. If at any other time, you wish to remove your child from Hour Kidz you may do so. Your children are very important to us, and we look forward to having them attend. Please do not hesitate to call the director if you have any concerns or issues that need to be addressed. I hope that you will give us an opportunity to work through any situation that arises before removal of your child. We are here to be a service to you and can only address issues or problems that we are made aware of. Please call Hour Kidz at 248-486-2700 or feel free to email us at info@hourkidz.com.

Hour Kidz Safety Policy

The safety and well being of the children in our care is our top priority at Hour Kidz. Prevention is the key to a safe environment. Our staff is always alert and concerned about the children in our care. The following is our safety policy.

1. No child shall be left alone or unsupervised. Extra staff will always be on call if the center begins to exceed proper ratio numbers.
2. The front door is locked at all times. Parents are given a personalized pin number to enter the building and guests are greeted at the door for entry.
3. Only the parents or guardians may pick children up unless specified in writing. All children must be signed in on the computer. If we are not sure of the identity of the person picking up a child, (example-during a shift change) they will be asked for a **picture I.D.**
4. **Please watch children closely when exiting the Hour Kidz building. We are located in a busy area with the Walgreen's drive-through pharmacy approximately 100 feet in front of our entrance door. Please use caution.**
5. The doors leading from the play areas to the reception area must stay closed when not in use. Children are not allowed into the reception area (main corridor) except when checking in or out, going outside to play (supervised), when given permission to place or get items from the hallway, or in the event of an emergency where children must exit or go to another area of the building.
6. Parents will be greeted by a staff member upon arrival and departure of the children from the premises in order to be sure of the child's presence. Children must be checked in by their parents or guardians on the attendance sheet or computer sign-in system.
7. Children will not be allowed to climb on tables, chairs, walls, shelves, etc.
8. Children are not allowed outside the center unless they are with the person who is authorized to pick them up.
9. Fire drills are conducted once a quarter.
10. The fire emergency and weather alert plan is posted both at the front and rear doors of the center as well as in all classrooms.

11. Accident Reports are completed when an accident occurs. It will be discussed with the parent, signed and placed in the child's file. Note:
 - a. All children will have on file an emergency transportation form, which must be filled out prior to the child staying in the center. If a child is in need of emergency assistance at a source away from the center and the center has obtained the consent from the parent or guardian to transport the child, the child's records shall be transported with the child.
 - b. The administrator or staff member accompanying the child to a source of emergency care shall remain with the child until the child's parent or guardian assumes responsibility for the child's care.
 - c. Notify parent or guardian immediately in the event of any accident, injury, or illness.
 - d. The emergency phone numbers are posted by the phone.
**** Note: Parents are responsible for all the costs associated with transportation, emergency room care, and hospitalization.**
12. A bleach sanitizing solution in spray bottles is our main sanitizing agent.
13. Staff members are trained in CPR, First Aid, Communicable Diseases, Blood borne Pathogens and Child Abuse/Neglect Recognition or are in the immediate process of being trained.
14. In the event of a general emergency, such as an environmental threat, or threat of violence, the following action will be taken:
 - a. **Threat of violence:** Children will be moved to secure location as outlined to the staff during their training. Attendance sheets will be taken and all children will be accounted for. All doors will remain locked and police will be called. Parents will be notified when it is safe to pick up their children. *We understand the stressful nature of this type of situation but we must ask parents NOT to come to the center until the "all clear" has been given by the proper authority.*
 - b. **Fire Emergency:** Quarterly fire drills are conducted and reviewed with staff to follow procedure in case of a fire. In the event of a fire, parents are notified as soon as possible of the situation. The sign-in and attendance sheets exit the building with a teacher to ensure all children have been evacuated.
 - c. **Tornado/Weather:** Children are moved to the bathroom areas away from any windows according to posted plan. Attendance sheets will be taken and all children will be accounted for. They can remain in the center until it is safe for parents/guardians to come to retrieve their children.
 - d. **Evacuation:** In the event that we are required to evacuate the building, the children will be taken to the Walgreen's Pharmacy and parents will be called to pick-up their children.
 - e. **Power/Water/Plumbing Failure:** In the event of a power failure, water supply or plumbing failure, the Director on duty or owner will contact the power company to determine if it can be restored quickly. Families will be notified if the power cannot be restored within an hour and the center will be closed

