



Parent Handbook

Mission Statement

It is our mission to be a positive pillar and light in this community and provide quality childcare to parents in need of a caring facility. Dynamic Kidz Zone CDC shall be a bridge between parent, child, and provider linking together for the overall betterment of children.

Philosophy

We believe in equipping children with the necessary skills and talents to be future productive citizens and leaders in our community.

Goals

We believe that all children are unique individuals. Our goal is to provide a safe and stable environment to meet the social and emotional needs of the children in our care through positive interactions, fostering self-confidence, and by teaching problem solving skills.

We strive through our mission, philosophy, and goals to provide your child with the highest quality care available and are honored to serve your family. Thank you for choosing us to care for your child!

Hours of Operation

Monday – Friday 7:00am to 11:00pm

We accept ages 6wks to 10yrs

Holidays Closures

We will observe the following holidays: New Year's Day, Martin Luther King Jr. Day, Memorial Day, Juneteeth, Independence Day, Labor Day, Indigenous People's Day, Thanksgiving Break (Early close Wed 4p.m., Closed Thurs. - Fri.), Christmas Day and the day after Christmas depending on how the holiday falls)

Enrollment Procedure and Orientation

We require a completed enrollment package signed by a parent or guardian for each child before the child can start and after a tour of the facility. Enrollment information must be updated annually.

We accept enrollment for children between the ages of six weeks to ten years. Preference is given to children needing full- time enrollment.

Children must be in the center for over 4 hours (4 hours and 1 minute) per day for four days of the week to be considered full time. All children must have a complete and continuously updated health and immunization record maintained over the course of their enrollment.

All children must have a current and continuous updated health and immunization record maintained over the course of their enrollment. Parents who opt not to immunize their children will be responsible for providing an approved exemption certificate.

All forms must be filled out and updated when necessary. Enrollment forms include but are not limited to; Child Information Form, Food Program Forms, Parent Contract, and DHS required forms. These forms are maintained in a confidential manner only accessible to authorized individuals.

Parents who qualify for childcare subsidy with DHS must have full approval prior to attendance.

Tuition and Fees

A non-refundable enrollment fee of \$35 per child, \$10 per addt'l child will be charged at the time of enrollment.

Private pay tuition must be paid in advance by Monday of the current week. Your child is enrolled on a permanent basis and the entire weekly fee must be paid. If the fee is not paid by the close of day on Tuesday, a \$25 late fee will be applied to your account. Subsidy Co-payments are due and payable on the first business day of each month. A late fee of \$25 will be added after the 3rd business day of each month, unless prior approval has been established.

Late pick up fee is \$15.00 per child for every 15-minute period after closing. After 30 minutes past closing, if we have not made contact with a guardian or emergency contact, we will place the child in DHS or police custody.

A \$25 curriculum fee per child is due February 1st each year. There will be a \$50 fee charged on all returned checks. Payment must be made in cash, cash app or money order for 3 months before check writing privileges are restored.

All paid tuition, fees and copayments are non-refundable.

Attendance

Regular attendance helps to create a consistent routine within the facility. This consistency helps children to feel safe and secure and creates a better learning environment. In order to develop a consistent routine, we recommend that your child have regular attendance. We ask that your child be in attendance more than 17 days out of the month

Withdrawing

Children who miss five consecutive days without contacting the center will be dropped from the roll. We also reserve the right to terminate care if it is deemed necessary by the director for any reason. Parents are required to give us 2 weeks' notice prior to withdrawing your child from care. You will be

responsible for all payments during this time whether your child attends daycare or not.

Inclusion Policy

While we strive to be able to provide high quality childcare to every child, there are instances where we are not equipped to give the best care because of the lack of certified individuals. To enroll a child with special needs/chronic illness we must first determine if the child's needs can be met by our facility. We will consider the child's individual requirements and the resources required. We request a mutual two-week trial period to allow child, parent, and provider to determine if the match for care is appropriate. We will do everything that is reasonably possible for us to provide the needed care.

EBT Policy

When using EBT Cards/ECC Connect App:

Parents using this program must swipe in and out every day. Our policy is a NO SWIPE = NO STAY policy.

If you receive a swipe that is not approved, you may pay the daily tuition rate (per child) to attend. The daily tuition will be refunded after approved swipes for the day are received.

