

## Our Policies



### Philosophy:

Our focus at Play-ology is provide a community centric, play based child care program allowing children to create without limits, explore their interest and individuality, discover the power of choice and imagine the possibilities of the world around them. To achieve this successfully we have created a learning environment rich with a variety of interest areas and hands-on activities guided by experienced, caring teachers.

### Accepted Ages:

Play-ology accepts children from 6 weeks to 12 years old.

### Hours:

Care Hours: Monday – Friday, 7 a.m. to 6 p.m.

### Traditional Care Definition:

- Traditional care is contracted child care for specific days of the week. This care is offered Monday – Friday, 7 a.m. to 6 p.m. Care outside of the contracted days and times is considered "FlexCare" and follows the current posted FlexCare Rates.
- Your child's "space" is held **only** for the days and times listed on your Play-ology Admission Agreement.

### FlexCare Definition:

- "FlexCare" requires no reservation and your Play-ology Admission Agreement does not specify the days or hours your child(ren) will attend. You will only pay for the time you need. Your child's "space" is not held and care is provided on a first come, first serve basis. Space is limited.

### Registration:

- The Registration Fee for Traditional Care is \$75.00 per child (\$25 Registration Fee & \$50 Material Fee) and is due at the time of enrollment. The Material fee is a yearly fee assessed every August. Enrollment forms must be updated at this time. Updated "Our Policies" can always be found and reference on our website at [playologykids.com](http://playologykids.com) under the Registration tab. Registration fees are non-refundable.
- The Registration Fee for FlexCare is \$25.00 per child. The child's account will remain active if there is no outstanding balance and if the family visits Play-ology once within a twelve (12) month period from the original date of registration.
- Before an account can be activated or a child allow admission to Play-ology, the "Play-ology Registration Packet" must be read and completed by a parent or authorized representative and the Registration Fee must be paid.

### Criteria for Determining Placement:

Children will be placed into one of the four Play-ology Programs based on age. However, since each child is unique and develops at their own pace a child's social, emotional, cognitive and physical development will be discussed with each parent during the registration process to determine acceptable placement and if Play-ology will be able to accommodate the needs of the child.

Forms within the child's "Play-ology Registration Packet" including but not limited to the Child's Preadmission Health History, Consent for Medical Treatment, Medical Assessment, TB results, Immunization records, Identification and Emergency Information, Parent's Rights, Personal Rights, Infant Needs and Service Plan, and any other concerns by either the parent or Director will be discussed during the registration process.

### Programs/Classrooms:

Our center provides segregated play areas for different age groups. Play-ology age groups are as follows:

**Infant/ Toddler Program: Ages 6 weeks- 2 years:** In this program, our focus is on Exploration.

**Junior Preschool Program: Ages 2 years – 3 1/2 years:** In this program, the focus is on Discovery.

**Preschool Program: Ages 3 years – 4 years (Potty Trained):** In this program, the focus is on Creativity.

**KinderPrep Program: Ages 4 years – 6 years:** In this program, the focus is on Individual Growth.

### Play-ology Registration Packet- Items Required for Registration:

- Play-ology Policy Acknowledgement
- Play-ology Registration Form (Identification and Emergency Information)
- Play-ology Admission Agreement
- Child's Preadmission Health History- Parents Report (LIC 702)
- Consent For Emergency Medical Treatment (LIC 627)
- Parents' Rights (LIC 995)
- Personal Rights (LIC 613A)
- Physician's Report (LIC 701 (Medical Assessment and TB Screening)
- Immunization Records
- Infant/Toddler Needs and Services Plan, if applicable
- Registration Fee
- Deposit, if applicable

### Infant/Toddler Needs and Services Plan:

This form will be included in the "Play-ology Registration Packet" and must be filled out by the parent or authorized representative of all infant children (6 weeks to 23 months) and older children, if applicable. During registration, the information on this form will be reviewed. The information on this form will be updated quarterly or as needed by the parents.

### Check-In Procedures:

**For the safety of all children, including your own, please do not allow your children to open doors. Please make sure to open doors with care and ensure all doors are securely closed when entering.**

- Parents and guardians are required by Community Care Licensing to manually sign with a full legal signature and time on the paper Check-In/Out sheet located on the Lobby desk or electronically on provided computer.
- **Only a teacher or parent of an enrolled child may open the door to the classroom/play area.** Each child will need to wash their hands and parent/child will put their personal belongings in the designated area based on the child's age. For FlexCare children, a cubby will be provided by the teacher.
- Make contact with your child's teacher before leaving your child in the center.

