Kids Co. creates safe spaces that inspire wonder, curiosity, and play for your kids.
Table of Contents

WELCOME TO KIDS CO. .............................................................................................................3
ADMISSION ...............................................................................................................................3
COMMUNICATION .................................................................................................................4
ENROLLMENT PROCEDURES ...............................................................................................5
WITHDRAWAL POLICY ...........................................................................................................6
TUITION ....................................................................................................................................6
TUITION ASSISTANCE PROGRAMS .......................................................................................6
BUSINESS OPERATIONS .........................................................................................................7
FAMILY INVOLVEMENT ..........................................................................................................10
SAMPLE DAILY SCHEDULES ...............................................................................................11
HOLIDAYS & OTHER SCHEDULED CLOSURES ..................................................................11
PUBLIC SCHOOL CLOSURES ...............................................................................................12
PUBLIC SCHOOL LABOR DISPUTE STRIKE POLICY .............................................................12
HAZARDOUS WEATHER POLICY .........................................................................................12
NUTRITION .............................................................................................................................13
CLOTHING FOR NAPTIME .................................................................................................14
FOR NAPTIME .......................................................................................................................14
HOMEWORK TIME AND ACADEMIC SUPPORT .................................................................14
HEALTH AND WELL-BEING ..................................................................................................15
ILLNESS AND ACCIDENTS ..................................................................................................15
INFORMATION REGARDING CHILD ABUSE ........................................................................16
KIDS CO. STATEMENT FOR PREVENTION OF ABUSE .....................................................16
CONCUSSION INJURIES ........................................................................................................17
SAFETY & SECURITY ............................................................................................................17
EMERGENCY/DISASTER POLICY .........................................................................................18
EMERGENCY INFORMATION ................................................................................................18
LOCKDOWN/SHELTER-IN-PLACE .........................................................................................18
STAFF .....................................................................................................................................18
STAFF PROFESSIONALISM ....................................................................................................18
SUMMER PROGRAM .............................................................................................................18
FIELD TRIP TRANSPORTATION POLICY AND BEHAVIOR EXPECTATIONS .....................18
CONCERNS, SUGGESTIONS AND COMPLAINTS ..............................................................20
COMMONLY ASKED QUESTIONS .........................................................................................20

Evergreen Children’s Association and Kids Co. are one in the same. The legal name is Evergreen Children’s Association and our commonly used, trade name is Kids Co. Tax ID #91-1450148
WELCOME TO KIDS CO.

Kids Co. is a 501(c)(3) non-profit organization that serves the community by providing high quality, licensed child care. Kids Co. centers are located throughout Seattle and on Mercer Island. Kids Co. is a grassroots organization founded in 1989, for the sole purpose of providing high quality, developmentally appropriate early learning and after-school programs. All Kids Co. programs are licensed by the State of Washington and meet quality standards as defined by the National Association for the Education of Young Children (NAEYC) and the National Afterschool Association (NAA).

At Kids Co. we create safe spaces that inspire wonder, curiosity and play for our kids. We encourage kids to grow in ways that help them make friends, manage their feelings, and do better in school. Our staff model and teach loving, caring ways to relate to others and teach kids how to make safe choices that allow them, insofar as it is possible, to experience the natural consequences of their decisions.

In our effort to learn about and respectfully acknowledge differences amongst our children, staff, parents and community, Kids Co. strives to foster the highest levels of multi-cultural understanding through ongoing education. A major component of our efforts is taking a pro-active approach to incorporating anti-bias theory and practices in support of respecting and embracing differences and acting against bias and unfairness. Anti-bias teaching requires critical thinking and problem solving by both children and adults. Our overarching goal is to create a climate of positive self and group identity development, through which every child will achieve their fullest potential.

As parents or guardians you play a vital role in helping to ensure your child has a positive and safe experience at Kids Co. Please read the Kids Co.’s Family Handbook so you are informed of our policies and procedures. Our handbook is the primary communication method for articulating Kids Co.’s philosophy, policies, and procedures. All parents/guardians are expected to read the Kids Co.’s Family Handbook. It is the primary communication method for articulating Kids Co.’s philosophy, policies, and procedures. Our Kids Co. website is regularly updated with new and important information. Our web address is: www.kidscompany.org. Policies and procedures are subject to change without notice.

ADMISSION

Kids Co. provides care to children between the ages of 3 years to 12 years (for ages served, see location pages at www.kidscompany.org) in a group care setting. The size of the group and the ratio of staff to children are based on the age of the children, state licensing rules, and industry practices. All children must be toilet trained prior to starting at Kids Co. unless the child requires an accommodation due to a medical condition. Families are asked to provide complete information about attending children, including any specific needs or limitations of the participating child and any other information needed to provide quality child care during enrollment at Kids Co.

Kids Co. has an open-door policy and invites currently enrolled families to come into our programs at any time. We encourage new families to schedule a tour of the center before starting in order for you and your child to become familiar with the facility, and meet the staff and the other children. This also gives us the opportunity to discuss your child specifically and go over your enrollment forms to ensure they are complete.

No family will be discriminated against on the basis of sex, sexual orientation, gender identity, economic status, political ideology, race, color, religion, national origin, age, income level, Vietnam era or disabled veteran status, marital status, ancestry, military status, genetic information or the presence of any physical, mental or sensory disability or any other basis protected by federal, state or local law. All families will be admitted so long as there is space available.

American with Disabilities Act (ADA). Kids Co. complies with the guidelines for the federal Americans with Disabilities Act and makes every reasonable effort to accommodate persons with disabilities. Upon notice of an applicant diagnosed with a medical or developmental condition or disability Kids Co will conduct an individualized assessment of the child’s needs and the program’s ability to make the necessary modifications. A medical or developmental condition or disability that requires Kids Co. to fundamentally alter its program or that presents a direct threat to the enrolling child or other children may impact the admission decision. If an enrolling family fails to disclose medical or developmental conditions that impact the provision of child care, Kids Co. will be unable to conduct an individualized assessment and will proceed with enrollment and application of policies and procedures to address conduct and care of attending children, assuming there is no need for accommodation.
While each individual child will have their own particular needs, some examples of reasonable accommodation include but are not limited to:

- Behavior management agreements prior to, upon enrollment, or following enrollment;
- removal of physical barriers; or
- provide staff with additional training or information.

We encourage parents to provide the program manager with all important information about your child’s individual needs. Such information will be treated with care and used only for the purpose of providing appropriate care to your child. Examples of accommodations that Kids Co. may not be able to provide includes very small group or one-on-one care for your child or any circumstance that creates a direct threat of harm to your child or other children, such as biting or other violent conduct.

Keep in mind that Kids Co. staffs are not special education teachers. Kids Co. programs offer large group care that limits the ability to effectively care for some children. Special accommodation made by public school systems, which have additional resources, may not be appropriate or feasible in private licensed child care programs such as Kids Co.

Kids Co. staff can be helpful in developing positive strategies for children who have a disability and/or exhibit challenging behaviors while attending Kids Co. In the event that Student Intervention Team (SIT) meetings become part of your child’s plan for school, we recommend that parents invite Kids Co. staff to attend and participate in Student Intervention Team (SIT) meetings. This is one way that we can bridge your child’s school day with the child care part of their day.

**RIGHTS AND RESPONSIBILITIES:** Children and staff at Kids Co. have the right to a safe, nurturing, respectful environment. They have the right to personal opinions, beliefs and the ability to express their ideas. Children and staff have the responsibility to create an atmosphere of respect and safety for all by following the community guidelines as established and communicating with others when issues arise.

**EXPECTATIONS OF PARENTS/GUARDIANS**

Kids Co. programs are licensed by the Department of Children, Youth, and Families (DCYF). Many of the policies in this handbook are licensing requirements and are not negotiable. Failure to comply with licensing rules and/or Kids Co. policies and procedures may result in termination of your child(ren)’s enrollment.

In order for Kids Co. to stay in compliance with licensing rules and so that Kids Co. can provide appropriate care for your child(ren), here are some key expectations:

- Parents/guardians must sign-in and sign-out their child(ren) on the sign-in/out sheet or tablet/laptop with their full signature when dropping off and picking up their child(ren).
- Parents/guardians are expected to be forthcoming with all mental, behavioral, and health concerns.
- Parents/guardians are expected to participate in setting behavior modification goals.
- Parents/guardians are expected to pick up their children within one (1) hour if they have been called to do so for behavior or illness.
- Parents/guardians are expected to notify the center of absences or late arrivals (see Child Locator Fee policy, page #).
- Parents/guardians are expected to pick up their child(ren) by 6 PM (see Late Pick-Up Fee policy, page #).
- Parents/guardians are expected to pay tuition and fees by the 1st of each month (see Tuition section, page #).
- Parents/guardians are expected to conduct themselves in a kind, courteous, and respectful manner.

