



kids garden

DROP-IN PLAYCARE

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 KIDS GARDEN AVL

Book of Guidelines

WELCOME TO KIDS GARDEN!

Kids Garden is committed to providing a highly qualified, clean, safe, captivating, and environmentally friendly creative arts learning center for the families of Asheville and the surrounding areas.

We look forward to joining with you in the development of your child, and sharing the many wonderful experiences of their childhood. Childhood is a time for growing and experiencing through discovery and exploration. We provide a place where children are free to do just that.

OUR PHILOSOPHY

Kids Garden is a drop-in creative arts learning center. It's a unique space where children ages 12 months (and walking) to 12 years get to explore, interact, and have fun while parents get that much needed time without the kids. Whether it's for a quick trip to the grocery store or a last minute meeting, you can count on Kids 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 interactive games, storytelling area, reading nook, creative arts tables, movie nights, pretend play centers, group games, circle time activities, and amazing wooden indoor play set, kids love time at Kids Garden!

Parents can feel at ease knowing that Kids 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.

SAFETY FIRST, HEALTH ALWAYS

Our facilities, activities, and events are designed for safety first and foremost. Kids Garden has created the best possible environment for our children:

- No VOC or Lead paint used during the creation of our play space
- Hypoallergenic, antimicrobial, mold resistant, natural cork flooring
- Custom indoor wooden nontoxic play set
- Eco-friendly children's toys including a large selection of natural wood toys
- Organic snacks and healthy food options
- Shoe-free facility
- Access security key pads and security monitoring
- All nontoxic art supplies and use of recycled items for art projects
- Smoke-free facility
- Kid-friendly and environmentally-friendly cleaning products
- Peanut-free
- CPR/First Aid Staff



HOURS OF OPERATION

Monday-Friday 9 AM-6 PM

Saturday 10 AM-2 PM

Sunday CLOSED FOR BIRTHDAY PARTIES & EVENTS

PLEASE NOTE: Once the center closes, there is a \$1.00 penalty for every minute you are late. Fees will be collected at that time.

WE WILL BE CLOSED TO OBSERVE THE FOLLOWING HOLIDAYS:

- New Year's Day
- Easter Day
- Independence Day
- Thanksgiving
- Christmas Eve
- Christmas Day

POLICIES AND PROCEDURES

REGISTRATION

In order to help us keep safety as our number one priority we must have every child registered before entering the play space at Kids Garden. Each new family/child must be registered, and the information logged into our system at or before the first visit. The registration process asks for detailed information about any allergies, medical conditions, or dietary restrictions to ensure the safety of your child. We also require an emergency contact phone number and the names of individuals that are authorized to pick up your child. We log all this information into our software which tracks and keeps detailed records of each child's stay with us. Registration fee per family is \$25.00. Family registration of \$25 is an annual fee

Patrons of Kids Garden can participate as Members or as Drop-in Guests. Members receive discounts, package deals, and early registration to special events. The annual Member registration is \$75. Each additional child is \$25.

Please allow extra time during your first visit to complete all required paper work and photo identification checks. **To save time, you can download a registration form from our website, fill it out, and bring it in with you on your first visit.**

Parents and/or authorized guardians are to be immediately available and/or in the immediate vicinity from the learning center. If you should have any questions or comments please feel free to ask us any time! Thank you for sharing your child with us.



RATES

DROP-IN RATES

1 Child \$16 per hour
2nd Child \$10 per hour
3rd Child \$7 per hour

MEMBER RATES

1 Child \$12 per hour
2nd Child \$8 per hour
3rd Child \$5 per hour

The minimum charge for each stay is the first hour rate.
Toddlers (children under the age of 2) are \$1.00 additional per hour.

PACKAGE DEALS FOR MEMBERS ONLY

12 Hours -- \$136
24 Hours -- \$264
48 Hours -- \$504
72 Hours -- \$720

ARRIVAL AND DEPARTURE OF YOUR CHILD

DROP OFF

Upon your first visit, informational registration paperwork **MUST** be completed. Your child will be checked in by a Kids 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 Kids Garden staff member will assist your child through the gate.
For safety and cleanliness, no shoes allowed, and socks must be worn inside the play space.

