



KiDS & MAiN
• P L A Y C A R E •

PARENT HANDBOOK

Effective December 2018

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KIDS & MAIN
- PLAY CARE -
DROP-IN · OPEN PLAY · PARTIES

Welcome to Kids & Main Playcare!

Philosophy

Our mission is to create a nurturing environment of care that parents TRUST and kids ENJOY. We accomplish our mission by focusing on safety, hiring only the most caring and compassionate staff and encouraging kids to explore, experiment and most importantly, have FUN!

Inclusion Policy

We have an open enrollment policy. Our services are offered to everyone regardless of race, creed, sex, religion, disability, or national origin. By enrolling your child at Kids & Main Playcare, you as a parent or guardian give permission for your child to be involved in the activities and events at Kids & Main Playcare.

Parents of a special needs child registering for our services are asked to give a written description of procedures to be followed for the child's care. A copy of the evaluation from the psychologist or therapist and any other diagnoses should be provided to the Director. These evaluations will be held in strictest confidence and used only to educate the childcare staff who work with the child. We can only help your child when we have full knowledge of learning styles and needs. Although rare, a situation may arise in which it becomes evident that the needs of a child cannot be met effectively by our center.

A decision to dismiss a child will only happen after we feel every option has been explored. Every measure will be taken to meet the needs of the child in question. Our Director will assess each dismissal not only with regard to the individual child's needs, but also the needs of all children served. The parent will be a central figure in the discussions regarding this issue, but the decision to dismiss a child must be left to the discretion of our Director.

Hours of Operation

Kids & Main Playcare will operate year-round (January through December) according to our specified daily schedule. Hours of operation are subject to change with or without notice. Check our website and social media pages for special hours and seasonal hours.

Holidays We Observe

Kids & Main observes the following holidays and are closed. We reserve the right to close additional days throughout the year as needed.

New Year's Day	MLK Jr Day	Memorial Day	Independence Day
Labor Day	Thanksgiving Day	Day After Thanksgiving	Christmas Day

Admission & Enrollment

There is an annual registration fee of \$10 per child payable when the registration form is submitted for processing. There is no long-term commitment required, no contract to sign and you may withdraw from the program at any time without notice. Should it become necessary, we may terminate your enrollment in our program at any time, with or without notice. The registration fee is subject to change without notice.

The following forms are required to be completed as part of the enrollment process:

Enrollment Form	Consent Form
Acknowledgement of Exemption & Liability Insurance Status	Authorization to Administer Medication (if applicable)

These forms may be completed hard copy or electronically. Parents acknowledge that submission of these forms electronically constitutes acknowledgement and agreement as would a wet signature on a hard copy form.

In addition, parents are required to create and maintain a KidCheck account for check-in/check-out. Create a KidCheck account by visiting www.kidcheck.com.

Activity Centers

Kids & Main Playcare strives to provide educational and entertaining activity centers for the enjoyment of all ages of children enrolled in our program. To that extent, we offer

the following Activity Centers within our facility:

Arts & Crafts	Imaginative Play Center
Various Board Games	Hand Puppet Theater
Sensory Ball Pit	LEGO/DUPLO Table Play
Chalkboard Wall Art	Books/Reading Area
Movie Time	Video Gaming

Activity centers may be rotated at any time to maintain a fresh and inviting Play Center.

Activity Schedule

Our daily schedule is divided into blocks of programs. Your child may be dropped off at any point in time as long as they do not exceed the 4 hour per day time limit for drop-in care. Children enrolled in special activities (i.e. Day Camp, After School) must be picked up by the close of the activity or program. Our programs incorporate directed activities and games as well as supervised free play. Activities will vary throughout the day and from day-to-day.

Our programs blocks are as follows:

9am—1pm: Morning Stretch Songs, reading, sensory activities, free play	4pm—8pm: Kids' Night Out Arts & Crafts, screen time, free play
1pm—4pm: Afternoon Adventure Group games, arts & crafts, reading, free play	8pm—midnight: Parents Night Out* Screen time, group games, reading, quiet time

* Fridays, Saturdays and Special Events

Accidents/Incidents

Although many precautions are taken to ensure a safe environment, occasional incidents will occur as children explore the world around them. If an incident or injury occurs, first aid is administered, an Accident Report is completed, and a copy is given to the parent. This report will describe the nature of the incident and the follow-up care that was provided. Please understand that in a group care setting, we witness most incidents; however, occasionally there may be an incident we do not see. Parents will be contacted by telephone for serious injuries which require professional medical attention (see the topic Emergency Medical Care for additional information).

