



## **Policies and Procedures**

### *A. The center's purpose and its philosophy on child care.*

Play Garden is a drop-in creative arts learning center. It's a unique eco-friendly space where children ages 12 months (and walking) to 12 years get to explore, interact and have fun while parents get that much needed break. Whether it's for a quick trip to the grocery store or a last minute meeting, you can count on Play Garden with our flexible hours for all of your childcare needs.

Our safe, secure, clean, eco-friendly and captivating play space is designed to stimulate active minds and exercise growing bodies. From the puppets, interactive games, storytelling area, reading nook, creative arts table, movie nights, pretend play centers, group games, circle time activities and amazing wooden indoor play set, kids love time at Play Garden!

Parents can feel at ease knowing that Play Garden activities encourage learning in new areas and provide children with additional social, physical and cognitive development. We strive to make each visit a new and positive experience for your children.

### *B. The ages of children accepted.*

Ages 12 months (and walking) to 12 years

### *C. Services offered for special needs children in compliance with the Americans with Disabilities Act.*

We are committed to serving families of all backgrounds and will not discriminate on any basis. Please let us know how we can best support your child.

Kids Play Garden recognizes the strengths of all individuals and will work with doctors, occupational therapists, physical therapists and other specialists to ensure the successful inclusion of all children at the center. However, if your child requires individual attention, we will ask a parent or aide to stay with the child.

*D. The hours the center is open, specific hours during which special programs are offered, holidays when the center is closed.*

Steamboat Kids Play Garden will be open:

Monday-Friday 8:30 am – 6 pm\*

Saturday 8:30 am – 6 pm\*

Saturday Date Nights 4-9 pm select Saturdays

Sunday 8:30 am – 4 pm\* Some Sunday's during ski season

\* We will close 2 hours early if we have no kids or no reservations.

\* Hours are subject to change from Season to Season.

**Please note that once the center closes, there is a \$1.00 penalty for every minute you are late. Fees will be collected at pick-up.**

Steamboat Kids Play Garden will be open for additional Parents Night Out programs. The dates and hours for these special programs will be posted in advance.

We will be closed to observe the following holidays:

New Year's Day, Easter Day, Closing Day, Independence Day, Thanksgiving Day and Christmas Day. We will close early on Halloween, Christmas Eve and New Year Eve.

*E. The Policy regarding inclement and excessively hot or excessively cold weather.*

In the event of inclement or excessively hot weather, children will be kept inside. There is no need to bring special clothing for inclement or excessively hot weather.

The primary focus of Kids Play Garden is the safety of the children and our staff. In order for Kids Play Garden to be open and able to provide childcare, there must be adequate staff on site. The owner and management must determine that they are not putting staff at risk as they attempt to get to work. Kids Play Garden will either close or have a delayed opening if management determines that conditions are unsafe for staff and families to commute to our location.

We ask that parents check out our Facebook Page when there is inclement weather or excessively hot weather and when countywide and local schools are closed or delayed. We also encourage parents to call the center prior to dropping off if there is severe inclement weather to make sure that we are open and adequately staffed. If parents call more than once during normal business hours and there is no answer on a day when county schools are closed, it is to be assumed that Play Garden is not open. If Play Garden has a delayed opening, this information will be posted on our Facebook page.

**When Kids Play Garden has a delayed opening:**

- Parents will be notified via our Facebook page.

- Lunch will still be served at 12:00 as long as are open at that time.
- We will still close at our regular closing time. Parents will be required to pick-up their children by this time.
- If the weather takes a turn for the worst, the center may call parents (or other authorized adults if parents are unavailable) to require an early pick-up.

**If Kids Play Garden is closed:**

- Notifications will be sent out through our Facebook Page
- Kids Play Garden staff are not permitted to care for children from the center if we are closed due to inclement or excessively hot weather.
- If there is no answer after repeated calls during normal business hours during severe inclement weather and county schools are closed, it is to be assumed that Play Garden is not open.