Missed swipes must be corrected by the following day or care will not be provided.

- **DO NOT GIVE YOUR CARD TO A STAFF MEMBER**
- **DO NOT GIVE YOUR PIN NUMBER TO A STAFF MEMBER**

Any cards found on the premises will be destroyed in accordance with DHS regulation.

Confidentiality

All information regarding children, staff and parents will remain confidential. Access to information is given to the primary or enrolling parent. Information requests must be done in writing.

Arrivals and Departures

For your child to receive the most benefit from our program, we recommend that your child arrive before 9:30 a.m Arrivals are sometimes tough, especially at first. Almost always, a child will become happy within minutes after the parent leaves. Please make your good-byes as brief as possible. To prolong it only makes the situation harder for everyone involved. If you need to talk to the teacher in depth, please notify the office so we can arrange for the teacher to step out of the classroom.

Families will check their child or children in and out daily through the Child Pilot terminal located at the reception window. Escort your child to their room and notify the teacher of his or her arrival. No child may be left at the center without completing the sign-in process.

Authorization for pick up. In the event someone other than the legal guardian will be picking up the child they must show identification on first time pickup. If the person is not on the child info card and there is verbal or text authorization, it will be documented and kept on file. Verbal authorization must come from a legal guardian unless extreme circumstances require, such police intervention or hospitalization of guardian.

Our facility is equipped with secure locking mechanisms for your child's safety. If the door is secured, ring the doorbell to gain entry.

Please do not leave your child unattended or unsupervised for any reason while on the premises. (This includes the parking lot.)

We also request that you refrain from leaving your car idling or unlocked while in the parking lot.

Transition Plans

Daily activities: To maintain a secure and predictable transition routine, we will give them a warning that an activity will be over soon. We will guide children through a transition by telling them what is about to happen and explaining what is happening as it is occurring. This is to be done by giving one direction at a time, use encouragement, redirection and modeling to teach them the skills for them to learn.

New Classroom/ Caregiver: Parents will meet with the child's teacher to discuss the transition and tour the new classroom. The child's teacher will help prepare the child for the transition, by having the child visit the new classroom multiple times in the weeks leading up to the transition.

New School: We will be preparing them for this period of adjustment and ensuring that they have the Social, Emotional, and Academic-related skill sets needed for a successful transition to another school or Pre-k

Discipline and Guidance / Expulsion Policy

While your child is on the premises, the teacher will handle any disciplinary problems in a firm and loving manner.

Classroom guidelines are necessary for the protection of the group and the individual child. **In the event that a child needs discipline and guidance, the following steps will be followed:**

1. Teacher will address the unacceptable behavior in a comforting way and explain to the child why the behavior is not permitted.
2. If the behavior persists, the child will be removed from the activity and redirected to another activity.
3. If needed, the child may be encouraged to have quiet time until he or she can regain control.
4. If the above steps fail to correct the behavior, the child will be taken to the office and the parent will be notified.
5. If the behavior is not corrected, the child will be sent home. A plan of action will be developed between the parents and the facility to correct the behavior.
6. Failure to comply with the plan of action will result in your child being dis-enrolled from the facility.

In the event of extreme circumstance or potential harm to daycare staff or other children, the parent will be asked that the child be removed immediately.

YOU CANNOT SPANK YOUR CHILD ON OUR PROPERTY!

Meals

We provide breakfast, lunch, and an afternoon snack, which includes meals during field trips.

We serve breakfast from 7:30a.m-9:15am, lunch from 10:45am – 11:30am, and snacks are served between 2:30-3:30 Menus are posted.

Due to the Health Department requirements, we cannot allow food from outside sources.

Infant meals are served according to each individual child's eating patterns. The center will provide formula, rice cereal and baby food. You can provide formula of your choice, breast milk or baby food if you choose.

Rest

No child will be forced to sleep. However, there is a center wide rest time to provide quiet, restful activities for the children. We follow the Infant Safe Sleep Guidelines set forth by the American Academy of Pediatrics. All infants are laid to sleep on their backs to sleep unless there is documented medical reason that the infant should not sleep in this position on file. Infants are not allowed blankets, stuffed animals, pillows, pacifier attachments, bumper pads, nor bottles in their cribs.

