

KinderCare®  
LEARNING CENTERS

# FAMILY HANDBOOK

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Today I will drop a little happy person  
off, and get an even happier one back.



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# It's nice to meet you!

For over 50 years, we've been welcoming new families just like yours to KinderCare. In 1969, the first red-roofed KinderCare opened its doors and rang its bell. The workforce was changing. More women were pursuing careers, and they needed a safe place for their children during the workday. We were there for them then. And we're here for you now.

Today, we can still confidently say nobody does it better. From curriculum to teachers, our approach to early education leads the industry. In our classrooms, your child will find a place where they can build a skyscraper, cook an imaginary feast, or heal a teddy bear's runny nose. They'll find teachers who believe in them, who give them the freedom to be themselves, try something new, and make new friends.

Our iconic bell tower is a symbol of what we have always stood for: bringing families from the community together under one red roof and helping children build confidence for life.

## About This Book

This is your guide to our programs, people, and operational procedures—a blueprint, if you will, for how we help those stories unfold. We may need to make adjustments every now and then, but your Center Director will always let you know. Please take a few minutes to become familiar with this information, along with the Enrollment Agreement available at [KinderCare.com](https://www.kindercare.com). Before your child's first day, we ask that you complete the Acknowledgement of Receipt form and return it to your Center Director.

## We're here for you

If you ever have a question about your center, the policies in this handbook, or anything else, please talk to your center management team. KinderCare **Family Support** is also available Monday-Friday 6am-5pm PST, at 1-888-525-2780 or [care@kindercare.com](mailto:care@kindercare.com) for anything you need!



# Your first day

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Getting comfortable with a new environment isn't always easy, and it's different for everyone! Your center team are experts in firsts and will work with you to make your child's first day the best it can be. Don't hesitate to share any concerns you have before that first drop-off.

If possible, spend a little extra time with your child while they transition into the classroom. This helps both you and your child ease into the routine.

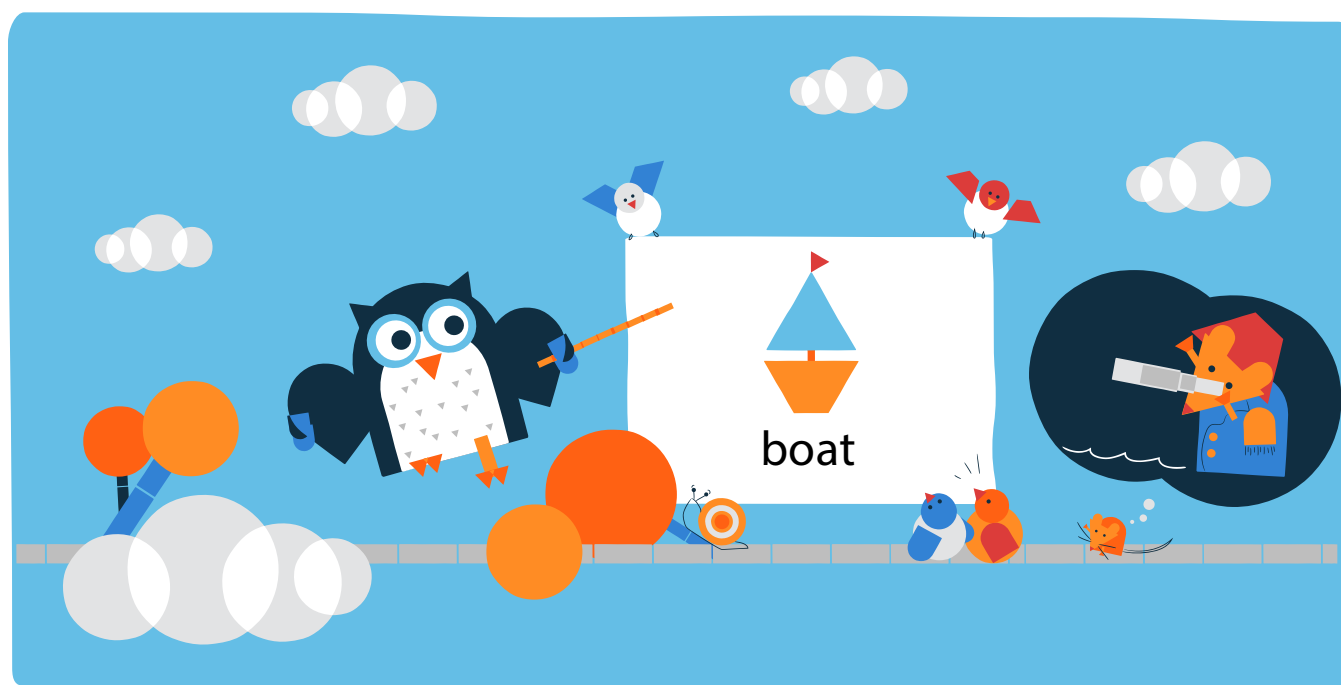
You're always welcome to call any time during the day to see how your child's adjusting, or download the KinderCare app (where available) for updates throughout the day.

## Our center team

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### 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 Leader, 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 Leader, whose contact information is posted at your center.



## Our teachers

Not just anyone can be a teacher. We only choose natural-born leaders who have that special something that it takes to work with kids, using a special talent assessment developed just for us in partnership with Gallup®. All of our teachers are just as likely to get their hands dirty helping with an art project or playing in the sand as they are to teach your child their ABCs. Our teachers also participate in regular professional development opportunities so that they can learn the latest in early childhood education and give your child the very best care every day.

## Engagement surveys

We conduct regular surveys to make sure everyone who works in our centers is engaged at work. Listening to our teachers is one of the most important things we do—because when our teachers are happy, our families are, too!

## Our approach to learning

Respect for children and their families is at the heart of our programs. By nurturing strong relationships, providing safe, caring environments, and committing to best practices in early childhood education, we help children learn to value community, indulge their curiosity, and build confidence for life.

Our program is informed by a long history of early childhood research and best practices to create a unique child-centered approach to development and learning. We believe children flourish when their individual identities are respected, and they're naturally inspired and part of a community that celebrates our similarities and differences.

Our curriculum empowers children as change-makers, invites them to explore and create, helps them learn to build community ... and most importantly to have fun with play-based learning experiences. Our classrooms are designed around your child's unique needs, and our curriculum is built from the latest research in early childhood development to help little minds grow!

## Licensing and accreditation

Our centers are state-licensed and regularly inspected to make sure everything meets or exceeds standards, including child-to-teacher ratios and safe facilities. 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. 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.