Administering Medications

Kids & Main Playcare staff will administer medications that are ingested or inhaled with a valid prescription and a parental consent form on file. Prescription medications: 1) Must be in their original containers 2) Are clearly labeled with the identity of the medicine, written dosage instructions, and a prescription number, if prescribed by a physician 3) Show the child's name on the container itself.

Parents must complete authorization forms each day for all medicines to be administered. These forms are kept on file by Kids & Main Playcare. You agree to provide the Center with all necessary information pertaining to administering medicine to your child(ren). To administer any over-the-counter medicine, we require an accompanying doctor's note listing specific symptoms, the dosage, possible side effects, and the duration of time that the medicine should be used for a child. Over-the-counter medications include anything that goes inside a child's body such as Pedialyte, saline solution, gas drops, Tylenol, etc. The doctor's authorization form is valid for a period of 6 months and then must be renewed. Parents must also sign an authorization form daily for over-the-counter medicine.

A physician must also fill out an emergency/action plan for all as-needed medicines that indicates specific symptoms to indicate when we should administer the medication, the dosage, and possible side effects. As-needed medications include inhalers and Epi-pens. Parents will be notified if any of these medications are given at school. The doctor's authorization form is valid for a period of 6 months and then must be renewed.

We will administer topical lotions, creams and ointments with a parental consent form on file. Topical medications will be administered in accordance with the recommended dosage on the medication's packaging.

Note that any adverse reactions to medications noticed by the Director will be documented and maintained on file by Kids & Main Playcare. The parent or guardian will be contacted by the Director via telephone immediately, as well as any emergency medical services deemed necessary. Severe adverse reactions inducing a medical emergency will be handled accordingly (see topic Emergency Medical Care for additional information).

Checking In

It is extremely important that parents and guardians follow the appropriate check-in procedures prior to leaving the premises to ensure the staff of Kids & Main Playcare can properly account for each child left in our care. Children must be escorted into the Center by the parent or guardian. All children must be properly checked in, and payment must be received (or confirmed if pre-paid) prior to the parent or guardian leaving the premises. Check-in procedures are as follows:

Checking In

1. First-Time Use - Complete the application forms either online or in-person. Don't forget to create a KidCheck account! Use your telephone number at the KidCheck kiosk to check in each child that will be utilizing our services. Ensure they are being checked into the correct program as appropriate (Drop-In, Day Camp, Mom's Morning Out, Special Events).
2. The check-in system will print an identification label for each child checked in, as well as a pickup receipt. Place the correct identification label on the BACK of each child. Retain the pickup receipt, as it will be required for pickup.
3. Complete the special instructions form, if applicable, and turn it in to the cashier. Notify the cashier if anyone other than the parent or guardian that dropped off the child(ren) will be picking them up.
4. Complete the process by paying for services, providing the staff with any medications and/or supplies brought from home, and removing the child's shoes and coat and placing in the cubby at the entrance.

Checking Out

1. Tell the cashier the name of the child(ren) you are checking out and provide the pickup receipt. If the person that dropped off is not the person that is picking up, the pickup person will be required to provide the security code from the pickup receipt as well as a valid government identification. In any event, **we will not** release children to anyone that was not identified in advance as the authorized pickup guardian.
2. Use the check-in/check-out system to check out the child(ren) being picked up.
3. Pay for overages and late fees, if applicable.
4. Gather belongings, such as medications, shoes, coats, etc.

Concerns

If you have any questions, comments or concerns about care or customer service, please bring it to the immediate attention of the Director or Owner. We welcome the

opportunity to address your concerns in a manner that is satisfying to your family. Please give us that opportunity before leaving negative reviews on review sites or social media. We take your concerns seriously and strive to be your drop-in provider of choice for years to come.

Day Camps

Kids & Main Playcare offers day camps on most non-school, non-holiday weekdays. These day camps coincide with the Gwinnett County Public Schools calendar for student/teacher workdays and holidays as well as fall, spring, summer and winter breaks. Children ages 5 to 10 may participate in the day camps for up to 11 hours per day. The fee schedule can be found on our website at www.kidsandmain.com/rates and is subject to change without notice.

Camp hours are 8am - 6pm. Parents may request an earlier drop-off for an additional fee. Early drop-off must be requested at time of registration and all camp fees must be prepaid. See a staff member if you have any questions about registering for day camps or drop-off/pick-up hours.