Infants birth through 3 months of age may be swaddled with an infant sized thin fabric, such as receiving blanket, if requested by parents with written permission and the infant is not mobile enough to move fabric over its face.

Medication

We DO NOT administer medication. If your child is needing medication during the day, you will have to give it to them and the medication cannot be kept on-site. Permission for diaper rash cream and insect repellent may be obtained for 12 months or less at a time provided specific instructions include when administration is needed. The form will be signed by daycare staff each time medication is administered.

Life- threatening medications such as EPI pens or inhalers can be kept on-site and in a secure location. Life threatening medications will be administered for emergency purposes only at the direction of first responders and will be turned over to first responders. Emergency medication must be in

the original container with the child's name. A current prescription or letter from the child's attending physician must be kept on file and updated.

Child Health

Children's health is monitored daily. We also partner with local providers to conduct health and developmental screening onsite and make referrals when necessary. Information and resources are available for child health services and education. Please contact the Director if your child is in need of health services.

We follow guidelines of the Good Health Handbook, produced by the Oklahoma State Department of Health. A copy of the Good Health Handbook is available in the office. Please refer to the Good Health Handbook if you have any health-related questions.

Any child being ill with a contagious virus or disease will not be permitted to attend, i.e. fever, infection, diarrhea, ringworm, chicken pox, pink eye, contagious rash, head lice, etc.

If your child becomes ill while in care immediate arrangements must be made for the child to be picked up within an hour of notification. We do not offer care for sick children

Fever Policy: Tympanic temp (ear temp) over 99.4 children are sent home and may return symptoms free WITHOUT medication after 24 hours.

Diarrhea Policy: After 3 loose stools we send home and child can return after 24 hours symptom free. **AS A COURTESY:** After two loose stools we will notify the parents and allow to pick up and monitor for the rest of the day at home. If there are no loose stools while home they are permitted to return the next day. If the child has one loose stool after returning we will notify to pick up and child has to be out 24 hours.

If the child has a condition that is easily transferred to others such as lice or an exposed rash they will be isolated and not allowed to participate. Children are not to return if symptoms persist. When on a field trip injury and illness will be handled the same as if we are at the center. If serious injury occurs in any instance, it is our policy to call 911 and then you, the parent.

We asked that you please respect our illness policy. We want your child to get healthy as well as keep the other children in the facility healthy.

COVID-19 – If your child is exhibiting symptoms of COVID-19 such as fever of 99.4 or higher, headaches, runny nose, body aches please get them tested before bringing them to daycare. This is to cut down on us having to close down the center to quarantine. If your school-age child's school is closed because of COVID-19 they must have a NEG test to come to the facility.

Health Emergencies

Staff members are trained in CPR and first aid. In case of an emergency, the child will be transported to the nearest medical facility. A staff member will accompany the child to the hospital. The child's records will be referenced, and all efforts will be made to contact parents or other numbers listed.

Breastfeeding Policy

We are committed to supporting our breastfeeding families. Mothers are allowed to feed on-site.

Emergency Drills

Fire, tornado, lock-down and shelter in place drills are conducted according to DHS requirements. The center is inspected annually by the fire department. In case of a storm, it is best to leave your child at the center and contact the center after the threat has passed.

Center Evacuation

Should an emergency occur which requires the evacuation of the center, you will be notified as soon as all of the children are safe. If you are at the center at the time of the emergency, you are requested to follow our emergency procedures. Your help would be greatly appreciated. For this purpose, you must give us permission to transport your child and must be indicated on the enrollment form.

***Emergency Preparedness Plan is posted at the center.**

Parent Communication

Communication is key to a warm and nurturing classroom environment where children feel and understand their needs are being met. We have an open-door policy, we also communicate with parents through newsletters, emails, and messages through the Child Pilot App. We ask that parents refrain from sharing personal contact information with teachers.

We utilize the Child Pilot App to communicate, in this app you can see what your child has eaten for the day as well as, when and if they have napped. You also have access to photos as well as being able to directly communicate with your child's teacher and the Director within the app.

We conduct scheduled parent conferences twice per year; however, a conference may be requested at any time if there is a parent concern/conflict.