Communicable Disease Policy/Infection Control

The following precautions shall be taken for children suspected of having a communicable disease. **(Hour Kidz staff members are trained in First Aid and CPR, Infectious Diseases, Blood borne Pathogens and Child Abuse/Neglect Recognition. The staff is also trained in the proper hand washing techniques and disinfecting procedures.)**

1. Hour Kidz will immediately notify the parent or guardian (by phone) of the child's condition when a child has been observed with signs or symptoms of illness.
2. A child with any of the following signs or symptoms of illness shall immediately be isolated and discharged to his or her parent or guardian:
 - a) Diarrhea (three or more abnormally loose stool within a 24hr period)
 - b) Severe coughing, causing the child to become red or blue in the face or to make a whooping sound.
 - c) Difficult or rapid breathing.
 - d) Yellowish skin or eyes.
 - e) Redness of the eye, obvious discharge, matted eyelashes, burning, or itching of the eyes.
 - f) Evidence of untreated lice, scabies, or other parasitic infestations.
 - g) Temperature of 100 degrees Fahrenheit taken by the ancillary method (under the arm) when in combination with any other sign of illness.
 - h) Untreated infected skin patch(es), unusual spots or rashes.
 - i) Unusually dark urine and/or grey or white stool.
 - j) Stiff neck with elevated temperature.
 - k) Sore throat or difficulty swallowing.
 - l) Vomiting more than one time or when accompanied by any other sign or symptom of illness.
3. The child suspected of having a communicable disease shall be isolated on a cot in the office, where they are within sight and hearing of an adult at all times. All linens and blankets used by the ill child shall be laundered before being used by another child. The cot shall be cleaned with soap and water and then disinfected with an appropriate germicidal agent if the child is ill or if the cot has come in contact with bodily fluids.

4. A child shall not be readmitted to the center if they have had any of the following symptoms within the last 24 hours:

Sore throat	Runny nose
Diarrhea	Nausea or vomiting
Flushed face or fever	Earache
Rash	Inflamed or matted eyes
Signs of parasitic infection (scabies, lice, etc.)	

A child must remain home for 24 hours AFTER a fever has returned to normal WITHOUT TYLENOL OR IBUPROFEN.

5. Staff must not come to work if they are showing signs of a communicable disease or illness. A substitute staff member will be called.
6. The “Child Day Care Center Communicable Disease Chart” shall be posted behind the front desk for reference.
7. **Medications.** Hour Kidz will administer medications to a child only after the parent completes a Medication Permission and Instructions Form. Medication, prescription or nonprescription, shall be given to a child by an adult caregiver only. Medication shall be given or applied only with prior written permission from a parent. All medication shall be in its original container, stored according to instructions, and clearly labeled for a named child. Topical nonprescription medication, including, but not limited to sunscreen and insect repellent, requires written parental authorization annually. The center shall maintain a record as to the time and the amount of medication given or applied on a form provided by the department or a comparable approved substitute. The signature of the caregiver administering the medication shall be included.
8. Any child can be cared for within the child’s group if they are feeling “a little under the weather” (minor cold symptoms) but not exhibiting symptoms specified above, they shall be observed for signs and symptoms of worsening condition. If symptoms occur as listed above in # 2, the child will be isolated and discharged from the center. **A notice will be posted for parents in the reception area if we have any one child with a case of a communicable disease. (ie. Chicken Pox)**

Hour Kidz takes pride in having an exceptionally clean facility. All equipment and toys are washed and sanitized regularly. Toys that have been in a child’s mouth will be washed before returning it to the toy supply. Hands of children and staff are washed according to guidelines set forth by the Oakland County Public Health Department.

