

# Top Flight Kids Learning Center



## Parent Handbook

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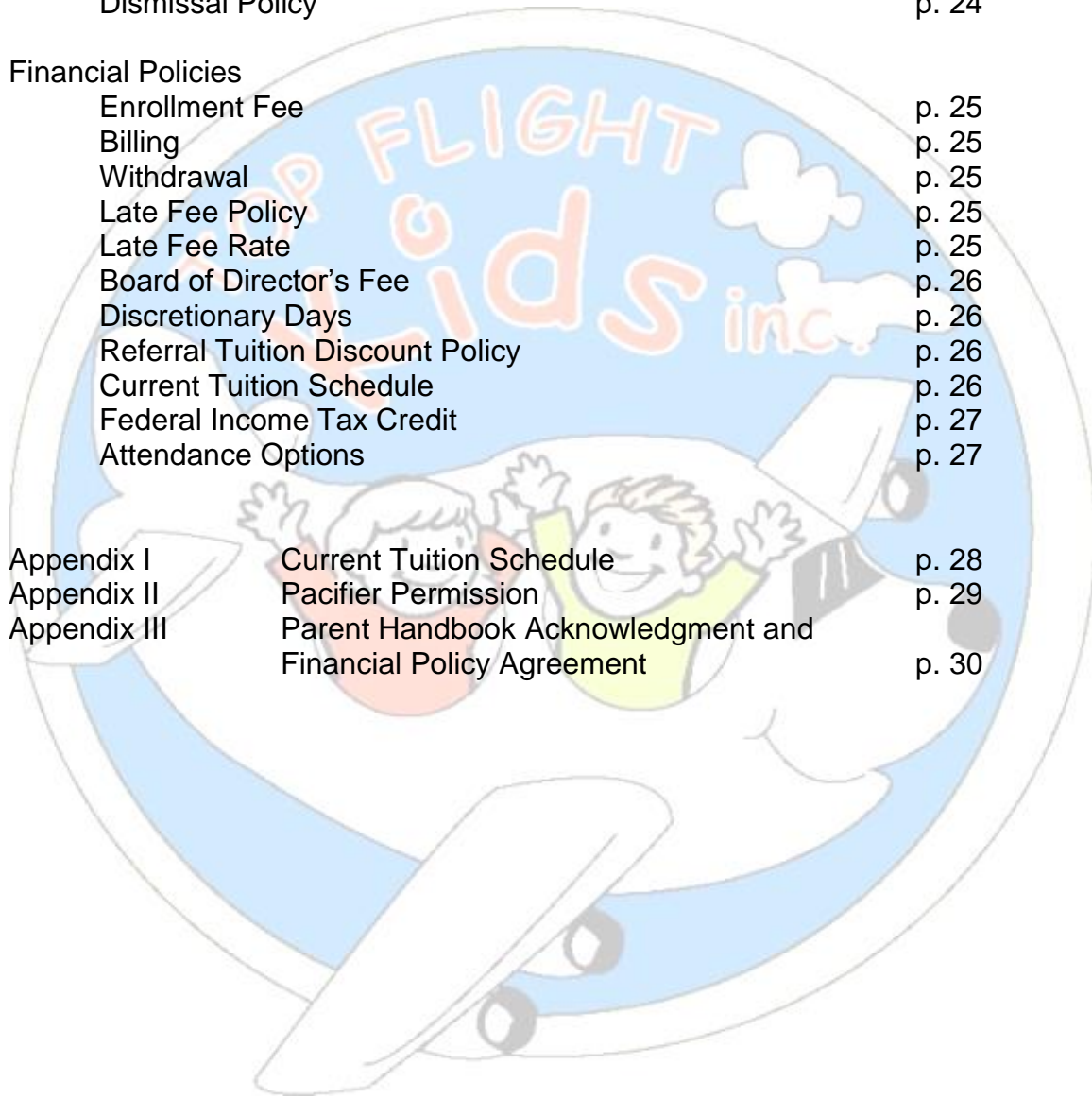
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# Top Flight Kids Learning Center

**Top Flight Kids Learning Center** is managed by a Kansas City based training, consulting and management company, The B.E.S.T. Choice, Inc.. The B.E.S.T. Choice, Inc. is dedicated to helping families meet their childcare needs. The B.E.S.T. Choice, Inc. board combines over 80 years of expertise and experience from the childcare and education fields. The policies and procedures in this handbook reflect those of The B.E.S.T. Choice, Inc. and have been approved by Top Flight Kids, Inc. Board of Directors.

## MISSION:

Our mission at Top Flight Kids Learning Center is to provide a developmentally appropriate child care program to serve the needs of the employee families of the Federal Aviation Administration and the Olathe community.

## PROGRAM PHILOSOPHY:

Our program philosophy at Top Flight Kids Learning Center is based on Piaget's constructivist theory that all children go through stages of developmental growth, with different needs at each stage. These emotional, physical, social, and intellectual needs are met through the child's interaction with his/her environment. This environment includes the physical space, materials and equipment, as well as adults and children. Our primary goal of the program is to meet all of the needs of each child.

Top Flight Kids staff provides a loving and engaging environment. This supportive environment ensures that children explore, experiment and discover their world through interactions. Rich learning experiences and activities give each child the opportunity to develop their own unique learning personality.

It is the belief of Top Flight Kids Learning Center that quality childcare is created through a three-way partnership between the child, the home, and the Learning Center. Communication, education, mutual respect and planning are the key factors to maintaining this partnership. At Top Flight we strive to extend the loving home environment as created by parents in each of the classrooms. Our goal is to support the family by providing a nurturing an educational environment for each child.

Open communication between the children and the staff fosters mutual respect and acceptance. The staff promotes sensitivity and flexibility as they model expressing emotions to the children. This encourages the children to verbalize their needs and emotions which will foster language usage and understanding.

## COMPONENTS OF A QUALITY PROGRAM:

We believe the following vital elements are necessary in carrying out our mission:

- A clear and concise philosophy
- Qualified and trained staff who enjoy working with children and adults
- Strong personal and professional commitment from staff
- Curriculum and learning materials that challenge and stimulate each child's growth and development
- Environment that promotes health, safety, and a sense of security
- Sound management and fiscal policies

## PROGRAM GOALS

1. To encourage each child's positive sense of self through developmentally appropriate practices.
2. To develop an environment for children that encourages a collaborative relationship with families.
3. To develop each child's ability to make choices and decisions through the principle of active learning.
4. To provide an environment that promotes optimal physical development in a safe and healthy setting.
5. To develop each child's ability to recognize, understand and express thoughts, ideas and feelings in developmentally appropriate ways.
6. To foster development of interpersonal skills so that each child has opportunities to hold positive relationships with others.
7. To support each child's creativity, initiative, spirit of inquiry and passion for learning.
8. To foster an appreciation and respect for the diversity of individuals, families and community through an anti-bias approach.