Personal Items

When personal items such as toys and electronic devices are brought to the center, they are likely to be broken or taken home by another child. We will not be responsible for lost or stolen articles. If an item from the center is found in your child's pocket, please have the child return it the next day.

All toys and personal items must be left at home!

Clothing

We need a change of clothes, marked with the child's name, in the facility. All coats and clothes brought to the facility should be labeled. Your cooperation in returning items taken home by mistake is greatly appreciated. Children easily mistake similar clothing; because of this we will not be responsible for lost items. All efforts will be made to find lost articles.

Donations

Donations are always welcome. We often need extra clothing for children of all ages. Toys, books, and other child-related items are also accepted. While requesting donations for classroom supplies or specific needs are considered, direct requests from employees for personal purchases are inappropriate and not a part of our practice. If you feel this is happening to you, please reach out to management.

Pets

Pets may be kept as a complement to classroom curriculum as directed by DHS. However, personal pets may not be brought to the center.

Curriculum

Our Curriculum Coordinator works with each teacher to make sure the weekly lesson plans are developmentally appropriate for each age group. As a five-star center we include at least two teacher led physical activities to include motor skill development and engagement through play. Language development we model through reading aloud, modeling language, storytelling and responding to children's communication attempts. Our curriculum incorporates assessments to track progress and adjust activities as needed.

Parent/Teacher conferences are schedule twice a year. It is during this time the teacher will sit down with you and discuss your child's milestones, development/progress report. Teachers are trained to make general observations but we DO NOT diagnosis any condition. If you have any concerns, we can help figure out how to get your child screened and/or assessed.

School Age Summer Program

Our summer program is designed for fun and recreation. We go on several field trips throughout the summer and will make sure to let the school age parents know at least one week prior to any field trip. All parents are required to sign a field trip permission form for your child to attend. In the event there are children who are not able to attend for any reason, there will not be a teacher on site to stay with the children.

Transportation

Transportation is provided to and from designated public schools, program field trips, and in emergency situations when necessary once permission slips are on file. All children transported are required to follow the rules of the driver. Children are required to be in child restraints as designated by the State of Oklahoma. **In the event you need to cancel after**

school pick up for your child/children, a 45-minute notice is required. If the driver has already started their bus route, there will be a \$15 per child inconvenience fee applied. School aged children suspended from public school will not be allowed to attend the facility during that time due to staff/child ratio.

Inclement Weather Policy

In the event of inclement weather, we will open 1 hour late and close 1 hour early. If the weather is extreme and we need to close we will send out notice as soon as we learn that we will be closed, generally not to exceed 2 working days. In the event the center is in straight line path of a tornado we will take all children to their designated spots. All parents will be called and/or texted. This policy is to ensure the safety of your child(ren) as well as our staff.

Premises

Smoking or vaping, tobacco, over the counter and prescription medication, prohibited substances, weapons, or other dangerous materials are not allowed on the premises or within line of sight of children.

Video and Photography

Parents are asked to respect the confidentiality of other children and refrain from taking pictures, recording videos or sharing related media on the internet while on the premises. Parents are required to sign off on a permission slip for photos to be posted on website, within the facility, and Dynamic Kidz Facebook page.

Child Abuse and Neglect

Every childcare worker in the state of Oklahoma is a state mandated reporter of suspected child abuse or neglect. **IT IS THE RESPONSIBILITY OF EVERY STAFF MEMBER AT DYNAMIC KIDZ ZONE CDC TO REPORT ANY OBVIOUS SIGNS OF CHILD ABUSE, NEGLECT OR SUSPICION OF CHILD TRAFFICKING TO THE LOCAL POLICE DEPARTMENT AND TO THE DEPARTMENT OF HUMAN SERVICES.**

Parent Involvement

We have an open-door policy and parents are welcome anytime to assist with classroom activities. A suggestion box is available as well as parent surveys which are sent out annually to help us be able to evaluate our program and make changes as needed. Sometimes we do not know there is a problem but once we are made aware we will make all efforts to correct it.

- Parents have the right to obtain and view a copy of the parent policy guidelines at any time.
- Parents have the right to visit privately with the director with an arranged appointment.
- Parents have the right to drop in the center at any time to check on the development or well-being of their child.
- Parents have the right and are welcome to ask questions regarding their child and/or our center and its policies.
- Parents have the right to view Dynamic Kidz Compliance file with the Department of Human Services at any time. The file is in the in the parent resource area on the swipe machine table.