### Check-Out Procedures:

- Children will only be released to their parents, guardians, emergency contact or additional authorized adults (over 18 years old) who are listed on the Play-ology Registration Form.
- Please be prepared to provide your name, the child(ren)'s name and show a Driver's License during check-out for the visit to ensure the safety of the child(ren).
- Once the Authorized adult is identified, they are required to manually sign with full legal signature and time of the paper Check-In/Out sheet located on the Lobby desk or electronically on provided computer.
- Parents or authorized pick-up adults will pick-up their child & their personal belonging after child has been signed out and payment, if applicable, has been paid.
- Please make sure to open doors with care and ensure all doors are securely closed when entering.

### Payments:

#### Traditional Care:

- Payment is calculated based on the contracted days and times and is listed on the Play-ology Admissions Agreement.
- Payment is due by 6 p.m. on Friday for the next week of care. Care will not be provided until full payment is received.
- **A \$25.00 late payment charge will be added to the account if payment is not received by 6:00 p.m. of due date.**
- **Payment is due in full regardless of the child's attendance for sick days or holidays.**
- Any adjustments to Play-ology Rates, parents will receive a one month's notice.
- A non-refundable two week deposit equal to two weeks of tuition is required to hold a place in a specific program before a contract commences.
- We accept cash, checks, credit card and debit card.
- A \$1.00 per minute late fee will be added to the visit total for pick-up after posted closing time.

#### FlexCare:

- Payment for Hourly/Daily FlexCare is due upon Check-out. Hourly FlexCare is calculated by the minute using the Check-In to Check-Out time from our computer system based on the Hourly Rate per child. (For Hourly Rate see current FlexCare Rate Table).
- There is a minimum 30 minute charge for any one visit per child.
- If an account is unpaid for any reason after a child is picked up there will be a \$25.00 late fee added to the account. Any outstanding balance must be paid before Check-in at the next visit. An account will be made inactive if there is an unpaid balance on an account six (6) months from the unpaid visit date. To reactivate Registration, the outstanding balance must be paid and the Registration fee reassessed. If we are unable to render payment, an unpaid balance could be sent to a Collection Agency.
- Pre-payments can be applied to a family's account up to \$1,500.00. If there is a pre-payment on the account at Check-Out the pre-paid account will be reduced by the visit total.
- We accept cash, credit card and debit card.
- A \$1.00 per minute late fee will be added to the visit total for pick-up after posted closing time.

**Notice of Absence:** It is your responsibility, as the parent, to notify the center if your child is not going to be in attendance on a contracted day(s) due to illness or vacation. **Refunds will not be given for individual days that children are not present or for holidays.**

**Termination:** To terminate this Agreement, the parent or guardian must submit a written notice to the Director a **FULL two calendar weeks (Monday – Friday)** prior to the effective termination date along with a final payment for the last 2 weeks of contracted tuition. Tuition will not be pro-rated, if notice is given mid-week. If a family has registered for Flex Care, in addition to Traditional care, the family account remains active after termination of a Traditional Care Agreement as long as the account is in good standing and a child in the family visits Play-ology at least one time during the 12 month period from the original enrollment date.

**Dismissal:** The center reserves the right to suspend or dismiss a child from the program for any reason including but not limited to:

- Unsatisfactory conduct or behavior of a child or parent
- Educational, developmental or medical concerns, which are beyond the expertise of the child care center
- Failure to meet payment agreement

### Snacks/Meals:

Infant, Jr. Preschool & Preschool: **Snack:** 8:30 am & 3:15pm

**Lunch:** 12:00 pm

KinderPrep & School Age: **Snack:** 8:45 am & 3:45pm

**Lunch:** 12:30 pm

- Nutritional snacks are provided, at no cost, to all children at Play-ology at the three snack times indicated above.
- Traditional Care rates include lunch for Junior Preschool, Preschool and KinderPrep Programs only.
- FlexCare rates do not include a meal, if desired, a meal can be purchased for \$3.50.
- Child must be present at the scheduled time meals/snacks are served.
- **If your child requires a specific diet, a lunch from home will need to be provided. We do not have the ability to refrigerate or heat the lunches brought by every child so please pack a lunch in an insulated lunch bag that includes an "ice pack".**

Provide nutritional items in home lunches, please no candy or carbonated drinks.