**COMMUNICATION**

Kids Co. recognizes that there is no one best way for our staff and your family to stay in touch, however, we require that all families keep us up to date on their contact information including a valid email address (when available).

More and more, Kids Co. encourages families to receive electronic communications such as e-mail newsletters, curriculum calendars, notices about hazardous weather, and more. Without your current email address, we are unable get this valuable information to you! Please note, if you OPT OUT of receiving Kids Co. email communications, this will permanently remove your email address and you will no longer receive any Kids Co. email communications. Kids Co. will never share your email address with anyone without your permission.
ENROLLMENT PROCEDURES

1. Complete the enrollment packet, which includes all the necessary forms including the immunization form required by Washington State. No child will be allowed to start until all sections of the enrollment packet have been completed, submitted, and reviewed by Kids Co. (min. of 2 business days for review).
2. Pay the annual, non-refundable registration ($100.00 for each new child, $50.00 for each returning child).
3. Pay the $100.00 deposit for each child enrolled. This deposit is refunded upon receipt of a 30 day written notice of withdrawal (see withdrawal policy).
4. If your child attends a Kids Co. Preschool Program, you must pay a one-time fee of $40 for a mat/cot and sheet for naptime.

Enrollment is on a continuous basis. For school-age children, enrollment is continuous from one school year to the next. There are separate enrollment forms for summer. For preschool children, enrollment is continuous until they enter the school-age program or withdraw from the program. Changes to your child’s schedule or complete withdrawal are subject to the policies outlined in this handbook. On an annual basis, we will ask you to review the contact and health information on file to make sure it is current. Families are expected to inform Kids Co. when the mental and health needs of their child(ren) change.

Any change of programs or schedule requires written notice on the 15th of the month with changes effective on the 1st of the following month.

All information given in our enrollment and registration packet is kept strictly confidential but may be used by Kids Co. for fund raising purposes. Information in your child’s file will not be shared with anyone other than program staff, Washington State Child Care Licensors from the Department of Children Youth and Families (DCYF), and City of Seattle education specialists. We do not give out phone numbers or contact information to other parents, staff or other individual without specific consent. Prior to releasing information, we will determine if the reason to release information is valid, utilizing legal counsel as needed. We will obtain informed, written authorization, will give a copy of the signed authorization to the parent or legal guardian, and will maintain a copy in the child’s file.

Kids Co. retains the right to unilaterally terminate care following conduct by children or parents/guardians that is contrary to the policies and expectations contained in this handbook and distributed to all families upon enrollment, or for any other reason, and may do so at any time. Reasons for termination include but are not limited to the following:

1. Non-payment of tuition fees by due dates. (If this happens future enrollment will not be allowed.)
2. If a child’s needs/behaviors cannot be reasonably accommodated in a group care setting.
3. Physical or emotional problems, which require supervision beyond our normal teacher/child ratio.
4. False information or not fully disclosing important information regarding your child (i.e. health issues, developmental issues, emotional or behavioral concerns, IEP’s, etc.).
5. Failure by the parent/guardian or child to comply with the policies and procedures established by Kids Co.
6. Failure by the parent/guardian to pick up their child(ren) when called for behavior or illness.
7. Failure to notify the center, in advance, of non-scheduled absences.
8. Disrespectful or bullying language or behavior of parents toward staff, other parents or kids.

A child may temporarily be suspended from the center as a result of behavior problems. If a child is suspended from their regular school attendance, Kids Co. is unable to accept that child during the days of suspension.

In the interest of making sure your child is picked up only by authorized individuals and to ensure Kids Co. has accurate emergency contact information, Parents/guardians are required by licensing to provide the name and phone number of at least two other people who are authorized to pick up your child or be contacted in case of an emergency. If attempts to contact parents/guardians and emergency contacts fail to reach anyone, 911 may be called and your child’s enrollment will be suspended until accurate and reliable contact information is given to Kids Co.

Children are discouraged from bringing any toys from home. In the event they do bring toys from home, Kids Co. cannot accept responsibility for those items. Toy weapons of any kind are prohibited.

Kids Co. makes every reasonable effort to provide a safe environment. However, there are inherent risks associated with participation in child care program activities including physical injury, and/or other consequences. Kids Co. assumes no responsibility or liability for injuries and/or illnesses of your child. Kids Co., officers, agents,
employees, and volunteers are held harmless from any and all liability or claims which may arise out of your child’s participation in Kids Co. programs.

Kids Co., its staff and board make no warranty and can accept no responsibility or liability for the actions of any of its employees, agents or other related individuals outside of the regular hours of operation of the centers or when, in the case of employees or agents, they are not actively and exclusively working for Kids Co.

WITHDRAWAL POLICY

A minimum of **30 days written notification** must be given for withdrawal from the program. Tuition will accrue for 30 days from the date written notice is received. If 30 days written notice is given then your deposit will be applied to the balance due on tuition for 30 days. If **less than 30 days written notice** is given, tuition will accrue for 30 days after your child's last date of attendance and your deposit will be forfeited.

TUITION

Kids Co. is a non-profit corporation. The fees charged to the parents are set where our income and fundraising efforts offset our monthly expenses for space, toys, games and equipment, operating supplies, staff and administrative costs. **The cost of our program does not vary with individual daily absences, illness, holidays or vacations so we do not make tuition adjustments.** Tuition is evaluated annually. All fees and polices are subject to change without notice. Whenever possible, 30 days written notice is given for tuition increases.

Kids Co.’s Tax ID # 91-1450148

Tuition rates vary by center and time slot. Please see your tuition rate sheet for rates that apply to your center.

**Tuition is due on the 1st of each month.** If payment is not received by the 1st of the month, a $25.00 late fee will be charged to your account. If fees are not paid in full by the 10th of the month, your child's enrollment will be suspended beginning the 15th and your child will not be permitted to attend. There is a $25.00 NSF fee for checks that do not clear. Failure to pay in full by the end of the month **may result in termination of enrollment.** Finance charges of 1% per month, 12% per annum will be applied to past due balances.

All tuition payments are to be made to Kids Co. Payments can be mailed to the Kids Co. administrative office, given to the program manager, assistant manager or placed in the tuition box in the sign-in area. Statements will be mailed to your home each month. If you do not receive your monthly statement it is your responsibility to call or ask the program manager or the billing office for the correct amount due.

**Electronic Funds Transfer (EFT):** Payment by EFT is available as an option for paying child care tuition and fees. For families who elect to pay their tuition via EFT, the transaction will be made on the 10th of the month tuition is due. If the 10th falls on a weekend, the transfer will be made the next business day. For failed transactions, Kids Co. will charge a $25 processing fee in addition to charging your Kids Co. account a late payment fee.

All families that have difficulty keeping their account current **will be required to pay their bill via Electronic Funds Transfer (EFT).** Payment agreements can be made, see the program manager for the appropriate form.

In the event there is an overdue balance on my account and it has been sent to a collection agency, all court costs, collection fees, interest fees and filing fees will be paid by the parent or legal guardian.

TUITION ASSISTANCE PROGRAMS

If you need help paying for child care, there are four tuition assistance programs available to you:

- **State of Washington** – Working Connections Child Care (WCCC)
- **City of Seattle** – Child Care Assistance Program (CCAP)
- **Kids Co. Schedule B**
- **Kids Co. Scholarship Fund**

For information about these programs go to [https://www.kidscompany.org/tuition-assistance/](https://www.kidscompany.org/tuition-assistance/).
Tuition Assistance that is not renewed on time or applicants who submit incomplete forms will be subject to the regular tuition charges and may result in no longer being eligible to receive assistance.

IMPORTANT: Kids Co. requires that families apply for Working Connection support (a comprehensive Washington State program that bundles several assistance programs into one application process), the City of Seattle Child Care Assistance Program, or Kids Co.’s schedule B prior to applying for a Kids Co. scholarship.

IMPORTANT CHILD CARE SUBSIDY AND SCHOLARSHIP INFORMATION FOR FAMILIES

Our goal is to make sure families receive high quality care for their children at our centers while still maintaining our budget. If you need help understanding our policies or completing the required information to receive a subsidy, please feel free to ask your program manager for assistance.

