

Welcome!!!

This handbook has been prepared to familiarize you with our program. You can use it as a resource and reference. It contains all of our policies and procedures. If you have any questions please feel free to contact the Owner/Director, Michelle Velilla. She will be more than happy to help you!

Welcome!

Dear Parent,

Thank you for considering Totally Kidz Childcare & Learning Center for your childcare needs. We offer a loving, safe and educational environment for your child to grow, learn and play.

The daily commitments and responsibilities that come with being a parent can be quite challenging. For this reason, we offer a program that will enrich your child's development, while putting your mind at ease.

We assist children in developing important values; for example, proper manners, caring, sharing, patience and responsibility, in addition to communication and teamwork. We believe that children learn best through play and implement these important values throughout our day. We also offer preschool activities; learning the alphabet, shapes, colors and numbers to name a few. We work on name recognition and other age appropriate activities.

Our goal is to offer your family the quality childcare experience you deserve. Please feel free to openly discuss problems or concerns at any time. An open and honest relationship is the key to a happy childcare experience for everyone involved.

Please take the time to carefully read through this handbook and **fill in all necessary forms**. It is very important that you are fully aware of our policies and procedures. We want you to make an informative decision based on your childcare needs.

Again, thank you for considering Totally Kidz Childcare & Learning Center. We look forward to providing your child with the best quality childcare and early education possible.

Sincerely,

- Michelle Velilla - Director/Owner

Totally Kidz Childcare & Learning Center

Mission

Our mission is to provide children with the best quality care and early education possible. We are dedicated to providing children a place where they can grow and learn. We provide a caring, safe environment that allows each and every child to reach their full potential. We also help children in our care by providing a play and learn environment that supports their physical, emotional, social and cognitive developmental needs.

Philosophy

Our philosophy at Totally Kidz Childcare & Learning Center is to promote a child-centered, teacher-guided, emergent approach to developing our curriculum. Early childhood studies prove that young children learn best through a play and learn environment. Our curriculum is sensitive to cultural diversity and respects all individual differences. Young children are active learners who need various opportunities for self-directed discovery and exploration. Their social interactions with other children and teachers help build problem solving skills; supporting their individual growth and development and help them to gain social competence.

Parental involvement is also very important to us and the children we serve. We believe that parents are children's first and most important teachers. We value a parent's insight and knowledge about his/her child. Parents are strongly encouraged to visit and to participate in classroom programs and activities. We have an "open-door" policy.

Admission and Enrollment Procedures

- Understanding of our philosophy
- Signed Contract Form/all other necessary forms
- Immunization Records
- Emergency Form
- Medication Form and Medical Authorization for Treatment Form
- Registration/Application Form and Fees due
- Developmental History Form (child profile)
- Call the center to schedule a welcoming visit/tour
- All other necessary paper work-USDA Food Program Application
- Supplies necessary from list below

Supply List

- Extra clothing for accidents (shirt, pants, underwear, socks)
- Weather appropriate clothing (jacket, hat, mittens, boots, snow pants, etc.)
- Family Photos
- Small Blanket-for nap/rest time
- Diapers/Pull-ups & wipes - if needed

Each child has a cubby for his/her personal belongings. Please check daily for messages, art work, newsletters, soiled clothes or other items to take home.

Hours of Operation

We are open Monday through Friday from 7:00am-5:30pm. We do not provide evening or weekend care at this time.

Please see 'Parent Involvement' section for more info.

Holidays and Vacations

Totally Kidz Childcare & Learning Center is closed on the following days:

- Thanksgiving & following Friday
- Christmas Eve
- Christmas
- New Year's
- Martin Luther King Jr.
- One staff meeting day per year (Date and Time will be given in advance)
- Memorial Day
- Independence Day & day following
- Labor Day
- Columbus Day

-Full weekly payment is to be paid as usual for weeks including these days-

Some of these days will be used as workshop/training days for employees.

We also close for two **paid** vacations; One week in December and one week in July. Please be note that **full payment** is still required for these weeks. Exact dates will be given in advance (Depending on when Christmas and July 4th fall.)

Days/weeks are subject to change with advance notice.

Enrollment/Registration Fees

We charge a \$40.00, non-refundable registration fee per child. This fee is to be paid in full along with all filled-in forms by your child's first day. All children's files must be updated each year during their anniversary month.