A late fee of \$25 plus \$1/minute per child is imposed for camp pickups after 6pm.

Diapering Policy

We check diapers and pull-ups upon check-in, on the hour and half hour, and at check-out. For the health of your child and other children in our care, we will change wet and soiled diapers when they are first identified as such. We do not assess a 'level of wetness' to conserve diapers - if the diaper or pull-up is wet/soiled it will be changed. Parents are highly encouraged to bring enough diapers/pull-ups and wipes with this in mind. There is a charge for each diaper/pull-up that we use from our supply.

Discipline/Disruptive Behavior

Kids & Main Playcare staff will utilize elements of positive discipline to redirected unwanted or disruptive behavior. Positive discipline includes:

- Setting realistic expectations for conduct and clarifying that expectation as needed.
- Anticipating potential problems and using distractions to redirect behavior.
- Demonstrating expected behavior.
- Focusing on positive communication.
- Verbalizing natural and logical consequences of actions.

- Avoiding 'punishment', such as physical or 'corporal' punishment, withholding attention, food or ignoring basic needs such as toileting.

Management reserves the right to dismiss any child from our programs that is continuously disruptive and/or that poses a safety risk to themselves, other children or staff members.

Dress Code

Socks must be worn at all times by children visiting the Playcare. Socks may be brought in from home or purchased at the counter for a small fee per pair. Please dress your child in comfortable clothing that is appropriate in size and season, is not offensive or suggestive in nature, and that does not restrict movement. We highly recommend you dress them in clothing that you do not mind getting dirty or messy. We also recommend leaving a change of clothing for toddlers, preschoolers and any child not potty trained.

Parents are welcome to dress their child in clean pajamas during our Parents' Night Out programs.

Emergency Information

It is important that parents and guardians keep Kids & Main Playcare updated as to how they can be reached at all times in the event of an emergency. This includes all work, home, and cell phone numbers for both parents and any other emergency contacts. Because we strive to maintain a safe environment for your child, we make every attempt to be prepared to handle emergency situations. Our staff is trained in first aid and CPR. An emergency plan is posted in the Center. We conduct regular fire and tornado drills. Parents and guardians will be contacted by telephone as quickly as possible in the event our emergency plan is implemented. This includes severe weather, fire and power failure that affects climate control or structural damage. A copy of our emergency plan is available in the Center.

Emergency Medical Care

Should your child become ill during the time that he/she is in the care of Kids & Main Playcare or suffer an accident of any nature, the Director shall undertake to contact a parent or guardian immediately by telephone and shall be authorized to secure such immediate medical attention, transportation (including a personal or emergency vehicle as deemed appropriate), and care for the child as may be necessary. (The parent shall assume responsibility for the cost of any such transportation and care). Kids & Main Playcare uses **Gwinnett Medical Center (1000 Medical Center Blvd, Lawrenceville, GA 30046, 678-**

312-1000) as its designated emergency care center. You agree to keep the Center informed in writing of changes in your telephone numbers (cell, pagers, work, home), as well as those of emergency contacts.

In the event of a serious injury (including but not limited to bleeding, broken bones, fractures, head injuries, bites and object in the ear, eye, nose or absence of breathing), the staff will contact emergency medical services or poison control as appropriate and then administer first aid or CPR until emergency paramedics arrive. Parents and guardians will be contacted immediately and receive a written accident report within 2 hours, and Bright From the Start will be notified within 24 hours.

Enrollment Documentation Required

The following documents are required to be completed to properly enroll your child(ren) in the Kids & Main Playcare drop-in service:

- Enrollment Form & Emergency Medical Authorization
- Acknowledgement of Exemption Status and Liability Insurance Status
- Authorization to Administer Medication and any related physician statements, if applicable
- Consent Form

In addition, parents must create and maintain a KidCheck account (www.kidcheck.com) to check in and check out children in our care.

It is the responsibility of the parent or guardian to ensure these forms are completed as accurately and as completely as possible and are updated as information changes so that we can provide the best possible care for your child(ren).

Fees

All fees and charges for Kids & Main Playcare services are subject to change without notice. See our website at www.kidsandmain.com/rates for the latest fees and rates for each of our programs.

An annual registration fee per child is due and payable upon registering each child for services. The registration fee is due and payable on the anniversary date of the initial registration at the then-current rate.