*F. The procedure concerning admission and registration of children.*

**DROP OFF:**

- Upon your first visit, informational registration paperwork **MUST** be completed. Your child will be checked in by a Play Garden staff member.
- After your first visit, we will use your name and profile information to access your family account.
- Storage cubbies are provided in our welcome area for coats, shoes, and any other items that require safekeeping. Please put these items in a cubby prior to entering the play space.
- Once checked in, a Play Garden staff member will assist your child through the gate. Our software tracks the children's exact check-in and check-out time to the minute. After the first hour, we do not round up or down on children's time spent within the learning center. Our open floor plan allows for teachers to see children in all working centers and to engage all learners.
- For safety and cleanliness, no shoes allowed. Socks must be worn inside the play space.
- Upon entering the play studio, children will wash hands before free play.

**PICK UP:**

- Our secure pick up policy requires that you show photo identification. We use a detailed software system and only allow for authorized adults to drop off and pick up. All authorized persons must show valid photo identification. Should a family like to add a new authorized adult for the release of children, it must be done in person or in writing so that the software may be updated. Children will only be released to authorized adults.
- During check out you will pay for the exact number of minutes used while enjoying the center. A staff member will assist your child through the gate.
- A child will only be released to a custodial parent or guardian, or designated emergency contacts named on the registration form. In situations of custody agreements, Play Garden will follow court ordered documents.
- A parent or guardian may grant permission for another adult to pick up the child if permission is given in writing in person to staff.

- If a different person will be picking up your child, you will need to notify us at the time of drop off and the appropriate “code” word and identification will be required. Parents are to be immediately available to Play Garden and our staff.
- Telephone authorization to drop off/release a child to someone who does not usually pick up the child will be accepted ONLY if prior written authorization has come from the custodial parent or legal guardian.

**\*LATE CHILD PICK UP:** A charge of \$1.00 a minute will be charged for any time after normal closing time. Besides being respectful to the children, it is important to the staff as well.

*G. An itemized fee schedule*

Rates	
Membership (Annually)	\$75
Registration	\$25
Membership Rate per hour	\$12
Non- Members hourly rate	\$16
Children under the age of 3	\$1 an hour extra

Multi- Children Family	Members Rate	Non- Members Rate
1st Child	\$12	\$16
2nd Child same Family	\$8	\$10
3rd Child same Family	\$5	\$7
4th child same Family	\$5	\$7

Meals	
Lunch	\$6
Dinner	\$8
Snacks	No charge for members \$2 for non-members

#### *H. The procedure for identifying where children are at all times.*

Kids Play Garden has implemented personalized software for tracking children throughout our eco-friendly center. Our families complete a detailed online registration form that is directly downloaded into our center software. Children are checked in and out of the center using our software system to account for their class participation, program registration as well as to track names, ages, allergies, likes/dislikes, medical conditions and special notes. Implementing technology into the center brings safety and convenience so that all teachers have each child's information at the tip of their finger.

During classes and activities, 2 iPads are located within the center and utilized for teachers to constantly and consistently track and monitor all children. Although our open floor plan and educational theories support learning with a variety of ages, it is important to teach and inspire each individual learner. During nature walks, art classes, and separate activities our software and technology implementation are constantly tracking to allow for clear communication of all children present in the center, when they are being picked up, who is going to arrive and at what time. Staff is fully trained in the software and access this consistently throughout all classes, activities, and nature walks. Furthermore, staff is able to clearly see ages and even interests so that should teachers break up into smaller group learning all children are accounted for and listed. Our technology and software are also accessible on directors and staff smart phones so should any interference occur back up is available.

#### *I. The policy on discipline.*

Through discipline, we strive to help children learn how to operate effectively with others and how to be a successful part of our world. Our discipline methods involve redirecting, distraction and verbal problem solving to affirm self-esteem, even when behavior is unacceptable. Nurturing, listening and supportive care are the most effective means of minimizing the need for discipline. If a child is unsafe, that child will be separated from the group. Staff will supervise the child and encourage him/her to join the group when he/she is ready. Interactions with children are authentic, caring and respectful.

Play Garden's open floor plan and creative environment was developed to promote positive and productive activity with ease therefore minimizing potential problems. When limits are placed, it is for the safety of all children in the center. Play Garden staff are consistent with all children. Children function best when there is the safety of consistent rules.

#### **Play Garden guidelines**

- Use walking feet
- Use inside voices
- The play set is for children. (No toys on the play set.)
- UP the stairs, DOWN the slide
- Keep our toys and bodies safe
- Keep ears and eyes open
- Hands are for high 5s and hugs

#### **Disciplinary Actions**

In taking disciplinary action, staff members consider what is most appropriate for a particular situation and the age of children involved. The outcome should be to resolve the conflict as well as empowering the children to gain self-awareness and problem solving skills.