Upon entering the play space children will wash hands before free play.

PICK UP

Our secure pick up policy requires that you show photo identification.

If your child stays longer than one hour, you will pay for the exact amount of minutes used while visiting the play space. 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, Kids Garden will follow court ordered documents. Parents are responsible for providing accurate information in this area.



PICK UP (CONTINUED)

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 identifications will be required.

Telephone authorization to 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:** ‘Late pick up’ is any pick up time after operating hours. 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. They have their schedules and personal lives to live. When parents are late, not only do they have to work overtime, but we have to pay them overtime as well. We want to provide our children and families with happy, warm, and energetic teachers not tired and unhappy ones.

Parents must notify Kids Garden they will be late at the earliest possible moment. We cannot allow uncertainty in this area to exert a negative influence on the children. If Kids Garden has not heard from a parent by closing time, the emergency contact person listed on the registration form will be contacted for guidance.

Thank you for your cooperation.

OUR STAFF

With the belief that children are strongly influenced by the adults they interact with in their early years, we look not only for well experienced educators, but warm, loving, and caring individuals.

All staff members are CPR and First Aid Certified.

To support the experience, education, and profession of our teachers we will be addressing them as Miss, Mrs., and Mr. We thank you for your reinforcement of this practice.

VISITOR'S POLICY

Kids Garden monitors all visitors entering the facility. Any and all visitors entering the center must sign in the visitors log book and leave a valid picture identification at the front desk. Visitors may be asked to return at another time based on activities within the center and capacity of children.



POSSESSIONS

Children must leave items in cubbies in the welcome area. For safety and health reasons we **DO NOT ALLOW ANY OUTSIDE TOYS OR ELECTRONICS** in our play space. Kids Garden has dedicated extensive research to sourcing the best toys and products for our eco-friendly center. Our play space is a time for new discovery, and we encourage children to try new activities.

For young children we will allow a soft blanket or small comfort item while spending time at Kids Garden. Please label all items with your child's name. Kids Garden will not be responsible for clothing or other personal belongings brought to the play space. Lost and found items will be donated to Goodwill after 2 weeks.

CHILDREN IN DIAPERS

Children should arrive in a clean and dry diaper.

For children in diapers we ask that you supply us with 4 extra diapers, and wipes for your child, so we can change appropriately.

We have diaper checks and changes scheduled throughout the day, however our staff is trained to spot check and pay attention to individual child signs.

Kids 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 Kids Garden.

For those children in potty training PLEASE advise staff. Please also bring extra clothes for your child.

EMERGENCY AND ACCIDENT POLICIES

Our center is equipped with several state-of-the-art safety features:

- Hard-wired fire alarm
- All emergency exits signed and lighted
- Continual-run security camera
- Staff members trained in First Aid and CPR
- Front door programmed to alert staff upon opening



The following are policies for various emergencies:

(These are unlikely events, however we are properly prepared)

ACCIDENT

In the event of an injury to a child, Kids Garden is equipped with a fully-stocked first-aid kit. Instructions from the poison control center or a physician will be followed when providing first aid procedures or administering emergency medications.

911 is called if further action is necessary. Parents will be contacted immediately. If a parent cannot make it to the center prior to the transport of a child by the ambulance, a staff member will accompany the child.

Incident/Injury Reports will be completed and signed by the staff member in charge if any of the following occur:

- An illness, injury or accident that requires a first aid treatment
- Any head injuries
- Any out of ordinary event that jeopardizes the safety of other children or staff
- Emergency transporting
- All incident/injury reports will be shared with the parent or guardian, then signed and kept on file.

FIRE

The staff will evacuate the building with all the children holding on to our fire rope. Attendance will be taken inside and outside (a safe distance from the building)

Tornado/Earthquake: The staff will calmly lead children to the back of the play center away from window glass and away from large objects.

