

Family Handbook



KinderCare®
LEARNING CENTERS

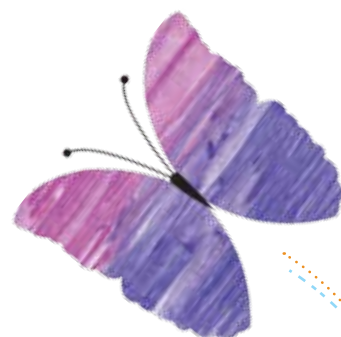
TODAY I WILL
DROP A HAPPY LITTLE PERSON OFF,
AND GET AN EVEN HAPPIER ONE BACK




TODAY I WILL CELEBRATE EVERY STEP

**Every day at KinderCare®,
a story is waiting to be told.**

This handbook is your guide to our programs, people and operational procedures — a blueprint, if you will, for how we help those stories unfold. We want you to be very pleased and comfortable with your decision to choose KinderCare Learning Centers. If you have **any** questions about the policies in this handbook, or if there's anything we could be doing better, please speak to a Center Director, call **1-888-525-2780**, or visit **KinderCare.com**.





Welcome. KinderCare is proud to offer one of the best early educational programs in the country — from infant to kindergarten and beyond.



As the largest privately owned, early childhood education and care provider in the country, we're pioneering the practice of developing the whole child — of giving each child the skills he or she needs to excel socially, emotionally, physically and, most important, intellectually.

We believe a whole child is a happy child.

Here, your son or daughter will find a rich, nurturing environment where learning is fun, the curriculum grows as skills increase, and passionate teachers turn every learning moment into a positive experience. In short, it's a place where you can be confident your child will thrive.

We're happy to meet with you any time to talk about your child's progress and growth, and we invite you to share your suggestions or concerns with us. After all, you know your child better than anyone else; we value your insights.

When you're starting a new program, it's natural to have questions; many of the answers are right here, and we encourage you to store this handbook for easy reference.

These guidelines are designed to make sure your child — along with all the children in our care — receives the best education and experience possible.

Please take a few minutes to become familiar with this information, along with the Enrollment Agreement available at KinderCare.com. Before your child's first day, we ask you to complete the **Acknowledgement of Receipt** form (page 45), then return it to your Center Director.

We're looking forward to getting to know you and your child. And again, if there's anything we can do to improve ourselves, don't hesitate to speak up.

We're honored you've chosen us for your child's education and care. Now, let the stories begin.



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Making Your First Day Easier

Getting comfortable with a new environment can be challenging for any child. Some adjust quickly, while others may take a little longer. It's natural.

We make every effort to be aware of anything that might affect your child adversely when starting here — and **work with you to help ensure a smooth adjustment.**

If possible, spend a little extra time with your child while he or she transitions into the classroom during the first couple of days. This helps both you and your child ease into the routine.

We also encourage you to call or stop by any time during the day to see how your child's adjusting. A bit of separation anxiety is normal and expected, and we'll be happy to provide suggestions to minimize any stress for you and your child.

Remember, your child will soon feel comfortable here, and attending the center will become a joyful part of your son or daughter's routine.

We've been doing this for over 40 years now — enough to know what to expect, and how best to handle anything that comes up.

**TODAY I WILL
BEGIN A NEW ADVENTURE**

Starting a new chapter can be exciting and sometimes scary. **We** go out of our way to **make it just plain exciting!**



About Us

KinderCare® is one of the nation's leading early childhood providers. Our teachers passionately embrace a balanced approach to learning — which gives parents confidence that their child will have fun as she or he develops socially, emotionally, physically and intellectually.

We are part of the Knowledge Universe® (KU) family, a global education company that operates in approximately 3,000 physical locations. KU serves 250,000 children in 39 states and the District of Columbia; children range from infants and toddlers to primary and secondary students.

Center Management

We're here to answer any questions, discuss concerns, and help you with your child's educational and developmental needs — at any time. Each center is also supported by a District Manager, who helps oversee operations of the center. If you have any questions or concerns you're not able to successfully resolve with the on-site management team, please feel free to contact your District Manager. His or her contact information is available at your center. You may also call our Customer Care Department (1-888-525-2780) between 6 a.m. and 6 p.m. (PST), Monday through Friday.

Our Teachers

Every one of our teachers goes through the same rigorous hiring process to ensure their dedication and passion — and their ability to meet the developmental and emotional needs of your child. We confirm all professional references and conduct national criminal background screenings. Each member of our staff meets or exceeds the qualification requirements set by state law. Staff also complete a full orientation and attend a comprehensive training program. No other early childhood education provider can match the level of customer service, experience, and commitment you will find here.

Professional Development

Every year, we set aside time for developing and elevating our employees' professional skills. We strongly believe training allows our teachers to better assist you and your child. This continued commitment to our own education lets us provide outstanding quality care in all of our centers. Additionally, the time we spend on our professional development lets us meet many states' child care licensing regulations for ongoing training.

Note: *please check with your center when training days are scheduled, so you can make alternate child care arrangements.*



Caring and Dedicated Staff

When it comes to keeping you up-to-date with your child's engaging learning experiences, we strive to make our service and communication exceptional. We base our daily updates on notes from and conversations with your child's teacher, and include information on activities, developmental changes and, of course, milestones.

We're always happy to meet and talk about your child's progress at any time. We also have processes — formal and informal — to make sure we thoroughly communicate your child's progress. Our teachers are eager to understand your needs and to serve your child as a unique member of our KinderCare family.



**We believe
each child has
unique talents
and interests.**

Our Educational Philosophy

Learning is meant to be a natural, joyful experience. Our goal is to help your child develop socially, emotionally, physically, and intellectually.

Children thrive when the process of discovery is lovingly encouraged and gently reinforced. This is the philosophy behind our research-based curriculum that fosters individual growth by providing plenty of opportunities for exploration and child-initiated choice.

All children need opportunities to be responsible, to make choices, and to be treated with respect. Our programs encourage your child's growth and development with early learning experiences that build a strong foundation for his or her social, emotional, physical and intellectual skills.

We believe each child has unique talents and interests. Our teachers honor these differences by providing your child with customized attention and activities that enable your son or daughter to learn and grow at his or her own pace and in your child's own way. This hands-on approach, combined with our balanced curriculum, is designed to encourage children to become confident, happy and self-aware.

The underlying principles of our program are:

- 1. Children learn through active exploration**
- 2. Children initiate their own learning**
- 3. Learning takes place through open-ended experiences**
- 4. Adults are facilitators of children's learning**

Regulatory Agencies

Many of our centers are nationally accredited, with standards set above and beyond what is required by the state. If your state or local child care licensing regulations differ from the procedures outlined in this handbook, the more stringent of the two always applies. If you have any questions regarding licensing or regulations, please see your Center Director.

KinderCare Learning Centers are licensed by the states in which they operate. Our centers are subject to inspection by state and local health, fire, licensing and building agencies. Regulations and inspections pertain to staff qualifications, the facility and playground, nutrition, health and safety matters, record-keeping, and child-to-staff ratios.

Adherence to the Americans with Disabilities Act

Our policy is to accept children in compliance with the Americans with Disabilities Act (ADA), its regulations, and any other applicable local, state or federal laws pertaining to the provision of services to individuals with disabilities. We review each child's needs on a case-by-case basis, and make reasonable accommodations for any child who can safely participate in a group care environment.

Please discuss your child's needs with the Center Director before you enroll. If you have additional information or documentation of your child's needs, just let us know. Having it helps us to provide the best possible care for your child.

If you have any questions or concerns regarding the enrollment or care of your child with special needs, please contact your Center Director or the Disability Services Team at 1-800-633-1488 ext. 1440.

To date, **KinderCare has more early childhood education centers accredited by the National Association for the Education of Young Children (NAEYC)** than any other private care provider in the U.S.