Kids Co. is a local, 501(c)(3), non-profit corporation. We are committed to serving families of differing economic means, which is why we accept CCAP and WCCC subsidies, offer reduced tuition rates (Schedule B) and special case scholarships. Because we do not set limits on the number of families receiving subsidies/scholarships, it is critical that participating families maintain their eligibility.

The amount of funds we receive from the subsidy programs does not cover our actual cost to provide care, therefore we ask that parents read and sign the Subsidy, Schedule B, and Scholarship Agreement in order to protect our ability to accept subsidies and offer scholarships.

In order to be eligible to apply for a Kids Co. Scholarship you must first apply for WCCC, CCAP, or Schedule B and show proof that you are ineligible to receive State of Washington or City of Seattle child care subsidies.

BUSINESS OPERATIONS

Hours of Operation - 7:00 AM to 6:00 PM, Monday through Friday.

Care hours vary by site and may be adjusted for weather or other serious conditions; please contact the program manager for details or the Kids Co. website Locations pages (www.kidscompany.org).

Any changes in your choice of programs or your child’s schedule requires written notice on the 15th of the month with changes effective on the 1st of the following month.

For example, if you would like your child to switch from attending M-F to M,W,F in October, the change of schedule form must be received by September 15th. Additions to your child’s schedule may be added earlier if space allows. Change in Schedule forms are available from the program manager or other staff.

CHANGE OF DAYS OR TIMES CANNOT BE GUARANTEED BUT WILL BE MADE ON A SPACE AVAILABLE BASIS.

Extra care is provided for school early dismissal days, non-school days, school conferences, winter, mid-winter, spring, and summer breaks, where applicable. Use of these programs will be billed as extra hours for what you sign up for. Extra hours are the hours of care outside your normal monthly care schedule. For example, if you attend afternoon care only 2:25 PM-6 PM 5 days per week per month, your extra hours for a no school day, would be billed for 7AM-2:25 PM.

Summer program information for school-age summer day camp will be available in early to mid-winter.

Parents/Guardians are asked to inform the center in advance of the approximate time of arrival and departure for their child. Please let us know if your schedule should change. This enables us to schedule our staff accordingly. Parents/Guardians are required by licensing to sign-in and sign-out their child(ren) at drop-off and pick-up times on the sign-in sheet located at the center. State licensing requires the time of drop-off and pick-up and a full signature.

Authorized Pick-Up: Only individuals that are identified as “authorized pick-up” on the enrollment forms are allowed to pick-up your child. When authorized individuals are between 16 to 18 years old, the parent is responsible for determining the responsibility level of the individual, the safety of the route to be taken and whether the younger child listens well and follows directions. Should a parent/guardian give verbal or written permission for someone who is not listed on the enrollment paperwork, Kids Co. staff will ask for picture ID and the pick-up is only authorized for the specified day(s).
If any authorized pick-up person’s conduct leads our staff to believe it is unsafe to release the child (i.e. inebriated, disorientated, confrontational, violent, or other risky behavior), we will contact another person from the pick-up list or call the police as required by law. All persons must provide picture ID when picking up your child. This could be asked at any time, by any staff person despite the number of times the person has picked up or their relation to the child.

Parents/guardians are expected to call the center, 1 hour in advance, in the event that your child will not be in attendance.

**Child Locator Fee:** When a child does not come to Kids Co. as scheduled, a staff person must spend time looking for that child. When one staff member has to concentrate all of their efforts to locate a child, the rest of the program suffers because we are left short-staffed during the time one person is away from the center conducting a search. In an effort to minimize the need to locate children, parents will be charged a $10 fee for failing to notify Kids Co. that their child is absent. In order to avoid this fee, please contact the center at least 1 hour before your child is expected to arrive. Excessive failure to notify may result in suspension or termination of enrollment in Kids Co.

**Early Drop-Off Fee:** You will be charged $2.00 per minute if you drop off your child earlier than the time your child's program is scheduled to begin (unless previously arranged with the manager, see Extra Hours Policy). This fee will be added to your account.

**Late Pick-Up Fee:** You will be charged $15.00 for the first ten (10) minutes, and $2.00 per minute for each additional minute if you pick up your child later than the time your child's program is scheduled to end (unless previously arranged with the manager, see Extra Hours) or later than 6:00 PM. This fee must be paid at the time of pick-up or will be added to your child care account. You will be asked to sign a late pick-up form.

Picking children up late puts stress on staff that are often attending night classes or have other commitments that are impacted when children are at the center beyond the 6 PM closing time. Parents who are late to pick-up three (3) times will be asked to arrange for someone else to pick up. In the event that late pick-ups occur five (5) times, Kids Co. retains the right to unilaterally suspend or terminate care.

**FAILURE TO PAY THESE FEES MAY RESULT IN TERMINATION OF ENROLLMENT.**

In the event that staff is unable to reach parents/guardians, emergency contacts or other authorized pick-up people, and the child is still at the center by 6:30 PM, our staff is instructed to call Child Protective Services who may take the child until the parent/guardian is located.

**CHILD BEHAVIOR GUIDANCE AND DISCIPLINE POLICY**

Kids Co. retains the right to unilaterally terminate care following conduct by children or parents/guardians that is contrary to the policies and expectations contained in this handbook and distributed to all families upon enrollment, or for any other reason, and may do so at any time.

Discipline is a way of teaching children appropriate forms of behavior. **It is not punishment.** It is not enough to tell children what behaviors we find inappropriate, we must also teach them acceptable ways of handling difficult situations. There are many ways we attempt to accomplish this.

Prevention through careful planning is the best approach to discipline. Establishing a warm and caring relationship with the children can eliminate negative behavior through positive means. This is accomplished by:

1. Creating a warm and caring atmosphere.
2. Using prevention techniques (e.g., careful planning of activities and the environment, adhering to a consistent daily routine).
3. Noticing and praising the positive behavior of each child.
4. Offering choices to children.
5. Being a role model by dealing with situations in a calm, controlled and caring manner.

There may be times when intervention is necessary. We discuss the situation with the child on a level they can understand. We then redirect the child to a positive behavior. If the child persists in disruptive behavior we offer the choice to correct the situation or to accept the consequences of the behavior. This may involve being
Although we try to review each situation on its own merits, we believe that consistency of discipline measures is more effective and in the best interest of each child. Therefore, as part of our child guidance policy, please be advised that if your child is suspended or expelled from school, they will not be allowed to attend Kids Co. during that time as well.

Kids Co. programs are large group care focused and designed to meet the needs of all children receiving care. If your child engages in conduct that indicates a need for small group or one-on-one care, you may be expected to provide an aide that meets DCYF licensing rules and at your sole expense or Kids Co. may need to terminate enrollment.

Although Kids Co. will make every reasonable effort to provide care to your child there may be instances where a child’s behaviors cannot be safely or adequately managed in a large group setting. Kids Co. staffs are not special education teachers nor do they have any specialization in working with kids who exhibit unsafe or especially difficult behaviors.

**Violent Conduct, Bullying Actions or Language, Unsafe Conduct:** Kids Co. does not tolerate violent conduct, bullying actions or language of any kind from kids, staff, and/or parents/guardians, as well as unsafe conduct that is harmful to themselves, other children or staff. It is paramount that the safety of your child, all of the other children, and the staff be preserved. Examples of violent conduct, bullying actions or language include but are not limited to intentional hitting, kicking, biting that causes significant injury, or any other physical conduct that poses a threat of harm or injury to your child, other children enrolled at Kids Co., or staff. Refusal or inability to follow health and safety protocols for mitigation of spreading germs/disease is also subject to the conditions of this policy. Any hate speech, threats, swearing or explicit language or behavior, micro-aggressions, racist remarks, running away from the program whether at the center or off-site, refusal to follow instructions, etc.

If a child is violent in any way, engages in bullying behavior or language, and/or engages in unsafe conduct, parents/guardians will be called and expected to pick up their child (ren) within one (1) hour. If a parent/guardian is called to pick up, failure to do so will result in a minimum one (1) day suspension and possibly termination of enrollment. Should a child engage in violent conduct, bullying actions or language a second time, the parents/guardians will be called to pick up and the child(ren) will be suspended for five (5) business days. During that time parents/guardians will be expected to attend a mandatory meeting to discuss the behaviors and agree to a behavior management plan prior to the students return. If parents/guardians do not respond to the first request to schedule a meeting, your child(ren)’s enrollment will be suspended until a behavior management plan is put in place. If a third incident occurs, your child(ren)’s enrollment will be terminated. Due to the nature of this type of behavior, CPS may be notified.