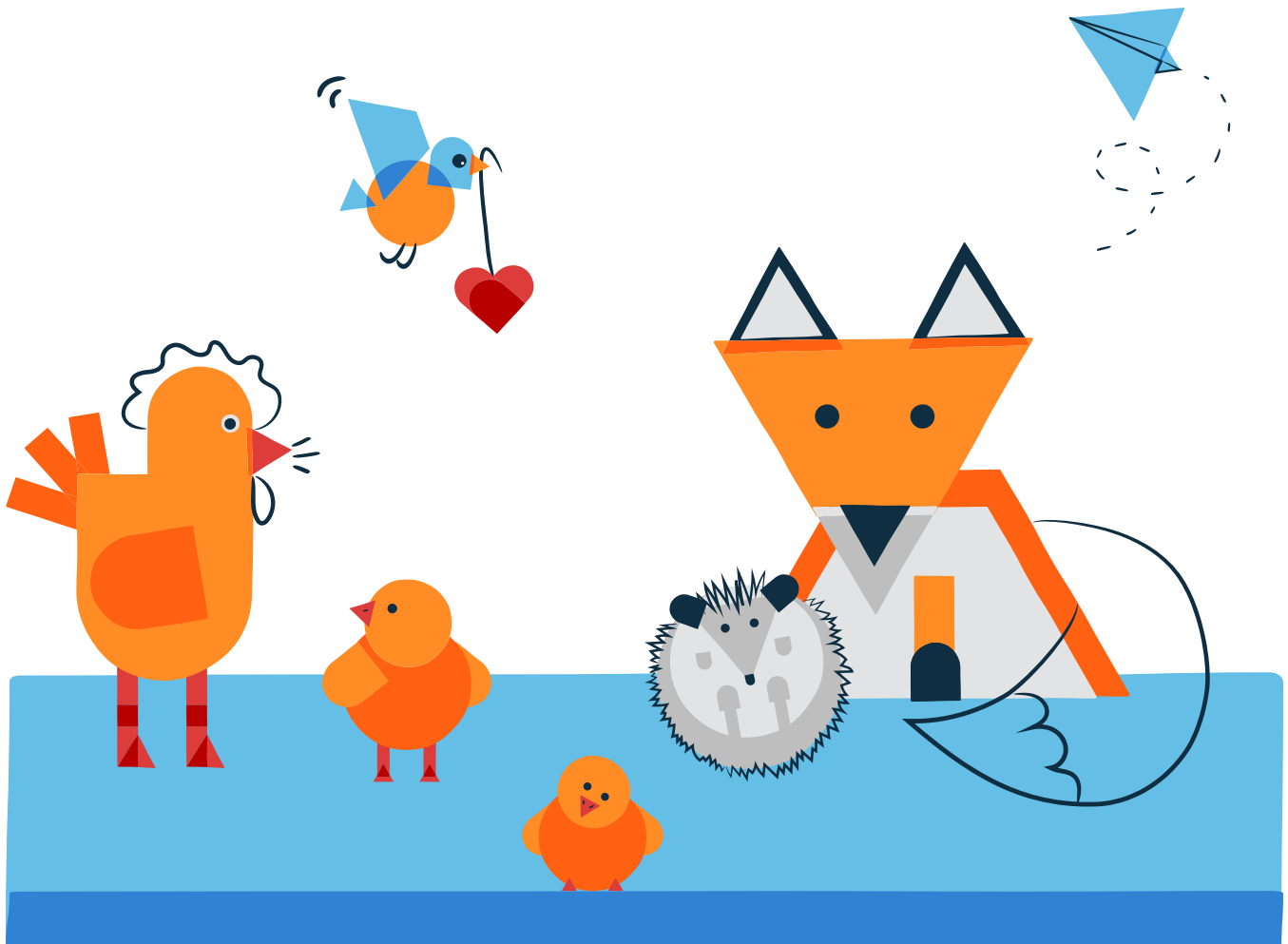
Our centers aren't just licensed—most are accredited, too! Accreditation means that a nationally recognized outside agency validates everything we do. An accredited center is evaluated on everything from health and safety to the quality of our teachers and curriculum. This outside review process ensures that we're giving your child the very best care and education. We're proud to be the most accredited childcare provider in the country!

## Our philosophy of inclusion

We believe in the benefits of early childhood education for all children. A welcoming, inclusive atmosphere for everyone gives children a safe place to learn and to explore what makes each of us alike and different. Including all types of children in the KinderCare experience enhances all children's understanding of the world around them! We embrace the philosophy of inclusion, and we want you to feel it from the first day you walk through our doors to the day your child leaves our center and moves on to their next educational experience.

Every family's needs are different! Your child might be learning English and need us to meet them where they're at by learning some words in the language they speak at home, or maybe they need an accommodation for a disability. Before you enroll, just talk to your Center Director about anything you or your child need to have the best possible experience at our center, and we'll work together to plan for how to support your family.

When teachers encounter unfamiliar situations or challenges in the classroom, our Inclusion Services team is here to help! They're a team of experienced educators dedicated to helping teachers create classrooms where every child and family feels like they belong. We are committed to supporting the individual and unique needs of every child.



# Educational programs

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Right now, your child's brain is growing faster than it ever will in their whole life, making amazing connections every second. That's why every second of learning counts!

Our classrooms are designed around your child's unique needs, and our curriculum is built from the latest research in early childhood development to help little minds grow. We regularly assess your child's progress in key developmental milestones so we can build a learning plan just for them—and continue the conversation with you after the bell.

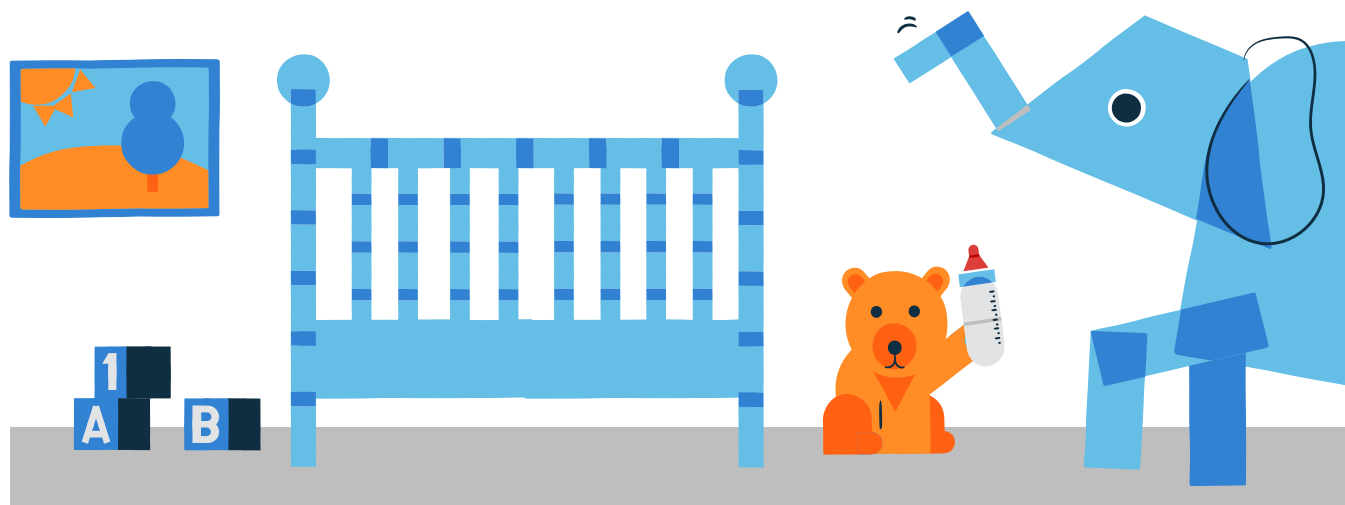
Come along to explore our classrooms and see for yourself!