## REGULATIONS AND ACCREDITATION

At Top Flight Kids, we adhere to all the regulations set forth in the Kansas state licensing standards of the Kansas Department of Health and Education (KDHE) and the NAEYC (National Association for the Education of Young Children) standards for developmentally appropriate practice in quality early childhood programs. These regulations include the process of internal self-study and invited professional reviews of elements such as physical space, food requirements, schedules, furnishings and equipment, size of the group of children, and training of staff to help us meet and exceed the high quality standards set by our field. A copy of the licensing regulations for KDHE and NAEYC standards can be found online. While accreditation is a voluntary process, The B.E.S.T., Inc. company, the Top Flight Kids Board of Directors, and FAA Child Care Program Manager made a commitment to achieving high quality child care and mandated that the center achieve accreditation. Our program takes great pride in attaining and maintaining accreditation.



## **Welcome to Top Flight Kids Learning Center!**

We are pleased to have you join us! The purpose of our center is to provide high quality child care. Top Flight Kids provides early childhood education that is professionally directed and responsive to the needs of each child and to the need for quality child care for the FAA families and the Olathe community.

Top Flight Kids Learning Center is open to all without regard to age, gender, race, color or creed, national origin, religious belief, or disability. We comply with all conditions under the Title VI of the Civil Rights Act of 1964, and with the Americans with Disabilities Act of 1992.

Top Flight Kids Learning Center has a Board of Directors that oversees the policies of the center. You have the opportunity to have a voice in the programs affecting your child and we encourage you to participate. Experience indicates that a center with an active, involved parent group is always the “healthiest” in terms of program and parent satisfaction. Please get involved!

# **PROGRAM POLICIES**

## **CURRICULUM**

Top Flight Kids Learning Center is inspired by the classrooms found in Reggio Emilia, Italy. These model classrooms allow teachers to observe children at play and to extend their natural curiosity in the learning environment, which is designed to be an extension of the home. The teachers use observations and developmentally appropriate practices to design a curriculum for each classroom and to meet the needs of each individual child. Our teachers structure their classrooms to provide children with play centered learning environment. This learning environment fosters creativity, competence and exploration. In addition, the classroom environments are designed to meet the developmental needs of each age group we serve. This illustrates the process of Emergent Curriculum, where ideas emerge from the children's interests, developmental stages and changes in the environment. This team approach supports the child as the learner by providing opportunities for exploration of the environment, social interactions and problem solving. Planned activities include a wide range of curriculum areas (Math, Science, Literacy, Social Studies, etc...), which provide children with a solid foundation and support for their academic success in the primary grades and beyond. We put play at the heart of our curriculum, encouraging active participation in the learning process. At Top Flight Kids we help ensure that each child becomes a lifelong learner by focusing on processes of education rather than the products.

## **PRIMARY CAREGIVERS**

The concept of primary caregivers in the field of early childhood was developed in response to research on the social development of infants and young children. This research shows that young children benefit from having a limited number of caregivers during their first three years of life. The presence of primary caregivers provide consistency in care which has been proven to result in children who are more secure, adjust to transition easier, and have an equal opportunity to develop trusting relationships.

At Top Flight Kids Learning Center, we have designed our program in such a way as to maximize these benefits. Upon entering our program as an infant or toddler, each child is assigned a primary caregiver. When transitioning from one classroom to the next, the child moves with his/her primary care group (the teacher and children). Ideally, a child will remain in the same care group throughout their time at our center. The child will only change caregivers when transitioning from the infant/toddler unit into the multiage unit.

# CENTER POLICIES AND GUIDELINES

## CLOTHING

Children should wear comfortable, washable clothes that are appropriate for active play. This allows children to have more freedom, develop physical skills, and reduces the possibility of injury.

Kansas state licensing requires that each child have an emergency change of clothing at the center, marked with his/her name. It is important to wash and return these emergency clothes promptly when they are sent home. As the seasons change, remember to send season appropriate extra clothing.

During the summer months, each class participates in a splash day. Children need to have a swimsuit, water shoes, towel and swim diaper if appropriate.

## BRINGING AND PICKING UP YOUR CHILD

Your child must be escorted into the center and be presented to a staff member before you leave. As required by the Kansas Department of Health and Education, you must sign your child in and out of the center.

At the end of the day, please let a staff member know that you are taking your child out of the center. If you are having someone else pick up your child, please notify the front desk and your child's teacher. If you want your child released to someone other than those listed on your child's registration form, please submit that request in writing. The adults will be asked for their identification before releasing your child. In an unexpected emergency you can call the center and give the staff permission to release your child to a different adult. Children must be picked up by closing time at the center.

***PLEASE NOTIFY THE CENTER IF YOUR CHILD WILL BE ABSENT.***



## ILLNESS POLICY

Great care is taken to make sure our center is a safe and healthy environment for all the children and the staff. When you bring your child to the center, your child should be well enough to participate fully in all activities of the center. **Our center is not equipped nor licensed to care for SICK children.** If your child becomes ill during the day, we will make the child as comfortable as possible and using all the phone numbers provided to us, we will notify you to pick up your child. It is very important that families make arrangements to pick up their child as soon as possible, within an hour, to limit the spread of the illness.

If your child is sent home from the center, s/he should remain at home for at least 24 hours, or submit a written statement from the health care provider, approving the earlier return to the center. Notify the center office within 24 hours if your child has developed a known communicable disease.

### ILLNESS GUIDELINES

Below are the guidelines that Top Flight Kids uses to determine if a child is to be sent home and how we will support the child upon returning to the center. Our goal is to establish a healthy environment for children and staff. These guidelines have been established for the health and safety of your child as well as the staff and other children in the center.

1. **If a child has a temperature of 100.5 degrees or greater, the parent will be called to pick up their child.** The center will use a digital thermometer to determine child's temperature. Temperature will be taken at least 2 times prior to calling parents for pick up.
2. **When a child is sent home with a fever of 100.5 degrees or greater, s/he may not return to the center for 24 hours after the fever has broken and without the use of fever reducing medications.**
3. **Parents are required to inform the center if their child is infected with or has been exposed to a reportable communicable disease.** For example, whooping cough, rubella, hepatitis A, Mumps, TB. The center cannot admit a child who is infected with a communicable disease during the period of communicability as indicated by the Kansas Department of Health and Education. Re-admission to the center required a written note by a licensed health practitioner such as the child's pediatrician.
4. **When a child is diagnosed with a contagious illness, such as strep throat, pink eye, or skin disorder\* s/he is excluded from the center for 24 hours after antibiotics have begun.**
5. Other symptoms of illness which require exclusion from the center include: Uncontrolled diarrhea (defined as more than 3 times), vomiting with or without additional symptoms, undiagnosed rashes\* and cold symptoms that do not subside.

6. A child may be sent home if they exhibit any of the following general signs of illness or disease:
- Severe or persistent cough\*\*
  - Difficulty breathing; wheezing
  - Sore throat or difficulty swallowing\*\*
  - Thick nasal discharge, yellow or green, with other symptoms such as fatigue or fever\*\*
  - Whooping cough; Scabies\*; Impetigo\*; Chicken pox\*; Measles\*; Shingles\*; Ring worm\*; MRSA\*

\*Staff will inspect child prior to drop off to determine eligibility to return to school.