**Biting:** Although biting is not common beyond the toddler stage, it can happen for various reasons in children preschool age and older. Every consideration is taken to help children manage their own behavior. If your child bites, in an effort to help the child doing the biting and to protect the other children from being bitten, the parents/guardians will be asked to take their child home for the remainder of the day. Parents/guardians are expected to pick up their child within one (1) hour of the call. If a parent/guardian is called to pick up, failure to do so will result in a one day suspension and possibly termination of enrollment.

It is extremely important that each child understand that biting is a very serious action and it is not acceptable at Kids Co. After the second biting occurrence, the child will be sent home for the remainder of the day and suspended for a minimum of one (1) business day. After the third biting incident the parents will be called to pick up their child and the child will be suspended for five (5) business days. During that time parents/guardians will be expected to attend a mandatory meeting to discuss the behaviors and agree to a behavior management plan prior to the students return. If parents/guardians do not respond to the first request to schedule a meeting, your child(ren)’s enrollment will be suspended until a behavior management plan is put in place. Biting that cannot be stopped will result in suspension up to termination of enrollment. Due to the nature of this type of behavior, CPS may be notified.

**Inappropriate touching and/or language:** Although it is perfectly normal for children to be curious about their bodies, the expression of that curiosity should be appropriate for their age and stage of development. If inappropriate touching or explicit language occurs the parents/guardians will be asked to take their child home for

---

**Kids Co. Family Handbook**

restricted from play for a few minutes ("quiet time"). If a problem persists your child may be dis-enrolled from the program.
the remainder of the day. Parents/guardians are expected to pick up their child within one (1) hour of the call. If a parent/guardian is called to pick up, failure to do so will result in a one (1) day suspension and possibly termination of enrollment.

It is extremely important that each child understand that inappropriate touching is a very serious action and it is not acceptable at Kids Co. If there is another incident, parents will be called to pick their child and the child will be suspended for a minimum of five (5) business days. During that time parents/guardians will be expected to attend a mandatory meeting to discuss the behaviors and agree to a behavior management plan. If parents/guardians do not respond to the first request to schedule a meeting, your child(ren)’s enrollment will be suspended until a behavior management plan is put in place. It is very important that each child understand that inappropriate touching and/or explicit language is a very serious action and it is not acceptable at Kids Co. Inappropriate touching/language behaviors that cannot be stopped will result in termination of enrollment. If a third incident occurs, your child(ren)’s enrollment will be terminated. Due to the nature of this type of behavior, CPS may be notified.

**Physical Restraint:** We are committed to preventing situations where the use of physical restraint is necessary, and we will do everything possible to de-escalate the situation, including but not limited to: using a soothing quiet voice, moving away from the child, removing the child from the situation and validating the child’s feelings. In most cases, physical restraint is not needed; however as a last resort it may be used when a child poses a threat to themselves or the safety of others. Parents will be notified immediately in the event that physical restraint was necessary. Repeated behaviors where restraint is needed will not be tolerated. Due to the nature of this type of behavior, CPS will be notified.

**Kids Co. is a “drug and weapon free” program:** To keep all of our children, staff, and families safe while in our care and to eliminate as much possibility for accidental harm or injury, Kids Co. is a “drug and weapon free” program. We have a policy of **NO TOLERANCE for threatening language used by children or adults, illegal substances, weapons or toy weapons on Kids Co. premises.** If a child uses threatening language or such an item is found on your child or in your child’s belongings, the child will be removed from the group and you will be called immediately to take your child home for the remainder of the day. Parents/guardians are expected to pick up their child within one (1) hour of the call. Your child will also be suspended from attendance at Kids Co. for a minimum of one (1) additional business day. Failure to comply with this policy may result in your child’s enrollment being terminated. If a parent/guardian uses threatening language or such an item is found on the parent/guardian, you will be asked to leave the premises immediately. **911 will be called,** and your child’s enrollment will be terminated. Due to the nature of this type of behavior, CPS will be notified.

**Under no circumstances will corporal punishment, ridicule or name-calling be used as forms of discipline on the premises.** Additionally we prohibit aversive stimuli, withholding nutrition or hydration, inflicting physical or psychological pain, forced physical exercise to eliminate behaviors, punitive work, punishment by peers, and group punishment for individual behavior.

**Immediate Pick Up and Suspension Policy**

When parents/guardians are called to pick up their child(ren) due to behavior, violent conduct, bullying, or other unsafe conduct, parent/guardians are expected to pick up their child within one (1) hour of the call. Failure to do so will result in a one (1) day suspension and possibly termination of enrollment. Your child may be suspended from attendance at Kids Co. for one to five (5) additional days up to termination of care depending on the severity of the incident. Failure to comply with this policy may result in your child’s enrollment being terminated. Due to the nature of certain types of behavior, conduct or safety, CPS may be notified and 911 may be called.

**FAMILY INVOLVEMENT**

We believe that parents/guardians provide the most important influence in a child’s life. The more involved families are in our program and the more frequent the communication between parents/guardians and teachers, the greater will be the child’s opportunity for development. The program manager at your center will provide you with program information throughout the year through emails, notices on your sign-in/out sheet, posted door signs, etc.

Our staff is available throughout the year by email, telephone, and in person conferences by request. For our early learning and preschool participants, parent teacher conferences are scheduled 2 times per year. Progress
reports, portfolios or other assessment reports will be reviewed at that time. All parents/guardians will receive individual feedback verbally about their child.

We have found that parents/guardians who spend time in the program strengthen the relationship between the families and the staff at Kids Co. This also sends a very positive message of caring and support to your child. Please arrange volunteer time in advance with your program manager. All regular volunteers must complete a Washington State Patrol and Department of Early Learning Background Check.

Parent/Guardian Conduct: While we encourage and enjoy parents/guardians to spend time in their child’s program, we also have an expectation that all adults and children in the center abide by the center rules and guidelines. We ask that parents/guardians of the children in our program take special care to be courteous and respectful in all of their interactions whether with children (including their own child), staff, or other parents. If there is a situation where the conduct of a parent/guardian is not consistent with the center rules or is disrespectful, the program manager may ask that parent to refrain from the behavior or to leave the center. Weapons or firearms of any kind are not permitted in the center or on the grounds. In addition, there is no smoking permitted at Kids Co. or on the school grounds at any time.

If at any time a staff feels a parent/guardian is out of line or dangerous to anyone, staff will report it immediately to the manager. We ask that parents/guardians help us to make our centers a home-away-from-home; a place where children and staff feel safe, warm and welcome each day.

Inappropriate conduct by parents, authorized pick-ups or emergency contacts may result in staff calling 911 and/or termination of enrollment.

SAMPLE DAILY SCHEDULES

<table>
<thead>
<tr>
<th>Time</th>
<th>Full Day Preschool</th>
<th>School-Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00-8:00 AM</td>
<td>Open Free Choice Activities</td>
<td>Before School</td>
</tr>
<tr>
<td>8:00-8:30 AM</td>
<td>Breakfast or</td>
<td>7:00-8:00 AM</td>
</tr>
<tr>
<td>8:00-8:30 AM</td>
<td>Preschool Inside - Free Choice</td>
<td>8:00-8:30 AM</td>
</tr>
<tr>
<td>8:30-9:00 AM</td>
<td>Books and Art</td>
<td>8:00-8:50 AM</td>
</tr>
<tr>
<td>9:15 AM</td>
<td>Clean up</td>
<td>8:50-9:00 AM</td>
</tr>
<tr>
<td>9:30 AM</td>
<td>Circle Time</td>
<td>9:00 AM</td>
</tr>
<tr>
<td>10:00 AM</td>
<td>Snack</td>
<td></td>
</tr>
<tr>
<td>10:00-11:00 AM</td>
<td>Free Choice</td>
<td></td>
</tr>
<tr>
<td>11:00 AM</td>
<td>Outside</td>
<td></td>
</tr>
<tr>
<td>11:30-12 PM</td>
<td>Group Time</td>
<td></td>
</tr>
<tr>
<td>12:00-12:30 PM</td>
<td>Lunch</td>
<td>After School</td>
</tr>
<tr>
<td>12:15-12:30 PM</td>
<td>Books</td>
<td>3:25 PM</td>
</tr>
<tr>
<td>12:30-1:30 PM</td>
<td>Nap</td>
<td>3:25-3:45 PM</td>
</tr>
<tr>
<td>1:30-2:00 PM</td>
<td>Wake Up &amp; Quiet Activities</td>
<td>3:45-4:15 PM</td>
</tr>
<tr>
<td>2:30-3:00 PM</td>
<td>Preschool Outside</td>
<td>4:15-5:30 PM</td>
</tr>
<tr>
<td>3:00 PM</td>
<td>Hand washing &amp; Snack</td>
<td>5:30-5:45 PM</td>
</tr>
<tr>
<td>3:15 PM</td>
<td>Circle Time</td>
<td>5:45-6:00 PM</td>
</tr>
<tr>
<td>3:45-4:15 PM</td>
<td>Preschool Inside - Free Choice</td>
<td></td>
</tr>
<tr>
<td>4:15-5:00 PM</td>
<td>Outside Time</td>
<td></td>
</tr>
<tr>
<td>5:00-5:30 PM</td>
<td>Circle Time &amp; Quiet activities</td>
<td></td>
</tr>
<tr>
<td>6:00 PM</td>
<td>Center Closed</td>
<td></td>
</tr>
</tbody>
</table>