## Infants

We know that learning starts at birth, so yes, we have a curriculum for babies! Brain development is in prime time as babies are starting to make connections between themselves and the people and things around them. Our Early Foundations Infant program is designed just for these moments. Nurturing, responsive relationships between infants and caregivers support the development of their sense of security, which empowers them to explore and learn at their own pace and have the freedom to try new things, explore new challenges, and build confidence based on their experiences.

### Program features include:

- Individual activity plans for each child.
- Sleeping and eating based on your needs and your baby's schedule.
- Safe sleep policies guided by the American Academy of Pediatrics.
- 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.



## 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. Using observation, our teachers understand their needs and provide a high level of interaction while individually nurturing your child.

### Program features include:

- Daily community experiences promoting social skill development.
- A safe, challenging, and predictable environment.
- Uninterrupted time for play and the freedom to explore their environment.
- Development of children's confidence, self-esteem, and love of learning.
- Exploration Stations focused on dramatic play, creative arts, language, and sensory exploration.

## Discovery Preschool

Two-year-olds are curious and busy exploring their environment and learning to communicate their thoughts. They're beginning to exert their independence, while also starting to understand group play more. Our Early Foundations® Discovery Preschool program keeps small hands busy and young minds engaged through learning experiences designed specifically for the Terrific Twos!

Our teachers provide many outlets for creative expression—including games, songs, movement, and art—that let your child build skills and confidence. Sharing, cooperating, and taking turns all teach your child the importance of being part of a group. Your child will grow into their own person, ready to tackle the next challenge: preschool!

### Program features include:

- Daily community experiences that promote skill development.
- Environments focused on the development of the whole child.
- Child-directed play to ensure development at their own pace.
- A variety of cognitive, physical, social, and emotional development activities.
- Portfolio collections that capture your child's work and unique creative expression.



## Preschool

A preschooler's world of learning really opens up as they become more agile, learn complex skills, and begin to mix and mingle more with peers. Our Early Foundations® Preschool program introduces language, math, science, and social skills in a fun and accessible way that encourages learning one step at a time. Your child will create science experiments and artwork, and will be encouraged to explore and challenged to learn, all while making friends and developing self-confidence.

### Program features include:

- Portfolio collections that capture your child's work and unique creative expression.
- Engaging units that encourage curiosity, self-direction, and confidence.
- Fun memory games to strengthen their executive function skills.
- Opportunities for hands-on experiences—such as creating collages—that combine creative expression and tactile experiences.
- Daily small groups that promote skill development.

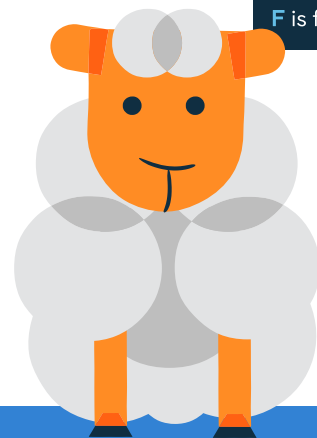
## Prekindergarten

It's your child's "senior year" of preschool, and prekindergarten is a critical time for them. 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 play-based learning experiences are designed to give kids the skills they need to become confident kindergarteners. Your child will build on the language, math, science, Spanish, and social skills they learned in preschool, deepening their knowledge and ability to work through problems.

### Program features include:

- Learning experiences that follow a logical and developmentally appropriate sequence.
- Community experiences to develop social skills like talking through big feelings, sharing and taking turns with friends, and resolving conflicts by using words.
- Daily small groups focusing on math and literacy.
- Portfolio collections that capture your child's unique creative expression.
- Development of a strong vocabulary, writing their name, and using letters and drawings to describe things like people, places, experiences and feelings.
- Hands-on experiences to further independent, creative learning.



## 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 offered in select centers and features small class sizes and curriculum that mix learning and fun. Comprehensive, skill-based programs are designed to prepare students for future success in school. Lessons are designed to meet your child's individual needs and give lots of opportunities to explore, question, communicate, and create in a fun, supportive environment.

### Transitional Kindergarten

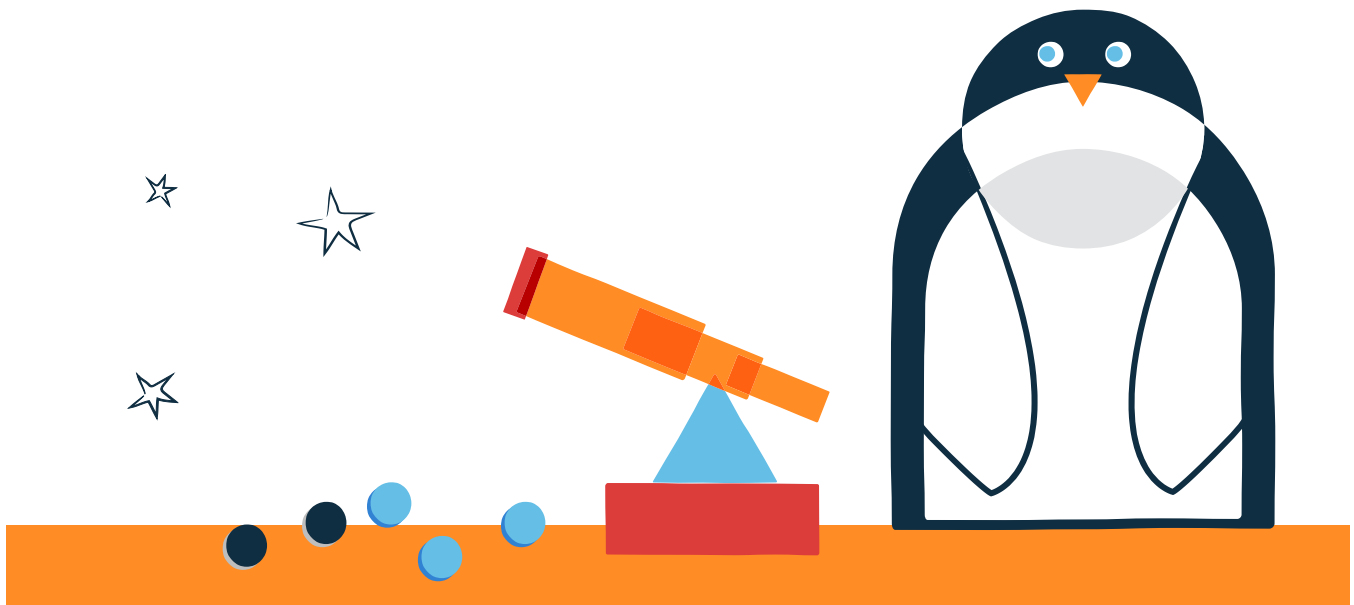
If your child finished Pre-K but missed the kindergarten cutoff date, transitional kindergarten is a great steppingstone to big-kid school! Our project-based learning model emphasizes critical thinking, communication, and creativity. Kids take lead roles on projects and complete them in small groups. Transitional Kindergarten is available in select centers.

### Kindergarten

In some of our centers, we offer full-day kindergarten programs. With an academically rich curriculum, before- and after-school care, and family conferences, our kindergarten classrooms help make sure your child is ready for first grade and beyond.