\*\*During flu season, a child will be sent home after the first occurrence of symptoms.

## MEDICATION

Staff are permitted to give medication (prescription and over the counter) as long as the parents have signed the medication in and it comes in the original package. The staff can administer breathing treatments as indicated by the child's medication chart.

## NO NIT LICE POLICY

If a child has head lice, the parent will be called to pick up their child within the hour. Head lice are very contagious and require immediate treatment with appropriate medication. **CHILDREN CANNOT RETURN TO THE CENTER UNTIL THEY ARE FREE OF LIVE LICE AND NITS.** When a child returns to the center, a staff member will check the child's head to confirm the child is free of live lice and nits before the child is allowed to return to the program. The classroom and materials will be treated to prevent further contamination.

## INCIDENT REPORTING POLICY

### INJURY

Some bumps and bruises are part of childhood, but as with illness, we take great care to keep our center safe. **ALL STAFF ARE CPR and FIRST AID CERTIFIED.** If your child sustains an injury at the center, the staff will perform the necessary first aid procedures, notify the family and fill out the necessary incident report. If the injury is more serious and requires immediate medical attention, staff will call an ambulance. The child will be accompanied to the hospital by a staff member. The staff member will stay with the child until a family member can arrive.

## **BITING**

It is developmentally appropriate, although not desirable, for a child to occasionally bite another child. Top Flight Kids staff will work with each child on an individual basis to eliminate biting. Staff will evaluate what support a child may need to encourage a positive outcome from everyone. Staff will notify the child's parents about the bite and submit an incident report to the office. The name of the child who did the biting will be kept confidential and will not be shared with other parents.

## **CHILD GUIDANCE**

Top Flight Kids Learning Center believes that the goal of discipline is to teach children self-control. Our intention is to provide a secure, comfortable environment where children are guided by clear and consistent limits. An essential component of our approach involves teaching children appropriate expression of their feelings.

As in all aspects of our program, we approach child guidance from a child development perspective. For the youngest children, Infants and Toddlers, techniques such as distraction and redirection are used. As children progress and get older, we add to these approaches. For older children, we add more language to label children's feelings and help them learn to express their feelings in words. Discussion and implementation of the logical consequences of inappropriate behavior are incorporated as children's cognitive abilities reach this level of understanding.

In all cases, child guidance is handled on an individual basis. Group punishment is not used, and guidance techniques involve respect, trust, honesty and caring for others. Reinforcement of positive behavior and prevention of negative behavior is the basic approach in our program.

When needed comprehensive plans are developed with families to address more challenging behavior issues, this type of united approach supports children to be their most successful. The following guidelines are followed if a child is difficult to manage and is repeatedly disruptive to the classroom.

- When a child is regularly disruptive to a point where the staff cannot manage the child's behavior, the staff will notify either the unit coordinators or director about the child.
- The staff will notify the child's parents about his/her behavior and maintain an anecdotal record of the child's behavior.
- The staff with parent input will develop an action plan to reduce or eliminate the disruptive behavior.
- If the plan of action does not work, a conference will be requested with the parents, staff, unit coordinators or director.
- A second plan of action will be developed that also involves parental action at home. The B.E.S.T. Choice Inc. may require

the parent to consult with a pediatrician, psychologist or therapist, in order to maximize the child's chances for success.

Since our intent is to provide children with appropriate behavior models and alternatives to violence, we do not use punishment in our center. Corporal punishment, verbal abuse such as threats or sarcasm, requiring a child to be silent or still for long periods of time (i.e. for more minutes than the child's age), isolation, causing a child any kind of discomfort, or using food as a reward or punishment, are not practiced at our center.

## **FOOD POLICIES AND MEALTIME PROCEDURES**

Top Flight Kids provides nutritionally balanced meals. The meals are prepared by food service staff. The menu is posted on the website and copies can be found at the front desk. Besides breakfast and lunch, we also offer an afternoon snack. All meals and snacks follow the USDA guidelines for nutrition. Water is served to all children on a regular basis.

Staff members ensure that snacks and meals are pleasant and relaxed. Food is served family style (i.e. food is placed in center of table in large bowls with serving spoons). In the older classrooms, children are shown how to serve themselves and then pass the food to their classmates. Staff helps each child develop the skills necessary to serve themselves.

Staff members do not withhold food or drink in order to punish children, nor do they force them to try foods. The staff encourages children to try a bite of certain foods, but the final choice is up to the child. All food is served at the same time. Dessert, when applicable, is part of the balanced meal and is not held until after the other food has been eaten. Children may eat their food in any order. Staff and children follow appropriate hand washing procedures both before and after meals.

## **FOOD ALLERGIES AND ACCOMMODATIONS**

Please provide a doctor's note for any food allergies in order for Top Flight to accommodate special dietary needs.

## **FEEDING INFANTS**

Feeding time is very important between an infant and adult. Infants develop trust, security, and intimacy during feeding time. It is also critical to the health and well being of infants. Top Flight Kids staff gives individual attention to each infant while they are feeding. Infants are held comfortably while drinking from a bottle. Bottles are not propped and infants are not put to bed with a bottle.

When an infant is able to sit up independently, the staff sits close and assists with feeding. This is also an excellent time for social interaction between staff and infants.

## **BREAST FEEDING**

In order to support breast feeding parents, a comfortable space is provided for breastfeeding.

## **BIRTHDAY TREAT POLICY**

We encourage parents to celebrate their child's birthday with their friends at Top Flight. Check with the staff about bringing a special snack. Healthy snacks are preferred. The state of Kansas requires that all food served in a child care center come from a state inspected kitchen, therefore all parent-provided food items must be store bought.

## **DAILY ROUTINES**

### **LESSON PLANS**

Each classroom has a daily routine that is followed. The daily routine includes a balance of indoor and outdoor, quiet and active, large and small groups while striving for a minimum of transitions. You can find the daily lesson plans posted outside each classroom. Planned activities are thoughtfully developed keeping in mind the individual needs of each child in the group. While activities may attract multiple children, teachers take care to individualize support to ensure the activities provide the right amount of challenge for each child to grow and learn.

### **REST TIME**

Rest time is a part of the daily routine for all children that have been in our program for more than four hours. Rest time is required by the state of Kansas which states that childcare centers need to provide "the opportunity to rest". This is not a time that children must sleep, but this opportunity often meets the needs of young children who do benefit from a nap. Children who do not sleep are encouraged to rest on cots for at least 30 minutes, but are not required to remain on cots for longer than one hour. Center policy does not allow staff to keep a child awake at a parent's request so that the child will go to bed early at home. Children who fall asleep during nap shall be allowed to rest until they wake up or are awakened at the end of nap period. Infants are allowed to sleep according to individual needs following safe sleep practices. Individual cots are available for children to sleep on and families provide sheets, blankets, pillows, and a "cot buddy" if needed. For the older children or children who are not in need of sleep, guidelines are followed to ensure that appropriate quiet choices are available.