1. Intervention - Intervention is needed to stop actions that have become disruptive. It is important that children know an adult is stepping in to take control when they have lost control themselves.
2. Resolution of Conflict - Clarify what happened, how each person is feeling, then question and examine possible solutions with the children.  
Note: Feelings, both children's and adults, are an important part of life requiring attention and expression. We encourage and support open and direct communication. We believe that both positive and negative feelings are real and valid and that our center should be a safe place to explore them.
3. Redirection - When a child is unable to behave appropriately in certain areas, with certain children or toys, the teacher may ask the child to play in a different area until he/she is able to behave appropriately.
4. Separation from Group - This is sometimes needed when a child cannot regain self-control and/or for the child to relax and not feel influenced by others. The staff acknowledges the child and the child is supervised, then the staff will encourage him/her to join the group "Let me know when you are ready to try again".

Play Garden staff will never use physical, emotional or corporal punishment to discipline a child. Discipline is never related to sleep, food or toileting. Play Garden staff will only use approved discipline methods.

### **Dismissal Policy**

Play Garden use the three strikes you are out policy. If a child is sent home 3 times for behavioral issues the child will be asked to leave our program..

Play Garden also reserves the right to remove any child from the program without prior notice if it is the opinion of the center that it is in the best interest of the child, family or center.

There are a number of serious offenses which, if committed, will lead to immediate termination of a student's registration/membership such as:

- If a child is a danger to himself, others or Play Garden property.
- Refusal or inability of the child or family to adhere to the program policies and procedures.

*J. The procedure, including notification of parents or guardians, for handling children's illnesses, accidents, and injuries.*

### **Sick Policy**

Play Garden is a learning center for well children. Sick children need rest and the comfort of their own homes. If children are sick with colds, flu, fever, chicken pox or other contagious illnesses, they are not to be admitted into the center. Please note: a runny nose with colored discharge and a cough with mucus secretion can spread bacterial and viral infections. Please do not expose our staff or other children to your sick child. For sanitary practices, we have a hand sink in the center and ask that all children wash hands before classes or play.

If children develop any of the follow signs or symptoms, parents will be called immediately to pick up their child and must arrive within 30 minutes of the phone call. If the parent or guardian is unable to pick up the child, an authorized person on the child's emergency card will be contacted.

- Diarrhea or bloody stools
- Vomiting
- Earache, irritability or confusion
- Trouble breathing, sore throat, swollen glands, continuous coughing
- Pink Eye, eye infections or conjunctivitis
- Severe cough involving whooping or redness in face
- Colored runny nose, draining eyes or ears
- Fever or elevated temperature of 100°F or higher. (Please note: a child needs to be fever free for a minimum of 24 hours before returning to Play Garden, that means the child is fever free without the aid of fever reducing substance.)
- Lice, scabies, other parasitic infestations, rash, untreated infected skin patches or frequent scratching of the body that resemble childhood diseases

### **Medications**

Play Garden does not administer any regular medication to children in the center. In an emergency, we will administer lifesaving medications such as an EpiPen or Inhaler for children with asthma or allergic reactions. EpiPens and Inhalers must be labeled with the child's name. Before your child is admitted to Play Garden, a permission for medication form must be signed by you and your physician if there is a possibility that emergency medication may be required.

If your child does happen to be on a medication schedule, please plan his/her time at Play Garden accordingly. Also please notify the staff if your child has any symptoms that might occur so you may be contacted immediately.

### **Allergies**

Many children have allergies; some can be very serious. It is the responsibility of the parent and or guardian to inform our staff of any allergies. In order to keep all children in our space healthy and safe, we are a Peanut Free facility. Please do not bring peanuts and or peanut products (granola bars, candy, etc. containing peanuts) into Play Garden.

### **Accidents and Injuries**

The guidelines at Steamboat Kids Play Garden are designed to promote positive and productive activity with ease therefore minimizing potential problems. When limits are placed it is for the safety of all children in the center. In the event of an accident, the following steps will be taken:

1. Staff will attend to the injured child.
2. Staff will notify parents.

3. Staff will fill out an incident report describing the accident, the location, the teachers present and the attention given to the child following the accident.
4. Staff and parents will sign the form. Parents will be given a copy and the original form will be filed at Steamboat Kids Play Garden.