Tuition

Tuition will is due one week in advance. Though due date will be one week in advance of actual attendance, you'll have a grace period allowing for payment anytime during the prior week M-F. However, if payment isn't made by the following Monday (week of actual attendance), your child will be denied care until paid. At the very latest, tuition has to be paid by the first day of the week child attends.

Infants Ages 6 weeks ~ 12 months

- Full Time: 3 days or more \$185.00/week
- Part time: 2 day minimum \$49.50/day

Young Toddlers Ages 13 months ~ 20 months

- Full Time: 3 days or more \$160.00/week
- Part Time: 2 day minimum \$48.00/day

Older Toddlers Ages 21 months ~ 36 months

- Full Time: 3 days or more \$155.00/week
- Part Time: 2 days minimum \$46.50/day

Preschool Ages 3 (36 months) ~ 6 years old not in school

- Full Time: 3 full days or more \$145.00/week
- Part Time: 2 day minimum \$43.50/day

School Age

- Full Time: Before AND After \$85.00/week
- Full Time: Before OR After \$60.00/week
- School Vacation weeks and Summer Vacation: \$120.00/week, or \$36/day
(Includes breakfast, lunch & pm snack) USDA -Food Program

Tuition includes:

- Breakfast, lunch, pm snack- USDA - Food Program
- Program supplies (donations are always welcome) see our wish list
- Developmentally/Age Appropriate Curriculum
- Quality Childcare

Other Fees:

- An additional fee of **\$15.00 is charged after 5:35pm, plus \$1.00 per minute thereafter.**
- A \$30.00 returned check fee.
- A 3% transaction fee is added to all credit card transactions.

Absences

Your child's spot is reserved and you're still responsible for payment when you take vacation or if your child is absent. Please notify us of your child's absence by 9:00 a.m. For all vacations we recommend a one week notice.

Health & Safety

Nutrition

Totally Kidz Childcare & Learning Center provides healthy and nutritious family-style meals for the children. These are in accordance with recommendations of the U.S. Department of Agriculture. During meal times, children are encouraged to serve themselves and pour their own drinks. This helps build social skills and self-help skills. They are also encouraged to use this time to share their experiences with each other. Manners are taught and practiced as well. If your child has special dietary needs or religious beliefs and cannot eat what is served, you will be responsible to provide a supplement. Please list any food allergies on the report form so we're aware and post them.

We post a weekly menu. The menu includes the following components:

(Menu subject to change)

Breakfast:

Milk, Fruit or 100% fruit juice, and grain/cereal/bread

Lunch:

Milk, meat or meat alternative (protein), 2 fruits and/or veggies, bread/grain or bread alternative

Snack:

100% fruit juice or water. Fruit and/or veggie or bread/bread alternative or protein.

On special occasions such as birthdays, etc., parents may arrange with teachers to bring special snacks if they choose.

Health Care Plan/Policy

Child Care Centers are required by The Maine DHHS Division of Licensing of Child Care Facilities to have a written Health Care Policy covering specific items.

Our children's health is extremely important. Prior to enrollment, you must complete the attached forms and provide proof of immunizations. Illnesses are always an issue in child care settings. While we understand the needs of parents, we must protect our children from all contagious illnesses. We try to be guided by common sense as well as the following rules. We trust you'll do the same. For the protection of all our children and staff, your child should be kept home and may be sent home if he/she shows signs and/or symptoms of the following:

- Vomiting/Diarrhea
- Fever over 101-degrees
- Heavy Nasal Discharge (green or yellowish)
- A constant cough
- Undiagnosed rash
- Chickenpox
- Conjunctivitis
- Strep Throat
- Thrush
- RSV
- Hand, Foot & Mouth Disease
- Fifth Disease
- Impetigo
- Head Lice

Please notify us IMMEDIATELY if your child has or recently had a communicable disease. (We need to report to the CDC: (800)-821-5821). Each child will be observed daily for illnesses. We also do head checks periodically for head lice. If a child has lice, he/she will be sent home immediately.

If your child becomes ill during the day, you will be notified and expected to pick up child as soon as possible. During this period, we'll comfort the child in every way possible, separating him/her from other children and activities. This will help prevent further spread of illness.