## SAFE SLEEP POLICY

All Top Flight Kids' staff follows the Safe Sleep Guidelines recommended by the American Academy of Pediatrics. Annual review of the guidelines by the staff and administration ensures compliance with current best practices. Parents receive a copy of the Safe Sleep Policy and Procedures in their enrollment packet. It is reviewed with the parents during the orientation visit.

## OUTDOOR PLAY

When adults are asked to remember as much sensory detail as possible from their favorite place to play as a child, nine out of ten describe a place outdoors. Memories include making mud pies, sledding down a large hill, playing in a backyard with a hose or building a snowman. Through these types of studies, professionals have become aware of the importance of outdoor play.

At Top Flight we strive to balance your child's day, giving them as many different learning experiences as we can offer. We consider outdoor play an important extension of the classroom and not just an opportunity to let the children run wild. It is a time when staff can play with the children and explore the natural environment. During outdoor play, staff spread out across the play area to ensure adequate supervision of the children.

It is the policy at Top Flight for children to play outdoors for approximately one hour in the morning and one hour in the afternoon. In inclement weather, such as excessive heat (Heat index of 100 degrees) or wind chill (temperature below 20 degrees), alternate play will be provided.

**When public health authorities recommend** use of insect repellents due to a high risk of insect-borne disease, only repellents containing DEET will be used, and these are applied only on children older than two months. Staff apply insect repellent no more than once a day and only with written parental permission.

## SENSORY PLAY

We also provide sensory experiences outdoors on a daily basis for all our children. During the warmer months (March through October) we provide **water play** on the playgrounds. Splash Days are designated to each classroom once per week through the summer. We ask that children bring appropriate water clothing or swimsuits and water shoes for this type of play. If a child has an injury involving broken skin (scrapes or sores), please cover the area with a waterproof dressing in order to participate in the class water play. An alternative, individual water play time will be provided.

**Sand play** is also available daily on the playgrounds. We require each participating child to wash his or her hands before and after sensory play to limit contamination of the water and sand with germs and bodily fluid (saliva, mucous, etc) and to prevent the sand and water table water from traveling around the room to other play areas.

**Water Play:** The water tables are emptied daily and sanitized with bleach and water solution between each filling. After the sand table is emptied, it is also cleaned with a soap and water solution and then a bleach and water solution to sanitize between each filling.

## **TOYS/MATERIALS FROM HOME**

We recognize the important role that toys from home can play in the lives of the children in our center. Staff and families working in partnership can support the developmental growth of the children and provide a safe and enriching learning environment that includes these elements of home. The following policies regarding toys brought from home will help us achieve our objective.

Infants, toddlers and preschool children often use specific toys from home as “comfort toys”. Comfort toys can help a child in their emotional development by providing a support as they adjust to the separation from their families, and learn to cope with all the stress that being away from home for long hours can cause. “Comfort toys” are often stuffed animals or dolls, but can also be items such as a blanket, a special hat or shirt, or even toys such as footballs, trucks, horses, dinosaurs, etc... These “comfort toys” will not have to be shared and will be readily available to the child throughout the day. Children will be taught to respect each other’s comfort toys. Children will also be taught that if they do not need their comfort toy they should place it in their cubby. These guidelines for comfort toys will help support your child have a successful transition into the classroom.

## **PACIFIER POLICY**

Children are able to work on their self-soothing skills, vocabulary skills and their sense of belonging when they are not using a pacifier. Therefore, pacifiers are allowed during nap times only. If a child uses a pacifier at nap time, the staff will work with the parents to wean the child off the pacifier by 30 months old. The signs that a child is ready to part with their pacifier may include chewing on it, playing with the pacifier, talking around the pacifier and the ability to fall asleep without it on occasion.

## **DANGEROUS ITEMS POLICY**

All efforts are made to make our center a safe place. Families play a major role in this goal. In order to protect the children from any potential danger, we ask that all families monitor the items your child brings to our center.

If a dangerous item is found at the center,

1. Teachers will remove the dangerous item from the child and report the incident to the director.
2. The director will notify The B.E.S.T. Choice manager.
3. The parents of the involved child will be called and arrangements made for an immediate conference.
4. The parents, teachers, and director will discuss the incident and the circumstances at length on the same day.
5. A letter to the parents in the affected classroom will state the facts of the incident involving a dangerous item and the actions being taken by the family, teachers and the director to prevent such an incident from reoccurring. This letter will also state to whom questions and concerns should be directed.
6. If concerns remain, the director may agree to call a meeting to provide a forum for concerned parents.
7. Should another similar incident occur within the same family, the teachers, the director and The B.E.S.T. Choice manager shall meet to determine how to resolve the situation.

This facility does not allow weapons of any kind on the property.

## **PROGRAM ENRICHMENT**

Each classroom will plan for developmentally appropriate experiences to enhance the classroom curriculum. They are carefully and thoughtfully selected and planned with the idea of providing the child with a new, meaningful and exciting experience.

Nature walks are considered an integral part of the educational program. As with all activities, safety of the children is a top priority. All nature walks are planned out well in advance and in detail to provide a safe and enjoyable learning opportunity. The children are properly supervised during all aspects of the nature walk.

As the opportunity arises, additional languages may be taught to the children. These experiences enrich the language development of all the children in the center.

In addition, a variety of physical fitness classes have been offered. In the past we have offered a physical fitness class, dance class and soccer class.

Top Flight Kids does not transport children.



## **PARENT PARTICIPATION**

The staff welcomes and encourages parent participation. Examples of participation include volunteering (regularly or occasionally) in your child's class, helping out with field trips or special events, or lending a hand with a class or center project. We have numerous special events at Top Flight. Check the monthly newsletter or the website for upcoming scheduled events.

Parents occasionally may plan to eat lunch at the center with their child. Please notify the front desk if you are planning on joining us for lunch.

## **COMMUNICATION POLICIES**

Our center's goal is for open, constructive communication. As a parent, other parents or staff members may come to you with concerns. It is important to remember that concerns, suggestions and complaints are a healthy vehicle for improving our center. If you have concerns, suggestions and complaints, we have an OPEN DOOR POLICY so please speak to someone who can do something about it. We discourage gossip and other damaging comments. In order to protect each staff member's and family's confidentiality, we encourage the concerned individual to approach the director or appropriate staff member personally. If a person is not willing to communicate, it is important to ask permission to bring the concerns to the director's attention as soon as possible. If you need support to ensure effective communication or resolve concerns, request assistance from the director or assistant director, or when additional resources are needed, The B.E.S.T. Choice manager.

### **OPEN DOOR POLICY**

The director and assistant director are available to speak to you about concerns, suggestions or feedback.

