

Welcome to PNA Kids!

The staff would like to welcome all families to the PNA Kids! We all share a common goal - - to create a relaxed, trusting, caring atmosphere where children are encouraged to pursue their own interests, develop friendships, and grow in confidence, independence, and respect for themselves and others.

This family handbook seeks to outline what families can expect from PNA Kids! and what the program expects from families in return. We hope it will be helpful and we welcome any questions or suggestions you may have. PNA Kids! seeks to provide families with a family-friendly environment that is responsive to the needs of our community.

We hope that your family's experience with PNA Kids! will be an enriching and rewarding experience.

Contact Information/Locations

Main Office:

PNA Kids!

Phinney Neighborhood Association
6532 Phinney Avenue North
Seattle, WA 98103

(206) 783-0851 – phone

(206) 783-2244 – main PNA phone (for urgent messages for PNA Kids!)

(206) 783-2246 – fax

(206) 859-6295 – Office Manager voicemail

(206) 859-6296 – Director voicemail

Locations:

Phinney Ridge Kids!

6532 Phinney Avenue North
Seattle, WA 98103

(206) 783-0851 – phone

(206) 859-6294 – voicemail

Whittier Kids!

1320 Northwest 75th Street
Seattle, WA 98117

(206) 252-1693 – phone

(206) 252-1696 - phone

(206) 859-6293 - voicemail

Website:

www.phinneycenter.org

Tax Identification Number: 91-1112780

Vision and Mission

PNA Kids! is a community leader in providing high quality, developmentally appropriate and family friendly early learning and afterschool programs.

PNA Kids! programs are child and youth oriented programs dedicated to nurturing the social, emotional and educational growth and development of children and youth in caring and self-esteem building environments.

PNA Kids! offers atmospheres where children and youth can relax and feel comfortable among their peers. Children and youth are greeted by caring, friendly adults in clean, safe, at-home environments.

Program Description

The Phinney Neighborhood Association (PNA) is a non-profit community organization founded in 1980 by Phinney neighbors to build community. The PNA provides and promotes programs, services and activities aimed at encouraging connections between neighbors and fostering civic involvement in our diverse community. Headquartered in a restored elementary school building, the PNA has developed an active community center that not only serves as a focus of Seattle's Phinney/Greenwood neighborhood, but offers a wide variety of programs and activities open to anyone in the Puget Sound region.

PNA Kids!, a program of the Phinney Neighborhood Association, was founded in 1989 by the PNA and a group of dedicated neighbors to meet the community's need for quality child care.

PNA Kids! includes both the Phinney Ridge Kids! program (which opened in 1989) and the Whittier Kids! program (which opened in 2006).

Phinney Ridge Kids! (PRK!) is an afterschool program located onsite at the Phinney Neighborhood Association. PRK! provides a before and after school enrichment program for children in grades kindergarten through six as well as full day programming during winter, spring and summer vacations. The program is divided into two spaces: the Red Room serves children in grades kindergarten through two and the Blue Room serves children in grades three through six. The PRK! program is located in the basement of the PNA's Blue Building. The Red Room is on the east side of the building and the Blue Room is on the west side of the building.

Whittier Kids! (WK!) is a early learning and afterschool program located onsite at Whittier Elementary School in Ballard. WK! provides full and half day preschool programs for children ages 2½ to 5 and a before and after school enrichment program for children in grades kindergarten through five as well as full day programming during winter, spring and summer vacations. The full day preschool program is located in room 101 and the half day preschool program is located in room 102. The before and after school program is divided into two spaces: children in grades K-2 are in room 104 and children in grades 3-5 are in room 301. Rooms 101 & 104 are located in the basement of the school on the south side. Room 301 is located on the third floor of the school on the west side.

Licensing and Accreditation

PNA Kids! programs are licensed by the State of Washington's Department of Early Learning (DEL). DEL licenses more than 7,400 child care centers and family home child care providers within Washington. Licensed child care providers follow minimum licensing requirements set by the state to ensure children in licensed care are in safe, healthy, and nurturing places. Child care licenses must be renewed every three years with a full licensing inspection as part of that re-application process. In addition, DEL conducts a monitoring visit of all licensed child care centers on an annual basis.