HOLIDAYS & OTHER SCHEDULED CLOSURES

We will be closed for the following nationally observed holidays:

- New Year’s Day
- Martin Luther King, Jr. Day
- President’s Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran’s Day
- Thanksgiving (2 days)
- Christmas (2 days)
There are some holidays and/or break days where public school custodial support and school building access may not be available and may result in Kids Co. having to close. These closures are posted at the sites with as much notice as possible. Alternate care may be available at one of the Kids Co. sites that may remain open. If this type of closure should occur, please discuss your care needs with the program manager.

Christmas, New Year’s Day, Independence Day, and Veteran’s Day holidays vary depending on how they fall within the week. All closures will be posted at the center in advance. Evergreen Children's Association dba Kids Co. does not adopt or promote any particular religion but we may recognize various aspects of religions such as celebrations and rituals and provide time off for our staff to participate in their family’s celebrations.

We will be closed 3 days each June between the end of the regular school year and the beginning of our summer program to plan and prepare for the summer months. We will also be closed 2 days before the first day of public school for planning and training purposes for the new school year. In addition we will be closed for 1 day in August for an All Staff In-service and preschool only will be closed 1 day between Jan-March for our annual Preschool Staff In-service.

NO CREDIT WILL BE GIVEN FOR HOLIDAYS, VACATIONS, KIDS CO. CLOSURES, OR ILLNESS.

PUBLIC SCHOOL CLOSURES
During the school year there are several early dismissals, holidays, teacher planning days, and the possibility of public school teacher labor action (i.e. strikes, walkouts, etc.) when the public schools close. On these dates, there is no credit for absences. However, when care is offered and you would like your child to attend Kids Co. on these days, there will be an additional charge for any hours beyond your regularly scheduled time slot. This fee pays for the additional hours of care and the additional staff needed.

PUBLIC SCHOOL LABOR DISPUTE STRIKE POLICY
Kids Co. is in the unique position of partnering with both public school staff and with parents in support of keeping Kids Co. children healthy, safe and ready to learn. These wonderful partnerships, although important to the success of each child, put Kids Co. in the precarious position of being “in-the-middle” when it comes to issues that result in school-time being missed. This policy establishes direction and clarification for all parents, staff, and children of Kids Co. centers in the event that public school teachers walk out, sick out, strike, etc.

If public school teachers should take action over labor disputes such as staging a walk out, strike, etc., based on the situation at hand, Kids Co. may choose either to close the center for the first day or only be open during our normal operating hours. In the event that the walk out, strike, etc. should extend beyond one day, we will do our best to remain open during our normal operating hours and make every effort to provide care during the additional hours that result from the absence of school teachers. This will depend on our ability to staff our centers appropriately.

We will strive for the best solution to offer the greatest amount of quality care. This might mean combining staff members at one center and requiring parents who need child care to use that particular center. It might mean providing care for fewer children than we normally serve. Should a walk out, strike, etc. occur, parents are asked to call their Kids Co. location daily to check on service availability.

HAZARDOUS WEATHER POLICY
This policy establishes direction and clarification for families of Kids Co. centers in the event of hazardous weather. Please understand that our first concern is the safety of our children and our staff.

Procedures:
On any day when the weather is hazardous (ice, snow, strong winds, etc.) or threatens to be hazardous, we ask that you watch or listen to local news broadcasts for a status report on the school where your Kids Co. center is located. Closures, delays or limited service will be announced for the school.

- The school district may decide to close the school mid-day. If schools close early on a regular school day and children are sent home due to weather, Kids Co. cannot guarantee to have staff at the site.
Parents/guardians should plan to pick up their child from school. Kids Co. follows the districts closures/delays schedule. Meaning, if the district schools are closed Kids Co. is CLOSED.

- Beyond the first full day, current district policy states that if schools are closed, due to unsafe conditions, child care programs will be closed as well. However,

- Should district approval be granted to have child care be open at the school, Kids Co. will assess the hazards and determine the hours of care we can offer. We will update our voicemail, website, and Facebook page with the most current information.

- If school is not in session (i.e. Winter Break, Mid-Winter Break, etc.), Kids Co. staff and administration will determine the closure/delay based on the current weather reports, school access, and conditions at EACH center. Not all centers are accessible, depending on bus routes, location, and/or road conditions/closures. We do the best we can to gauge which sites can be open. Please check Kids Co.’s website, we will post updates no later than 5:30 AM on the day(s) weather may impact availability of care.

- Please keep in mind, many of our staff commute into the city for work, so even if roads are accessible within city limits that does not mean staff can get to the sites from their homes, this is also taken into consideration when determining if sites can be open.

- Kids Co. will work closely with the district to determine if and when care can resume. In the event Kids Co. can be open, you MUST email the program manager directly to see if there is space available for your child. Only those who have registered for the care during the break and received a response for that day can be accepted. This allows us to provide service to the families who really need care and still meet Washington State licensing standards for staff-to-child ratios.

- In the event that your regular child care site may be closed, but we have an alternative site open, you may attend another site as long as the above procedure is followed and you confirm your child’s spot at that site, for that day. All parents will be required to fill out a drop in form before leaving your child at the alternative site. Please allow adequate time to do so. Click here to download Drop-in Forms.

- Kids Co. hazardous weather care options will be posted on our Kids Co. website, Facebook, Twitter, and Instagram. We will update our social media with important weather related information.

**NO CREDIT WILL BE GIVEN IN THE EVENT WE HAVE TO CLOSE FOR HAZARDOUS WEATHER**

**NUTRITION**

Kids Co. provides a nutritious breakfast, morning, and afternoon snacks depending on program offerings. Snacks and breakfasts are balanced to provide at least 1/3 of the RDA for young children and based on licensing and USDA guidelines. If your child requires a special diet, please discuss this with the program manager at the time of enrollment. We will make every effort to meet these needs.

Please be aware that Kids Co. centers do not serve peanut products in the meals and snacks we provide. However, parents do provide lunches for their children that may contain peanut or other nut products. We will make every effort to accommodate the needs of children with allergies; however, we cannot guarantee that our centers are “Nut-Free.” Each center follows different mealtime procedures based on the children enrolled, which may include having a table designated to accommodate specific food allergies. Please talk to your program manager for more information, or to talk about your child’s allergies.

**PRESCHOOL & EARLY LEARNING PROGRAMS:** Kids Co. will provide snacks in the morning and afternoon. Parents are required to provide a nutritious sack lunch. **No soda pop, candy or gum is allowed at the center.**

**SCHOOL-AGE:** All children will be required to bring a nutritious sack lunch on no-school days. **No soda pop, candy or gum is allowed at the center.**
Parent provided lunches are required to include a balanced meal including a meat/meat alternative, veggie, fruit and starch. An example of a nutritious lunch is: apple sauce, carrot sticks, ham and cheese sandwich on wheat bread, and milk. Please limit cookies and other sweets. Avoid including foods that need to be heated.

If your child forgets their lunch we will call you to bring one. In an emergency only, we will provide something nutritious for your child to eat. Because our budget does not cover the cost of lunches you will be charged $10.00 for this service. Please note that this is not an alternative to providing a lunch for your child.

Sample Snacks & Breakfast (menus are posted at the centers)

A typical breakfast consists of:
- French Toast
- Orange Wedges
- Milk
A typical snack consists of:
- Mini-bagel w/cream cheese
- Carrots
- Water

BIRTHDAYS: If your child wishes to bring a treat to share at snack time for their birthday, please talk to their teacher in advance in order to estimate how many children will be attending that day. Also, one of our regulating agencies, the public health department, requires that all treats, brought from home, are store bought items. Please check labels for nut products.