#### Program features include:

- Fun, engaging experiences that enhance familiarity with basic sight words.
- Daily journal activities that offer writing skill practice.
- Individual attention in a small class setting.
- All-day instruction with before- and after-school care options.
- Educational field trips and school presentations that enhance the curriculum.
- Character-building exercises that focus on recognizing emotions in self and others.
- Spatial awareness activities that include moving to music.



## Family conferences

It should be easy for you to be a part of your child's education. We schedule regular check-ins where you can sit down with your child's teacher and have a one-on-one conversation about their progress. Family conferences in our centers are for all age groups—even babies!

## Transitioning to a new classroom

When the time comes to 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 helps your child adjustment to the new space, teachers and classmates.

## School-Age

You can count on us to provide safe, enriching, and reliable care for your school-ager while you're at work, with safe transportation from our center to your child's school, and back! The KinderCare Education School-Age program® provides an engaging environment where children can spend time with friends while developing a sense of who they are and what they can do.

Whether your child wants to start a drama club, build a volcano, or create a comic book, they'll have a place to follow their dreams. With games, STEM projects, creative arts, optional homework help, and plenty of playtime indoors and outdoors, your child will start and end the day with a whole lot of fun!

Additionally, we offer exciting activities, hands-on exploration, and a quiet, comfortable place for your child to do their homework and distance learning. Our centers work with your school calendar to offer fun-filled programs during school breaks and out-of-school days, too.

### Program features include:

- Homework and schoolwork support.
- Daily fitness activities to keep your child active and healthy.
- Junior Council, which builds leadership and communication skills.
- Comfortable environments to help your child build confidence, self-esteem, character, and social skills.

## Assessments

We regularly measure your child's educational progress in key developmental milestones so we can build a learning plan just for them!



## Homework Center

Doing homework is an important activity, and our teachers are here to help. It's not mandatory, but help is available for schoolage 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 their own assignments.

Please note that we do not replace your role in the homework process; instead, we support it. This works best when everyone has a clear understanding of one another's roles and expectations. We ask that you and your child discuss whether you want homework done while they're at the center, and share those expectations with their teachers, too.

## School breaks

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 their age group, guaranteeing maximum fun!

Schedules, field trips, and visitors vary from center to center. Your Center Director can share the 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 and 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 environments.



# Enrichment programs

## Learning Adventures<sup>®</sup>

Learning Adventures is one of our favorite parts of our center. These optional, add-on classes are special enrichment opportunities that we offer during your child's day. Your child will practice skills in a small-group setting, strengthening what they're learning in the classroom and unlocking amazing possibilities for the future.

### Music Explorers<sup>™</sup> (2–4 years)

Kids learn to sing, move, listen, play instruments, and even create their own tunes!

### Phonics Adventures<sup>®</sup> (2–4 years)

Kids learn all about letters and sounds in small-group lessons made just for their age group.

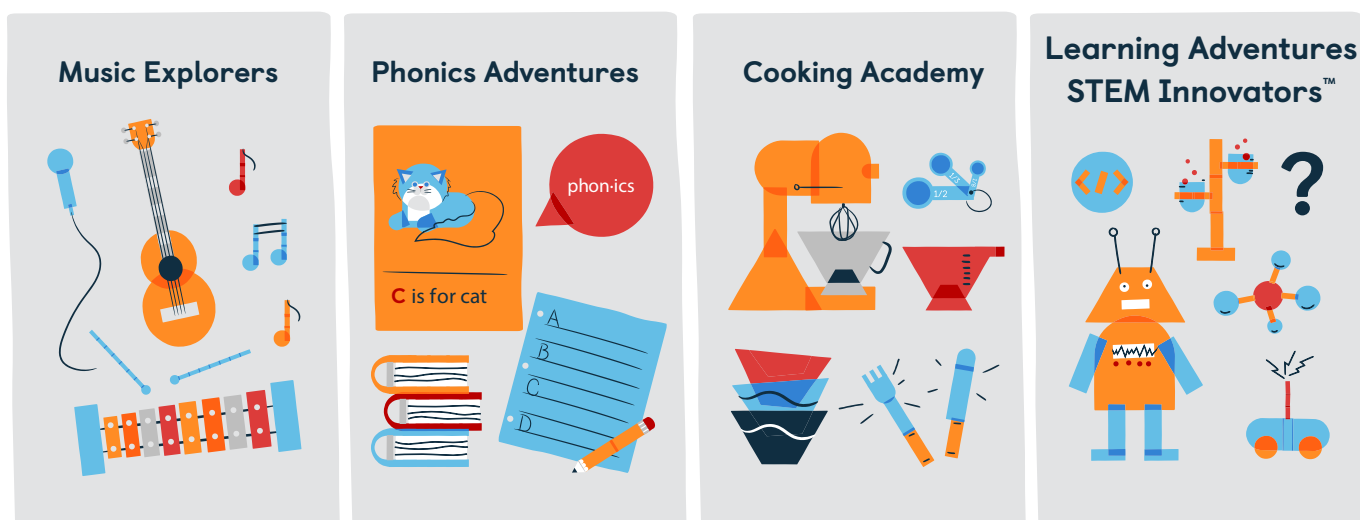
### Cooking Academy<sup>™</sup> (3–12 years)

Kids learn new recipes from cultures around the world and develop a healthy relationship with food while building STEM and communication skills.

### Learning Adventures STEM Innovators<sup>™</sup> (3–8 years)\*

Kids learn STEM (science, technology, engineering, and math) skills to get them ready for the future—and have tons of fun—with topics like robotics, chemistry, coding, weather, computers, geology, and global citizenship.

\*Learning Adventures STEM Innovators<sup>™</sup> is offered in select centers.



# Growing with your child

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## Our Grow Happy nutrition program

Pass the peas, please. As soon as your child is ready for table food, we serve yummy (and nutritious) meals that they'll love. Most centers offer breakfast, lunch, and snacks, but meal service can vary from center to center. Ask your Center Director for details.

Healthy, balanced meals are just what growing bodies need! Crafted by nutritionists (and tested by kids), our menu is planned well in advance so you can always see what we're serving up for the day.

We serve up food you can feel great about: healthy fruits and veggies, lean proteins, and whole grains. What won't you find on our menu? Fried foods, juice, and desserts. Limiting high-calorie foods with unhealthy fats and added sugar gives your child more room for the good stuff!

## Family-style dining

After washing their hands, your child's classroom will sit down for a family-style meal. This builds community, teaches table manners, and includes everyone! Serving their own food and drinks and cleaning up helps your child build independence and fine-motor skills.

## Food allergies and dietary restrictions

We always have vegetarian options for kids who don't eat meat, and we serve vegetarian entrees to all kids in our center a few times a week. If your child has a food allergy or other dietary restrictions, we'll work with you to figure out a plan. See [page 19](#) for more information about allergies.



## Celebrations and birthdays

Celebrations and birthdays are special days for kids, and we want to share in the fun! If you'd like to provide food for the celebration, we ask that all items are nut-free and commercially packaged with ingredient statements so we can be sure we're accommodating any allergies or dietary restrictions. Healthy snack options such as whole-grain items, vegetables with dip, or fresh fruit platters are always a great choice. Please be sure to provide enough for everyone in your child's classroom and check in with your child's teacher and Center Director before the special day so they can share any tips and plan ahead.