Daily Steps to Keep Children and Adults Healthy

Hygiene, Clean and Sanitize

To provide for a healthier and safer environment on a daily basis the following steps will be taken:

1. Wash hands of children and caregivers upon entering the center. Continue to wash hands frequently with soap and warm water especially after diapering, toileting, nose wiping, and before and after eating or handling food.
2. Dry hands with single service paper towels.
3. Please keep children's fingernails cut and clean as to avoid scratching other children or harboring germs under the nails.
4. Teach children (and adults) to cough or sneeze into tissues or the crook of their arm instead of onto others.
5. Alert observation by caregivers for a change in a child's appearance or behavior that might indicate beginning illness. Observations should be communicated to the parent so that medical advice and diagnosis can be sought.
6. Clean and sanitize diaper changing tables and potty seats after each use.
7. Clean and sanitize toys and play equipment on a daily basis. Equipment and toys that are mouthed by a child will be washed before they are handled by another child. Toys used in the infant/toddler room will be cleaned daily. Toys will be placed in a separate bin for washing and sanitizing after they have been mouthed by a child. The toys will first be washed with soap and warm water, they will then be rinsed with plain water. They will then be sanitized in a bleach solution and allowed to sit in the sanitizing solution for 2 minutes then rinsed and allowed to air dry.
8. For all age groups, tables and surfaces used for eating will be cleaned with soap and water and then sanitized before any meals or snacks will be served on them. The same surfaces will be cleaned and sanitized again **after** any eating that occurs.
9. All bathrooms and hand washing sinks will be cleaned and sanitized on a daily basis.
10. The kitchen area will be cleaned and sanitized after every use.
11. Immediately wash, rinse, and sanitize articles or surfaces that have been soiled with a discharge such as urine or nasal drainage. Spray or wipe with a sanitizing solution, those things which cannot be submerged into a sanitizing solution, then wipe down with a single use paper towel and allow any dampness that remains to air dry.
12. Each child will be assigned their own separate sleeping area or cot with individual bedding as well as a separate clothing storage container or space. All bedding for an individual child will be washed and sanitized before use by another child. Cots will be disinfected with the sanitizing solution after each use. If the child has been ill then the cot will be cleaned and disinfected.

13. Each employee has been trained in Blood Borne Pathogens and follows all policies and regulations regarding blood borne pathogens and bodily fluids. When dealing with bodily fluids, employees wear gloves, removes gloves using glove on glove procedure and disposes of all infected materials in a sealed plastic bag.

**The sanitizing solution that will be used is a bleach and water solution that is prepared daily. The recommended strength is 1 tablespoon of chlorine bleach to each gallon of water. This solution is tested as to the correct parts per million by using chlorine test strips. The solution is then poured into individual spray bottles that are labeled and placed out of reach in each of the rooms that children are cared for.

Hour Kidz Guidance/Discipline Policy

We want children that come to our center to have fun in a safe and creative learning environment. The safety of the children is our top priority. The first role of our staff is to ensure safety. Hour Kidz believes that prevention is the key to success. We go to great lengths in training our staff to read the children's behavior and avoid potential problems before they occur.

If a child needs to be disciplined, we will use a constructive method, such as:

1. Redirection.
2. Separation from the problem situation. Separation, when used as discipline, shall be brief in duration and appropriate to the child's age (1 minute for each year of the child's age) and circumstances, and the child shall be within sight and hearing of a childcare staff member in a safe, lighted, well-ventilated space.
3. Talking to the child about the situation.
4. Using positive reinforcement or praise for appropriate behavior.