CLOTHING

Accidents can happen for various reasons. For the comfort and health of your child, Kids Co. centers require all children age seven and under to have a complete change of clothing at the center at all times. This includes pants, shirts, socks and t-shirts.

We take the children outside regardless of weather, so it is important that they are dressed appropriately for weather conditions. In our attempt to help keep children healthy, during cold weather, children are required to wear a coat to be able to play outside. All items belonging to your child must be permanently marked with their name. For the safety of your child, we recommend that you label all belongings on the inside. That way, strangers cannot address your child by name.

Kids Co. is not responsible for lost or stolen items.

The center keeps a small supply of extra clothing for emergencies. If your child is sent home in these items, please wash them and return them as quickly as possible so they are available if needed again. The Health Department will not allow us to rinse out soiled clothing (fear of cross-contamination), so you will receive soiled clothing in a plastic bag.

Remember, children will be exposed to active outside activities as well as particularly messy art activities inside. It is important that they come dressed in play clothes. Also, please be sure your child is wearing “active” shoes such as sneakers or other shoes they can run, jump and play in. Flip-flops are not allowed.

FOR NAPTIME

Each child below school age should have a small blanket at the center for naptime (some children like to have a pillow, too). This should be taken home each week for washing if the center does not provide this for you (some do not have facilities available). If your child needs a special toy to make naptime easier, you may bring that as well. These items will be kept in your child's cubby except when in use at naptime.

HOMEWORK TIME AND ACADEMIC SUPPORT

All of our school-age programs offer homework time for at least 20 minutes most days of the week (excluding breaks and summer). Homework times vary at each center depending on the afternoon schedule. We provide basic materials and a quiet atmosphere for children to get their homework started. We often coordinate with classroom teachers to be sure that each child has their homework for the day, though we expect children to be responsible for what they need. We encourage children to do their work on their own, but staff will help children to understand directions and assist when they are stuck. We cannot make sure that children complete their homework. If children do not have homework for the day we encourage them to read, work on a puzzle or do another quiet activity.
HEALTH AND WELL-BEING

MEDICATION MANAGEMENT: Written parental consent is required to administer any medication. All medication must be in its original container and properly labeled with the child's name; date prescription was filled or medication's expiration date; and legible instructions for administration such as manufacturer's instructions or prescription label. Parent/Guardians must complete proper medication paperwork, including required signatures from a licensed medical professional, if required, to accompany any medications to be given at the center. Any medication for your child should be given only to the program manager. Children may not carry medication in their backpacks or self-administer medicine.

NON-PRESCRIPTION MEDICATION: The following medication may be given with written parental consent, only at the dose, duration and method of administration specified on the manufacturer's label for the age or weight of the child needing the medication:

1. Antihistamines
2. Non aspirin fever reducers/pain relievers
3. Decongestants
4. Anti-itching ointments or lotions, intended specifically to relieve itching
5. Sunscreen
6. Cough Drops

A physician's written authorization is required for non-prescription medication that: 1) is not included in the above list; 2) is to be taken differently than indicated on the manufacturer's label; or 3) lacks labeled instructions. **Parents must fill out a medication administration form** and specify the day(s) that the medication is to be received. Medications that need to be administered on a long-term basis will need to have a health care plan completed (see program manager for details).

All unused medication will be returned to parents or will be disposed of properly.

ILLNESS AND ACCIDENTS

The goal of our illness policy is to prevent the spread of communicable disease among children and staff and to make sure each child gets the care they need. These guidelines are consistent with the Seattle-King County Department of Public Health's Child Daycare Health Handbook. We ask you adhere to the following guidelines.

**You must keep home any child with the following symptoms:**

1. Diarrhea, more than one loose stool per day.
2. Vomiting, twice or more in the past 24 hours.
3. Rash, any not associated with heat or allergic reactions to medicine.
4. Drainage from the eye, redness of eyelid lining, swelling and discharge of pus.
5. Appearance/behavior, unusually tired, pale, lack of appetite, difficult to wake, confused, irritable.
6. Sore throat, especially with fever or swollen glands.
7. Head lice, nits or scabies.

Each child will be observed upon arrival for any signs of illness. **Children are not allowed to remain at the center if any of the above occurs or if they have a fever of 100 degrees or more.** Licensing requires that your child be free of symptoms and/or fever for 24 hours before returning to Kids Co. If a child becomes ill while at the center she will be isolated from the rest of the group until she is picked up. Please arrange for prompt pick up of your child so as not to jeopardize their health or the health of the other children and staff.

Another way we try to stop the spread of illness is by requiring that staff and children wash their hands upon arrival at the center, before eating, before participating in food activities, and after toileting.

**Please be sure to contact Kids Co. if your child will be absent.** This will help avoid unnecessary searching and phoning. Be sure to notify your child's elementary school of their absence too. Also, please inform us if your child has come in contact with any communicable diseases.

**IF YOUR CHILD IS TOO SICK TO GO OUTSIDE, YOUR CHILD IS TOO SICK TO COME TO KIDS CO.**

**Major injury:** In the event of a major injury, center staff will administer first aid and fill out a report for the parent. If medical attention is needed, the parent and the child's physician will be notified and consulted for proper actions
to take. If necessary, we will contact 911 and first aid will be administered until medical help arrives. The child will then be transported to the nearest hospital unless other arrangements have been made.

INFORMATION REGARDING CHILD ABUSE

All Kids Co. staff is given specific training about the detection and reporting of child abuse or neglect. Our staff is aware of signs of abuse, neglect or developmentally inappropriate behavior and is required by law to report suspected cases immediately. Referrals to CPS are made without conferring with parents.

KIDS CO. STATEMENT FOR PREVENTION OF ABUSE

All staff receives this information upon hire.

At Kids Co. we take the job of caring for the children in our programs very seriously. It is our responsibility to make sure that each child in our care is provided an enriching, nurturing and safe environment. As such, the prevention of the mistreatment or abuse of a child is of the utmost importance to Kids Co. We have developed the following guidelines to ensure each child is safe and protected while in our care.

All staff is carefully screened upon hire and background checks are conducted.

Staff must read and understand the Child Protective Services guide to being a mandatory reporter of child abuse/neglect or suspected child abuse/neglect. Details of this classification of Mandatory Reporter are outlined in the handout that staff are required to review upon hire.

Along with each staff’s responsibility to report suspected cases of abuse, it is also extremely important that staff is aware of their own actions in caring for the children in the program that can put the child or the staff at risk. Please review the following guidelines about child contact and general protocol at the centers:

- The environment and operating procedures at each of our centers is designed for maximum visibility and safety to ensure that physical and/or sexual abuse does not occur.
- Verbally or emotionally abusing or punishing children as a form of discipline is not allowed at any time.
- All program rules and boundaries must be followed at all times by everyone at the center including staff, children, parents, and volunteers/visitors.
- If a staff is in a situation that requires one on one attention, the staff and child should be able to be observed by other staff or adults. Helping children change soiled clothing must be done with the door ajar and an additional staff nearby. Staff should never leave a volunteer, visitor or parent/caregiver alone with any children.
- Children are not to sit on the lap of a staff. The children should be told in a caring way that they can sit on their own, fostering independence, never rejected or ridiculed. In addition, although affection and warmth toward the children is encouraged, tickling, embracing hugs (an arm around the shoulders is okay), or rough-housing with the children is prohibited so that children can feel comfortable and staff minimize the chance of injury/risk or misinterpretation by someone observing the interaction.
- Children should not be carried by a staff unless they are ill and unable to walk.
- Staff is prohibited from giving personal gifts to children or attend functions outside of the program. Staff are not permitted to babysit for families in the program (see Staff Professionalism) and must never be recommended by their program manager or solicit/offer babysitting while working at the center.
- Any information of abuse or suspected abuse by families (parents, grandparents and other extended family) or child to child must be documented fully and communicated to the program manager immediately. The program manager will determine the best course of action and will advise the staff of the next step (i.e. make a report to CPS). Our licensor will be informed of any reports made to CPS.
- At the first reasonable cause to believe that an employee, school staff or volunteer abused a child, his or her conduct should be reported immediately to the program manager and regional manager. Appropriate actions will be taken regarding the employee or volunteer including suspension or termination.
- Confidentiality of information related to child abuse is crucial and should be limited to only those directly involved and the appropriate Kids Co. management and other authorities. Staff must never discuss with
other families/children regarding a suspected case of abuse. Staff may only discuss these types of matters with the program manager, regional manager, director of programs or president and CEO.