In the event of a serious injury or accident, staff will complete a Colorado Office of Early Childhood Injury Report. This injury form will be submitted to the state.

### **Naps and Rest**

Play Garden offers nap time daily at 1-3 pm in our toddler room. Play Garden provides nap mats, sheet and blanket. Families are welcome to provide their own sheet and blanket and any comfort items the child needs to nap. We dim the lights and play soft music during nap time. Activities are still going on in our main room during this time.

*K. The procedures for responding to emergencies such as lost children, tornados, and fires.*

### **Lost Child Procedure:**

In the case of a lost child, all staff will be alerted and will assist in searching for the missing child. Exits will be sealed off and a thorough search will be made of the surrounding area.

If the child is not found in the center, and we are appropriately staffed, one staff will begin searching outside of the center. If the search is unsuccessful after 5 minutes, the staff will call the local police and will provide a description of the child. Parents and/or guardians will be alerted to the situation. A report will be filled out and filed, and Kids Play Garden will review its policies and procedures to establish what occurred and will make necessary changes to prevent such an event happening in the future.

### **Fire Procedure:**

Signal: Call out “**FIRE DRILL.**”

#### Procedure:

1. Staff will say, “FIRE DRILL.”
2. Students will line up behind the white door near the front entrance. One staff member will be in front of the children, and one staff member will go to the end of the line. Staff will grab an iPad and cell phone, and staff will count the number of children. Staff will make sure that the number of children in the line equals the number of children on Staytrack.
3. Staff will safely lead students in a quiet, calm manner out the front door and to the left. One staff member will be in front of the group, and one staff member will follow the group. Students will form a “choo choo train;” Children will walk single-file down the sidewalk near the building and away from the parking lot. Staff will lead students past Olivia’s Home Furnishing and to the left into the corridor between the buildings. Students will sit down on the wall with no windows.
4. In the event of an actual fire, one staff member will call 911.
5. When students reach the evacuation point, staff will call the roll and count the children.
6. If all students are not present, staff will count the children and call roll again.



7. If a child is missing (and there is no evidence of an actual fire,) one staff member will return to the center to locate the missing child.
8. When the all clear announcement is given, staff & children will report back to the center. Children will be counted again to make sure all children are accounted for.

### **Weather Emergencies/Lock-down Procedure**

Signal: Call out “**SAFETY DRILL.**”

Procedure:

1. Students will gather in the toddler room. Staff will grab an iPad and cell phone and count the children. Staff will make sure that the number of children in the room equals the number of children on Staytrack.
2. Staff members will model the correct position for severe weather. Have the students assume a kneeling position facing the wall with head down, elbows on the side of head, and hands clasped behind the neck.
3. **CLOSE THE CLASSROOM DOORS, BUT LEAVE THEM UNLOCKED.**
4. Remain quiet and alert for further instructions.

### **Bomb Threat/Explosion Procedure:**

Signal: Call out “**EVACUATE**”.

Procedure:

1. Follow normal fire evacuation procedure (unless alternative instructions are given.)
2. **TURN OFF ALL CELL PHONES. DO NOT CHANGE ELECTRICAL SETTINGS IN THE BUILDING** (switching on/off lights, thermostats, etc.).
3. Evacuate at least 300 feet from the building.

**IN THE EVENT OF AN ACTUAL EXPLOSION, INITIATE DROP, COVER AND HOLD PROCEDURES.** Students will duck, cover and protect their faces and heads from flying debris. They will stay in this position until flying debris ceases and then proceed to evacuate the building. **PORTABLE RADIOS & CELL PHONES MUST NOT BE USED DURING A BOMB THREAT.**

### **Active Shooter Procedure:**

**Signal: Call out “Shooter”**

**Procedure:**

1. The teacher near the emergency exit they will lead the children in the kitchen and art area quickly out the exit door following fire evacuation procedure taking an immediate head count and go to nearest building, to call for help.
2. The remaining students will be instructed to gather in the toddler room and to stay low and away from the windows and huddle together.
3. Teachers will barricade door and windows with classroom furniture.
4. Will use center phone to call for help, keep children calm.