Please keep in mind that these are guidelines only. If we feel that your child cannot fully participate in the program, you will be

notified to pick up your child.

Immunization Policy:

According to the Day Care Immunization Standards, developed by the Maine Center for Disease Control and Prevention, every child who is not attending public or private school, must show proof of immunizations. This must be done within 30 days of the admission to the facility. This record must be updated annually, and kept on file by the facility.

Dates of immunization (month/day/year) and vaccine type must be on file for each of the following vaccine-preventable diseases:

- Measles
- Polio
- Mumps
- Tetanus
- Rubella
- Haemophilus influenza-Type B
- Diphtheria
- Varicella-(chicken pox)
- Pertussis
- Hepatitis B
- Pneumococcal conjugate

Blood tests demonstrating immunity to measles, mumps, and rubella may be provided as proof of immunity. This evidence will be kept on file.

Children may be exempt to provide such evidence due to sincere religious/philosophical beliefs, or medical reasons (with physician approval). This must be done in writing and kept on file by the facility. In the event of a disease outbreak, children not vaccinated for religious/philosophical beliefs, or medical reasons must be excluded from the facility. They'll be able to return when the outbreak is eradicated or child receives the necessary immunization.

Staff

- All staff are provided with training on our Health Care Policy.
- All staff document any injuries, accidents or emergencies. Parent can request a copy from the child's file.
- All staff are trained in first aid and CPR
- All Staff born after 1956 provide documentation of Immunization for measles, mumps, rubella, tetanus and diphtheria. A laboratory blood test proving immunity may also be accepted. Documentation of immunity against measles, mumps and rubella is not required for staff born prior to 1957.

Staff may be exempt for religious/philosophical beliefs or medical reasons. The facility will document this.

Medication Administration Plan/Policy

We keep a Medication Administration Record for all children. This is used to record the administration of all medications. The record will include the amount, time, and date and must be signed by the administrator of the medication. All prescribed medication must be labeled with the child's name and include instructions on how to administer the medication. They must include a written, signed, and dated parental form along with an order from child's physician. Medications must be contained in the original container as prescribed. Nonprescription medications also must have a written, signed, and dated parental form.

First-Aid/CPR Procedures

- American Heart Association and/or Red Cross First-Aid and Poison Control Center guidelines are followed.
- All staff members are certified by the Red Cross or American Heart Association in emergency care and Adult/Child/Infant CPR & First Aid.
- A First-Aid kit is located in the staff office, kitchen and all transport vehicles. It is also brought outside during any outdoor activities.
- Emergency numbers are posted and easy to find.

Medical Emergencies

In the case of minor accidents, such as splinters or scraps, staff will give immediate First Aid. An accident report will be filled out to be signed by parent and kept on file. In the case of a more serious injury, staff will give immediate First Aid and/or CPR and contact emergency personnel. If necessary, a staff member will accompany the child to the hospital. A signed medical emergency permission form must be completed prior to admission to facility. Parents will be notified immediately. If parents cannot be reached, emergency contacts listed will be contacted.

Personal Hygiene/Sanitization

Hand washing is the number one way to prevent bacterial infections, viruses, and diseases. Childcare providers wash their hands frequently throughout the day; before and after diapering, toileting, eating, handling and preparing food. Cleaning chemicals are also used as necessary. Children are taught to wash their hands often; especially before and after meals and after using the bathroom. Diapers are changed regularly and immediately after a bowel movement. The diaper area is sanitized after each use with a bleach/water solution.

A Health Care Consultant has approved this policy and plan.

Discipline Policy

At Totally Kidz Childcare & Learning Center, discipline is defined as a way of helping children learn. The ultimate goal of discipline is to develop self-discipline. We respect each child as an individual and discipline is tailored to meet his or her needs.

Our approach to discipline starts with a child-centered environment. We have developmentally appropriate materials and activities so every child is positively occupied and comfortably engaged throughout the day. Some of our techniques include positive redirection, reinforcement, guidance, and good role modeling. We also encourage self-problem solving with peer conflicts. We use non-punitive discipline methods effectively.

When children are having difficulty in a situation, we'll use all positive techniques to support and resolve. If problem still exist, we'll contact parents for further ideas/resolution.

Grievance Procedure

We provide parents with the opportunity to discuss any problems with teachers and/or director. We'll all work together to help resolve these problems in a professional manner.