- Under no circumstances are staff permitted to question the children’s initial statement or personally investigate the incident. Staff should not engage in any further discussion or questioning of the incident with the children involved. This will prevent staff from inadvertently influencing or contaminating the investigation. Let the experts do their job.

- Staff should always err on the side of caution. If staff hear or observe anything that is uncomfortable or doesn’t seem right, bring it to the attention of the program manager or regional manager.

CONCUSSION INJURIES

Washington State law requires all recreation and sports organizations and schools to notify parents about the dangers of concussions and the importance of removing a child from play if they are suspected of a head injury.

Since Kids Co. programs offer sports and active play, we offer the following information:

Concussions are one of the most commonly reported injuries in children and adolescents who participate in sports and recreational activities. A concussion is caused by a blow or motion to the head or body that causes the brain to move rapidly inside the skull. Concussions can range from mild to severe and can disrupt the way the brain normally works. They can occur in any organized or unorganized sport or activity and can result from a fall or from players colliding with each other, the ground, or with obstacles.

Continuing to play with a concussion or symptoms of head injury leaves the child or adolescent especially vulnerable to greater injury and even death. Therefore, it is important that a youth that is suspected of sustaining a concussion or head injury in a sport or recreational activity be removed from play immediately. The youth should not return to play until he or she has been evaluated by a licensed health care provider and has received written clearance to return to play.

For injuries involving the head/face:

In all cases where a child’s face or head is involved in some kind of injury/accident the parent/guardian is called as soon as it is possible or 911 depending on the severity of the head/face injury.

Whenever there is a head/face injury, to avoid risk of further aggravating a possible concussion, whether observed or told by the child or other children about a head injury, staff will:

- Remove the child from play to a quiet location; administer appropriate First Aid, look for signs of possible concussion as listed on the Center for Disease Control’s Signs and Symptoms of a Concussion information sheet, and document in a factual manner on the Head Injury – Report to Parent/Guardian form.
- A staff will have the child sit quietly for 15 minutes and check again for signs of possible concussion before the child returns to any activity.
- If the injury does not require calling 911, immediately call the parent/guardian letting them know what happened (we do not share the names of any other children if involved in the incident), what we observed from the Center for Disease Control’s Signs and Symptoms of a Concussion information sheet, what symptoms the child is reporting, and if any First Aid was administered.
- Staff cannot determine whether there is a concussion or not; staff are not medical professionals.
- Ask the parent/guardian if they will be picking up or leaving their child at Kids Co.
- If the parent/guardian chooses to leave the child at Kids Co. a staff will contact them, and/or 911, depending on severity:
  - A staff notices any changes in the child’s symptoms,
  - The parent/guardian want to allow their child to return to active play. If not staff will engage the child in other, non-active play activities such as puzzles, board games, etc.

SAFETY & SECURITY

Kids Co. staffs ensure that all children are properly supervised at all times. This includes times when children may be in transition from one activity to another, outside, traveling on a field trip, in a public place or in the school. Children are never out of sight and/or auditory range of staff. Walkie-talkies are used to supplement staff communication. Door chimes are used at some centers. When restrooms are located out of sight or auditory
range, children are escorted in groups and are not allowed to go in pairs or on their own. Staff will ensure that the appropriate child to staff ratios are maintained.

**EMERGENCY/DISASTER POLICY**

Kids Co. programs follow the Emergency/Disaster plans at each of our host schools. Emergency/Disaster drills take place at least once a month and are recorded on the Emergency/Disaster Drill Log. An evacuation plan is posted in the center. Out-of-state contacts are included in each child’s enrollment form and are important for our staff to know in the event of a major emergency. **In the event of a major emergency, families can call our Disaster Information line at 1-877-KIDSCO1 (877-543-7261) for updated information.** Our Facebook page will also have updated information as it becomes available, or access to the internet becomes available. Talk with your program manager about where to be reunited with your child after an emergency occurs. Lastly, we ask that you do NOT call the center immediately unless absolutely necessary so that phone lines can be used for outbound calls to emergency services or to other staff members. For more information, our entire Disaster Policy is available at the center for families to review.

**EMERGENCY INFORMATION**

It is very important that you inform the center staff or program manager about changes in address and telephone numbers for yourself and your designated emergency contacts. Keeping the information current will ensure Kids Co. staff will be able to reach you in the event of an emergency.

**LOCKDOWN/SHELTER-IN-PLACE**

In the event that an unsafe situation occurs on or near the premises of the schools in which we are located, Kids Co. follows the guidance of the school and law enforcement officials to institute a lockdown of the facility. In the event that children are outside on the playground when an unsafe situation occurs, we will bring all children inside immediately and lock the doors. A shelter-in-place is sometimes advised in which we keep all children on-site and lock the doors. Shelter-in-place also applies to weather related emergencies. A full lockdown means that in addition, we will turn off the lights, pull down shades or curtains to shield windows and keep the children sitting in a group together with staff until notified by police that it is safe and the situation is no longer a threat. Staff may not be able to answer calls to the center during this time, as phone lines may be needed for emergency purposes. Parents will be notified if a lockdown occurs.

**STAFF**

Our managers and teachers are typically university or college educated, have an early childhood or child development background and are experienced in working with children. They are provided with in-service workshops and training, including 1st Aid/CPR certification. All staff members meet the licensing requirements of the State of Washington, Department of Children, Youth, and Families (DCYF). Most important, they share a love for children and are dedicated to providing high quality care for your child. All staff receives STARS/MERIT (the State of Washington registry system) certification which includes 20 hours specific training plus at least 10 hours of continuing education each year.

**STAFF PROFESIONALISM**

Kids Co. staff is trained to establish and maintain relationships with children, parents and other staff that is professional in nature at all times. In an effort to avoid any conflict of interest, Kids Co. staff is not permitted to provide private child care to program participants outside Kids Co. sanctioned activities.

**SUMMER PROGRAM**

Kids Co. offers a robust and fun-filled summer camp program with fantastic field trips, arts and crafts, sports, games, science activities, and more. Camps are weekly so families have the flexibility to engage in other summer plans. Thanks to having chartered buses, kids travel farther, faster, and safer to lots of amazing destinations. Summer program details will be available in early winter at https://www.kidscompany.org/programs/summer-day-camp/.

**FIELD TRIP TRANSPORTATION POLICY AND BEHAVIOR EXPECTATIONS**

Kids Co. offers field trips as a part of our enrichment programs. Our field trip transportation policy is to utilize chartered buses. Field trip attendance lists and staff to child ratios are strictly followed. Parents will be informed of field trip dates, times, and locations in advance. Children are expected to follow all safety rules of the field trip.
venue and transportation. Children who are not able to follow directions or follow safety rules may be asked to stay behind and parents may need to find alternate care for that day.

Taking a large group of children on a field trip can be challenging. We are very serious about the safety rules and will inform you of any safety issues, if they occur. Unsafe or unacceptable behaviors may result in your child being suspended from field trips. If this should occur, you are responsible for finding alternative care for your child. In the event that your child is asked to stay back from a field trip it is not acceptable to have them join another group even if that group is at the center.

FIELD TRIP BEHAVIOR EXPECTATIONS - Please note that although some of the expectations are geared more toward school-age children. Staff adapts these expectations as appropriate for younger children.

As a participant in the Kids Co. programs it is understood that children are expected to make every effort to follow these rules on field trips:
1. Stay with your group at all times.
2. When walking, children are to stay behind the front teacher and in front of the back teacher. Children will follow all street safety rules and must always stay away from the curb while waiting for the bus, walking and/or while waiting to cross the street.
3. On the bus children must follow these rules:
   - wait until a teacher gets on/off before children do
   - go all the way to the back of the bus and sit down if there is an available seat
   - sit down until it is time to get off the bus
   - keep all parts of your body inside the bus, not outside the window
   - stay seated at all times and keep your hands and body to yourself
   - Children will talk quietly and use appropriate language
   - Children are not allowed to eat on the bus
4. Keep toys and money at home. Children are responsible for keeping track of their clothes and personal items.
5. On a field trip, children must always be directly supervised or escorted by a teacher when they have to go to the bathroom. It is not acceptable to be escorted by parents, a school-age buddy or field trip volunteers.
6. If a child gets lost they are to stay where they are (even if a stranger offers to help) because a teacher will be searching for them.
7. Wear appropriate clothing on field trips (shorts when it’s warm, pants when it’s cold and good walking shoes and socks). Keep extra clothes at the center to be comfortable no matter what the weather. And, wear your Kids Co. t-shirt when instructed. Children should not wear flip-flops unless it is permitted for the pool or beach.
8. Follow all instructions from the teachers at all times. Try to be friendly and cooperative with the other children. Refrain from doing things that are dangerous to self or the other children.