*L. The procedure for transporting children, if applicable, including transportation arrangements and parental permission for excursions and related activities.*

Play Garden does not provide transportation to our learning center or classes. Therefore, we cannot help in the transport of your children to and from the center. Please remember to always wear a seat belt and travel safely.

If there is an emergency that requires your child's transport to an emergency medical facility, we will call 911 and your child will be transported in an ambulance.

- M. The written policy and procedure governing field trips, television and video viewing, and special activities, including the staff's responsibility for the supervision of children.*

#### **Fieldtrips:**

Kids Play Garden will limit trips and excursions. If there is an opportunity for a field trip, we will send home a permission slip informing families on the date, hours, and location of the fieldtrip. We will be transporting your children by foot for many or all of the field trips.

On occasion, we may need vehicles for a specific field trip. If the opportunity arises for a specific excursion that requires transportation, we will use 3<sup>rd</sup> party transportation. In order for a child to attend any fieldtrip, a parent or legal guardian must sign the permission slip.

#### **Television and Video Viewing:**

Children will rarely be viewing television or watching movies while they are attending Kids Play Garden. During Parent's Night Out programs, if there will be a movie is being shown, parents will be notified ahead of time and will sign a consent form.

#### **Supervision of Children:**

Staff will consistently follow Kids Play Garden tracking and supervision of the children with our specialized software and appropriate staff ratios for the group of children.

- N. The policy on children's safety related to riding in a vehicle, seating, supervision, and emergency procedures on the road.*

Play Garden does not provide or have access to transportation to our learning center or classes. Therefore, we cannot help in the transport of your children to and from the center. Please remember to always wear a seat belt and travel safely.

- O. The procedure for releasing children from the center only to persons for whom the center has written authorization.*

- Our secure pick up policy requires that you show photo identification. We use a detailed software system and only allow for authorized adults to drop off and pick up. **All authorized persons must show valid photo identification.** Should a family like to add a new authorized adult for the release of children it must be done in person or in writing so that the software may be updated. **Children will only be released to authorized adults.**
- During check out, you will pay for the exact number of minutes used while enjoying the center. A staff member will assist your child through the gate.

- A child will only be released to a custodial parent or guardian, or designated emergency contacts named on the registration form. In situations of custody agreements, Play Garden will follow court ordered documents.
- A parent or guardian may grant permission for another adult to pick up the child if permission is given in writing or in person to staff.
- If a different person will be picking up your child, you will need to notify us at the time of drop off and the appropriate “code” word and identifications will be required. Parents are to be immediately available to Play Garden staff.
- In case of a family emergency, telephone authorization to drop off/release a child to someone who does not usually pick up the child will be accepted ONLY from the custodial parent or legal guardian who will also provide their code word. The adult picking up the child must know the “code” word and show valid identification.

*P. The procedure followed when a child is picked up for the center after the center is closed or not picked up at all, and to ensure that all children are picked up before the staff leaves for the day.*

**\*LATE CHILD PICK UP:** A charge of \$1.00 a minute will be charged for any time after normal closing time. Besides being respectful to the children, it is respectful to the staff.

When a child is not picked up as planned, two staff members will wait with the child on the premises. Kids Play Garden staff will call parents and or guardians at all provided numbers. If we are unable to reach them, we will then begin calling the authorized numbers that are listed on the child’s file. The authorized adults listed on our Stay Trak software are individuals that the parents have given permission to make decisions as to the health and welfare of their child and to transport their child.

In case of a family emergency, telephone authorization to drop off/release a child to someone who does not usually pick up the child will be accepted ONLY if prior written authorization has come from the custodial parent or legal guardian. The adult picking up the child must know the “code” word and show valid identification.

If we are unable to reach any of the individuals authorized to pick-up a child after 45 minutes of when the center was closed, we will then call the local Police Department and follow their instructions. These emergency numbers will be listed at the front desk at all Play Garden locations.

*Q. The procedure for caring for children who arrive late to the center and their class/group is away from the center on a field trip or excursion.*

Kids Play Garden allows for drop off times to vary, therefore it will not be typical for anyone to arrive late. Should a child arrive late to a class, they will be given a choice to jump into the lesson and participate or choose quiet independent work until the class lesson is complete. Children, who arrive late to the Center when the rest of the class is on a field trip, will stay with the Director until the class returns.