## Breastfeeding

We're here to support you! We'll provide you with a comfortable and nurturing environment while you're nursing. We also support your decision to breastfeed past infancy. Weaning your 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.

Please discuss your needs with your Center Director so they can ensure we provide the right support for you and your child.

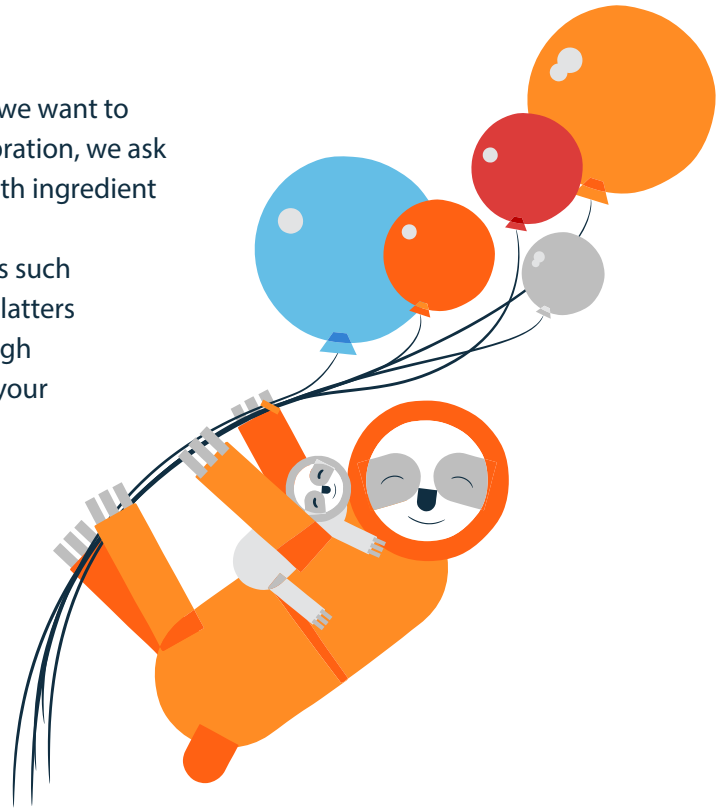
## Infant and toddler supplies

When it comes to feeding infants and toddlers, we know each child is different. That's why we typically require you to bring all food for your child until they begin eating table food. Parents of infants and toddlers in centers that receive federal subsidies under the USDA Child and Adult Care Food Program are not required to bring in food for their child. CACFP center participants are offered one center-supplied iron fortified infant formula, iron fortified infant cereal, and pureed fruits and vegetables when developmentally ready. Ask your Center Director for details.

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 should be brought to the center each day already prepared unless state guidelines or formula directions require otherwise. Center staff cannot mix formula bottles and cannot add cereal to bottles. Please do not leave bottles at the center overnight; their contents will be discarded. Due to the potential risk of tooth decay, bottles are not placed with children in cribs.

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 and shoes

A full day at our center includes fun activities like singing, painting, playing both indoors and out, dancing, and eating, so we recommend easy fitting, washable clothes. Being comfortable lets kids focus on learning and having fun!

Shoes that velcro or tie help avoid trips and tumbles!

Be sure shoes are rubber-soled and closed-toe with a closed heel or heel strap. To keep everyone safe, flip-flops, sandals, and shoes with wheels are not allowed. Shoes are required for all walking children.

- Please provide two complete sets of extra clothes, including socks, for your child. It's always a good idea to keep an extra pair of shoes and a sweater or sweatshirt at the center, too. Clothing should be labeled with your child's first and last name and checked periodically to make sure it still fits.
- In hot weather, apply sunscreen to your child before arriving at the center and dress them with hats/visors and tightly woven clothing to help prevent sunburn during outdoor play. Please note: you'll need to supply sunscreen and an [authorization form](#) if you'd like us to apply it at the center.
- In cold weather, provide appropriately layered clothing to keep warm, including mittens or gloves, caps, hoods, or hats, sweaters or sweatshirts, socks, and warm waterproof outerwear and footwear.
- For their safety, we do not allow any shirts, jackets, sweatshirts, jewelry, or articles of clothing that tie around kids' necks or waists—except to accommodate specific personal or religious beliefs. Please remove all drawstrings.
- Sometimes learning and fun can get messy! The center isn't responsible for lost, stained, soiled, or torn clothing.

## Personal belongings

Your child will be provided with stimulating, educational toys every day. Special objects such as a blanket, soft toy, or a stuffed animal are okay for rest time. Please leave other toys and belongings at home, as bringing a treasured object to the center can create tension between children, and stress for children and staff if something is lost or misplaced.

Toy weapons (guns, water pistols, swords, shields, or other items that resemble weapons) are not permitted in the center.

All electronics brought to the center must be stored in the "off" position in the child's cubby. Use of personal electronics is not permitted in the classroom. We cannot assume responsibility for lost or damaged personal belongings.



## Outdoor activities and water play

We play outside every day that weather permits. When the weather keeps us inside, we find safe and fun ways to get active indoors. Our playgrounds include outdoor spaces and equipment designed for active play and exploration which keeps kids learning while getting exercise and fresh air. You're welcome to provide a helmet for your child to use when playing on outdoor riding toys.

During warmer months, children participate in water activities, including but not limited to outdoor water play on the center's premises. While participating in water play, we maintain staff-to-child ratios required by our center's licensing agencies. Should we plan a trip involving interaction with water, such as a swimming pool, these ratios are maintained during the entire trip, including on the way to and from our destination.

Don't forget  
to fill out a  
sunscreen  
authorization form!

## Consistent care

Consistency helps kids feel secure and ready to learn. Building long-term relationships with teachers and classmates is an important part of that, which is why our centers and curriculum are structured by age group. We do our best to maintain this structure, but sometimes we may need to combine age groups. The most common reasons for this are staff being out sick, or at the beginning or end of the day when there are fewer children in the center.

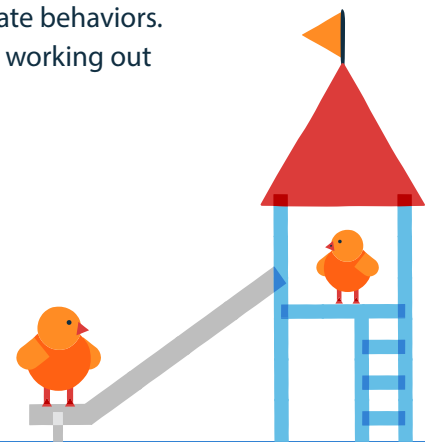
## Positive guidance

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 that child and the rest of the children. Teachers use this strategy not as a punishment, but to help redirect the child. The child is allowed to return to the group activity when they feel ready to do so. This strategy is not used with infants or toddlers.

We welcome families as partners in teaching children about socially appropriate behaviors. As your child's most influential teacher, we may occasionally ask for your help working out solutions to inappropriate behavior happening at the center.