Note that we will assess overage charges in 30-minute increments beginning at 1 minute after the agreed upon pickup time, up to a maximum 4 hours per day. We will assess late

fees beginning 1 minute after the 4-hour daily limit or at the close of special programs and events, or the maximum 8 hours per week. Late fees are \$25 in addition to any overage charges and must be paid at pickup.

A fee of \$1.50 is assessed for each diaper we must use from our facility supply and is payable at pickup. Wipes are included in this rate.

Socks are required at all time in our Center and can be brought from home or purchased in our Center for a small fee.

Illnesses

Please understand that for your child's protection and the protection of our staff and other children, we strictly enforce our illness policy. We request your full cooperation by not bringing in a sick child. Children cannot be given fever-reducing medicine in the morning and then brought to Playcare - they must be symptom-free for 24 hours without the benefit of medication before returning.

Our policy requires that a sick child must be picked up within one hour of the parent being called to do so. To ensure that children stay healthy while attending Kids & Main Playcare, none of the following symptoms should be present within 24 hours of attendance:

Fever (101° or higher oral temperature)	Rash or open infection of the skin
Stomachache	Diarrhea
Unexplained itchy scalp or head lice	Signs of conjunctivitis (pink eye)
Severe headache	Frequent coughing or sore throat
Excessive yellowish nasal discharge	Nausea or Vomiting

If your child shows any of these symptoms, it is best to stay home for the day. If your child does not feel well, he/she will not be happy playing and participating in Playcare activities, and other children could be at risk of becoming infected. Most childhood illnesses are very short-termed. However, if the symptoms are severe or persist for more than 24 hours, you should contact your pediatrician. To return to Kids & Main Playcare following an illness:

- If sent home sick from school or Kids & Main Playcare, a child must be absent the following day and may not return after that unless they are symptom-free for 24 hours.
- No medication must have been administered within the last 24 hours that prevents fever, vomiting, or diarrhea
- Antibiotics must have been administered for a full 24 hours.

We cannot allow children with communicable diseases in the Playcare. In the event your child has a communicable disease, please contact us immediately so that information about possible exposure can be communicated to parents of the other children in the Playcare by email and a posting at the Playcare entrance. A release form from a doctor may be required before your child re-enters the Playcare. The mood, appetite, behavior, and activity level of your child are signs of how your child is feeling. Please keep your child at home until he/she is feeling his/her best.

Incident Weather

In the event of unusual weather conditions such as snow or ice, the best way to find out if we are open is to check our Facebook page: www.facebook.com/KidsandMainPlaycare. You can also call us at 770-545-6442. If Gwinnett County Schools are closed, we will try to offer a day camp for ages 5 - 12 - if we can get enough staff to supervise. Please check with us to see if camp is available on a weather closure day.

Information Board

Kids & Main Playcare maintains an information center near the entrance of the Center with the following information:

Bright from the Start Letter of Exemption	Communicable Disease Chart
Names of Persons in Charge	Statement of Parental Access
Statement for Visitors	Weekly Snack Menu

License Exemption

Kids & Main Playcare is a legally license-exempt, short-term childcare facility. Although we are not required to be licensed by the State of Georgia, we must comply with specific licensing rules, such as maintaining enrollment records, to keep our exemption status. In addition, we are required to comply with all local and State rules, regulations and ordinances. Kids & Main does maintain liability insurance.

Mandated Reporting Information

Management and staff members are required by law to report evidence of child neglect or abuse. Those who fail to report per state regulations can be held accountable under the law. No one, including Kids & Main Playcare management and/or a child's parents, can interfere with this reporting requirement. Staff will not be subject to personnel actions for filing a report that was subsequently unfounded if the report was made in good faith.

Meals

Kids & Main Playcare serves one child-size portion snack approximately every 2 hours beginning at 10 am. Parents are highly encouraged to bring or purchase a lunch or dinner for each child if they will be in our care between 11am and 1 pm, or 4pm and 6 pm each day.

Kids & Main Playcare is a nut-free facility. Please do not send nut-products with your child, as they will not be served. Our snack list will be made available at the check-in desk, and will usually consist of items such as goldfish crackers, animal crackers or pretzels. We encourage parents and guardians to also provide snacks for your child if they have other allergies or a special needs diet. This information should be noted in your child's KidCheck record.

Lunch can be purchased for \$5 each child. **This rate is subject to change without notice.** We offer chicken nuggets, macaroni & cheese and pizza. Each entrée is served with a side and a drink.