The following discipline methods are prohibited at Hour Kidz:

1. There shall be no cruel, harsh, corporal punishment or any unusual punishments such as, but not limited to punching, pinching, shaking, spanking or biting.
2. No discipline technique shall be delegated to any other child.
3. No physical restraints shall be used to confine a child.
4. No child shall be placed in a locked room or confined in an enclosed area such as a closet, a box, or a similar cubicle.
5. No child shall be humiliated or subjected to profane language, threats, and derogatory remarks about himself or his family, or other verbal abuse.
6. Discipline shall not be imposed on a child for failure to eat, failure to sleep, or for toileting accidents.
7. Techniques of discipline shall not humiliate, shame, or frighten a child.
8. Discipline shall not include withholding food, rest, or toilet use.
9. The center shall not abuse or neglect children, and shall protect children from abuse and neglect while in the center's care.

HAND WASHING

All employees and children shall wash their hands with soap and running water upon arrival at the center. Staff shall wash hands after each diaper change, after assisting a child with toileting or personal toileting, after using a cleaning agent, before preparing or eating food, and before feeding any child. Children shall wash hands after diaper changes, toileting, after sneezing or coughing on their hands, before and after eating. According to standards put forth by the Oakland County Public Health Department proper hand washing techniques include the following:

1. Wet hands, apply soap and scrub for at least 20 seconds.
2. Thoroughly rinse under warm, running water.
3. Dry hands completely with paper towel. Use paper towel to turn of faucet handles and open restroom doors.

Posters that state the proper hand washing techniques have been posted in all bathrooms and hand washing sinks.

DIAPERING

Diaper checks shall occur at a minimum of every 2 hours on every child wearing diapers or pull-ups.

1. Diapering shall occur in a designated diapering area that shall be physically separated from food preparation and service areas, within close proximity to a hand-washing sink that is used exclusively for this purpose, and have a non-absorbent smooth, easily sanitized surface.
2. The diaper changing station shall be of sturdy construction with railings or barriers to prevent falls and be at an adult work surface height to minimize children's access, have diapering supplies within easy reach and be disinfected after each diaper change with a germicidal agent. No diapering will ever take place on any sleeping surface.
3. A plastic-lined, tightly covered container exclusively for disposable diapers and diapering supplies shall be used and emptied and sanitized at the end of each shift.
4. Diapers and supplies must be brought in by the parents for infants and toddlers.
5. Diapers or clothing used during diaper changing brought from the child's home shall be stored in their cubby or personal bag.
6. Soiled clothing will be placed in a tightly sealed bag, and stored out of reach from children and away from the rest of their belongings. The soiled clothing will not be rinsed at the center.
7. Only single use wipes will be used and discarded immediately. Disposable gloves will be used and shall only be used once for a specific child and then removed and disposed of in a safe and sanitary manner immediately after each diaper change.
8. The caregiver's hands and infant and toddlers' hands will be thoroughly washed after each diapering and after cleaning up bodily fluids.

TOILET TRAINING

Toilet learning and training will be planned cooperatively between the child's primary caregiver and the parent so that the toilet routine established is consistent between the center and the child's home. Adult-sized toilets with safe and easily cleaned modified toilet seats and step aids will be used at Hour Kidz. The child-training seat will be cleaned and sanitized after each use.

INFANT CARE

The following are guidelines for infants in our care:

1. Infants must stay in the infant area unless they are with a caregiver.
2. Infants shall be removed from their crib for all feedings, and for individual attention.
3. No infant shall be placed in his/her crib with a bottle for feeding and at no time shall a bottle be propped for an infant.
4. Each infant shall be allowed to safely and comfortably sit, crawl, toddle, walk and play according to his or her stage of development in the infant area.