Educational Programs

TODAY I WILL DISCOVER WHY THE SKY IS BLUE

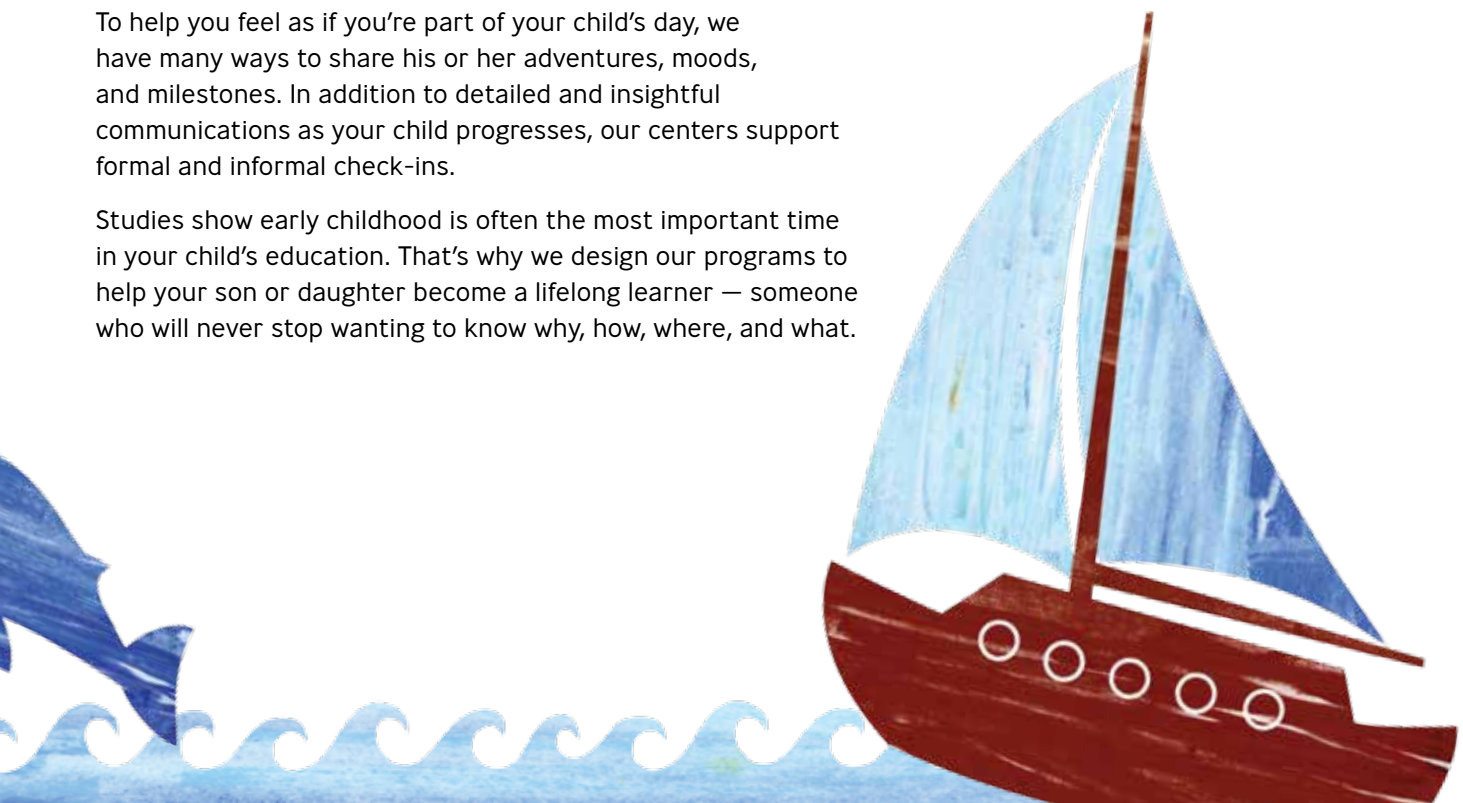
As the leading providers of early childhood care, we truly set ourselves apart with education. Helping children develop socially, emotionally, physically, and intellectually — using “play” as our primary teaching tool — is both our passion and our mission.

We use some of the nation’s best early education specialists to help create our unique set of programs.

We encourage and empower our teachers’ enthusiasm for learning. Our wide range of age-appropriate activities and experiences results in something special: children who can’t wait to share their latest discovery.

To help you feel as if you’re part of your child’s day, we have many ways to share his or her adventures, moods, and milestones. In addition to detailed and insightful communications as your child progresses, our centers support formal and informal check-ins.

Studies show early childhood is often the most important time in your child’s education. That’s why we design our programs to help your son or daughter become a lifelong learner — someone who will never stop wanting to know why, how, where, and what.



EDUCATIONAL PROGRAMS *(continued)*

INFANTS Infants need a safe, secure “home away from home” where they can learn, play, and grow. That’s why we’ve designed a nurturing, creative world for infants six weeks and older that helps their minds and bodies develop.

Our Center Directors and teachers work with you to make a smooth transition from your home to our center — one that leaves smiles on your child’s face and on your own. We’re committed to creating a strong bond with your child to ensure his or her best start in life.

With that, we understand that the first five years of a child’s life are an amazing time of growth and learning that serves as the foundation for future stages of development. The Early Foundations® Infants program provides a rich environment and a variety of experiences to meet your child’s rapidly developing skills.

Our program emphasizes the importance of positive, supportive interactions between teacher and child. Our teachers sing, read, and talk with your child to help him or her with this critical developmental stage. Because our classrooms and equipment are developmentally appropriate in size, infants can move, explore, and play with confidence. Age-appropriate activities are individually planned to promote your child’s specific cognitive and social development in a warm, nurturing environment.

Program Features Include:

- Individual activity plans for each child
- Group interaction to spark curiosity and socialization
- A focus on cognitive and motor skills through playtime and activities
- Whole-child development through age-appropriate materials and toys
- Regular communication between teachers and families to keep you informed about your child’s day

TODDLERS A whole new world opens to children when they take to their feet. They walk, talk, and begin to develop relationships with one another. Our Early Foundations® Toddlers program is filled with sensory experiences that emphasize the importance of a toddler’s environment and relationships. Our teachers provide a high level of interaction while individually nurturing each child.

Program Features Include:

- Daily whole-group instruction promoting social skill development
- Balanced attention to nurturing, playtime, and learning
- Monthly thematic units that provide a variety of daily activities and experiences
- Development of children’s confidence, self-esteem and love of learning
- Learning areas focused on dramatic play, creative arts, language, and sensory exploration
- Regular communication between teachers and families to keep you informed about your child’s day



DISCOVERY PRESCHOOL

Two-year-olds are curious about the world around them. They're busy exploring their environment and learning to communicate their thoughts. While they're beginning to exert their independence, they're also gaining a better understanding of group play.

Our Early Foundations® Discovery Preschool program emphasizes developing the whole child by focusing on both education fundamentals and social skills. Our passionate teachers keep small hands busy and young minds engaged through activities designed specifically for this age group.

Our experienced teachers provide many outlets for creative expression — including games, songs, movement, and art — that let your child build skills and confidence. By encouraging child-directed play, we ensure your child develops at his or her own pace. Sharing, cooperating, and taking turns all teach your child the importance of being part of a group.

Your child will grow into his or her own person, ready to tackle the next challenge: preschool!

Program Features Include:

- Daily small-group instruction that promotes skill development
- Balanced attention to nurturing, learning and playtime
- Environment focused on the development of the whole child
- Variety of cognitive, physical, social, and emotional development activities
- Portfolio collections that capture your child's work and unique creative expression
- Regular communication between teachers and families to keep you informed about your child's day

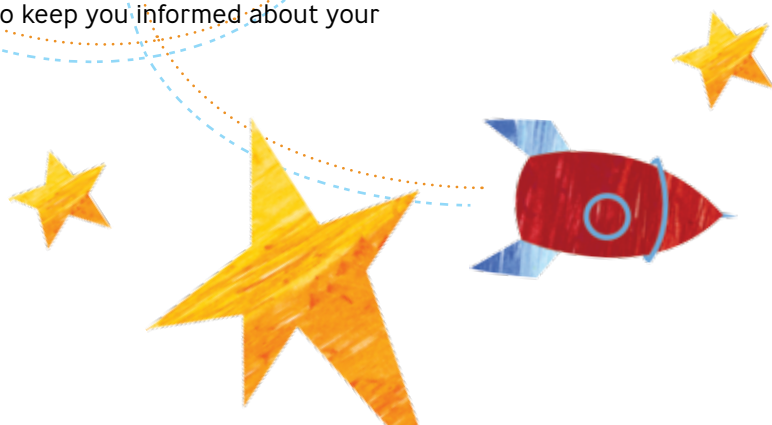
PRESCHOOL

A preschooler's world opens up in new ways as he or she improves coordination, learns complex skills, and begins to interact more with peers. Our Early Foundations® Preschool program introduces language, math, science, and social skills in a logical, appropriate sequence that encourages learning one step at a time. And we provide plenty of individual attention to support your child's unique needs.

This program provides a rich classroom environment where children are encouraged to explore and challenged to learn, all while making friends and developing self-confidence. Children strengthen their cognitive skills through fun memory games and are provided opportunities for hands-on experiences — such as creating collages — that combine creative expression and tactile experiences.

Program Features Include:

- Portfolio collections that capture your child's work and unique creative expression
- Thematic units that encourage curiosity and self-direction and confidence
- Hands-on experiences to heighten cognition and problem-solving skills
- Daily small-group instruction that promotes skill development
- Regular communication between teachers and families to keep you informed about your child's day
- Half-day program options (availability varies by center)



PREKINDERGARTEN

With formal schooling on the horizon, prekindergarten is a critical time for children. Our Early Foundations® Prekindergarten program promotes independence while preparing your child for the next exciting phase: kindergarten!

We make the transition smoother by helping children become familiar with a more structured learning environment. Our teachers have a passion for what they do and consider it a privilege to partner with you during this special time in your child's life.

Program Features Include:

- Learning experiences that follow a logical and developmentally appropriate sequence
- Whole-group activities to develop social skills
- Twice-daily, small-group instruction in math and literacy
- Portfolio collections that capture your child's unique creative expression
- Preparation for kindergarten and future success in school
- Development of a strong vocabulary through letter-sound and sight word introduction and acquisition
- Hands-on experiences to further independent, creative learning
- Daily communication between teachers and families to keep you informed about your child's day
- Half-day program options (availability varies by center)

We make sure to pay special attention to developing and enhancing your child's communication, relationship-building, and higher-level thinking skills — but we also help refine your prekindergartner's motor skills and encourage him or her to express creative ideas out loud!



EDUCATIONAL PROGRAMS *(continued)*

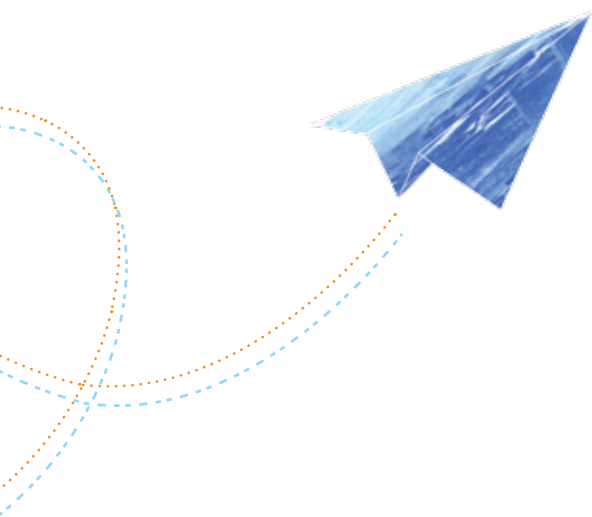
KINDERGARTEN

We make sure the children in our centers are in a safe environment they know and love; this makes learning more effective and fun. Our kindergarten program is a comprehensive, skill-based program designed to prepare your child for first grade and future success in school.