In accordance with our policy and licensing regulations, our staff never uses corporal punishment. 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 licensing regulations. See [page 26](#) to learn how we address concerns about possible child abuse or neglect, including inappropriate child guidance that puts children's well-being at risk.



## Biting

Biting is common among young children. During early childhood, children are sensory learners and often explore orally. Impulse control can lead children to bite as a way of making their needs known, especially before their language skills are fully developed.

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

If your child bites or is bitten, you and the family of the other child involved will receive an Incident/Accident Report that keeps the identity of both children confidential. If you have any concerns regarding a biting incident, 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 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 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 toilet learning, 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 their needs and local 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. School-age children are not required to nap.

Depending on your child's age, we provide cribs or cots for rest time. Your Center Director will let you know what you need to provide.



# Health and safety

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Safety first (and second, and third)! We know what it takes to keep children safe, so you can feel sound. It starts with paying attention to every detail—big and small. Every day at our center, you can be confident that your child is in the very best hands.

## Safe 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. Except for a pacifier and any required medical devices, we do not allow any items to be placed in the crib. Children will always be supervised during nap and rest times, and lighting in the room will be kept at a level that ensures teachers can always clearly see the child's face.

Older children who use blankets will be supervised during rest time to ensure their faces are not covered by the blanket.

## 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 child's health. Your Center Director, in partnership with our Registered Dietitian, will gladly work with you and your child's doctor to accommodate your child's dietary needs.

Due to severe nut allergies, we ask that you refrain from bringing items containing nuts to the center. If your child has severe allergies that may require a medical response (such as the use of an EpiPen), please let your Center Director know so we can take care of any paperwork and training that might be needed.

## Handwashing

Teaching your child the importance of handwashing at an early age helps maintain their 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 their hands before eating, after bathroom visits, when returning from outside, and at other times built into our curriculum throughout the day to reinforce safe and healthy habits.

We encourage you to reinforce handwashing 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 handwashing as a fun activity, they're more inclined to make it a habit!

## Illness and caring for sick children

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.

Should your child become ill during their time at the center, the child will be removed from the classroom upon notice and kept in an area where there will be no direct contact between them and other children. You will be contacted for the pick-up and removal of the ill child from the center within one hour of notification. Children will not be able to return to the center until either a doctor's note approves re-admittance, or the child has been symptom-free for up to 24 hours.

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 the people you have authorized to pick up your child. We ask you to keep this information current and also supply names and phone numbers for your child's doctor and preferred hospital.

### 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. In general, an individual must be fever-free for up to 24 hours without the aid of fever-reducing medication in order to return. Please refer to the following section for more 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 they have 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 child at home if they have any other illness that local regulations require us to exclude from a group care setting. Unless our 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 and procedures referenced in this handbook, we reserve the right to require health care provider clearance or make other updates to these policies as needed to help keep everyone in our centers safe.



Illness	Criteria for return to center
<b>Abdominal pain</b> which is persistent and continues two or more hours	When symptoms are no longer present
<b>Boil, abscess or cellulitis</b>	When lesion(s) are covered and drainage is contained in covering/bandage
<b>Chicken Pox/Varicella</b>	When all sores have dried and crusted, usually after six days
<b>Conjunctivitis</b> (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
<b>Coughing</b> (severe) including Croup	When symptoms are no longer present
<b>COVID-19</b> (coronavirus)	When symptoms are no longer present without medication for at least 24 hours
<b>Cytomegalovirus</b> accompanied by fever	When fever has been resolved
<b>Diarrhea</b> , including conditions with diarrhea symptoms (Campylobacter, Yersina, Giardiasis, Rotavirus)	When the stool of diapered children is contained by the diaper (even if the stools remain loose), and when toilettrained 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)
<b>Diarrhea</b> if bloody or caused by Cryptosporidium	Health Care Provider clearance required
<b>Diphtheria</b>	Health Care Provider clearance required
<b>E-coli</b> (O157:H7)	Health Care Provider and Public Health Authority clearance required
<b>Fever</b> $\geq 100.4^{\circ}\text{F}$ 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 $100.4^{\circ}\text{F}$ for 24 hours without the use of fever-reducing medicines
<b>Fifth Disease</b> (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
<b>Hand-Foot-and-Mouth Disease</b> (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
<b>Head Lice/Nits</b> or other infestation	When all signs of lice/nits or other infestations are absent
<b>Hepatitis A</b> virus	Health Care Provider clearance required
<b>Hepatitis B</b> virus	Health Care Provider clearance required and skin lesions, if any, are dry or able to be completely covered by a bandage

Illness	Criteria for return to center
<b>Herpes Simplex</b> 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
<b>Human Immunodeficiency Virus (HIV/AIDS)</b>	Health Care Provider clearance required and skin lesions, if any, are dry or able to be completely covered by a bandage
<b>Impetigo</b>	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
<b>Influenza/Flu</b> (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
<b>Lyme Disease</b> (or other tick-borne diseases) accompanied by fever	When fever is no longer present
<b>Measles</b>	Health Care Provider clearance required
<b>Meningitis</b> (bacterial or viral)	Health Care Provider clearance required
<b>Mononucleosis</b> accompanied by fever and/or behavior change	When fever is no longer present
<b>MRSA</b> (Methicillin-Resistant Staphylococcus Aureus)	Health Care Provider clearance required
<b>Mumps</b>	Health Care Provider clearance required
<b>Pertussis</b> (whooping cough)	Health Care Provider clearance required
<b>Pneumonia</b> if accompanied by fever, <b>severe coughing, rapid breathing, or behavior change</b>	When symptoms are no longer present
<b>Ringworm</b> (Tinea)	After treatment has been started
<b>Roseola</b> (Human Herpesvirus 6) accompanied by fever	When fever is no longer present
<b>Rubella</b>	Health Care Provider clearance required
<b>Salmonella</b>	Health Care Provider clearance required
<b>Scabies</b>	After treatment has been completed
<b>Shigella</b>	Health Care Provider clearance required
<b>Strep Throat or other streptococcal infection</b>	24 hours after initial antibiotic treatment and when fever is no longer present
<b>Tuberculosis</b>	Health Care Provider clearance required
<b>Vomiting</b> 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 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).

Parents will inform the center within 24 hours or the next business day after a child or any member of their immediate household has developed any reportable communicable disease, as defined by the state board of health, except for life-threatening diseases which must be reported immediately. 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 illnesses at our discretion.

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

## Medical records

Medical examinations and immunization records must be provided upon enrollment and kept current. We cannot permit attendance unless immunization records on file meet our local 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.

We support the Centers for Disease Control (CDC) recommended guidelines for vaccinating young children and urge you to follow these guidelines. For detailed information regarding immunization regulations and recommendations, please visit the CDC website, [www.cdc.gov](http://www.cdc.gov).

## Medications

Whenever possible, we recommend that you administer medications at home. To help with medication scheduling, you may consider asking your health care provider for prescriptions with 12-hour dosages. At the center, medications will be administered in accordance with local child care licensing regulations and the policies described below. In the event that licensing regulations differ from our policies, the more stringent guidelines always apply.