INFANT FORMULA, BREAST MILK, MILK AND FOOD

1. Please label your child's prepared bottles of formula or breast milk at home with full name of child and date formula was prepared or milk was collected. Food must also be labeled with child's name and a staff member will store it appropriately upon arrival at the center. All bottles brought to the center **MUST** be pre-assembled and filled with formula or milk and labeled with the child's name and date.
2. Formula or breast milk will not be warmed in the microwave. A bottle warmer will be used.
3. If the parent provides **breast milk**, it must arrive at the center in clean, sanitary, ready-to-feed assembled bottles labeled with the child's full name and bearing the date of collection.
4. The unused portion of formula, breast milk or food remaining in the container from which the infant has been directly fed shall not be reheated or served a second time, it will be discarded at the end of the feeding.
5. If no instructions are left for service of food to their child, the infant shall be served commercially prepared, iron fortified formula and/or food in sufficient amounts to meet the most current recommended dietary allowances for the child's age and the charge will be billed to the parent.
6. Young toddlers will be served whole homogenized vitamin D milk (required by the State).
7. Food may be heated in a microwave but shall be stirred or shaken during heating to avoid uneven heating and a food thermometer will be used to test food readiness. **Bottles with formula, breast milk, or milk will never be heated in a microwave.**

8. Caregivers shall hold infants when feeding except when infants resist being held and can hold their bottle.
9. Cereal shall not be added to a bottle containing formula, milk, juice, or water without written parental permission. Medication shall not be added to a child's bottle, beverage, or food unless indicated on the prescription label.
10. Formula, milk, and food shall be covered and labeled as to the contents, date, date of opening, when applicable, and the name of the child for whom its use is intended. All food, formula and milk will be refrigerated until used. At the end of the day, any formula or milk in an unopened ready-to-feed bottle, or perishable food, shall be returned to the parent or discarded.
11. When serving solid foods, Hour Kidz will assure that caregivers do the following:
 - a. Serve commercially packaged baby food from a dish, not from a baby food jar.
 - b. Discard uneaten food that remains on a dish from which a child has been fed.
 - c. Not serve or allow infants and toddlers to eat foods that may easily cause choking including, but not limited to, popcorn, uncut round foods such as whole grapes, hot dogs, seeds, nuts and hard candy.
 - d. Foster toddler's independence and facilitate language and social interactions by doing the following:
 - i. Encouraging self-feeding
 - ii. Serving appropriate portion sizes
 - iii. Sitting and eating with toddlers during meal times

CRIBS

Cribs can only be used by one child at a time. If an infant uses a crib during their stay, the crib will be thoroughly cleaned with a germicidal agent and sanitized before use by another child. The crib sheet shall be changed whenever another child uses the crib.

Parents are encouraged to send their own crib sheets, but the center will have extras on hand. Favorite blankets or "lovies" can be sent in for comforting the child, but no blankets, soft objects, bumper pads, stuffed toys, quilts or comforters, or any other object that could smother a child shall be placed with or under a resting or sleeping infant. Only children measuring less than 35 inches can sleep in the cribs. Other children may use a mat or cot to rest on if they need to. Cribs when in use will be placed 24 inches apart and will not limit access to entrances or exits.

INFANT SLEEPING AND SUPERVISION

All infants shall be placed on their backs for resting and sleeping. For an infant that cannot rest or sleep on their back due to disability or illness, the caregiver shall have written instructions, signed by a physician, detailing an alternative safe sleep position and /or other special sleeping arrangements for the infant. Hour Kidz caregivers will maintain supervision and frequently monitor infant's breathing, sleep position, and bedding for possible signs of distress. All caregivers in the infant and toddler areas have been trained in proper sleep positions, S.I.D.S., and Shaken Baby Syndrome and will

continue to receive such training on a regular basis (twice a year) as part of their employment requirements with Hour Kidz

Daily Schedules:

When children enter into Hour Kidz, they enter into an atmosphere conducive to learning and fun. Our curriculum is designed to promote both independent play and group activities. Children have opportunities to develop social interaction, cooperation, listening and language and math skills, gross and fine motor coordination.