We want your child to enjoy and appreciate the educational process. Lessons are tailored to meet your son or daughter's individual needs and are designed to give lots of opportunities to explore, question, communicate, and create in a fun, supportive environment.

Program Features Include:

- Fun, engaging exercises that enhance familiarity with basic sight words
- Daily journal activities that permit writing skill practice
- Individual attention in a small-class setting
- All-day instruction with before- and after-school care options
- Investigation of different materials using all five senses
- Educational field trips and school presentations that enhance the curriculum
- Character-building exercises that focus on recognizing emotions in self and others
- Curriculum aligned with local elementary schools and state standards
- Spatial awareness activities that include moving to music
- Regular communication between teachers and families to keep you informed about your child's day



By the end of kindergarten, your child will have: worked on developing the language skills needed for further schooling; learned to reason and analyze situations; practiced age-appropriate social and emotional skills; improved physical abilities; and expanded his or her creativity!

Assessments

We use a variety of methods and tools — including observations, portfolios, and developmental checklists — to continuously monitor and support your child's development.

Constant interaction with the children allows teachers to appropriately assess their skills and developmental levels. In addition to influencing the ways teachers adjust and modify curriculum, daily observations also help teachers complete developmental checklists and collect work samples for portfolios.

The teachers of our youngest learners maintain portfolios of each student full of photographs, anecdotal notes, and work samples. From two years of age through prekindergarten, your child's portfolio will illustrate his or her abilities at the time each item was collected — which gives you an at-a-glance way to see your child's progress over time.

Developmental checklists help teachers observe, record, and evaluate each child's skills, knowledge, behaviors, and accomplishments. They reflect common objectives and expectations in classrooms like ours that are structured around developmentally appropriate activities. The behaviors and skills described in the checklists are those considered to be important and developmentally appropriate for children within each age group.

Constant monitoring is the key.

You always know how your child is — socially, emotionally, physically and intellectually.



Parent-Teacher Conferences

Two or more times a year, we'll sit down with you and talk about your child's achievements and accomplishments in the classroom. This is a time to partner with you. Because of that, we ask for your help: please bring observations about your child's development at home, as well as any questions or relevant information you want to discuss.

We'll refer to your child's portfolio and most recent developmental checklist during this meeting, and may also refer to our Discovery Map to help guide our conversation. This is a time to talk about what your child has learned, and what he or she has to look forward to at the center.

TODAY I WILL MAKE NEW FRIENDS

Transitioning to a New Classroom

When we consider a transition from one class to the next, we look at your child's developmental and maturation levels, as well as space availability in other classrooms. We've designed our process to get your entire family involved during a transition. This improves your child's adjustment to the new space, teachers and classmates.



EDUCATIONAL PROGRAMS *(continued)*

SCHOOL-AGE

Finding a safe, enriching before- and after-school program is easy when you look to KinderCare.® Catch the Wave® provides an engaging environment where school-age children (5 through 12 years of age) can spend time with friends — even during out-of-school days.

This program helps school-agers develop a sense of who they are and what they can do. We promote collaboration and positive group interaction, giving children a choice in daily planning while encouraging independent learning. Additionally, we offer exciting activities, hands-on exploration, and a quiet, comfortable place for your child to do his or her homework.

To make it convenient for you, many centers also provide transportation to and from neighborhood schools. Our centers work with your school calendar to offer fun-filled programs during holidays and out-of-school days, too.

Program Features Include:

- Homework support in the Homework Center
- Daily fitness activities to keep your child active and healthy
- Classroom Council, which builds leadership and communication skills
- Comfortable environments to help your child build confidence, self-esteem, character, and social skills
- Daily communication to keep you informed about your child's day

Homework Center

Doing homework is an important activity, and our teachers are here to help. It's not mandatory, but help is available for school-age children whose families choose this option.

Our Homework Centers are equipped with materials and supplies to support your child's needs, and we use a Homework Log to track your child's participation. We provide guidance while allowing your child to complete his or her own assignments.

Please note that we do not replace your role in the homework process; instead, we support it. As it's best when staff, children, and families have a clear understanding of one another's roles and expectations, we ask that you and your child discuss whether you want homework done during our program.

Public School Breaks

When public schools are out on break, many families need temporary high-quality care and activities for school-age children. Our Spring, Summer, and Winter Camps give your child a fun way to spend breaks and holidays. They also give you the peace of mind of knowing your child will be motivated by our engaging and stimulating learning activities in a safe environment. Your Center Director can provide additional details about the programs we offer when public schools aren't in session.



CAMPS When public schools are closed for a break, we offer Summer, Winter, and Spring camps full of exciting, age-appropriate activities and lessons for preschoolers through school-agers. Your child will explore and learn with others in his or her age group — guaranteeing maximum fun!

Schedules, field trips, and visitors vary from center to center; be sure to see your Center Director for details.

Camp Features Include:

- Special programs and activities in a camp-like atmosphere
- Flexible program options that let you plan around family events and vacations
- Earlier start/later end times than most camp programs
- A comfortable, familiar setting with current friends and teachers
- Fun field trips, center events, and special guests
- Safe and trusted environment

Summer Camp

We know the best kind of learning happens when children are having too much fun to notice! Our preschool, prekindergarten, and school-age Summer Camps will keep your child engaged with an all-day, fun-filled experience. To accommodate your busy summer, we offer twelve weekly camps instead of a single summer session. By having a unique theme for each week of camp, we keep your child interested and eager to learn all summer long.

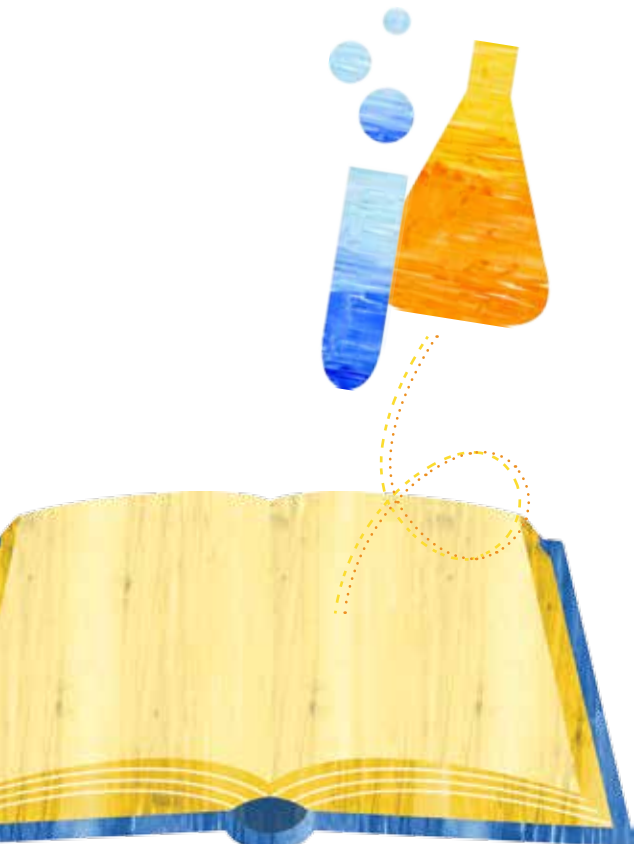
Winter Camp

Our Winter Camp is the perfect way to keep children engaged over the holidays. We use a lively, hands-on approach that gets your child excited about unlocking the mysteries of science concepts in the natural world. The age-appropriate activities and lessons allow preschool, prekindergarten, and school-age children to take a closer look at some common and not-so-common science concepts. From fish to flowers, from robots to recycling — your child will discover how chemistry, earth science, physics, and more are part of his or her daily life. We make science as fun as it is smart!

Spring Camp

Our Spring Camp gives your child a fun way to spend Spring Break — and gives you the peace of mind of knowing your child will be motivated by our engaging and stimulating learning activities in a safe environment. Our Spring Camp program is designed to keep your child learning while he or she has fun. We engage preschool, prekindergarten, and school-age children in activities that make them want to keep learning more!

**TODAY I WILL
LOOK UP TO MY TEACHER**



Enrichment Programs



LEARNING ADVENTURES®

Our rich core curriculum lets us captivate young imaginations every day. Our exclusive Learning Adventures® programs go one step further by supporting your child in future academic success, success that helps foster a lifetime love of learning.

For an additional charge, we offer small-group learning opportunities with our Learning Adventures Enrichment Programs — groups in phonics, reading, math, science, Spanish, music, nutrition and fitness, and cooking. We customize programs to your child's skill level and learning style.

Low child-to-teacher ratios allow your child to consistently interact with a teacher who is able to build on every opportunity for success. By focusing on fun as well as academics, children enjoy learning and are eager for their next lesson.

Phonics Adventures®: Designed to prepare your child for success in elementary school, this program will teach your son or daughter how to recognize letters, early writing skills, phonological awareness, and more. It's a hands-on, research-based approach to helping your child develop a love of reading that will last a lifetime. Ideal for children three years old and older.

Reading Adventures®: Open to children four and older, this program further exposes your child to the wonders of the written word. With a lot of hands-on experience, your child will build the confidence to explore the world of books on his or her own. Ideal for children who have mastered Phonics Adventures.

Math Adventures®: It's all about number recognition, dimensional shapes, quantities, distances, and a whole lot more. This program will develop your child's love for math through exposure to logical thinking, problem solving, and fundamental math skills. Ideal for children three years old and older.