- R. *The procedure for storing and administering children’s medicines and delegation of medication administration in compliance with Section 12-38-132, C.R.S., of the “Nurse Practice Act”.*

Kids Play Garden does not dispense any regular medication. Children are not permitted to self-medicate. Parents must take full responsibility for understanding this policy and not send a child to Kids Play Garden that is in need of medication. If a child is on a medication schedule, their visits at Play Garden must be planned accordingly.

A registered nurse is not staffed at Kids Play Garden. No tasks will be performed by staff that are requirements of a nurse.

### **Emergency Medications**

In case of emergency, staff at Kids Play Garden will administer lifesaving medications such as an EpiPen or Inhaler for children with asthma or allergic reactions. Parents and guardians are responsible for alerting staff at Kids Play Garden to any serious allergies and any sort of symptoms that require immediate medical action. It is the responsibility of the parents or guardians to supply inhalers and Epi Pens while the children are in the center. These medications must be accompanied by proper documentation including a consent form signed by parents/guardians and the prescribing physician. EpiPens and Inhalers must be labeled with the child’s name. Inhalers and Epi Pens will be kept out of reach of children but easily accessible to teachers for emergencies. We will administer lifesaving medications such as an EpiPen or Inhaler for children only in case of emergency. Should an emergency occur in which staff are not able to reach the parents immediately, staff will call 911 and children will be transported to the hospital by ambulance.

- S. *The procedure concerning children’s personal belongings and money.*

Our center is equipped with a personal cubby for your child’s belongings. Kids Play Garden is not responsible for any lost or stolen items. Please leave toys and personal items at home or in the front cubbies. Kids Play Garden is not responsible for any toys or items broken or lost within the center.

### **Children’s Money**

On special outings such as field trips, Kids Play Garden does not object to children bringing money. We do ask that the money be kept in a safe and private place and that the amount sent with the child is reasonable and not excessive. There will be times when staff asks parents to contribute to the cost of a field trip. In those cases, please give the money directly to the

Center Manager. All money that is lost or stolen is the responsibility of the parent; Kids Play Garden will not be held liable for such incidents.

*T. The policy concerning meals and snacks.*

All snacks and meals are balanced and nutritious so that your children can maintain and learn healthy eating habits. Play Garden offers a morning and afternoon snack for \$2 each. Lunch is served between the hours of 12-1pm, dinner between 6-7pm. Lunch can be provided for \$6 and Dinner for \$8. Sometimes meals are provided by local and partner businesses. Vegetarian and gluten free options are available. We do ask that you notify us during drop off as we place our orders for meals at least 30 minutes prior to serving. If your child is here during our meal hours, we will provide a meal at cost. If your child has a food allergy, please let us know!

*U. The policy on diapering and toilet training.*

- Children should arrive in a clean and dry diaper.
- For children in diapers, we ask that you supply us with at least 4 extra diapers and wipes for your child so we can change appropriately.
- We have diaper checks and changes scheduled throughout the day; Our staff is also trained to spot check and pay attention to individual child signs.
- Play Garden supports cloth diapering. We do ask that you supply a wet/dry bag for used diapers.
- There will be a \$1 charge for diapers provided by Play Garden.
- For those children potty training, PLEASE advise staff.
- Please bring extra clothes for your child!

*V. The policy regarding visitors to the center.*

Play Garden monitors all visitors entering the facility. All visitors entering the center must sign in the Visitor Log and show valid picture identification. Front desk staff will record the name of every visitor and initial that they have checked the visitor's ID. Visitors may be asked to return at another time based on activities within the center and capacity of children.

*W. The policy on staff conferences to inform the parents or guardians of the child's behavior, progress, and social and physical needs.*

The staff on duty will inform parents of their child's behavior & activities and any other relevant information at pickup. If there was any sort of incident, accident or behavior issue, an appropriate form describing the occurrence will be filled out by a teacher and signed by a parent at pick-up. A Behavior Report can be used when the child exhibits problems listening, any sort of violent behavior or avoidance of following Play Garden rules. If parents would like to discuss their child's behavior, progress, needs, etc. in more detail, they can request a private conference with the primary teacher on duty during their child's stay. Kids Play Garden will do its best to accommodate any such requests to discuss any of the topics listed above and will attempt to best accommodate each child's unique needs.