### **Prescription and over-the-counter medication:**

- In order for a staff member to administer any medication to your child, you must complete all required paperwork provided by your Center Director.
- 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 your child's name, specific dispensing instructions, a current date, and printed information about any possible side effects.
- For nonprescription medications, we must follow the manufacturer's directions on the label unless you provide written instructions from a physician that say otherwise.
- In order for us to administer topical nonprescription medications, including sunscreen, you'll need to complete a Topical Ointment Authorization Form.
- If your child is under the age of two, we require written instructions from a physician before we can give your child any nonprescription medication.
- 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 schoolage 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.

### **Provision of medical care**

In most cases, our center staff are trained in CPR and emergency first aid. We are not licensed to provide medical care, and our employees are not trained to provide medical care.



## Security

Keeping your child safe and secure is our first priority. Our centers are equipped with doors that require a code or biometric verification to enter. Please do not share the coded access number with anyone not listed on your Enrollment Agreement as contacts.

All children must be signed in and out on our paper roster and/or computer system, and other attendance procedures must be followed in accordance with our center's local child care licensing regulations. We also require you to make direct contact with a center staff member when dropping off or picking up your child from the center.

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.

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. Please inform anyone listed on your Enrollment Agreement that they'll be asked to verify their identity when they arrive at the center.

We will not release a child to any Emergency Contact younger than 18 years of age unless the individual is the legal parent or guardian. If your center's local child care licensing regulations are more restrictive, the more restrictive procedures will apply.

## 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 a 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 required by the center's local child care licensing regulations. If you want a copy of your child's records, an administrative fee may be charged to offset the costs of copying and delivery.

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.

## 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 local state child care licensing agencies or law enforcement agencies. Our staff are trained to look for and recognize signs of possible abuse or neglect. Your Center Director can provide details about the mandated reporting rules that apply to your center.

Mandated reporting also applies if a staff member uses an inappropriate discipline method or behaves in a way that puts children at risk. If this happens, the Center Director will communicate with parents, report to licensing and accrediting agencies as needed, report the incident to KinderCare's National Support Center, and work with the staff member and Human Resources to determine the best course of action for their employment.

Those who fail to report according to local 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.

## Custody and visitation

Some families have legal custodial orders that address who is permitted to pick up or visit a child. If there are custody orders relating to your child, a copy must be provided to Center Management for 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 in our centers. 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

Please make every effort to pick your child 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.

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 someone 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 local 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 our Center Director or any other staff 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, consult your Enrollment Agreement.

## Emergency situations and evacuation plans

We make every effort to be prepared for potential emergency situations. We regularly schedule and practice emergency evacuations as required by local 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 emergency requires evacuation, we'll notify you as soon as the children have been relocated to a safe area. If you need information regarding an emergency affecting your center and are unable to reach the center directly, please contact your District Manager or our [Family Support](#) team.

In certain locations, you may be asked to purchase or provide individual disaster supplies.

## 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 sometimes happen. If your child is injured at the center, you'll receive an Incident/Accident Report at pickup time. If your child needs medical treatment, we'll make every effort to contact you and we'll make sure your child receives any necessary emergency treatment until we can reach you. If we can't reach you, we'll do our best to reach one of the emergency contacts you've listed on the Enrollment Agreement.

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.

## Transportation

Many of our centers have licensed, insured student transportation vehicles for transporting children to and from school and field trips. All drivers participate in special defensive driver training before getting behind the wheel and undergo annual refresher training. As part of our driver qualification process, driving records are reviewed annually. Drivers are also tested at random 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 local child care licensing and transportation 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 on our vehicles. We also use child safety seats when individual state child care licensing regulations require us to do so.

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.

## 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 local child care licensing and transportation regulations.
- 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 at least 18 years old.

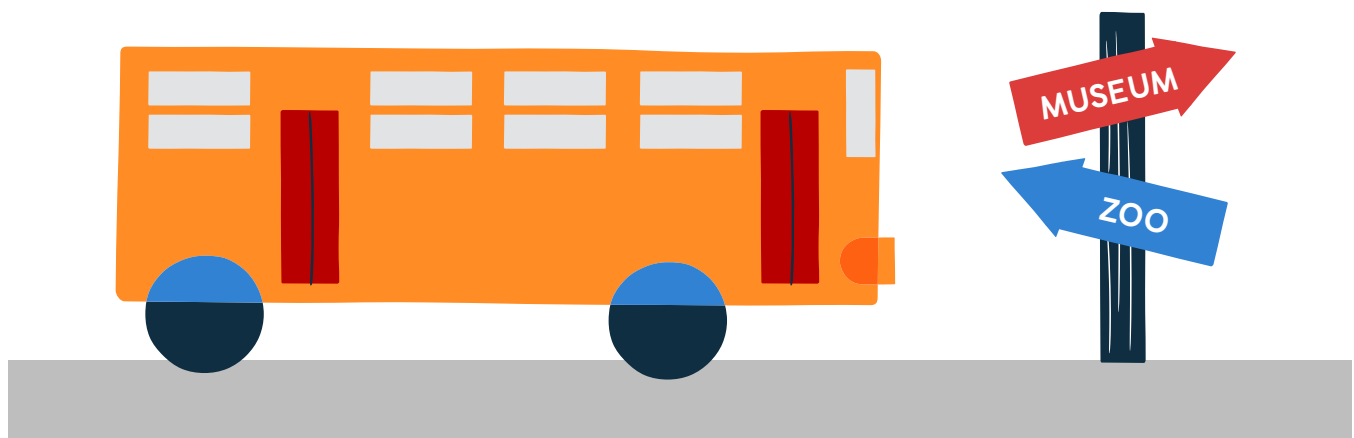
## Weapons and violence

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.

## Substance-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 or vaping of any kind in the center and on its grounds. At no time shall anyone ever use, vape, smoke, consume, sell, manufacture, or be under the influence of any alcohol, cannabis, or illegal drugs on center property.



# Operational procedures

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## Registration and enrollment

To enroll and annually re-enroll your child, you must complete the Enrollment Agreement (available at [KinderCare.com](https://www.kindercare.com)) and any 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 can attend.

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

### Registration

A nonrefundable registration fee is due at the time of enrollment and is also charged annually ahead of fall registration to cover administrative costs. If a child is withdrawn from the program and subsequently reenrolls, a new registration fee is due at that time.

### Tuition

We know that your child's early education is important, and it doesn't come without a price. Paying tuition on time helps ensure that we can provide our teachers with consistent schedules and ensure a positive work experience.

All tuition is due in advance of services provided and in accordance with your Enrollment Agreement.

The best way to pay tuition and fees is online through [Family Connection](#). You can make recurring or one-time payments online using a checking or savings account, debit card, or any credit card. You can also sign up for Auto-Pay. KinderCare Education is 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 SSL. 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.

As we continue to improve our facilities and resources, tuition and fees are reviewed. Any changes to tuition or billing will be shared with families with 30-day notice and a new Enrollment Agreement will be signed. Additional fees may apply for camps, extended days, or special activities.

# Family discounts

In many of our centers, family discounts apply to families who have two or more actively enrolled children with two or more tuition charges for the week the discount is granted. The child with the lowest tuition charge for the service period will receive a discount off their gross tuition. In a family with three or more children, the child with the highest tuition charge is not granted a discount, and remaining children receive a discount off their gross tuition. Your center team can provide details on discount policies.