Kids Garden, the center, the staff, and owners are not responsible for any physician, hospital or medically related bills resulting in a medical visit from any occurrences, accidents, illnesses or injuries that might have occurred in the play space.

SICK CHILDREN AND ILLNESS

Kids Garden is a play space for well children. Sick children need rest and comfort from 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 play space. 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. Furthermore, for sanitary practices, we have a hand sink within the play space and ask that all children wash hands before play. Your cooperation is greatly appreciated.

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
- Breathing trouble, 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 - Fever is defined as having a temperature of 100°F or higher taken under the arm, 101°F taken orally, or 102°F taken rectally. (A child needs to be fever free for a minimum of 24 hours before returning to Kids 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

Kids Garden does not administer any regular medication to children in the center during your child's stay. We will administer life saving 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 Kids Garden a release form must be signed by you and your physician.

If your child does happen to be on a medication schedule, please plan his/her time at Kids 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 Kids Garden.



NAPS AND REST

Kids Garden is a drop-in play space where children only come for a few hours. We do not offer naps, however if your child seems tired and needs to rest we have soft pillows and quiet areas for him/her to relax. For children staying later on Saturday nights they may bring their own sheet and/or blanket for quiet time and/or movie time. Children may also bring or wear sleepwear to transition more easily once home.

SNACKS AND MEALS

All snacks and meals are balanced and nutritious so that your children can maintain and learn healthy eating habits. Kids Garden offers organic snacks for \$1 a few times throughout the day. Meals are provided by local and partner businesses. Lunch is served between the hours of 12-1pm. Lunch can be provided for \$6. Vegetarian and vegan options are available. If your child is here during our meal hours and hungry, we will provide a meal at cost. No outside meals allowed. If your child has a food allergy, please let us know!

CLOTHES AND SHOES

Children should wear clothes that can get dirty and even stained. Our creative space offers children lots of different mediums to experiment with including, paints, sand, mud, shaving cream, etc. Aprons may be used but doesn't always prevent clothes from becoming soiled. It is through these interactions and experiences that children learn about textures, colors, weight, mass, volume, and gravity. Children should wear comfortable play clothes that don't inhibit them from these valuable experiences. Children need to feel free to experience "messy" activities without having to worry about "staying clean".

BEHAVIO

RS AND DISCIPLINES

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 methods involving 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. Interactions with children are authentic, caring, and respectful.

Kids 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. Kids Garden staff are consistent with all children . Children function best when there is the safety of consistent rules.



KIDS GARDEN GUIDELINES

- Shoe-free zone (socks welcome to roam)
- No throwing toys
- Use inside voices
- Take turns and share with friends
- Feet and hands to yourself
- Keep food on tables and eating area
- No toys on play set
- Slide DOWN the slide
- Keep ears and eyes open

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.

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.

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.

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.

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".



KIDS GARDEN STAFF WILL NOT...

- Spank, shake, bite, pinch, push, pull, slap or otherwise physically punish the children.
- Make fun of, yell at, ignore, frighten, reject, threaten, use profanity, or otherwise verbally abuse the children
- Shame or punish the children when bathroom accidents occur
- Relate discipline to eating, resting, or toileting
- Leave children alone , unattended, or without supervision
- Allow discipline of children by children
- Criticize, make fun of, or otherwise belittle children's parents or families.

DISMISSAL POLICY

Kids 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 Kids Garden property.
- Refusal or inability of the child or family to adhere to the program policies and procedures.

BABY-SITTING

Any provision of baby-sitting services by the Kids Garden staff, after business operating hours and off Kids Garden premises, for children registered in the center, is not sponsored by Kids Garden. Our goal is to provide families with excellent quality care, therefore due to cost of hiring and training staff we request that you **do not** ask for babysitting services from our staff.

These services are not included in the liability insurance covering Kids Garden. The arrangement for these services, provision of these services, and the payment for these services is an arrangement exclusively by the child's parent/guardian and the adult who will be providing the baby-sitting services. The actions of any Kids Garden employee outside the center premises and hours of operations are not the responsibility of Kids Garden.



Make creative play
PART OF YOUR CHILD'S DAY.

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