- Due to the varying degrees and types of food allergies, confirm at check-in that your child's allergy is documented in our system and provide a home lunch for your child.
- **Play-ology is NOT a peanut free facility.**

### Clothing & Supplies Provided by Parents:

**Milk & Food:** Parents are required to provide formula, breast milk and appropriate food for their child in the infant program (6 weeks to 23 months). Such formula or milk shall be bottled and prepared before being accepted by the center. All bottles and dishes need to be labeled with the infant's name and the current date. Bottles and dishes will be rinsed and returned to parent for sanitizing at the end of each day. At such time that a child is physically able to eat the snacks provided by the center, a revision will need to be made to the Infant/Toddler Needs and Services Plan.

**Diapers:** Parents must provide each infant/toddler with enough diapers (or pull-ups) and wipes to be changed as often as necessary to ensure that the infant is clean and dry at all times. Each package needs to be labeled with child's name. For children using cloth diapers, parents are responsible for bringing their own personal airtight container to place soiled diapers and will be returned to parents at the end of each day for laundering.

**Change of Clothing:** Parents need to provide each infant/toddler or potty training child with at least 2 changes of clothing to ensure that the child is clean and dry at all times. For children that are toilet training more changes of clothes may be needed. Please clearly label all articles of clothes with the child's name and place in a gallon size zipper bag with the child's name. All soiled clothing will be placed in an airtight container/bag and returned to the parent at the end of each day.

**Bedding:** A mat and crib sheet will be provided by Play-ology for our rest/nap time. A **small** special blanket **or** stuffed animal may be brought from home for rest/nap times. We strongly encourage these items to stay at the center in your child's assigned nap bag. **Please clearly label all items with the child's name.**

### Quiet or Nap Time:

Quiet/Nap time is offered between 12:30 p.m. and 2:30 p.m. for Junior Preschool, Preschool and 1:00 p.m. to 2:15 p.m. for KinderPrep children. Children will be encouraged to lie down on a provided nap mat and rest during this time; however they are not forced to nap. For children under 2 years old nap times will vary depending on the needs/age of the child and cribs and mats are provided.

### Late Arrival/Absences:

If your child is going to be absent or late on a scheduled day, please call on or before their typical arrival time to notify staff.

### Personal Belongings:

Please keep all personal toys, electronic devices or items of value at home. Children will not be allowed to use any personal electronic device (cell phone, MP3 player, gaming systems, tablets, etc.) while visiting the center. Play-ology is not responsible for any lost or stolen personal items. If a "share" day is scheduled, children will be allowed to bring an age appropriate, non-violent item to share with their class. Please make sure all personal belongings, including water bottles are labeled.

### Toilet Training (Supplemental Service):

We are happy to assist in toilet training as long as the child displays developmental readiness (ex: able to communicate when they need to go to the restroom, is waking dry from rest periods, can follow multi-step directions) and child is communicating to parents when they need to go to the restroom at home. We ask that if parent's think their child is ready, they use a long weekend or vacation to begin training and parents must have **one week of successfully at home** before we will begin potty training at Play-ology. If parents are taking their children at regular intervals throughout the day that does not indicate a child is potty trained. This just indicates the child is aware of the potty and it a step in the right direction. Once parents indicate their child is successfully using the potty at home, the child will be asked if they would like to go "potty" during the indicated potty times. If your child asks to use the potty outside of those times, we will absolutely take them. The child will in no way be forced to go potty and if they "refuse" the Diapering/Potty log will indicate "R" for refused. Your child should be sent in appropriate potty/toilet training disposable underwear (preferably Huggie's Pull-ups or pull-ups with Velcro on the side) and dressed in clothes that are easy for them to pull up and down by themselves. Make sure to bring extra clothes, socks and training underwear for the visit.

### Transportation/Field Trips (Supplemental Service):

We will provide transportation by company owned van to Sunrise Elementary School for children enrolled in our Before and After School Program. Additional Elementary Schools may be added based on demand. Play-ology may schedule field trips and the company owned van or chartered van services will be used. Parent permission will need to be submitted for each child attending a field trip.

### Discipline policy:

To create an educational and creative environment for all children to enjoy, there are three simple, easy to understand rules for children attending Play-ology: Be Safe, Be Kind, Be Clean. Our goal is to help children learn to regulate their behavior by modeling these values and assisting them through challenging situations by explaining the effects of their behavior and encouraging the child to think of their own problem solving technique. This technique teaches children to empathize with one another's feelings.