# Babysitting

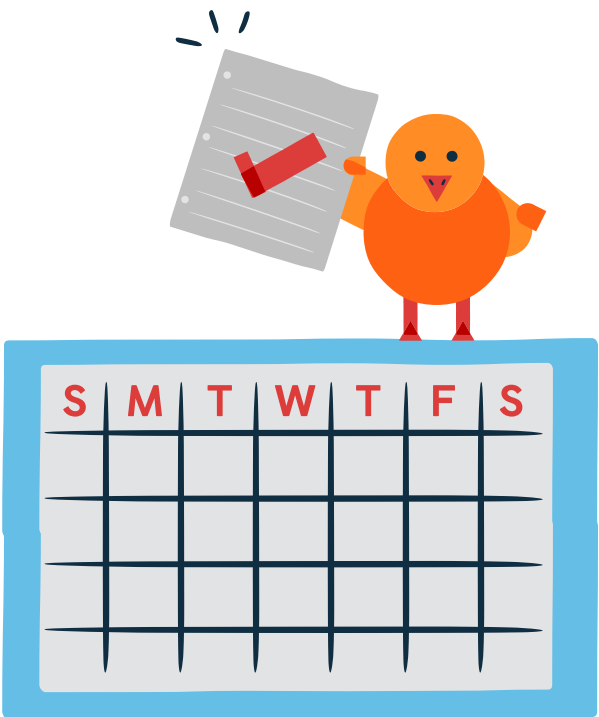
We discourage staff members from providing private child care or babysitting services on their own time. If a staff member does provide babysitting services, the staff member is acting in their individual capacity. We will not be responsible for the performance of babysitting services by members of our staff, including transportation of your child(ren). See [page 27](#) for more information about our transportation policies.

# Holidays and center closures

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

- New Year’s Day (January 1)
- Martin Luther King Jr. Day (third Monday in January)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Day After Thanksgiving
- Christmas Day (December 25)

Each center’s hours and closure dates are set and posted annually but may change at any time. In addition to holidays, most centers close for two Professional Development Days each year, in February and October.



## Closures due to weather, emergency, or illness

The procedure for notifying families when we cannot open on time, or at all, will be posted at the center. Closures due to weather are listed on [KinderCare.com](https://www.kinder-care.com) and may also be announced on local radio or TV stations. Health department rules may also require us to close the center (or certain classrooms) to prevent the spread of illness. We will make an effort to contact every family affected by a closure.

If the center has to close early, you will need to arrange for your child's pickup. If you need information about an emergency affecting your center and are unable to reach the center, please contact your District Leader or [Family Support](#) team. There's no tuition reduction for holidays or for center closures.

## Public school closures

When public schools are on break, many of our centers offer camps full of exciting, ageappropriate 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 12](#).

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. Transportation availability will depend on center ability and specific school-closure circumstances and will be communicated by your Center Director.

## 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, political campaigns, or non-profit groups.

## 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 classrooms.

Every year, we gather information through our Family Engagement Survey. These surveys are conducted by KinderCare Education LLC 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 will charge your full rate of weekly or monthly tuition (depending on your center's billing schedule) if you plan for your child to attend any days during that billing period. Most centers will also charge your full rate of tuition if your child will be absent for the entire billing period but you wish to save their spot. See your Center Director for details.

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

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

## Withdrawing your child

If you need to withdraw your child, we ask that you let us know in writing. Your enrollment agreement specifies how many days' written notice your center requires prior to the last day of attendance. Closing an online account does not constitute withdrawal from the center or end of payment obligation.

If you're moving to a new area, we will gladly try to match you with another KinderCare center! All KinderCare centers share the same standard of quality and attention to health and safety, care, and education. Just talk to your Center Director, check out [KinderCare.com](https://www.kindercare.com), or call our [Family Support](#) team.

## Suspension and expulsion

We believe children and families deserve to be full members of their communities and to experience a sense of belonging. We know that suspensions and expulsions from early childhood programs can have a significant negative impact on children and families. We take suspension and expulsion decisions seriously, consider the impacts carefully, and keep children enrolled whenever possible. We work closely with families to set children on positive paths. To prevent suspension and expulsion, we:

- Create learning environments in which every child feels good about being there.
- Design a learning environment that promotes children's engagement.
- Focus on teaching children what to do, specifically by teaching expectations and routines as well as skills children can use in place of challenging behaviors.
- Talk to families about issues as they arise.
- Provide Incident Reports, ABC Charts, and Behavior Plans when appropriate and partner with the family to identify the best ways to teach positive replacement behaviors.

Suspension and expulsion are a last resort, used only when other steps taken to resolve an issue have been unsuccessful. Even after the difficult decision to end care has been made, we will do our best to help make the transition as smooth as possible for the child and family. We do this by:

- Giving families reasonable notice, generally at least one week, prior to ending care, unless it is necessary to immediately discontinue services.
- Help families find alternate care by connecting them with community-based child care resources and referral agencies.

We reserve the right to cancel enrollment for the following reasons:

- Non-payment of tuition
- Failure to adhere to policies
- The child's needs exceed the capabilities of our center
- A child or family member's behavior or actions threaten or endanger the safety and well-being of other children or staff.

# Family communication

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## The KinderCare mobile app

We know how difficult it can be to leave your child in someone else's care, and we're here to help make that transition as smooth as possible. Our app is a great way to keep in touch with your center, get updates, and see photos of your child's day while you're at work, at home, or on the go.

### Our app gives you access to:

- Pictures of those special moments that happen in the classroom.
- Daily updates on what we learned about and how your child is doing.
- Messaging feature that helps you easily get in touch with your center.

The KinderCare app is available at most centers for iOS and Android!



## Family involvement

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—parents and guardians are always welcome at the center, so just let us know when you'd like to come say hello!
- Family/teacher communication to share ideas and discuss your child's progress, including Family Conferences
- Conversation and frequent updates highlighting your child's development, in person, on paper, or through the KinderCare app
- Recommendations for home-based learning activities that support your child's learning and enjoyment of the program
- Newsletters published by your center about your center's news and events
- Posted menus and plans describing the planned activities for the classroom

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.

## Satisfaction and resolution

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 them. 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. If your Center Director isn't able to resolve your concerns to your satisfaction, contact your center's District Leader (their contact information is available at the center) or our [Family Support](#) team.

## Referring a friend

The biggest compliment you can give us is telling family and friends about KinderCare! When family and friends enroll, it's even more fun for your child, and it helps build the sense of community in our centers. Ask your Center Director about our Refer-A-Friend Program.



# Legal information

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## Nondiscrimination

KinderCare Education does 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.

## 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.

## USDA

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

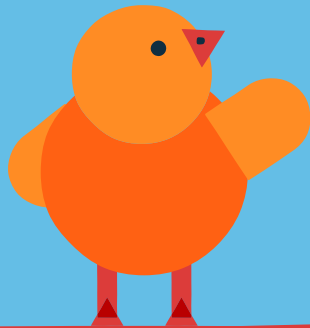
1. Mail:

U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D. C. 20250-9410;

2. Fax: (202) 690-7442; or

3. Email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider.



**KinderCare<sup>®</sup>**  
LEARNING CENTERS

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