Science Adventures®: Launch your child's passion for new discoveries with hands-on experiments designed to nurture his or her curiosity about chemistry, physics, life sciences, and earth science. Aligned with National Science Research Standards, this program promotes individualized discovery at every turn! Ideal for children five years old and older.

Low child-to-teacher ratios allow your child to consistently interact with a teacher who is able to build on every opportunity for success.

We focus on fun first, so children enjoy learning and are eager for their next lesson.



TODAY I WILL WORK MY BRAIN AND MY MUSCLES



Spanish Adventures®: Watch as your child develops a strong Spanish vocabulary while learning about Spanish-speaking cultures. This program provides children with valuable tools for learning to speak other languages and getting ahead in life. Ideal for children four years old and older.

Music Adventures®: Why not enroll your child in an exciting multi-sensory music experience designed to improve his or her memory, cognitive development, learning skills, and ability to express emotion? That's the power of music. Programs available for children two to four years old and four to six years old.

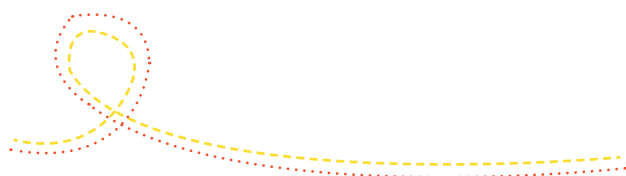
Active Adventures®: We're teaching children to build health-conscious habits at an early age. Through things such as ball-handling, creative movement, yoga, stretching, and nutritional education, we're also making it fun! And research shows physical activity has positive effects on learning, too. Ideal for children four years old and older.

Cooking Adventures®: Engages children in fun, developmentally appropriate cooking experiences. Children strengthen their math, science, language, motor, and social skills while preparing ingredients and cooking nutritious foods in a small-group setting. Ideal for children three years old and older.

All Adventures Include:

- Programs taught by our specially trained teachers
- Special curriculum-related tools that help motivate children, such as customized puppets, activity books, musical CDs, and more

Please note: Program availability may vary from center to center. Ask your Center Director for details.



Child Care and Health

Food and Nutrition

Our program is very active, and children need the necessary nutrition to maintain a high level of interest and energy throughout the day.

Each day, we help nourish your child's growing mind and body by providing nutritious, tasty meals and snacks. Our centers offer a variety of whole grains, fruits, vegetables, and lean protein — including calcium-rich foods.

Most centers offer breakfast, lunch and snacks; however, meal service may vary from center to center. To accommodate those with food allergies, centers may restrict which food items are served and brought into the center. Please ask your Center Director for details.

In centers that provide meal service, the menu is planned by our Registered Dietitian and satisfies all applicable federal and state nutrition guidelines. Mealtime promotes healthy eating patterns and fuels your child's readiness to learn. If your child is not ready for table food, please review the meal service details with your Center Director.

Celebrations and Birthdays

Seasonal and cultural celebrations and birthdays are special days for children, and we understand you may want to celebrate these occasions at the center. If you'd like to provide food for the celebration, we ask that all food items be commercially packaged with

We encourage **healthy snack options** such as whole-grain items, vegetables with dip, or fresh fruit platters.



ingredient statements in order to properly account for child food allergies. We encourage healthy snack options such as whole-grain items, vegetables with dip, or fresh fruit platters. Please be sure to provide enough food for every child in your child's classroom. And please, due to allergies and necessary scheduling needs, make arrangements with your Center Director prior to the special day.

Breastfeeding

Your preferences involving food and feeding practices for your child are very personal. We get that. While you're nursing, we provide you with a comfortable and nurturing environment. We also support your decision to breastfeed a child past infancy — weaning a child is not a requirement for moving into the next classroom or age level.

In addition, our centers are equipped to handle your expressed breast milk. Milk must be bottled in liquid form, not frozen. [See "Infant and Toddler Supplies" for details on labeling and storing bottles.] Please discuss your decision to breastfeed with your Center Director to ensure we provide the right environment and support for you and your child.

Infant and Toddler Supplies

When it comes to the nutritional needs of infants and toddlers, families have a variety of preferences. That's why we typically require you to bring all food for infants and toddlers until they begin eating table food.

Once your child begins eating table food, nutritious meals and snacks will be provided according to the center policy and current menu. Since meal services and requirements may vary, ask your Center Director for details.

Bottles must be brought to the center each day already prepared. They should be clearly labeled with the date, child's first and last name, and contents. [Please see "Breastfeeding" for more information on how to prepare expressed breast milk.] Center staff cannot mix formula bottles and cannot add cereal to bottles. Please do not leave bottles at the center overnight; their contents



CHILD CARE AND HEALTH *(continued)*

will be discarded. Due to the potential risk of tooth decay, bottles are not placed with children in cribs. For the safety of all our infants, we are unable to use glass bottles in our centers.

Please provide your infant or toddler with two complete sets of clothing and label them with your child's first and last name. Additionally, unless otherwise stated in your enrollment materials, we ask that you provide bibs, disposable diapers, and wipes for your child.

Clothing

We want to be sure your child has fun while playing and learning in our center. Because a full day can include such activities as singing, painting, playing both indoors and out, dancing, and eating, we recommend easy-fitting, comfortable, washable clothes.

Be sure shoes are rubber-soled and closed-toe with a closed heel or heel strap. Flip-flops, sandals, and shoes with wheels are not appropriate in our environment. Shoes are required for all walking children.

- Please provide two complete sets of extra clothes, including socks, for your child. We request an extra pair of shoes and a sweater or sweatshirt be kept at the center, too. Clothing should be labeled with your child's first and last name, and reviewed periodically to make sure it fits.

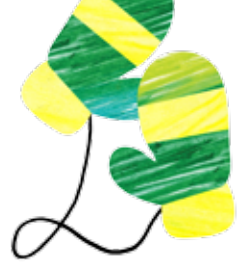
- In hot weather, apply sunscreen to your child before arriving at the center and dress your son or daughter with hats/visors and tightly woven clothing to help prevent sunburn during outdoor play. *Please note: We require a written authorization from you before we can apply sunscreen/sunblock to your child.*
- In cold weather, provide appropriately layered clothing to create insulation, including: mittens or gloves; caps, hoods, or hats; sweaters or sweatshirts; socks; and warm waterproof outerwear and footwear.
- For their safety, children will not be permitted to wear any shirts, jackets, sweatshirts, jewelry or articles of clothing that tie around their necks or waists. Please remove all drawstrings.

We cannot assume responsibility for lost, stained, soiled, or torn clothing. Please be sure to label all extra clothing (e.g. jackets, sweaters and hats) with your child's first and last name.

Personal Belongings

Your child will be provided with stimulating, educational toys every day. Because children often find comfort in special objects, your child may bring a blanket, a special soft toy, or a stuffed animal for rest time. Please do not let your child bring other toys or belongings from home, as bringing a treasured object to the center can create tension between children and each child's personal storage space is limited. It's also distressing for children and staff members when things are lost or misplaced.





Toy guns and water pistols are not permitted in the center. Cell phones and other electronics (iPods, MP3 players, etc.) should be left at home whenever possible. All electronics brought to the center must be stored in the “off” position in the child’s cubby. Use of electronics is not permitted in the classroom due to the distracting nature of these devices. We cannot assume responsibility for loss of, or damage to, personal belongings.

Outdoor Activities

You’re welcome to provide a personal helmet for your child to use when playing on outdoor riding toys. Outdoor play occurs daily, weather permitting. In the event weather conditions prevent outdoor activities, alternate indoor gross-motor activities will be substituted. Please note that we require a written authorization from a parent or guardian before we can apply sunscreen or sunblock.

We consider the outdoors an extension of the classroom. Our playgrounds include outdoor spaces and equipment designed for active play and exploration — which lets your child get exercise and fresh air when learning different activities.

Positive Guidance

Part of what children are learning in their early years is how to get along with others and what behaviors are appropriate in different situations. We take a proactive and preventive approach to guidance that reinforces appropriate behaviors rather than focusing on inappropriate behaviors. To do this, our teachers are trained to use various techniques including redirection, praise, and distraction.

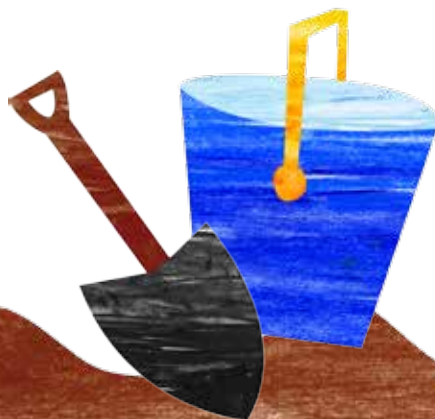
In this positive guidance atmosphere, most inappropriate behaviors are avoided. However, in extreme situations and as a last resort, a child may be guided to an alternate activity away from the group for the benefit of the child and the rest of the children. Teachers use this strategy not as a punishment, but to help redirect the child when he or she returns to group activities. The child is allowed to return to the group activity when he or she feels ready to do so. This strategy is not used with infants or toddlers.

In accordance with our corporate policy and state child care licensing regulations, our staff never uses corporal punishment.

We welcome families as partners in teaching children about socially appropriate behaviors. As your child’s most influential teacher, we may occasionally ask you to work with us to help extinguish an inappropriate behavior. We understand these issues are sensitive and many different parenting styles are reflected among our families.

We also ask that, while on our grounds, you refrain from using any form of guidance that is not consistent with our center’s positive guidance approach or individual state child care licensing regulations.

Please note: Any staff member who witnesses any form of physical or corporal punishment, even if administered by a family member, is required by law to report his or her observations to the appropriate local authorities.