### **COMMUNICATION ABOUT YOUR CHILD**

Each child in the Infant and Toddler classrooms have a daily communication report completed by the classroom teacher that provides personal information about their child's day. Parents in the toddler and multiage classrooms receive a daily email from the classroom teacher regarding lessons and activities for the day. Parents in the Infant classroom receive a weekly email.

### **CONFIDENTIALITY**

FAMILIES: Top Flight Kids respects a family's right to privacy and confidentiality regarding all health, behavioral and developmental records and information concerning their child. These rights to privacy and confidentiality are protected by various federal and state statutes, local ordinances, accreditation standards, and regulatory rules. For example, if your child is

involved in a biting incident with another child, Top Flight cannot reveal the biter's identity to you without written prior consent from the biter's parents, except as required by law. We protect the contents of your child's file with limited access to your child's file.

STAFF: Top Flight Kids respects a staff member's right to privacy by keeping all health, private and professional records and information confidential. If you have a question or concern about a staff member, we encourage you to speak directly to that person or to the center director.

### **CORRESPONDENCE THROUGH CENTER MAILBOXES/CUBBIES**

Center cubbies may be used for group correspondence if it is first approved by the assistant director or director. If you are planning a birthday celebration outside of the center and do not plan to invite the entire class, please mail the invitations directly to the invited child's home. If the entire class is invited, please feel free to use the children's cubbies in the classroom.

### **ANNUAL FAMILY SURVEY**

Another way to be involved and to have a say is through our Family Surveys. These surveys are conducted on a regular basis. As part of this process you, the parent, will receive a questionnaire asking for your comments and feelings about the center. Your feedback is very important to us. We urge you to complete these forms and return them to us. These reviews help us to maintain a quality program and to contribute to identifying annual center goals.

### **COMMUNICATION WITH DUAL CUSTODIAL FAMILIES**

Top Flight Kids goal is to support the physical, mental and emotional well-being of children whose families have a shared custody agreement. The center must remain a neutral, safe haven for each child in our program. Top Flight Kids Learning Center will in no way be forced in the middle of disagreements or to choose sides between disagreeing parents. Parents are expected to support their child's well-being by abiding by any set agreements or schedules. Disagreements and complaints should be resolved through effective communication between the parents or through appropriate legal channels.

The following guidelines will be applied:

1. The center will accept the custody schedule regarding parental drop off and pick up as a way of informing and preparing the child regarding which parent will be arriving at the center for pick up on specific days.
2. Families with shared custody are responsible for discussing and resolving any changes to the schedule privately. Please share the changes with the child care center staff. Correct and clearly

communicated information will eliminate confusion and allow your child to feel a sense of security and trust.

3. Child care center staff will release the child to either parent of a shared custody agreement at any time unless there is specific court order to do otherwise.
4. Staff cannot hold or restrain a child from a joint custody parent.
5. It is the responsibility of both parents to follow the agreement and to negotiate any changes to the schedule or custody agreement outside of the center for the well-being or their children.
6. In the event that parental rights are denied or restricted for either parent, a copy of the court order is needed at the center. Only the specific pages referencing parental rights and the court authorization are needed. These documents will allow the center to follow through on all legal expectations. All other Top Flight policies apply regarding authorized pick up, code of conduct, etc..

### **CODE OF CONDUCT**

Top Flight Kids is committed to facilitating teamwork through collaboration and cooperation between its center and the community of families it serves. We recognize the importance of families in our program and strive to maintain an environment that is safe and respectful for all of its members—families, staff, and children alike. Expectations are that center staff, family members and children will speak to and interact with each other in a respectful, appropriate and acceptable manner. Physical or verbal abuse will not be tolerated.

### **SAFETY PLANS**

Fire and disaster plans as well as evacuation routes are posted in each classroom. In addition, complete fire and tornado emergency procedures are included in each staff member's handbook.

Staff reviews the procedures for fire, tornado, and other disasters with the children and participates in center wide emergency drills each month. Staff members help the children move to the designated areas, keeping them calm and making sure that all children are accounted for. Our tornado storm shelter is in the basement.

### **NO SMOKING POLICY**

Top Flight Kids Learning Center and surrounding areas are smoke free environments. This policy is enforced for parents and staff.

### **NO WEAPONS POLICY**

Top Flight Kids does not allow weapons on the premises.

## **CELEBRATING DIVERSITY**

Teaching children acceptance and encouraging them to embrace each other's cultures in a positive manner is an important goal for Top Flight. We encourage families and staff to share their cultural practices with the children in age appropriate ways. There is zero tolerance for discrimination of any kind.

## **HOLIDAYS**

The center is open Monday through Friday throughout the year, except for the following holidays:

- Thanksgiving Day
- Christmas Day
- New Year's Day

## **INCLEMENT WEATHER**

Generally, Top Flight Kids does not close due to inclement weather. If the staff is unable to arrive at the center by 6:00 a.m., the following media sources will have information regarding the closing:

- Local radio stations
- Local television stations
- Website: [www.topflightkids.org](http://www.topflightkids.org)

In extreme circumstances, the center may close early due to inclement weather or an emergency at the discretion of the director or The B.E.S.T. Choice manager. If the center closes early, each family will be contacted by the center through phone calls and emails. The director will also request that the Federal Aviation Administration make an announcement over the facility page system.

## **STATE OF EMERGENCY CENTER CLOSING**

On the rare occasion, Top Flight Kids may choose to not open due to the unsafe circumstances such as security threats, bombings or possible attacks. The following media sources will have information regarding the closing:

- Local radio stations
- Local television stations
- Website: [www.topflightkids.org](http://www.topflightkids.org)

If Top Flight Kids closes early, parents will be called and advised of the state of emergency and will be requested to pick up their child as soon as possible.

## **CENTER SECURITY**

Maintaining security in our program is an ongoing interest for both our families and Top Flight staff. The staff follows procedures for releasing children at the

end of the day to identified approved adults only. Please notify the front desk if additional adults will be picking up your child. Top Flight maintains the highest supervision procedures at all times.

Criminal background checks and security clearance is required for all Top Flight Kids staff and on file at the center.

## **RELEASE OF CHILD TO INTOXICATED OR DRUGGED INDIVIDUAL**

Top Flight Kids staff will not release a child to a parent or other authorized person who arrives at the center intoxicated or under the influence of drugs. In order to protect the children from any potential danger that could arise because of a parent's condition, and to protect the center from potential claims, it is the policy of the center to take all reasonable steps to avoid releasing a child to a person in a drugged or intoxicated state.

Accordingly, if, in the opinion of the staff, assistant director, director or The B.E.S.T. Choice manager present at the center, a parent or authorized person who arrives to transport the child home from the center is in an intoxicated or drugged condition, the staff will:

1. Ask the parent if they are OK and if they need assistance.
2. Tell the parent that they will arrange for assistance to help them get home safely. Then the staff will notify another parent or guardian of the situation and offer to call another relative, friend, or taxi (at the parent's expense) to drive the person and child home.
3. If the parent insists on driving the child home, the center's staff member will notify the local police department. If the police officers agree that the parent is intoxicated or under the influence of drugs, the parent or authorized person may face charges.
4. If a particular parent or guardian frequently arrives in an intoxicated or drugged state, the center will not only notify the police department, but will also alert other appropriate governmental authorities involved with the care and treatment of children.