If children do not follow these rules, they not be able to go on field trips and parents/guardians will have to find alternative care for their child(ren). These rules are for the safety of the group.

FUNDRAISING INITIATIVES AND VOLUNTEERING

Philanthropy (from Greek φιλανθρωπία) means the love of humankind. This is the very reason Kids Co. asks for philanthropic support from our families and our community. Kids Co. families and our community will receive fundraising requests throughout the year. Kids Co. relies on the generous support of donors to bridge the gap between the cost of care and the tuition received.

Donations support a variety of important components of our programs such as Active Shooter training, Working with Special Needs training, and Disaster Preparedness training and supplies, but the vast majority support the Kids Co. Scholarship Fund.

Donations to the Kids Co. Scholarship Fund are making a positive difference in the lives of kids. From day one, Kids Co. has held steadfast to our belief that no child will ever be turned away based on their family’s inability to pay. Since 1989, Kids Co. has provided over $5,000,000 in tuition assistance for low-income families, who otherwise, could not afford our program.

Below are a few of the ways you can support Kids Co.:
Add a Smidge: Many families choose to support Kids Co.’s work with children by adding a donation to their monthly payments. Donations range from anywhere between $3 to $100.

Annual Appeal: In December, Kids Co. will mail all of our families a holiday card and letter about the state of our organization. We will ask for a donation at that time. We believe that choosing to make a donation comes from the heart so there is no expectation that every family will give. The contributions we receive from parents are a significant validation of the care we give the most precious people in their lives--their children!

Special Events: Kids Co. hosts fundraising events over the course of a year. Examples include:
1. Kids Co.’s Disaster Preparedness Project: an online fundraiser to raise the necessary funds in order to increase our disaster preparedness kits from a 3-day to a 7-day supply (as recommended by Washington State’s Emergency Management Division).
2. Wine Tasting and Auction: This event is a festive occasion with 200 guests—all of them ready to help us raise the necessary dollars for Kids Co. scholarships. Our fundraising efforts include wine sales and an auction.
3. Summer Fundraiser: In the summer, we host a fundraiser to support program enhancement.

Keep a look out for announcements and information about the many ways in which you can support your nonprofit child care program.

Kids Co. also seeks the philanthropic support of community stakeholders, corporations, and foundations—people with a vested interested in ensuring high quality care beyond school time for all of our community’s children. Please let us know if your company has a community giving program or a matching gift program; if you know of or someone on the board of a foundation; or if you can make introductions to people who care about kids and who have the capacity to give.

A Gift of Time: Volunteering at the center where your child or children are enrolled is another great way to connect with Kids Co. Parents have chipped in to volunteer in many imaginative, helpful ways. We have had parents read to kids—some in a foreign language—help make repairs and paint, and introduce children to new foods and cultures. If you have a desire to support Kids Co. in this way, speak with the program manager at your center. All frequent volunteers are subject to DCYF background checks.

Learn More: Kids Co. is a nonprofit corporation registered with the State of Washington and is governed by a volunteer Board of Directors committed to advancing the organization’s mission to “provide and advocate for affordable, quality child care that enriches and nurtures all children, supporting their success in school and in life.”

For current information about Kids Co.’s fundraising initiatives or to obtain a copy of our most recent annual report, visit www.kidscompany.org/giving. An organizational profile and recent 990 is also posted on GuideStar (www.guidestar.org), under Kids Co.’s legal name, Evergreen Children’s Association.

Evergreen Children’s Association (dba Kids Co.) is a 501(c)(3) charitable organization, Tax Id #91-1450148.

CONCERNS, SUGGESTIONS AND COMPLAINTS
Kids Co. welcomes any and all suggestions for improvement. If you have specific compliments, suggestions, or concerns please direct first with your child’s teacher. If you are sharing a concern, we ask that these types of conversations do not occur in the classrooms and in front of the children. If you feel your concern has not been addressed or you would like to contact a supervisor, talk to the program manager or assistant manager at the center. If you have feedback you would like to share with our administrative leadership, contact the regional managers at the Kids Co. Administrative Office at 206-781-8062. Please know that you can make a complaint or grievance without fear of retaliation or interference. You will receive timely notification of the resolution and an explanation of any further appeal, rights or recourse. And of course, positive feedback is welcome too.

COMMONLY ASKED QUESTIONS
Q. I want to enroll my child for 3 days a week. Can the days vary each week?
A. No. You must choose the same 3 days each week for your child to attend. This is the only way we can staff appropriately and make sure we are within state guidelines for staff to child ratios.

Q. There are several days when the Seattle Public Schools close for in-service training. Will you provide care on those days?
A. Yes. We do our best to provide all-day care on those days for all the children enrolled in our programs. The only reason care may not be available is if we have difficulty getting the proper amount of staff to provide quality care or there isn’t enough need for care. Your program manager will let you know the number of children that can be served on school closure days. Children enrolled in our programs will be charged for care provided beyond their regular time slots.

Q. Are there fees to sign up for Kids Co.?
A. Yes. For all new families there is a non-refundable registration fee ($100.00 for each new child, $50.00 for each returning child). There is also a $100.00 deposit for each child enrolled. This deposit is refunded upon receipt of a 30 day written notice of withdrawal (see withdrawal policy). For preschool families, there is an additional $40 mat/cot and sheet fee for each child.

Q. After school I only need care from 3 to 5 PM. Can I get a break in tuition?
A. No. Our fees are based upon time slots due to staffing and budget concerns. Your child will always have care available until 6:00 PM even though you may normally pick your child(ren) up earlier.

Q. Does Kids Co. provide child care during Winter Break and Spring Break when the public schools are closed?
A. Most of our centers remain open year round and we continue to provide care during most public school breaks/closures. This could vary depending on enrollment, staffing, building access, etc. Depending on the situation, we may be required to pay the Seattle School District (our landlords) extra money to remain open and it is sometimes not financially feasible for us to do that. Please check with your program manager regarding your location. During these times enrolled families will be billed for extra hours of care used beyond their regular time slot. Drop-in hours for not regularly enrolled children are available as well. Please refer to the Tuition Rate Sheet for details.

Q. What if Kids Co. is closed on a day my child is normally scheduled to attend? Can I switch days that week?
A. No. You must keep the same schedule each week because of our staffing and licensing requirements. All closures are clearly stated in this handbook. Please plan ahead of time and be aware that you will not have care available that day and that you will not be able to switch and use another day.

Q. What if the weather report is for snow and bad weather? How will I know if my center will provide care on those days?
A. Mercer Island School District and Seattle Public Schools policy states that if the schools are closed, all on-site child care is closed as well. For more details, see the Hazardous Weather Policy in this handbook. You can find out if your school is closed on local news broadcasts. Kids Co. will announce all closures, delays and limited service availability on our website and by email. We will update our website, and Facebook page regularly, so please check back frequently for the latest information.

Q. I have a flexible work schedule and may need to change my child’s schedule weekly. Can I do that?
A. No. To change your child's schedule you must give written notice by the 1st of the month prior to the change (forms are available from the manager). This allows us to continuously provide all our families with uninterrupted quality care. We cannot change schedules weekly. This is the only way we can staff appropriately and make sure we are within state guidelines for staff to child ratios.

Q. What if I want to change my schedule?
A. If you want change your child’s schedule, changes must be submitted by the 15th of the month and will be effective on the 1st of the next month.

Q. What if I have to withdraw my child from the program and cannot give the center 30 days notice? Will I lose my deposit?
A. You must give a 30-day written notice of withdrawal (forms are available from the manager). Once that notice is received and the tuition is calculated for 30 days from that date, your deposit will be applied to the balance due.
If adequate notice is not received, tuition will accrue for 30 days from the last day your child was in attendance and you will also forfeit your deposit.

Q. What if we don’t plan on using child care during winter, mid-winter, and/or spring breaks, can we get credit for these hours?

A. No. There are several fixed costs that need to be paid whether your child chooses to attend during these times or not.

If you have any additional questions about our programs, policies, etc., please contact the program manager at your center.

THANK YOU FOR CHOOSING KIDS CO. AS YOUR CHILD CARE PROVIDER! WE LOOK FORWARD TO SUPPORTING YOUR CHILD’S SUCCESS IN SCHOOL AND IN LIFE.

Kids Co. is a 501(c)(3) nonprofit corporation. Our mission is to provide and advocate for affordable, quality child care that enriches and nurtures all children, supporting their success in school and in life.