Throughout the day children will be guided with statements such as "It is not safe to run inside, please walk", "It is not kind to take a toy from a classmate, please give it back and wait for a turn", "It is not clean to leave your trash, please throw it away". Positive redirection will be used to steer children away from actions that are not safe, kind or clean. As a last resort we use a period of "Time to Think", if a child is not responding well to the other guidance. The child will be asked to leave the activity/group and may return when they feel they can follow the rules. There will not be a set time period, we are here to teach them to self-regulate and when they are ready to join the group again, that choice is theirs. During this time, the child will always be supervised by a teacher.

Children respond differently to discipline techniques and in most cases the misbehavior can be remedied with one of the noted techniques. However, if a child displays chronic disruptive behavior which consistently affects the other children the following steps will be taken:

1. Parents will be notified of the issue and asked to discuss the behavior with the child.
2. A conference will be scheduled with the Parent(s) of the child to discuss the issues and identify some possible solutions. The teacher and parents will develop and agree on a plan of action.
3. If problematic behavior continues and no progress has been made, the child may be suspended or removed from the program.

### Children and Parent's Rights:

**Community Care Licensing: Personal Rights:** Each child receiving services from a Child Care Center shall have rights which include, but are not limited to, the following:

- To be accorded dignity in his/her personal relationships with staff and other persons.
- To be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet his/her needs.
- To be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of a punitive nature, including but not limited to: interference with daily living functions, including eating, sleeping, or toileting; or withholding of shelter, clothing, medication or aids to physical functioning.
- To be informed, and to have his/her authorized representative, if any, informed by the licensee of the provisions of the law regarding complaints including, but not limited to, the address and telephone number of the complaint receiving unit of the licensing agency and of information regarding confidentiality.
- To be free to attend religious services or activities of his/her choice and to have visits from the spiritual advisor of his/her choice. Attendance at religious services, either in or outside the facility, shall be on a completely voluntary basis. In Child Care Centers, decisions concerning attendance at religious services or visits from spiritual advisors shall be made by the parent(s), or guardian(s) of the child.
- Not to be locked in any room, building, or facility premises by day or night.
- Not to be placed in any restraining device, except by a supportive restraint approved in advance by the licensing agency.

**Community Care Licensing: Parents' Rights:** As a Parent/Authorized Representative, you have the right to:

1. Enter and inspect the child care center without advance notice whenever children are in care.
2. File a complaint against the licensee with the licensing office and review the licensee's public file kept by the licensing office.
3. Review, at the child care center, reports of licensing visits and substantiated complaints against the licensee made during the last three years.
4. Complain to the licensing office and inspect the child care center without discrimination or retaliation against you or your child.
5. Request in writing that a parent not be allowed to visit your child or take your child from the child care center, provided you have shown a certified copy of a court order.
6. Receive from the licensee the name, address and telephone number of the local licensing office.

Community Care Licensing- Division Child Care  
2525 Natomas Park Drive, Ste 250, Sacramento, Ca 95833  
Office Telephone: 916-263-5744

1. Be informed by the licensee, upon request, of the name and type of association to the child care center for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office.
2. Receive, from the licensee, the Caregiver Background Check Process form.

### Sick Children:

If your child shows any of the symptoms below, he/she is required to remain out of the center until fully recovered. Please remember to be considerate of other families and Play-ology employees.

- A contagious or communicable disease
- A temperature of 101 degrees or higher
- Heavy nasal discharge; yellow or greenish in color
- A persistent cough
- Draining eyes, ears, nose, or any open sore
- Diarrhea or vomiting
- Lack of proper immunizations
- Cannot participate in play both indoors and outdoors
- Strep throat- child must be out of daycare for a minimum of 48 hours and must be using prescription medication
- Unknown questionable rashes and impetigo, measles, chicken pox, etc.
- Highly infectious conditions will require a physician's written approval before returning to the center.

If your child appears ill/sick during their visit, the child will be separated from the other children until they are picked up. A parent will be contacted and must arrive within 45 minutes of being notified. If your child was sent home due one of the above conditions, a **24-hour** symptom free waiting period is required before they can check-in for care.

Please notify the center if your child becomes infected with a contagious disease. The center director is required by law to post an exposure to illness form.