CHILD CARE AND HEALTH *(continued)*

Biting

Biting is common among young children. During early childhood, children are sensory learners and often explore orally. In addition, children at a young age do not have fully developed language skills. Impulse control can lead children to bite as a way of making their needs known.

We realize that biting can be a big concern, and we strive to minimize the behavior whenever possible. Our teachers and staff are trained to recognize triggers and how to prevent and decrease incidents.

If your child bites or is bitten, you and the parent(s) of the other child involved receive an Incident/Accident Report that keeps the identity of both children confidential. If you have any concerns regarding a biting incident involving your child, please talk to your child's teacher or your Center Director.

Diapering and Toilet Learning

High collaboration between you, your child, and your child's teachers makes for more successful toilet learning. Children best learn toileting skills through consistent, positive encouragement from all the adults who care for them.

When your child shows an interest, you and your child's teachers will discuss how to work together to encourage toilet learning. We're committed to working with your child consistently, so toilet learning can be accomplished in a developmentally appropriate manner and with minimum stress for you and your child.

Every child begins toilet learning at a different age and progresses at a different rate. We're always available as a resource to answer any questions about your child's progress. Several complete changes of clothes and two pairs of shoes should be kept at the center during toilet learning.

Until your child shows an interest in toileting, we'll provide diaper changes on an as-needed basis. Diaper-changing procedures are posted in each center, and the specific times of each diaper change will be listed on your child's daily sheet.

Rest Time

For healthy growth and development, it's essential for children of all ages to have time to rest or enjoy quiet activities during the day. At our center, your child will rest in the afternoons for one to two hours or longer, depending on his or her needs and individual state child care licensing regulations.

Children who don't sleep are encouraged to read a book, play with puzzles, or participate in other quiet rest-area activities. Most school-age children have typically outgrown the need to nap and are encouraged to participate in quiet activities midday to recharge and rejuvenate. School-age children are not required to nap.

Depending on your child's age, we provide cozy cribs or cots for rest time. Your Center Director will let you know about the required rest-time items and any bedding your child may need. Please label all personal rest items with your child's first and last name.

Infant Sleep

Infants sleep according to their needs and the individual plans prepared by you, in cooperation with your child's teachers. Your Center Director will let you know about the required bedding linens and give you information on washing all sleep items.

In keeping with the recommendations of the American Academy of Pediatrics, all infants will be placed on their backs to sleep unless a documented medical condition requires alternate sleeping positions. Our centers do not allow swaddling or the use of buntings.





Allergies

If your child has allergies, please inform your Center Director and list the allergen information on your Enrollment Agreement so we can take the right precautions to protect your son or daughter's health. Your Center Director, in partnership with our Registered Dietitian, will gladly work with you and your pediatrician to accommodate your child's dietary needs.

Due to severe peanut allergies, some of our centers have adopted a "no-peanut" policy. Your Center Director can inform you if your center has adopted this policy. If your child has severe allergies that may require a medical response (such as the use of an EpiPen), additional forms may be required prior to your child's first day.

Hand Washing

Teaching your child the importance of hand washing at an early age helps maintain his or her health; it also assists your child's ability to take an active role in staying healthy. With that in mind, your child will be required to wash his or her hands before eating, after bathroom visits, when returning from outside, and at any other appropriate time.

Temporary Exclusion

To reduce the spread of illness and maintain the health of all children at the center, we may temporarily exclude your child from attending the center. Please refer to the following section for information on the types of illnesses that we cannot support at the center, as well as the criteria required for return to the center. If you have any questions or need more information on a specific illness or criteria for return, please ask your Center Director.

We will ask that your child remain away from the center if he or she has an illness or symptom that prevents participation in routine daily program activities including outdoor activities — or if your child has an illness that requires more individual care than our center staff members can provide without compromising the health, safety, and activities of the other children. For their protection, children who have not been immunized against certain childhood illnesses may be subject to longer periods of temporary exclusion from the center.

We may also ask you to keep your son or daughter at home if your child has any other illness that local regulations require us to exclude from a group care setting. Unless our corporate policy is more stringent, we use individual state child care licensing regulations and health department regulations when making decisions about temporary exclusion.

In addition to the illnesses referenced in the table that follows, we may require health care provider clearance for other illnesses at our discretion.

We encourage you to reinforce hand washing at home. To make the task fun, you may want to use special liquid soap (there are many child-friendly brands and scents available) or soap in your child's favorite color. If your child sees hand washing as a fun activity, he or she is more inclined to make it a habit.

Illnesses

Children may become sick during the day or show signs or symptoms of illness prior to arrival — we know how it goes. If you keep your child at home, please notify your Center Director by 9 a.m.

If your child becomes ill while at the center and we think it's better for him or her to be home rather than in contact with other children, we'll call and ask you to pick your child up no more than one hour later.

In the event of a serious accident or illness, an ambulance will be called. To ensure your child's safety, your Enrollment Agreement provides a record of names, addresses, and phone numbers of those people you have authorized to pick up your child. We ask you to keep this information current and supply names and phone numbers of your family doctor and preferred hospital.

CHILD CARE AND HEALTH *(continued)*

Illness	Criteria for return to center
Abdominal pain which is persistent and continues two or more hours	When symptoms are no longer present
Boil, abscess or cellulitis	When lesion(s) are covered and drainage is contained in covering/bandage
Chicken Pox/Varicella	When all sores have dried and crusted, usually after six days
Conjunctivitis (eye discharge) or pink eye accompanied by a fever, behavioral changes, or a recommendation for exclusion from the health department	When fever or behavior changes are no longer present and symptoms of red, watery eyes are resolved
Coughing (severe) including Croup	When symptoms are no longer present
Cytomegalovirus accompanied by fever	When fever has been resolved
Diarrhea — including conditions with diarrhea symptoms (Campylobacter, Yersinia, Giardiasis, Rotavirus)	When the stool of diapered children is contained by the diaper, even if the stools remain loose, and when toilet-trained children do not have toileting accidents OR when stool frequency has reduced to fewer than two stools above normal for that child, even if stools remain loose
Diarrhea if bloody or caused by Cryptosporidium	Health Care Provider clearance required
Diphtheria	Health Care Provider clearance required
E-coli (O157:H7)	Health Care Provider and Public Health Authority clearance required
Fever $\geq 100^{\circ}\text{F}$ (armpit or ear) accompanied by signs or symptoms of illness or behavior change (We will follow state licensing and health department requirements if fever is defined differently)	When fever is below 100°F (armpit or ear) without the use of fever-reducing medicines
Fifth Disease (Human Parvovirus) accompanied by fever or behavior change or the child has an underlying blood disorder, such as sickle cell disease, or compromised immune system; children with these conditions may shed large amounts of virus and may appear ill	When symptoms are no longer present
Hand-Foot-and-Mouth Disease (Coxsackievirus) accompanied by mouth ulcers or blisters and no control of drooling or fever or behavior change	When the child has stopped drooling and does not have exposed open sores
Head Lice/Nits or other infestation	When all signs of lice/nits or other infestations are absent for a period of 24 hours
Hepatitis A virus	Health Care Provider clearance required
Hepatitis B virus	Health Care Provider clearance required and skin lesions, if any, are dry or able to be completely covered by a bandage
Herpes Simplex accompanied by mouth ulcers or blisters and no control of drooling or fever or behavior change	When the child has stopped drooling and does not have exposed open sores
Human Immunodeficiency Virus (HIV/AIDS)	Health Care Provider clearance required and skin lesions, if any, are dry or able to be completely covered by a bandage
Impetigo	When 24 hours have passed since topical, oral, or other systemic antibiotics were started, if the sores can be kept clean and dry and if they can be completely covered

CHILD CARE AND HEALTH *(continued)*

Illness	Criteria for return to center
Influenza/Flu (Including H1N1 and H5N1) accompanied with fever	Child's fever and signs of fever must be resolved for 24 hours without the use of fever-reducing medications
Lyme Disease (or other tick-borne diseases) accompanied by fever	When fever is no longer present
Measles	Health Care Provider clearance required
Meningitis (bacterial or viral)	Health Care Provider clearance required
Mononucleosis accompanied by fever and/or behavior change	When fever is no longer present
MRSA (Methicillin-Resistant Staphylococcus Aureus)	Health Care Provider clearance required
Mumps	Health Care Provider clearance required
Pertussis (whooping cough)	Health Care Provider clearance required
Pneumonia if accompanied by fever, severe coughing, rapid breathing, or behavior change	When symptoms are no longer present
Ringworm (Tinea)	After treatment has been started
Roseola (Human Herpesvirus 6) accompanied by fever	When fever is no longer present
Rubella	Health Care Provider clearance required
Salmonella	Health Care Provider clearance required
Scabies	After treatment has been completed
Shigella	Health Care Provider clearance required
Strep Throat or other streptococcal infection	24 hours after initial antibiotic treatment and when fever is no longer present
Tuberculosis	Health Care Provider clearance required
Vomiting more than two times in a 24-hour period or accompanied by fever, green or bloody vomit, no urine output in eight hours, recent history of head injury or looks/acts very ill	When symptoms are no longer present

Contagious Diseases and Health Care Provider Clearance

We value your child's health and recognize that preventing the spread of infectious diseases is a very important part of quality child care. We actively strive to monitor the health and well-being of all children in our care. If a child has certain communicable diseases it may be that individual state law, your state's child care licensing regulations, and/or our health and safety policies could require:

- Sending the child home
- Documented evaluation and treatment by the child's health care provider
- Notification of the families of other children in our center and staff members
- Notification of local health authorities (e.g. Health Department)

We will keep you informed of any instances of contagious diseases affecting children who may have had direct exposure at the center, and will immediately report such diseases to the local health authorities where required by law. Written health care provider clearance is required where noted in the table above; additionally, we may require provider clearance for other illnesses at our discretion.