Non-Discrimination Policy

Totally Kidz Childcare & Learning Center enrolls children of any race, color, religion, national or ethnic origin, or sex, and does not discriminate...PERIOD!

Abuse and Neglect Policy

Totally Kidz Childcare & Learning Center is licensed by the Department of Health and Human Services. Therefore, we are required by law, to report any suspected cases of child abuse and/or neglect without prior parental notification. The identity and information shared is strictly confidential. Additionally, a 'Document for Concern' form will be filled out and kept in the child's file along with any notes.

Confidentiality

All information about children currently or formerly in our care is kept confidential and shall be discussed only with the child's legal parent/guardian (unless otherwise specified by law).

Inclusion

We offer the following **FREE** Services to our parents and children to assist in child development:

- CDS (Child Development Services): Provides services for children, infants through age five, who may have delays in one or more areas of skill development.
- CCIDS (University of Maine Center for Community Inclusion and Disability Studies):

-Feel free to speak to the director regarding any concerns in your child's development-

Discharge Policy

Child withdrawal:

If the parent finds it necessary to withdraw their child from the center, he/she must give a **TWO WEEK WRITTEN** notice prior to withdrawal.

Child discharge:

It might be necessary for the center to give notice to a parent/guardian regarding stopping services for a child. If this occurs, a notice will be given two weeks in advance (verbal & written). In rare cases, it might be necessary to release your child without a two week notice.

Care may be terminated for the following reasons:

- Child is becoming increasingly unhappy and is unable to adjust to the center's environment.
- Child consistently verbally or physically hurts other children.
- Parent/Guardian consistently abuses the pick-up times and is routinely late for miscellaneous reasons.
- Tuition is routinely late.
- Parent/Guardian does not work with the center as a team to ensure consistency regarding discipline and/or other issues.
- Any other reason deemed necessary by program director.

Fire Procedure

Fire extinguishers, smoke detectors and pull stations are placed throughout the center and tested monthly. Fire drills are done every month and recorded on a fire drill log sheet. Evacuation plans are placed at every exit showing two routes of exit. Emergency lighting is in the facility along with light up exit signs.

Storm Closing/Policy

On occasion, Totally Kidz Childcare & Learning Center may make the decision to close or have a delay. The decision will be made if weather conditions are inclement, causing a high risk of accidents or other related hardships. Parents/Guardians will be notified of the delay/closing via T.V. or Text Alert. Please see channel WGME news 13. You can also log on to 'WGME.COM' to check listings or sign up for text alerts. You may also look on our **FACEBOOK** page! This will notify you of closing early via text on your cell phone, if available.

Please note that center closures are also decided based on the clean-up and safety of the building. There is more than just the dangerous roads to think about when making the call. We have walkways, a large parking lot, and a lot of other various clean-up/safety protocols to follow.

Resources

Totally Kidz will provide parents with resources related to early childhood development. If parent are in need of these, please do not hesitate to ask.

Help Paying for Childcare...

There are many programs that help parents with the high cost of childcare. Please see the Director for more info. There is a lot of help out there please do not be ashamed to ask!

Our Environment

“Let’s Have Fun”

“We’re Learning Through Play “

Infant Environment

You will find our infant room bright, inviting, and warm. Our youngest children will enjoy individualized attention and personalized space. Our classroom provides an area for floor play, tummy time, and exploration to lie, roll over, and crawl. There is also a quiet area for rocking, swinging, cuddling and/or sleeping. There are bouncy seats and exer-saucers to promote gross motor skills. We have low shelves so the babies can crawl up to them and get toys off independently and also to pull themselves up on. We also enjoy some fresh air outside on our playground daily with our infants.

Parents receive daily written and verbal communication regarding all the important information about their child’s day. Along with meeting their daily needs, our teachers will read, sing, play games, and encourage children to explore and develop their cognitive and gross motor skills. While we believe that enhancing their development is a major goal within our care, the most significant goal is to build a strong relationship with you and your child.