A typical day would include:

6:00 - 8:30am	Arrival and free choice
7:30 - 8:30	Breakfast
8:30 - 8:45	Potty break
9:00 – 12:00 pm	Core Learning Time (learning stations, centers, story time, manipulative, math)
9:00 – 9:30	Circle time, weather, helper assignments, stories and songs
10:00-10:15	AM Snack
11:30 –12:15pm	Outside play /Gross Motor
12:15	Wash up for lunch
12:15 - 1:00	Lunch; potty break
1:00 – 3:00	Rest time, quiet activities, puzzles, books, soothing music
3:00 - 3:30	Potty break, wash up, snack time
3:30 - 4:30	Learning Stations, Dramatic play, Art, Music, etc.
4:15 - 4:30	Potty break
4:30 - 5:30	Outside play /Gross Motor
5:00 – 6:00	Free choice until dinner
6:00 - 6:15	Wash up/Clean up
6:15 - 6:45	Dinner

Children coming into the center on an hourly basis will join in at whatever point in the schedule we are at when they arrive. Provisions will always be made based on the needs of the child, i.e. meals, naps, potty breaks, etc.

School age children will attend at various times and will be given opportunities to engage in teacher supervised art, science and math activities, play board games within groups, read books, receive homework support by teachers and caregivers, occasionally watch G-rated movies and participate in other group activities organized by caregivers and teachers.

Snacks: Served at 10am and 3pm

Meals: Served at 7:30am, 12:15pm, and 6:15pm

***NOTE: These meal/snack times are guidelines - if your child is on a different schedule, please let us know**

HOURLY KIDZ CENTER FEES

There is a \$75.00 annual family registration fee. Payment for hourly childcare is due at the time the child is picked up/signed out by the parent or designee, unless a prepayment has been made. All other scheduled care programs can be paid weekly, due on Mondays for the previous week of services. If payment is not made on Monday without prior arrangements being made, Hour Kidz reserves the right to refuse care for the week until payment has been made and a spot has been secured for that child. **If two weeks of nonpayment occurs, you will be suspended from the center until full payment has been made. If this occurs more than two times you will be asked to move to a pay before service plan.** No child(ren) may be added to an account unless the account balance is at zero. Payments can also be made in advance on a monthly basis. Accepted forms of payment are: Visa, MasterCard, American Express, Discover, Personal Checks (\$30.00 returned check fee), and Cash, credit card authorization payments are also available.

Hourly/Drop-in Rates – Doesn't include meals and snacks

NOTE: All families that use our services must be enrolled and all paperwork must be completed to be considered enrolled. You may enroll at any time our center is open or you can download registration forms from our website, www.hourkidz.com, and bring them with you at the time you seek services to save some time. Forms are also available on site. While we advertise "drop-in" services, it is "drop-in" for enrolled families and on a space available basis. We plan to handle this service by reserving a percentage of our capacity "spots" for drop-in and hourly users, but cannot guarantee a spot will always be available when "dropping in". If you know in advance that you will need a certain time, we recommend making a reservation. A reservation will guarantee you a spot at the time you are requesting.

Hourly/Drop-in Rates – Doesn't include meals and snacks

8.75/hr	School age children – 4 years to 12 years
9.25	Toddlers and all non-toilet trained children (excluding infants) 24 months to 4 years
9.75	Infants – 6 weeks to 24 months
4.00	Each additional child (sibling). Rate is charged for youngest child first

*Fees are calculated to the minute after a one hour minimum charge!

Full-Time Care 30-55 hours/week – Includes meals and snacks (except infants)

200.00/wk	School age – Kindergarten to 5 th grade
230.00	Preschool/Pre-K: 3 years (toilet trained) to 5 year olds
265.00	Infants/Toddler – 6 weeks-3 years

Part-Time Care 15 to 29 hours/week – Includes meals and snacks (except infants)

165.00/wk	School age – Kindergarten to 5 th grade
185.00	Preschool/Pre-K: 3 years (toilet trained) to 5 year olds
225.00	Infants/Toddler – 6 weeks-3 years

*****Please note that hourly and part-time/full-time rates cannot be combined for sibling discount rate. For example: if a family has a 3 year old enrolled on a scheduled full-time basis, but also has a 7 year old that would only occasionally be using our center, then the \$4.00 sibling discount would not apply.**