From time to time, we'll also distribute educational literature about children's health issues.

Medical Records

The Centers for Disease Control (CDC) has released recommended guidelines for vaccinating young children. KinderCare® Learning Centers and the American Academy of Pediatrics strongly support the program and urge you to follow its guidelines. We follow individual state child care licensing regulations regarding medical examinations and immunization records for your child. For detailed information regarding immunization regulations and recommendations, please visit the Centers for Disease Control website: www.cdc.gov.

Medical examinations and immunization records must be provided upon enrollment and kept current.

We cannot permit attendance unless immunization records on file meet individual state child care licensing regulations. If you wish to request a religious, personal, or medical exemption to our practice of securing necessary medical documents or immunization records, please contact your Center Director.

Medications

Medications will be administered in accordance with individual state child care licensing regulations and as described below. In the event the two regulations differ, the more stringent guidelines always apply.

Parent/Guardian Responsibilities

- We recommend that you administer medications prior to arriving or after leaving our center. To help with medication scheduling, you may consider asking your physician or health care provider for prescriptions with 12-hour dosages.
- To authorize us to give your child prescription or nonprescription medications — or to apply topical nonprescription medications — you must

complete either a Medication Authorization Form or Topical Ointment Authorization Form (or other such forms as required by individual state child care licensing regulations). On the form, you must note the number of days we should give your child the medication, and how often he or she needs to receive it (the daily frequency).

- Please provide us with all printed information about the medication's possible side effects.
- Bring medication in its original container in a clear bag. Clearly label the container and bag with your child's first and last name.
- Prescription medication must include a prescription label with specific dispensing instructions and a current date.
- Do not store medication in diaper bags, lunch bags, backpacks, or any other personal belongings.
- We do not mix medication with food, formula or juice, nor will we dispense any medication in a bottle or cup.
- Unused medications must be taken home every Friday or on the child's last day of attendance each week. With the exception of emergency medication and medication needed by school-age children who do not arrive with their parents or guardians on their first day of the week, our centers cannot store medications over the weekend.



Medication Authorization Forms

Prescription Medications

- In order for a staff member to administer prescription medications to your child in accordance with the prescription label, you must complete a Medication Authorization Form.
- A prescription in your child's name demonstrates physician authorization.

Nonprescription Medications

- In order for a staff member to administer nonprescription medications to your child in accordance with the manufacturer's directions on the label, you must complete a Medication Authorization Form.
- We require written instructions from a physician any time the manufacturer's instructions require physician-directed dosage — or whenever your instructions differ from the age and weight information on the label.
- If your child is under the age of two, we require written instructions from a physician before we can give your son or daughter over-the-counter medication.

Topical Nonprescription Medications

- In order for a staff member to administer topical nonprescription medications to your child in accordance with the manufacturer's directions on the label, you must complete a Topical Ointment Authorization Form.
- Depending on your state's child care licensing regulations, we may not require written physician approval for topical nonprescription medications (e.g. sunscreen, teething medication or diaper ointment). If the law requires written physician approval, your Center Director will provide you with the appropriate paperwork.

Provision of Medical Care

We are not licensed to provide medical care, and our employees are not trained to provide medical care. Our employees do not provide invasive medical treatments (such as insulin injections), nor do they determine the dosage of medication.



Safety and Security

Security

Keeping your child safe and secure is our first priority. In addition to the built-in security features at the center, we strictly follow established procedures for your child's arrival and departure. All children must be signed in and out on our paper-based roster and/or computer system, and other attendance procedures must be followed in accordance with individual state child care licensing regulations.

When you first enroll, you'll complete an Enrollment Agreement including the Primary and Emergency Contact and Release sections. These sections authorize specific individuals to pick up your child. You are responsible for maintaining accurate, complete, and current information.

Written authorization must be on file at the center prior to your child's release to anyone. For the safety and security of your child, telephone requests are not encouraged. If a telephone authorization must be utilized, you'll be asked the security questions outlined on your Enrollment Agreement.

Please inform anyone listed on your Enrollment Agreement that they'll be asked to verify their identity. Staff members will ask for government-issued photo ID for anyone who is not positively known to them. We know you'll feel more secure and confident when we're aware of who may and may not pick up your child.

We will not release a child to any Emergency Contact younger than 18 years of age unless the individual is the legal parent/guardian. If individual state child care licensing regulations are more restrictive, the more restrictive procedures will apply. Please check with your Center Director for specific requirements at your center.

Lastly, out of respect for other children and families, please do not post photos or videos that contain images of children other than your own on the Internet.



**Keeping your
child safe and
secure is our
first priority.**

Confidentiality and Children's Records

All information contained in your child's records, including your personal information, is confidential. Anyone who is not directly involved in the care of your child or affiliated with child care licensing, protective services, or other government agencies will not have access to the records without your written authorization or court order.

As a parent or guardian, you can request access to your child's records. We are happy to provide access at reasonable times to records kept at the center, including the Enrollment Agreement, Incident/Accident Reports, Family Communication sheets, or progress notes.

For information about the process needed to access other documents that may be included in your child's records, please contact your Center Director.

As a primary parent or legal guardian, you have the right to add and update information, comments, data, or other relevant materials to your child's records.

If you withdraw your child from the center, we will maintain your child's records for the minimum period of time referenced in your individual state child care licensing regulations. If you want a copy of your child's records at the center, an administrative fee may be charged to offset copying and delivery charges.





Mandated Reporting Requirements

It's our mission to ensure all children in our centers are safe and well cared for — not only while they are at our center, but at all times. The law requires everyone who works directly with children to report suspicions or evidence of child neglect or abuse to individual state child care licensing agencies or law enforcement agencies.

Those who fail to report according to individual state child care licensing regulations can be held accountable under the law. The law prohibits interference with an individual's attempt to report child abuse or neglect. If you're interested in the mandatory reporting requirements of your state, please ask your Center Director for more information.

Arrival and Departure

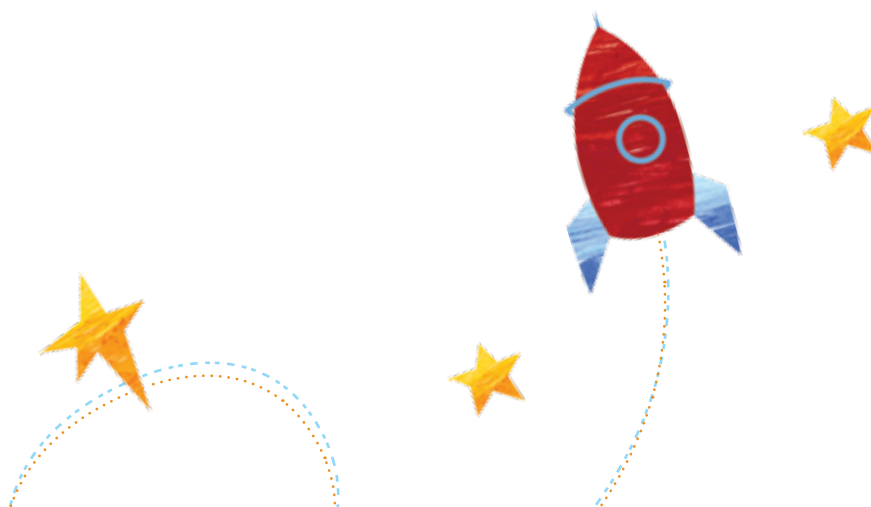
We want to make sure your child begins and ends his or her day with us on a happy, positive note. Our centers are equipped with doors that require a code to enter. Every morning and afternoon, we require you to sign in and out with your full legal name using our paper-based roster and/or via our computer system. We also require you to make direct contact with your child's teacher at the start and end of the day by personally escorting your child to or from the classroom.

Custody and Visitation

Some families have legal custodial orders that address whether an individual is permitted to pick up or visit a child. If custody orders relating to your child exist, a copy must be provided to Center Management for inclusion in your child's file. This information is confidential and solely for the safety and well-being of your child. Families must update Center Management when custody orders change or expire. Please note that employees cannot be responsible for supervising parenting time (visitation), and, as a result, visitation for non-custodial parents is not permitted while a child is at a KinderCare® Learning Center. If an individual has court-ordered legal custody, employees must release the child to that legal custodian regardless of visitation schedules. Please discuss questions about custody arrangements with your Center Director.

Late Pickup

Your child looks forward to your arrival at the end of the day. Please make every effort to pick your son or daughter up on time. If you know you can't arrive on schedule, please arrange to have your child picked up by another adult who has been authorized on your Enrollment Agreement. If a late pickup is unavoidable and you're unable to reach your designated emergency contact, please notify us immediately.



SAFETY AND SECURITY *(continued)*

If your child is not picked up after the normal closing time and you have not contacted the center:

- We will attempt to contact you or the person(s) authorized to pick up your child.
- If we can't reach you or another authorized person within 30 minutes after closing, the Center Director or person in charge will determine whether and when Child Protective Services or the appropriate authorities should be contacted based on individual state child care licensing regulations.
- If appropriate authorities are contacted, a note in a sealed envelope will be posted on the center door with specific information regarding your child's whereabouts, including the name and phone number of the agency or person to contact.

In the event of a late pickup, please note that the Center Director or person in charge can never transport your child from the center under any circumstances. Also, an additional fee for late pickup will apply to children picked up after closing time. For more information on this topic, you may consult your Enrollment Agreement.

Emergency Situations and Evacuation Plans

To maintain a safe environment, we make every attempt to be prepared for potential emergency situations. We regularly schedule and practice emergency evacuations as required by individual state child care licensing regulations. In addition, an emergency plan and list of procedures are posted in each classroom. Please be aware of the procedures and evacuation location in the event of an emergency evacuation.