Quiet Time

We will not force any child to lay down or nap. A sleeping mat and linen will be provided for any child who appears sleepy or falls asleep. Linen provided by the Center will be laundered daily.

Refund Policy

Kids & Main Playcare has an absolute 'no refunds' policy. All fees are payable in advance, prior to rendering services. Additional fees, such as overages and late fees, are due and payable at pick-up. We do not extend credit or bill for outstanding charges. We do not prorate, credit or transfer unused time. Please bring any issue or concern regarding care or customer service to the attention of a member of management immediately.

Safe Sleep Practices

Infants will be placed on their backs in a crib to sleep unless a physician's written statement authorizing another sleep position for that infant is provided. The written statement must include how the infant shall be placed to sleep and a time frame that the instructions are to be followed. Cribs shall be in compliance with CPCS and ASTM safety standards. They will be maintained in good repair and free from hazards.

No objects will be placed in or on the crib with an infant. This includes, but is not limited to, covers, blankets, toys, pillows, quilts, comforters, bumper pads, sheepskins, stuffed toys, or other soft items. No objects will be attached to a crib with a sleeping infant, such as, but not limited to, crib gyms, toys, mirrors and mobiles.

Only sleepers, sleep sacks and wearable blankets provided by the parent/guardian and that fit according to the commercial manufacturer's guidelines and will not slip up around the infant's face may be worn for the comfort of the sleeping infant.

Crib bedding will be changed after each use (prior to placing a new infant into the crib), or more often as needed, according to the rules. Bedding for cots/mats will be laundered daily.

Infants who arrive at the center asleep or fall asleep in other equipment, on the floor or elsewhere, will be moved to a safety-approved crib for sleep. Swaddling will not be permitted, unless a physician's written statement authorizing it for a particular infant is provided. The written statement must include instructions and a time frame for swaddling the infant. Wedges, other infant positioning devices and monitors will not be permitted unless a physician's written statement authorizing its use for a particular infant is provided. The written statement must include instructions on how to use the device and a time frame for using it.

Special Needs

Please give us a call at 770-545-6442 or come into the Center to discuss any special needs requests. The staff of Kids & Main Playcare will try to accommodate any request brought to our attention to the extent possible. Parents and guardians must submit a special care plan that has been issued/updated by the pediatrician within the last 90 days. It may be necessary to have an extended observation/interaction with your child prior to making a decision about our ability to accommodate him/her in our programs. You will be notified in advance if we are unable to accommodate a specific request.

Supplies

Parents and guardians are responsible for providing all supplies required for your child's personal care, such as diapers, wipes, pullups, clothing, formula, bottles, binkies, etc. We will keep a limited supply of personal care items on hand in the event of an emergency, and will assess a small fee for each one that we use from our supply.

Toys From Home

Toys and electronic devices from home must be left at home. We cannot be responsible for personal items that are lost, stolen or damaged. Our play center is full of toys, games and activities to occupy the children while you are away. If your child wants to bring a book to use during quiet times, this is okay. Please label books with your child's name so they don't get mixed up with our own library.

Personal Belongings

All personal belongings, such as coats, hats and books must be labeled with your child's name. Lost articles are put in the Lost and Found box each day. Any unclaimed or unlabeled items will be donated to Goodwill. We usually store lost items for about a week before we donate the unclaimed items. Please do not bring in toys, games or electronic devices from home. We cannot be responsible for items that are lost, stolen or damaged.

Safety & Security Measures

We utilize the following safety and security measures at Kids & Main Playcare:

- Access-controlled front door
- High quality interior cameras with recording functionality
- Controlled access Play Center
- Criminal/background checks for all staff members
- KidCheck check-in/check-out system

Transportation/Field Trips

Routine transportation will not be provided at this program. Parents will be required to give consent before a child can be transported by Kids & Main Playcare or on behalf of Kids & Main Playcare, EXCEPT in a medical emergency.

Water-Related Activities

Kids & Main Playcare will obtain your explicit authorization prior to allowing your child to participate in any water activity occurring in water that is more than two feet deep. We do not anticipate the use of these activities at this time.

Contact Us

- Email: info@kidsandmain.com
- Telephone: 770-545-6442
- Address: 755 Lawrenceville Suwanee Rd, Ste 1510, Lawrenceville, GA 30043
- Facebook: www.facebook.com/kidsandmainplaycare
- Instagram: www.instagram.com/kidsandmainplaycare
- Website: www.kidsandmain.com