## **PROPERLY RESTRAINED CHILDREN**

In order to protect the children in our care, Top Flight has an obligation to make sure the children leave our property safely and in the proper car seat restraints. If it is discovered that a child is leaving the premises and s/he is not properly restrained, the director will confront the driver or will notify the Olathe Police Department and report the vehicle to the police as having improperly restrained children in the vehicle.

## PROCEDURES FOR SUSPECTED CHILD ABUSE AND NEGLECT

The center and the staff are required by law to report evidence or suspicion of child abuse or neglect. Persons found guilty of failure to report suspected abuse or neglect are subject to a fine. If a staff member suspects abuse or neglect of a child at the center, the staff member will report to the director and together a call will be made to the proper authorities. The B.E.S.T. Choice manager will be informed of the report.

## ENROLLMENT POLICIES

### CENTER VISITS

In order to ease the transition to our center, we would like your child to visit their classroom for one hour visit or two 30 minute visits. This classroom visit introduces the child to the center with the parent present and gives the child the opportunity to explore their new classroom. Top Flight also offers a free half day visit for the child to ease the transition into the center.

### REGISTRATION

A complete enrollment packet must be received by the front desk before a child can start in the center. Registration forms are provided to families. All registration forms are also available at our website [www.topflightkids.org](http://www.topflightkids.org). Some registration forms require your child's physician's signature or notarization.

The following enrollment papers need to be completed and on file:

- Enrollment application
- Attendance schedule
- Child's personal information sheet
- Kansas Health Assessment
- Child's immunization records
- Emergency Medical Release (notarized)
- Top Flight Kids, Inc. membership form and dues
- Sunscreen permission slip
- Top Flight Kids Policy and Financial Agreement

### ELIGIBILITY

Top Flight Kids strives to enroll no less than 50% of the children from the Federal Aviation Administration or other federal agencies. As such, children of FAA employees will be given first priority. Children of Dept. of Transportation employees will be given second priority. Children of other Federal agencies will be given third priority. And children of non-federal employees are given fourth priority.

No child, on the basis of age, race, color, religious belief, national origin, ancestry, disability, or sex, shall be excluded from participation, or subjected to discrimination under any program as space requirement permits.

Children between the ages of six weeks through six years are eligible for enrollment at Top Flight Kids Learning Center.

## **CLASSROOM ADVANCEMENT**

Because of the unique way we transition children and teachers from classroom to classroom within our program, classroom advancement will be based upon:

- Child's individual development and readiness to advance
- Child's age
- Appropriate space availability in the next classroom

Therefore, age ranges for each classroom may vary slightly. Advancement is not based solely on the child's age. Parents and teachers will work together to determine the child's readiness for advancement.

If the next classroom is filled to capacity when your child is ready for advancement, they will be placed at the top of the list for advancement into the next class. As the center reaches capacity, the majority of classroom advancements will be made in August. Until advancement occurs, your child will remain in his/her present class with his/her primary care group. During this time, your child will benefit from a lower teacher to child ratio.

Tuition rate changes occur only after transition is complete and parents are notified of such a change in writing. Tuition rates do not change on the child's date of birth. Please see current tuition table, Appendix I, for current tuition rates.

## **WALKING TEST**

To ensure appropriate classroom assignment, newly enrolled infant/toddler families will be asked to allow their child to participate in a walking test. During the walking test, we will ask that your child be put down on the floor and encouraged to walk across the front entry way unassisted. Verbal encouragement will be allowed but no one should hold the hand of the child. If a child falls more than two times across the entry way or the child will not stand up on their own once they have fallen or the child crawls instead of walking, we reserve the right to enroll your child in the infant room even though they are above the age of one. The administration will assign classrooms based on availability and performance on the walking test. The administration will consider exceptions to this policy on a case-by-case basis.

## **WAITING LIST**

Names of children waiting to be enrolled will be placed on a list according to the date the enrollment information is received. Openings in the center will be filled on a first come, first serve basis from the waiting list. FAA employees receive first priority. The siblings of children who are attending the center will receive next priority on the waiting list.

If a child, or an unborn child, is on the waiting list and space becomes available but parents are not ready to use the space, they have two options:

- 1) Pay the tuition to secure the available space until the family is ready to use the center
- OR
- 2) Parents may forego the available space and keep their name at the top of the waiting list for the next space available that meets with their timing needs.

## **DISMISSAL POLICY**

The goal of Top Flight Kids is to provide a high quality early childhood program. The center will make every effort to serve all children, and will work with parents to meet the individual needs of each child. However, families may be asked to withdraw from the center for any of the following reasons:

1. A family falls one month behind in payments and no arrangements have been made with the bookkeeper to rectify the balance.
2. Inability of the child or parent to adjust to the center's program.
3. Any child who may endanger the safety or the physical or mental health of others. These behaviors include but are not limited to unprovoked physical violence, persistent bullying, verbal harassment of peers or staff, and unauthorized departure from the grounds of the program.
4. Inappropriate or unacceptable behavior toward center staff or other enrolled children or families.

Continual attempts will be made to work cooperatively with the parents and provide community resources to find a solution and/or resolve the problem. If the problem or situation is unresolved according to the director, in consultation with The B.E.S.T. Choice manager, the family will be given two weeks notice. The family will be responsible for tuition for the last two weeks.



## **FINANCIAL POLICIES AND AGREEMENT**

Each parent signs a financial agreement at the time of enrollment. The agreement states:

1. Parents shall make regular weekly payments. Parents are billed weekly with a statement provided at the end of each month.
2. Parents shall pay their weekly tuition regardless of the absence of the child, such as for vacations and illness.
3. Parents must keep current with payments, or it may be necessary to suspend or dis-enroll the family.

### **ENROLLMENT FEE**

The annual enrollment fee is \$125 for the first child and \$50 for each additional sibling. This fee is billed and is due in January each year.

### **BILLING**

Billing is done by the bookkeeper, who handles the accounting for the center. Statements are distributed to the families at the end of the month. A fee will be charged to families for a check returned by the bank. If a second check is returned, the parent will be required to pay all future bills by credit card, money order, bank check, or cash directly to the office.

### **WITHDRAWAL**

Parents must give the center two weeks notice in writing when a child is withdrawing. Parents may not apply unused discretionary days towards the last two weeks tuition.

### **LATE FEE POLICY**

Top Flight Kids has established opening and closing times that need to be respected. Therefore, families need to ensure that children are dropped off and picked up within center hours. While we understand that there can be circumstances that delay families in picking up their children, it is imperative that you make arrangements for someone to pick up your child if you think you are going to be late. Please remember to inform the center of any arrangements you have made.