X. *The procedure for filing a complaint about child care (see 7.701.5, General Rules for Child Care Facilities).*

Kids Play Garden will post written information and instructions on how to file a complaint about suspected licensing violations with the Department of Human Services. Information provided will include the complete name, mailing address, and telephone number of the local states Department of Human Services, Division of Child Care (Colorado Department of Social Services).

Staff members will be informed on how to file a complaint about suspected licensing violations at the time of employment. Staff will be provided with the complete name, mailing address, and telephone number of the local states Department of Human Services, Division of Child Care (Colorado Department of Social Services).

Y. *The policy regarding the reporting of child abuse (see 7.701.5, General Rules for Child Care Facilities).*

CHILD ABUSE/NEGLECT

Childcare workers are in a unique position to recognize victimized children. Because of this, childcare workers are mandated reporters of child abuse and neglect. Kids Play Garden staff will be required to review the guidelines for recognizing child abuse annually.

Kids Play Garden employees must understand their legal obligation to report suspicions of child abuse and review these guidelines upon hire and every year of employment. This is a very important aspect of providing ethical childcare.

If a Kids Play Garden employee suspects abuse or neglect, they must notify the Director or Owner immediately. The incident will be documented, and the Director will support the employee during this process. These concerns are not to be discussed with anyone except for the Director or Owner. In the case that the Director or Owner is not available, the report shall be made directly to the Department of Health and Welfare, and the Director and Owner will be notified that a report has been made.

All staff and volunteers are mandated by law to report any suspicion of child abuse or neglect. Abuse may be physical, emotional, or sexual. *Neglect is the failure, refusal, or inability, for reasons other than poverty, to provide necessary care, food, clothing, shelter or medical care.* Staff and volunteers who report in good faith are immune from civil or criminal liability. Staff or volunteers who intentionally fail to report suspicion are subject to fines or imprisonment under the law.

To prevent child abuse and neglect, Kids Play Garden will adhere to the following:

1. Classrooms will be designed to avoid hidden and secluded areas.
2. Interactions between children and staff can be observed and interrupted at all times.
3. Staff will use of proper names for body parts.

4. Employees must never force children to give affection.
5. Staff will be trained to tell children that if they have questions about someone's behavior, the best thing they can do is ask about it.
6. Kids Play Garden will provide an atmosphere for parents to share their experiences and develop support systems.
7. Information about community resources will be provided.
8. A background check will be done on all staff.
9. Employees will develop positive, non-judgmental relationships with parents.
10. Employees will be alert to signs of stress in parents and struggles in parent-child interactions.
11. Communication will occur regularly with parents concerning a child's progress.
12. Education, including offering tips for specific challenges, will be provided to staff.
13. Opportunities for parents to become involved in their child's care will be provided.
14. Employees will display developmentally appropriate practices by allowing the parent observational opportunities to see their child interact with child care staff.

It is important to note that a report of child abuse is not an accusation. It is a request for more information by a reporter who has reasonable suspicion that abuse or neglect may be occurring. A report does not mean that our employees must determine that abuse and/or neglect has occurred. Employees who report in good faith are immune from civil or criminal liability.

*Z. The policy regarding notification when child care service is withdrawn and when parents or guardians withdraw their children from the center.*

Canceling Kids Play Garden Services / Terminating the financial agreement:

Our financial agreements do not require monthly commitments. Therefore, parents or guardians may withdraw at any given point. However, prior fees as well as prepaid packages and prepaid dollars will not be refunded. Upon completing the initial client agreement, all families have signed and acknowledged that registration, membership, and package fees and purchases are non-refundable.

Furthermore, rates are subject to change with seasons, activities, new programs and new calendar year, this is also disclosed in the initial client agreement with Kids Play Garden.

Kids Play Garden will make attempts to work with families should financial distress occur. Unfortunately, we cannot allow families to acquire a past due balance. All families will be contacted about non-payment and then suspended for non-payment. Families may not return until past due is paid.

Play Garden reserves the right to remove any child from the program without prior notice if it

is the opinion of the center that it is in the best interest of the child, family or center.

There are a number of serious offenses which, if committed, will lead to immediate termination of a student's registration/membership such as:

- If a child is a danger to himself, others or Play Garden property.
- Refusal or inability of the child or family to adhere to the program policies and procedures.