### Medication and/or Incidental Medical Services:

To ensure safe and accurate administration of Medication and/or Incidental Medical Services, to all children in care, Play-ology will follow the following policies and procedures:

Team Members will not administer over the counter medications such as Tylenol, Motrin, etc. without a prescription from a Physician with specific dosing instructions (how much, how often, how many days) from the Physician. Prescribed medication will not be administered to a child with any signs of illness, instead procedures as outlined in "Sick Children" will be followed. Parents may come to administer over the counter medications themselves for pain relief symptoms only. **No Medications or Incidental Medical Services by needle, tube, or nebulizer will be administered by team members.** Prescribed EpiPen Jr. or EpiPens may be administered in an emergency and require documented training from authorized representative to on-site team members. Manual inhaled medications are permitted with prescription and also require documented training from authorized representative to on-site team members. The Director, Administer and/or Team Members have the sole discretion to deny enrollment or entry to Play-ology of a child with Medication or Incidental Medical Services outside the comfort level and/or expertise of the on-site team members.

### Medication Requirements & Documentation:

The following requirements must be met before enrolling a child who requires administering medications and/or Incidental Medical Services:

- Written Authorization from the child's physician and a valid prescription.
- Written Authorization from the child's authorized representative. Parents must complete Parent Consent for Administration of Medications form.

- Medication, supplies and equipment must be in the original labeled container with the child's name on it and may not be expired.
- Facility will maintain documentation of medication and Incidental Medical Services on a log after every medication or service is administered.
- Proper safety precautions will be in place. Staff must wear gloves when dealing with blood or bodily fluids, properly wash their hands and properly dispose of instruments.

The child's authorized representative is responsible for providing all medications and supplies to the facility. **Medication and supplies provided will be stored with the required documentation in the medication box in the child's class. Medication boxes are placed in cabinets, inaccessible to children. In most situations, children should not transport medications to and from the facility; this includes medications placed in diaper bag or backpack.** Special arrangements must be considered regarding the safe transport of medications.

Team members may not deviate from the written authorization from the child's physician. Medications that have expired or no longer being used at the facility should be returned to the child's authorized representative. If the medication has not been picked up within one week of the date of the request, then medication must be disposed of by trained staff.

#### **Administration of Routine for Medication and Incidental Medical Services:**

Once all requirements are met, the designated trained staff will administer Medication or Incidental Medical Services by utilizing the following requirements: 1. Right Child 2. Right Medication 3. Right Dose 4. Right Time 5. Right Routine

#### **Medical & Dental Attention/Emergency:**

We try our best to keep the children safe from accidents, but unfortunately we can't prevent all of them. If your child is hurt while at the Center, you will get an accident report filled out by the teacher so that you are aware of the incident. If you have any questions about an incident please let us know. We document all accidents, but every once in a while a child will get hurt and not tell us about it. Please let us know if something happened that we may not have been aware of. If your child needs to go to the doctor because of an injury sustained at the Center, please update us on the outcome of the doctor visit. The Center has a first-aid kit on hand for minor injuries. All key staff members are trained in first-aid and CPR. The parent will be notified by a staff member if an injury occurs at the Center. You will receive an accident report describing what happened and how the injury was treated.

In case of an emergency, the Center will administer needed first-aid and contact 911 for emergency medical care/transportation to local hospital, and then contact the parent. The Department of Social Services, Licensing Division will be contacted within 24 hours of the incident and an Unusual Incident Report will be sent within 7 days of the incident.

#### **Immunization Requirements:**

As required by California State Law, every child in attendance at the center must submit a current written medical assessment (Physician's Report LIC 701), including an immunization history, prior to enrollment and provide an updated record of immunizations throughout their time enrolled in the program.

If a parent/ guardian fails to meet this requirement the child will be excluded from the program.

Exceptions to this policy are a physician notification that the child could not be administered an immunization for a specific reason and must state how long the exemption is expected.

#### **Center Holidays:**

- Labor Day- Monday, September 4, 2017
- Thanksgiving- Thursday and Friday, November 23 & 24, 2017
- Winter Break- Monday and Tuesday, December 25 & 26, 2017
- New Year's Day- Monday, January 1, 2018
- Memorial Day- Monday, May 28, 2018
- Fourth of July- Wednesday, July 4, 2018
- Teacher Development Day- Friday, August 3, 2018