If an actual emergency requires evacuation, we'll notify you as soon as the children have been relocated to a safe area. If you need information regarding emergency or disaster issues for your center and are unable to reach the center directly, please contact your District Manager or our Customer Care Department at 1-888-525-2780 between 6 a.m. and 6 p.m. (PST), Monday through Friday. In certain locations, you may be asked to purchase or provide individual disaster supplies.



SAFETY AND SECURITY *(continued)*

Child Accidents

We take every precaution to make sure your child is safe, and that you receive communication regarding accidents or injuries. This includes a comprehensive safety-awareness program, as well as frequent inspections and maintenance of our buildings, playground, and equipment.

In spite of all our efforts, accidents do happen. If your child is injured at the center, you'll receive an Incident/Accident Report at pickup time. If your child needs treatment by a health care professional, we'll make every effort to contact you and/or the health care professional you have identified on your Enrollment Agreement. If we can't reach you, we'll contact one of the individuals you've listed on the Enrollment Agreement.

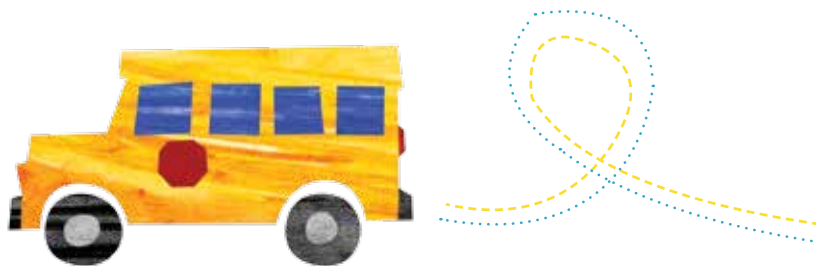
In the event of an emergency, we'll make sure your child receives any necessary emergency treatment until we

can reach you. We also provide a Supplemental Student Accident Program to reimburse out-of-pocket expenses not covered by your medical, dental, or accident insurance. If you have questions about this program, please ask your Center Director or call our Student Accident Program Administrator at 1-800-352-4466, prompt 2.

Center Pets

Your center may or may not allow classroom pets (such as guinea pigs, gerbils, or fish) as a teaching tool. Personal pets belonging to families or staff members are not allowed at the center.

All centers with pets adhere to all state licensing and health regulations and to internal safety guidelines. Service animals are not considered to be pets, and may be allowed on the premises as a reasonable accommodation.



Transportation

KinderCare Learning Centers has a fleet of licensed, insured student transportation vehicles for transporting children to and from school and on center-sponsored field trips. All drivers initially participate in special defensive driver training and later undergo annual refresher training; as part of our driver qualification process, driving records are also reviewed annually. Additionally, student transportation drivers are tested initially, then randomly, for substance/alcohol use.

Transportation is available to children who can be safely transported on a center vehicle. We transport children four years of age and older, following individual state child care licensing regulations and specific region regulations.

Children who are four years old or weigh less than 40 pounds (regardless of age) must ride in a car seat that meets Federal Motor Vehicle Safety Standards (FMVSS). These car seats are provided at no additional charge to you. FMVSS-compliant integrated safety seats or booster seats are also provided by your center; family-provided car or booster seats cannot be used. We also use child safety seats when individual state child care licensing regulations require us to do so.

If your child regularly rides in one of our vehicles, you must notify us ahead of time if he or she will not be riding on a specific day. We cannot be held responsible for transportation of children to non-KinderCare programs. This is the responsibility of the parent or guardian. Our staff is prohibited from transporting children in their private vehicles.

SAFETY AND SECURITY *(continued)*

Field Trips

Field trips give your child hands-on, real-world learning experiences. Trips often include visits to nearby parks, museums, and other local educational sites. In order to make field trips both meaningful and safe:

- Children who are at least four years of age or older may be able to participate in field trips that involve transportation in a vehicle; however, eligibility is dependent on individual state child care licensing regulations and specific region regulations. Please check with your Center Director for further information.
- Families are notified at least one week in advance of each field trip with the time, schedule, location, and any extra costs that may be involved with the trip.
- Permission slips are required for all field trips. Each trip requires a separate form describing details of the event. We must have your written permission authorizing your child to participate. Permission via a phone call or fax is not acceptable.
- Family volunteers are welcome on field trips, although we cannot allow you to transport your child or any other children in your personal vehicle. If space permits, volunteers may ride in center vehicles. All volunteers must be a minimum of 18 years old.



Weapons and Violence

Family members, children, and guests are strictly prohibited from possessing firearms or other weapons on our property and at events sponsored by us. An exception may be made for sworn law-enforcement officers if required by law. If children are found to be in possession of weapons, center management will confiscate the weapon and notify proper authorities.

When a particular child or parent's behavior threatens the safety of others, or if a child or parent becomes abusive toward other children, parents, or staff in the center, we may disenroll the child immediately.

Drug-Free Environment

We are committed to fostering and maintaining a healthy and safe environment for everyone. Staff, family members, and guests are prohibited from smoking in the center and its grounds. At no time shall anyone ever use, consume, sell, manufacture, or be under the influence of any alcohol or illegal drugs on center property.

Operational Procedures

Registration and Enrollment

We create and operate our learning centers with quality and long-term stability in mind. And we welcome the chance to give your child the same high-quality care we've offered families for more than 40 years — while offering you exceptional value today. That's why we have a variety of procedures in place to help make your registration and continued enrollment with us as smooth as possible.

To enroll and annually re-enroll your child, you must complete the Enrollment Agreement (available at www.KinderCare.com) and other local and state-specific forms provided by your Center Director. You must complete and sign all forms and have the Center Director's signature on your Enrollment Agreement before your child may attend.

Throughout your child's enrollment, **please be sure to update all emergency information as needed**, including your address, home and work telephone numbers, cell phone numbers, email address, any changes in your child's medical information, and changes of individuals authorized to pick up your child.

Registration: A nonrefundable registration fee is due at the time of enrollment and is charged every fall, payable by September 1, to cover administrative costs. If a child is withdrawn from the program and subsequently re-enrolls, a new registration fee is due at that time.

Tuition: All tuition is due in advance of services provided. The following timeframes are associated with our two primary payment methods — online or

in-center. Payments after these times are subject to a late fee as listed in your Enrollment Agreement:

Online: payment is due before 11 p.m. Pacific Standard Time the Sunday prior to service.

In-center: payment is due before close of business the Friday prior to service.

You are encouraged to pay all tuition and fees online through Family Connection. You can make recurring or one-time payments online using your checking, savings, debit, and/or Discover card. Please check with your Center Director for details. KinderCare® Learning Centers are committed to the security of your personal information online. All information captured within your online payment account — including financial information, name, address, and phone number — is encrypted via secure sockets layer (SSL). If online payment is not an option, payments can be made at the center using check, money order, or cashier's check. For the safety and security of our children, staff and families, we are unable to accept cash payments.

Accounts two weeks in arrears or repeated failure to pay tuition by the due date may result in the termination of services. Please refer to your Enrollment Agreement for complete details.

As we continue to improve our facilities and resources, tuition and fees are reviewed annually and are adjusted in the fall. Centers may require an additional Activity Fee and/or Field Trip Fee for the summer session.

Returned Checks: Payments from customers with prior unpaid returned checks must be in the form of a money order, cashier's check, or alternate online payment source. Accounts containing returned checks are subject to immediate termination of service; however, upon payment of returned checks and returned check fees, we may choose to reinstate your child's enrollment.

Family Discounts: Family discounts apply to customers who have two or more actively enrolled children with

OPERATIONAL PROCEDURES *(continued)*

two or more tuition charges for the week the discount is granted. The child with the lowest tuition charge for the week will receive a maximum discount of 5% off his or her gross tuition. In a family with three or more children, the child with the highest tuition charge is not granted a discount; remaining children receive a maximum discount of 5% off their gross tuition.

Babysitting

We discourage staff members from providing private child care or babysitting services on their own time. If a staff member does provide babysitting services, the staff member is acting in his or her individual capacity. If you'd like a member of our staff to provide babysitting services, both you and the staff member must sign a specific release form prior to any services rendered. We will not be responsible for the performance of babysitting services by members of our staff, including transportation of your child(ren).

Holidays and Center Closures

Barring extreme weather or other unforeseen circumstances, our centers are open during normal operating hours on regularly scheduled days. Most of our centers are typically closed on the holidays listed below.

Because holidays vary, please see your Center Director for a list of holiday closings specific to your center.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Day After Thanksgiving
- Christmas Day

The center's hours and holiday schedule are set and posted annually, but may change at any time.

In addition to holiday closures, we dedicate time every year for employees' professional development. Please check with your Center Director to find out when your center will be closed for these days.

Closures Due to Severe Weather

The procedure for notifying families if severe weather or other conditions prevent the center from opening on time, or at all, will be posted at your center. Center closures due to weather may also be announced on local radio or television stations (as indicated on your Enrollment Agreement). Please check with your Center Director or review your Enrollment Agreement for specific information.

If it becomes necessary for the center to close early, it's your responsibility to arrange for your child's pickup. If you need information regarding emergency or disaster issues for your center and are unable to reach the center directly, please contact your District Manager or the Customer Care Department at 1-888-525-2780 between 6 a.m. and 6 p.m. (PST), Monday through Friday. There's no tuition reduction for holidays or for center closures.



Public School Closures

When public schools are on break, we offer Spring, Summer, and Winter camps full of exciting, age-appropriate activities and lessons. Our camps are for preschoolers through school-agers, with children participating in their appropriate age division. For more information, please see “Camps” on page I3.