### **LATE FEE RATE**

Late fees are charged for families who arrive after the center is closed. Late fee amounts have been determined in an effort to deter late pick ups. A fee will begin to be assessed one minute after the center closes. Families who

are habitually late will be given a warning after which point further lateness will result in possible dismissal from the center.

The late fee charge is \$20 and is payable with the weekly tuition.

### **TOP FLIGHT KIDS BOARD OF DIRECTOR'S FEE**

There is an annual \$20 fee payable to the Top Flight Kids Board of Directors. This fee is collected to offset the cost of licensing and insurance.

### **DISCRETIONARY DAYS**

The B.E.S.T. Choice, Inc. realizes that parents may plan vacation days or have unexpected sick days and that their children will not attend the center. Each child enrolled in either full or part-time program will receive discretionary days annually for unused childcare. Discretionary days are renewed each year on January 1<sup>st</sup> for all families. You may contact the front desk for a record of used discretionary days.

The number of discretionary days is computed by taking into account the following variables:

1. Number of days per week the child attends.
2. Starting date of the child in the center.

No discretionary days will be given for drop-in children. Each child's initial allotment of discretionary days will be pro-rated based upon when the child begins attending the center.

| Scheduled days of care | Jan | Feb | Mar | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec |
|------------------------|-----|-----|-----|-----|-----|------|------|-----|------|-----|-----|-----|
| 5 days a week          | 5   | 5   | 4   | 4   | 3   | 3    | 2    | 2   | 1    | 1   | 0   | 0   |
| 4 days a week          | 4   | 4   | 3   | 3   | 2   | 2    | 1    | 1   | 1    | 0   | 0   | 0   |
| 3 days a week          | 3   | 3   | 3   | 2   | 2   | 2    | 1    | 1   | 1    | 0   | 0   | 0   |
| 2 days a week          | 2   | 2   | 2   | 2   | 1   | 1    | 1    | 1   | 0    | 0   | 0   | 0   |
| 1 day a week           | 1   | 1   | 1   | 1   | 1   | 1    | 0    | 0   | 0    | 0   | 0   | 0   |

### **REFERRAL TUITION DISCOUNT POLICY**

Families are awarded a \$50.00 discount towards one month tuition if they refer a family who enrolls at Top Flight. This discount is given after the child/children have been enrolled for three months.

### **CURRENT TUITION SCHEDULE**

The B.E.S.T. Choice, Inc. reviews tuition rates annually. This is an extensive process which includes analyzing the budget and projected costs for the upcoming year. Using this information we re-evaluate the tuition rates. The tuition

increase is generally a 3-7% increase. The rate increase is posted 30 days prior to the effective date.

**Please see Appendix I for the current fee schedule.**

## **FEDERAL INCOME TAX CREDIT**

At the end of each calendar year, we will provide each enrolled family with an itemized statement of total tuition paid for the year.

## **ATTENDANCE OPTIONS**

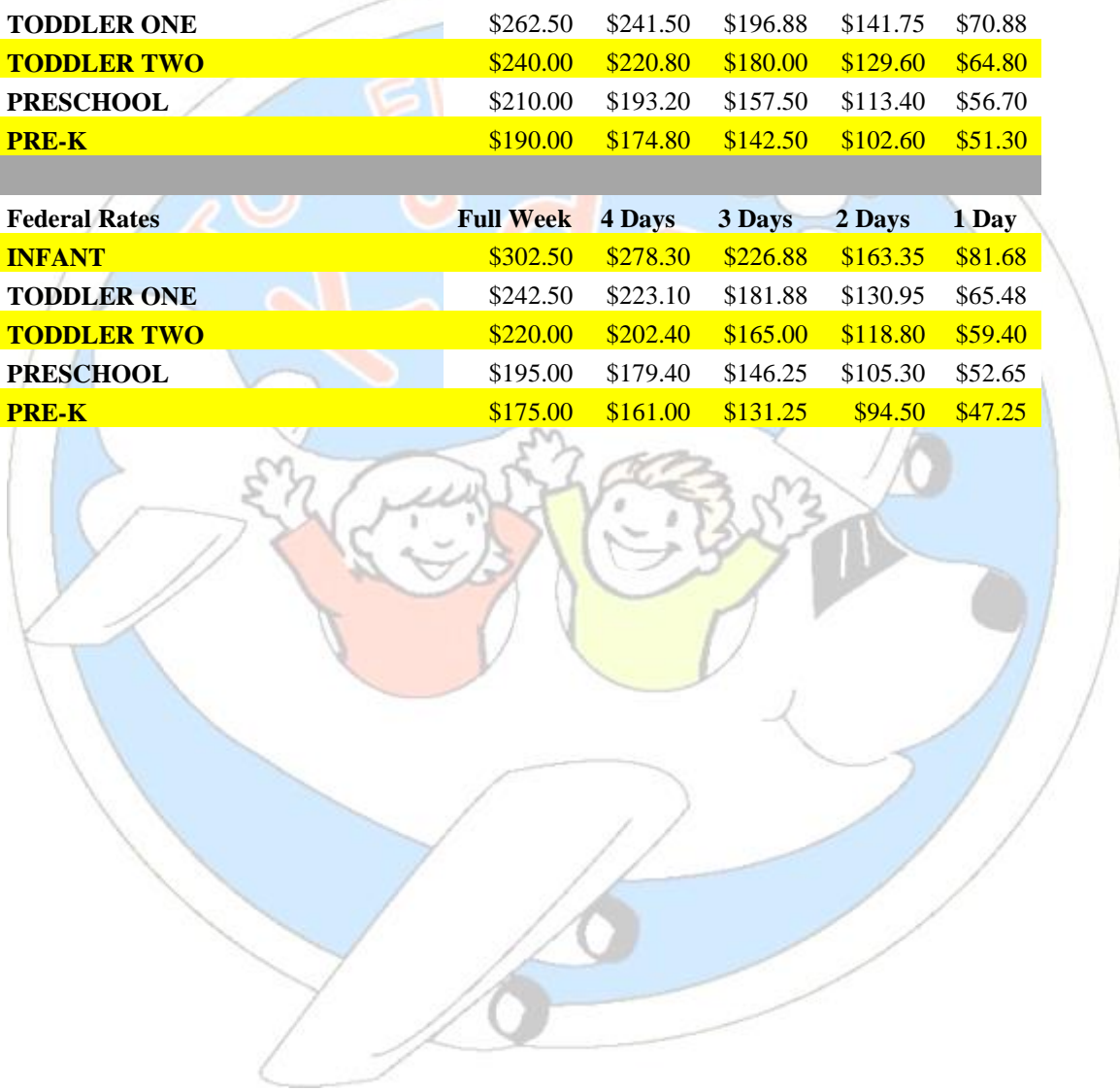
When parents enroll at Top Flight Kids Learning Center, they will select one of the three attendance options listed below:

- **FULL TIME**  
The full time option is considered to be children who attend a full day five days a week. These children receive discretionary days according to the schedule in Appendix II on the next page.
- **PART TIME**  
The part time option is considered to be children who attend a full day for one, two, three, or four days a week. These children receive discretionary days according to the schedule in Appendix II. Parents may ask for and be granted a schedule change only if space is available. Schedule changes are not guaranteed.
- **DROP IN**  
Children who are not scheduled to attend the center on a regular basis are on a drop in schedule. Parents must call ahead to see if space exists, have all enrollment forms completed, and have all registration and membership fees paid prior to attendance. These children are not guaranteed attendance as this is contingent on space availability. Arrangements for drop in care may be made several days or weeks in advance, or as late as the same morning you need care.