Parents should feel free to discuss their child's daily activities with the teachers. We encourage and want to have parental feedback because this is what enhances the children's program. If you need to conference with your child's teacher, please notify the Director so that arrangements can be made.

Special events are designed for families and staff to enjoy themselves. Special events include Classroom parties, the Fall festival and haunted house, Muffins w/ Mom, Donuts w/ Dad, etc

We try to make necessary arrangements to allow parents' unlimited access to the center while their child is in attendance. However, please note that access to the center may be restricted to custodial parents pursuant to state childcare regulations, may be further restricted by court order, or for any reason deemed appropriate for the preservation of the safety, security, health or general well-being of persons in the center.

We reserve the right to temporarily or permanently exclude any person from the center, including a parent, whom we deem likely to pose a threat or

risk to the center or who fails to or refuses to conduct him or herself in a manner befitting a proper childcare environment. This includes but is not limited to profanity, yelling, threatening, aggressive or violent behavior, intoxication or failure to follow Dynamic Kidz Zone CDC policies and procedures.

Complaints

Parents may contact our office at any time to make a complaint. In the event that a disagreement occurs, every attempt will be made to reach a solution agreeable to all parties. Please contact our office at 405-242-6008

Emergency Preparedness Plan

In the event of an emergency parents will be notified immediately.

- Serious injuries
- Serious illness
- Poison Exposure
- Communicable disease outbreak

The director will assess the situation and call poison control and/or 9-1-1 if needed. If your child's injuries or illness appears to be life threatening he/she will be transported to the nearest hospital (Baptist Medical Center ER -3300 Northwest Expy, Oklahoma City, OK 73112)

In the event of serious weather conditions

- Tornado
- Floods
- Blizzards
- Ice Storms

The director will stay attuned to weather updates via TV and/or radio. If the center appears to be in direct threat of any of these conditions, parents will have a one-hour window to pick up after notification from the director. If parents are unavailable and we have not heard from anyone after 30 mins

we will start calling emergency contacts to pick up. Tornadoes are less predictable and if time or conditions do not allow for pick up, we will take shelter in our designated spot and exercise tornado drill precautions.

In the event of a fire at the center we will evacuate until we have the all clear to return, if it is a serious fire we will call parents to pick up after we get everyone to a safe location.

If there is a wildfire, we will follow what the authorities tell us to do. In the event that we do have to evacuate we will evacuate to the OnCUE at (1600 Northwest Expy, Oklahoma City, OK 73118)

Man made disasters and threats such as chemical and industrial accidents, bomb threats, and terrorist attacks are handled on an occurrence-by-occurrence basis. The center director will give instruction to evacuate the center or lockdown the building based on what authorities advise. During evacuation we will walk west on NW 45th away from the building.

In a lockdown situation all doors will be locked and we will go the designated lockdown room during this time no one will be allowed in or out of the building until we have an all clear from authorities. In any case parents will be notified immediately.

- Lost/abducted child – Call authorities and parents immediately
- Power outage – If timeframe for power to return exceeds comfortable conditions or will be longer than an hour parents will be called to pick up.
- Structural damage – Vacate to OnCue (1600 Northwest Expy, Oklahoma City, OK 73118)

Staff and children practice fire and tornado drills monthly. Lockdown drills are done yearly.

In any emergency circumstance attendance will be taken to account for all children in care.

Program Review/Evaluation

We Collect and analyze data regularly and consistently to ensure an effective program evaluation.

Our parent/staff surveys are done twice a year. These evaluations help to determine how effective and efficient our program policies, and/or organizations are in reaching our mission, philosophy, and goals.

Parenting Workshop

DKZ offers semiannual workshops for parents, caregivers, or community members. These workshops offer techniques on how to deal with challenging behaviors, help children cope with trauma, become an advocate for children in the classroom, and more. These workshops will cover various topics, including routines, social-emotional development, and healthy habits. They will also provide a space for parents to connect and share experiences.

*Licensing Compliance File is located in the office area and is available for staff & Parents to view upon request.

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***Handbook is reviewed and revised annually

Dynamic Kidz Zone CDC is an equal opportunity provider and employer.