Supplies List:

- Diapers
 - Wipes
 - Pacifier-if needed
 - Pre-made labeled bottles
 - Cereal and/or baby food-if needed
 - Smile 😊
 - Bibs
 - Small blanket
 - Extra change of clothes including socks
 - Diaper ointment or powder if used
 - Teething toys
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Toddler Environment

Toddlers are very active. So much happens between the ages of one and two. They enjoy free play with a lot of teacher interaction. They do some teacher guided art activities as well. With this age group we focus on learning; For example, they'll sit down together for a story and talk about the weekly/monthly learning focus. At this time they'll also sing songs and do finger plays. At meal and snack times the children and teachers all sit together. They enjoy a relaxing meal and practice manners.

The majority of the time is spent socially playing and interacting with their friends and teachers. Our caring and patient staff works with the children to develop their social skills and awareness of others. Our teachers develop lessons and plan daily activities that help build their vocabulary and enhance other basic language and literacy skills; circle time, reading and singing songs and doing finger plays. We believe that children are natural learners and they learn most effectively in an environment of love, trust, support and stimulation. This is the environment that we strive to provide for your child. Parents receive daily written and verbal communication regarding all the important information about their child's day.

Preschool Environment

Our preschool environment is bright and colorful and supports children to learn through play. We encourage children to be creative and have fun. The environment and curriculum is designed to offer a variety of stimulating activities that are individualized to meet each child's developmental needs. We incorporate many interest/learning centers in our rooms including:

- Dramatic/Pretend Play
- Sensory-sand and/or water
- Creative/Open-Art - "process not product"
- Blocks
- Literacy/Reading & Language
- Writing
- Science
- Puzzles & Manipulatives & Math
- Music & Movement
- Outdoor Activities - Gross Motor

Our interest/learning centers are structured to offer opportunities for both quiet and active play. Our teachers encourage children to be problem solvers and use their imaginations. They provide positive guidance for children to make their own decisions.

At Totally Kidz Childcare & Learning Center we foster play. We value play as a means of developmentally appropriate learning. Play encourages independence and offers the opportunity to explore in a setting that has been thoughtfully established for this purpose.

School-Age Environment

Our school age program provides a variety of age appropriate self-interest activities. Children can engage in our learning/interest centers, read, play games, puzzles, create art work, enjoy outside play or just relax. Our environment is structured but allows for flexibility, based on every child's needs. Homework help is also available. Our school-age program is a great place for before and after school, school days off, school vacations, and summer vacation. We also provide transportation to and from school in all Lewiston School districts. We also participate in exciting field trips to various places!

"Play is an active form of learning that unites the mind, body, and spirit"

"Children learn best in open-ended explorations when teachers help them make connections"

Teachers Role/Guidance

A teacher's role is to create an educational, fun and developmentally appropriate environment. He/she supports the ideas and experiences of children; inviting them to observe, be active, make choices and experiment.

Teachers at Totally Kidz Childcare & Learning Center are caring and respectful. They value child development and recognize each child's individuality and learning style. Children learn by searching for answers. Our teachers help children learn to ask good questions and guide them toward answers, rather than answering for them. They also try to ask children open-ended questions. This allows children to express their feeling and thoughts, creating longer conversations rather than yes or no responses. Here are some examples to try at home:

What would happen if...

What would you do...

What do you think about...

How can we...

In what way...

How did you...

Tell me about...

Open-ended questions invite children to imagine, elaborate and tell stories. You'll get more information about their wants and needs. Open-ended questions also give children an opportunity to think and problem-solve.

All of Our Teachers receive ongoing training and education in the field. They are also on the Maine Roads to Quality Registry.

Parent Involvement

Open Door Policy:

At Totally Kidz Childcare & Learning Center, all parents are welcome to visit any time during open hours. If you wish to discuss specific concerns or questions that require more than 10 minutes or confidentiality, we ask that you make arrangements with the director ahead of time.

We believe that parental involvement is a very important part of a child's education.

Parents are children's first and most important teachers. We value a parent's insight and knowledge about their child. Parents are encouraged to participate in classroom programs and activities.

Parents and teachers communicate daily both verbally and through our parent board. We also send home monthly newsletters.

On occasion we have Parents Day for you to come in for various activities:

- Family Fun Halloween Celebration
- Parent Picnic
- Art w/ your child
- Family Harvest Celebration
- Lunch w/ your child
- Summer time BBQ
- Other (Parent Suggestions)

Lastly

Please feel to ask any questions at any time. We will be happy to answer them; if we cannot, we will direct you to the appropriate resource.