# APPENDIX SCHEDULE

## APPENDIX I: Current Tuition Schedule 2014

| Community Rates      | Full Week | 4 Days   | 3 Days   | 2 Days   | 1 Day   |
|----------------------|-----------|----------|----------|----------|---------|
| <b>INFANT</b>        | \$330.00  | \$303.60 | \$247.50 | \$178.20 | \$89.10 |
| <b>TODDLER ONE</b>   | \$262.50  | \$241.50 | \$196.88 | \$141.75 | \$70.88 |
| <b>TODDLER TWO</b>   | \$240.00  | \$220.80 | \$180.00 | \$129.60 | \$64.80 |
| <b>PRESCHOOL</b>     | \$210.00  | \$193.20 | \$157.50 | \$113.40 | \$56.70 |
| <b>PRE-K</b>         | \$190.00  | \$174.80 | \$142.50 | \$102.60 | \$51.30 |
| <b>Federal Rates</b> |           |          |          |          |         |
| Federal Rates        | Full Week | 4 Days   | 3 Days   | 2 Days   | 1 Day   |
| <b>INFANT</b>        | \$302.50  | \$278.30 | \$226.88 | \$163.35 | \$81.68 |
| <b>TODDLER ONE</b>   | \$242.50  | \$223.10 | \$181.88 | \$130.95 | \$65.48 |
| <b>TODDLER TWO</b>   | \$220.00  | \$202.40 | \$165.00 | \$118.80 | \$59.40 |
| <b>PRESCHOOL</b>     | \$195.00  | \$179.40 | \$146.25 | \$105.30 | \$52.65 |
| <b>PRE-K</b>         | \$175.00  | \$161.00 | \$131.25 | \$94.50  | \$47.25 |



Appendix II

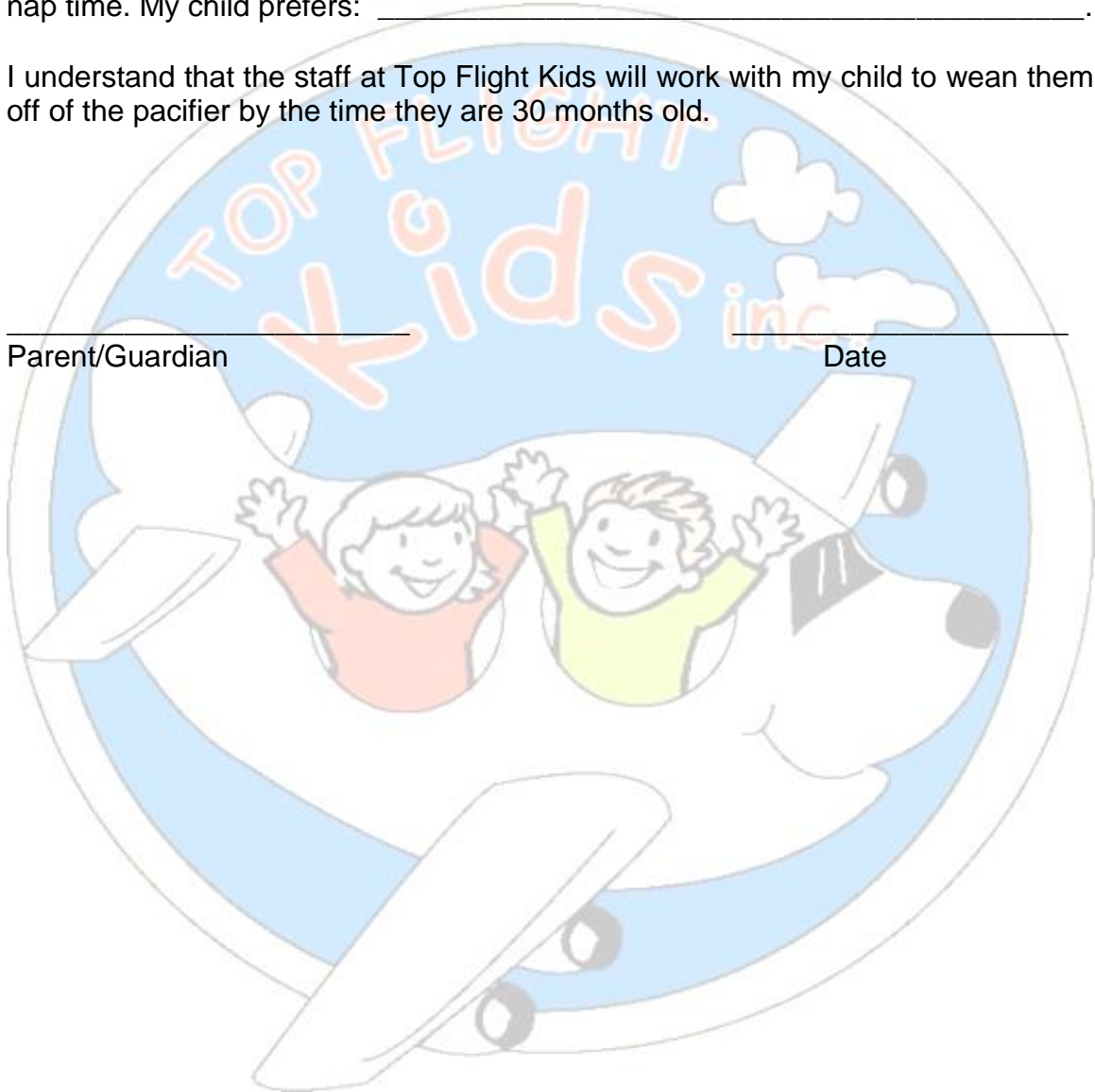
**Pacifier Permission**

My child, \_\_\_\_\_, has permission to use a pacifier during nap time. My child prefers: \_\_\_\_\_.

I understand that the staff at Top Flight Kids will work with my child to wean them off of the pacifier by the time they are 30 months old.

\_\_\_\_\_  
Parent/Guardian

\_\_\_\_\_  
Date



**Appendix III**

**Top Flight Kids Learning Center  
Parent Handbook Acknowledgement  
and  
Financial Policy Agreement**

We have received and read the Parent Handbook. We agree to the policies, guidelines and conditions as stated.

We also agree to the Financial Policies outlined in the Parent Handbook.

\_\_\_\_\_  
Parent/Legal Guardian

\_\_\_\_\_  
Date