******Late fee of \$1.00 per minute will be charged after center closing time. All other charges incur by the minute, there is a 1 hour minimum stay.**

School Age Programs

125.00/wk	Before and after school care includes 8 to 12 hours/wk, transportation meals and snacks
50.00/day	No school day (full day up to 10 hours)
35.00/day	Half day
220/week	Summer Camp June 18 th (Monday after school is out)- August 31 st (Last Friday before school starts)

Transportation fees: To and from South Lyon Elementary Schools and ECC Only

1 time pick-up or drop-off	\$10.00
2 X per week – scheduled	\$20.00
3 X per week – scheduled	\$25.00
4 X per week – scheduled	\$30.00
5 X per week – scheduled	\$35.00

An additional \$5.00 is charged for each sibling picked up from the same school.

Food Prices

Breakfast	\$3.00 each
Lunch/Dinner	\$3.25 each
Milk or juice	\$1.00
Snack	\$1.00
Snack combo	\$1.75 (milk and snack)

Preschool and Prekindergarten Rates

The costs outlined below are for students that are **only** attending for preschool. If a student is already enrolled as a part-time or full-time student, then the rate that is being paid by the family includes all preschool and care costs. ***Preschool is inclusive for our part-time and full-time students that attend during hours that preschool is taught.***

Students that attend on an hourly basis will be invited to participate if they are in attendance during preschool hours 9:00 am to 12:00 pm.

\$345/month 3 hours for 5 days/week 9 a.m. – 12 p.m. (includes snack)

\$270/month 3 hours for 3 days/week 9 a.m. – 12 p.m. (includes snack)

\$195/month 3 hours for 2 days/week 9 a.m. – 12 p.m. (includes snack)

Payment for Pre-K/Preschool is due the first Monday of each month.

*****All snacks, learning materials, art supplies and visits from on-site learning program fees are included in the pre-school rates.***

Sibling discount – 10% discount on full or part-time care (discount applied after full rate of first youngest child has been charged)

Payments can be made by cash, Visa, MasterCard or check when childcare services are rendered. Pre-payments can be made to create an account in which services are deducted. **Please note that there is a \$30.00 NSF fee for each returned check.**

Child Assessments/Conferences

The teachers and staff are always assessing individual children's progress throughout the learning process. With this information, lessons and activities can be appropriately planned to make sure the developmental needs of all of the children are being met. Anytime you have questions about your child's progress, please feel free to contact your child's teacher or you may request a conference.

Special Events

On-site learning programs are a part of our curriculum and will be planned into the weekly or monthly themed learning units. These learning programs give the children an opportunity to have their Hour Kidz learning experiences enhanced in an up-close and personal manner.

Parents are **always** welcome to come and be a part of any of our special events or holiday celebrations

ADDITIONAL INFORMATION:

1. Please bring an extra set of clothes (season appropriate) including underwear and socks for your child. Please put them in a large ziplock bag with your child's name clearly written on the outside. Accidents can and will happen and it is always nice to have a fresh pair of clothes to put on.
2. We will recognize birthdays of the children. If you would like to send in something special in honor of your child's birthday you may do so, however please make it a non-edible treat. Please do not pass out birthday invitations in view of the children; we want to avoid anyone feeling left out.

3. Remember, we are a healthy center. Please do not bring in sick children. If a child exhibits signs of sickness or a communicable disease, you will be contacted to pick up your child. A child must remain fever free with Tylenol or Ibuprofen for 24 hours before they can return to the center.
4. Please do not allow your child to bring toys from home. We cannot be responsible for their personal toys becoming lost or broken.
5. Reservations are always welcome. They help us plan our staff accordingly and guarantee a spot for your child.
6. We always welcome your ideas and suggestions on better ways to serve your family's needs as a childcare provider!

Thank you for choosing Hour Kidz of South Lyon to care for your child. We take this responsibility very seriously and look forward to all of the opportunities this responsibility will bring.