If your school-age child does not attend public school due to a holiday, snow day, or for any other reason, an additional fee will be charged for staying the entire day at the center. Please see your Enrollment Agreement for specific information. Transportation availability will depend on center ability and specific school-closure circumstances, and will be communicated by your Center Director.

Our centers offer camps during Spring, Summer, and Winter breaks!

They're the perfect way to give your child fun, high-quality care when public schools are closed.

Nondiscrimination

KinderCare Learning Centers do not discriminate on the basis of a person's religion, color, race, gender, sexual orientation, age, national origin, disability, Vietnam-era status, or any other factors protected by law.

We provide care for children and families with various backgrounds and beliefs. We do not teach religious doctrine at our centers, but we have designed our learning programs to teach love, care, and respect for others, regardless of religious affiliation.

Solicitation

We prohibit any distribution of literature or products at any of our centers. Please note that this includes literature or products commonly used to raise money for public school-related activities or non-profit groups.



OPERATIONAL PROCEDURES *(continued)*

Research Activities

From time to time we receive requests from university programs or child care researchers to observe our classrooms. In such activities that suggest documentation or release of specific child information, we won't say, "yes" without first obtaining permission from parents and guardians of the children in the involved classroom(s).

Occasionally, we gather information through parent satisfaction surveys. These surveys will be conducted by KinderCare Learning Centers or a certified outside agency under contract with us. They can be done in a variety of ways: phone, mail, or email. Your participation is voluntary — but appreciated.

Absences, Sick Days, and Vacations

To maintain our high standard of quality, we budget for everyday costs related to our dedicated teachers and our educational resources. To cover these costs, we charge a full week's tuition (this applies to full-time and part-time schedules) if your child attends any portion of the week. If your child is absent a full calendar week, a discount may apply. Please refer to your Enrollment Agreement, or contact your Center Director for more information.

If your child will be absent on a particular day, please notify the center staff by 9 a.m.

Is your child usually transported from another school or program to our center by school bus or one of our center vehicles? Then please be sure to notify us of your child's absence prior to the scheduled transportation time.

Center staff should also be notified in advance if your child will be out for multiple days due to illness, vacation, or other family activities.

Relocation

We are always sad to see a family move! If needed, however, we will gladly try to match you with another KinderCare Learning Center. All our centers share the same standard of quality and attention to care and education.

For details, ask your Center Director. Use our locator guide to find a center near your new location at www.KinderCare.com, or call our Customer Care Department at 1-888-525-2780 between 6 a.m. and 6 p.m. (PST), Monday through Friday.

Withdrawing Your Child

If you need to withdraw your child, we require two weeks' written notice prior to leaving. Closing an online account does not constitute withdrawal from the center or end of payment obligation.

Sometimes children or families may not adjust to the center environment. In these cases, we may ask a parent or guardian to withdraw his or her child. If we make that decision, we usually notify the family one week in advance in order to permit them to find alternative care. Certain instances may require an immediate withdrawal.

Termination of Services

Because we provide child care and education in a group setting, we must be concerned for the welfare and safety of all children and staff. We take action when a particular child or parent's behavior threatens the safety of — or becomes abusive toward — the other children, parents or center staff. As a result, we may disenroll the child immediately.

We reserve the right to disenroll any child or terminate services as deemed necessary or appropriate at our sole discretion, with or without notice.

It's important every child thrives here — socially, emotionally, physically, and intellectually. **Together, we can do amazing things** to prepare your child for what lies ahead!

Family Communication and Involvement

Family Involvement

Parents and guardians are always welcome at the center. We encourage you to visit and join in our activities. Your participation and involvement are important to us as we work as partners to provide the best care and education possible for your child. Please do not share the coded access number with anyone not listed on your Enrollment Agreement as contacts. Anyone authorized to pick up your child will be let in and escorted by center staff following ID confirmation.

Communication

As your child's most important influence, you are a full partner in our program. Open and frequent communication between you, your child's teacher, and your Center Director will strengthen this partnership and help your child have a positive early-learning experience.

We promote close communication through:

- An open-door policy that encourages you to visit your child anytime, to observe class time, and to participate in special outings and events
- Family/teacher communication to share ideas and discuss your child's progress
- Conversation and frequent written updates highlighting your child's development
- Recommendations for home-based learning activities that support your child's learning and enjoyment of the program
- Regular parent-teacher conferences
- Daily happenings and special events (Please check the Family Board or charts for "What We Did Today" messages; very young children receive individualized daily reports called "Family Communication" forms each day of attendance)
- A secure online environment, Family Connection, that offers convenient online payment options and access to important child and family information, including designation of primary family Account Holder and Account Members
- Newsletters published by your center about your center's news and events
- Posted unit plans describing the planned activities for the classroom

**TODAY I WILL
SEE THE WORLD
THROUGH HER EYES**



Your participation and involvement are important

to us as we work as partners to provide the best care and education possible for your child.

We hope you have time to talk with us when you drop off or pick up your child. We also invite you to schedule an individual conference whenever necessary. Please schedule longer discussions with teachers in advance so another staff member can be available for classroom supervision.

Our center encourages communication between you and our staff on all issues related to your child and his or her classroom activities. Please remember, however, that staff members are expected to keep information about all other children and their families confidential.

Satisfaction and Resolution

We are fully committed to your child's well-being and your satisfaction with our programs. Experience has taught us that open communication is the key to maintaining a positive relationship. We continually look to your input on how we can improve our programs. We want to be sure we are meeting the needs of your child —

and that you are confident in the care and education we give your child.

- Please share your ideas, suggestions or concerns with a staff member. Staff members will make every effort to be available to discuss topics regarding your child or classroom schedules and activities.
- If you have concerns that cannot be resolved or answered by a staff member, please speak with your Center Director.
- When you have a concern that has not been resolved or answered by staff members, communicating to your Center Director gives us an opportunity to improve our programs; more importantly, it allows us to better meet your needs.
- If your Center Director does not resolve your concerns to your satisfaction, contact the local District Manager (contact information is available at the center) or our Customer Care Department (please see below).
- The Customer Care Department is available to assist in answering any questions and provide you with support to reach a resolution to your concerns. We can help make sure your concerns are effectively communicated and addressed. If you have questions about our policies or feedback you feel would improve our programs or services, please let us know.

Our Customer Care Specialists can be reached at 1-888-525-2780 between 6 a.m. and 6 p.m. (PST), Monday through Friday.



FAMILY COMMUNICATION AND INVOLVEMENT (*continued*)

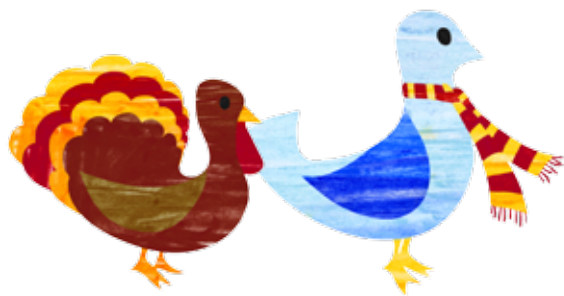
We communicate with families about their children on a regular basis. In addition, we conduct regular surveys to help us improve and refine our programs and services and to ensure we are responsive to the changing needs of our families. While these surveys are very useful for communicating concerns and comments, they are not intended to replace ongoing and open communication with the Center Director and teachers. We're always available to talk about your concerns. In rare instances, an issue may arise that cannot be resolved to mutual satisfaction. We reserve the right to ask you to seek other child care arrangements.



KinderCare® on the Internet

Did you know you could communicate with us digitally? Nothing can replace a one-to-one chat with your Center Director, but you can also connect with us online with questions or concerns.

- **Email:** Currently enrolled families can reach us at care@kindercare.com
- **Live Chat:** We're available weekdays, 6 a.m. to 6 p.m. (PST).
<http://kindercare.com/families/contact-customer-care/>
- **Newsletters:** Monthly news and tips for busy parents can be found at:
<http://kindercare.com/newsletter/>
- **Facebook:** Get announcements and connect with teachers, Center Directors and thousands of other families like yours: <http://facebook.com/kindercare>
- **YouTube:** Learn more about KinderCare through several cool videos on our channel.
<http://youtube.com/kindercare>
- **Twitter:** Bloggers and others can find us at [@KinderCare](http://twitter.com/KinderCare): <http://twitter.com/KinderCare>.



Referring a Friend

We appreciate it when you tell family and friends about KinderCare Learning Centers and invite them to visit. When family and friends enroll, it's even more fun for your child; it also helps strengthen the sense of community in our centers. Ask your Center Director about the benefits of our Refer-A-Friend Program.



Teacher's name: _____

Contact information: _____

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ADDITIONAL NOTES (continued)

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Acknowledgement of Receipt

Please read this handbook carefully and refer any questions you may have to your Center Director.

After you have read this handbook, please complete this acknowledgement and return it to your Center Director on or before your child's first day.

I have read and fully understand the guidelines and procedures set forth in the Family Handbook.

I have a copy of this handbook for my personal reference.

Primary Parent or Guardian Full Name (Please Print) _____

Child Name(s) _____

Primary Parent/Guardian Signature _____

Date _____

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We Promise

...to honor your role as a parent and to partner with you in the care and development of your child.

...you will feel completely confident and reassured when you leave your child with us.

...you will know that we value your child as a unique individual to be nurtured, protected, and respected at all times.

...you will know that committed, dedicated educators are caring for your child.

...you will watch your child develop a love of learning and a rich imagination.

...you will see your child develop strong bonds with our teachers and other children.

...you will share in the joy of your child's experiences in our center through regular communication.

...you will be treated as an important member of our family.

...you can expect us to listen carefully and respond quickly to any questions or concerns.

...you will know that it is our privilege to serve your family.