All PNA Kids! programs seek to meet all of the quality standards as defined by the National Association for the Education of Young Children (NAEYC), the National AfterSchool Association (NAA) and the Council on Accreditation (COA). Phinney Ridge Kids! has been accredited in the past by both NAEYC and NAA. Currently, the PNA Kids! preschool programs are going through the process of NAEYC Accreditation and the PNA Kids! afterschool programs are going through the process of COA AfterSchool Accreditation.

Non-Discrimination Policy

PNA Kids! does not discriminate on the basis of regard to race, color, sex, marital status, sexual orientation, political ideology, age, creed, religion, ancestry, national origin or the presence of any sensory, mental, or physical handicap. PNA Kids! is an open and affirming program, seeking diversity in children, staff and families.

Religious Statement

PNA Kids! is a non-religious program. At PNA Kids! we strive to affirm and celebrate each child and family in a variety of ways. We welcome and support families from various religious and non-religious traditions alike. Our curriculum is not religious in nature.

Program Goals & Philosophy

The primary goals of the PNA Kids! programs are to:

- ◆ Provide high quality, developmentally appropriate and family friendly early learning programs that meet the accreditation criteria established by the National Association for the Education of Young Children.
- ◆ Provide high quality, developmentally appropriate and family friendly afterschool programs that meet the accreditation criteria established by the Council on Accreditation.
- ◆ Provide a well-educated, skillful staff who interact positively with children and foster their self-esteem.
- ◆ Ensure that the environment and experiences we provide match each child's developmental level and individual style of learning.
- ◆ Individualize our programming to best meet the needs of each child while valuing each child's interests, special talents, special needs and individual style and pace of learning.
- ◆ Promote positive learning experiences for the youth in a harmonious, safe and caring environment.
- ◆ Provide a program that is responsive to the needs of families.
- ◆ Ensure a strong, collaborative partnership between staff and families.
- ◆ Create an enriching workplace for our staff.

PNA Kids! approach to early learning and afterschool education is based on theories and research in early childhood and afterschool development, together with years of educational practice. Our approach is also aligned with the guidelines set by the National Association for the Education of Young Children (NAEYC) and the National AfterSchool Association (NAA) for developmentally appropriate practice.

We use our developmental goals as a systematic framework for focusing our program and assessment design. Our staff is well versed in a wide variety of educational approaches, and we choose teaching strategies, daily routines, classroom arrangements, and curriculum structure that will encourage each child's development. Staff observations and documentation of individual development are used to adjust the program to better challenge individual development, as well as to conference with families about ways we can work as a team to support each child.

Children and Youth Served

PNA Kids! serves children ages 2½ to 5 years old in its preschool programs and children ages 5-12 in its school-age programs.

PNA Kids! maintains the following group sizes in its classrooms:

- ◆ Preschool – 20 children
- ◆ School-age – 30 children

PNA Kids! seeks to maintain the following staff to child ratios in its classrooms:

- ◆ Preschool – 1:6
- ◆ School-age – 1:8

Hours and Days of Operation

PNA Kids! is open from 6:45am to 6:00pm, Monday through Friday year round.

Preschool Programs:

- ◆ The full day preschool program's core hours are 9:00am to 3:00pm. Early care is offered from 6:45-9:00am and late care is offered from 3:00-6:00pm.
- ◆ The half day preschool program follows the Seattle Public Schools (SPS) calendar and only operates on days when SPS is in session. The half day preschool program operates from 9:00am-12:00pm.

School-age Programs:

- ◆ The before school program operates from 6:45-9:00am on the days when SPS is in session.
- ◆ The after school program operates from 3:00-6:00pm on the days when SPS is in session. The after school program opens early for regularly enrolled children when SPS dismisses early.
- ◆ The all day programs operate when SPS is closed for professional development days, waiver days or winter, spring or summer vacations. The all day program's core hours are 9:00am to 4:00pm. Early care is offered from 6:45-9:00am and late care is offered from 4:00-6:00pm.

Holiday Closures

PNA Kids! will be closed for the following nationally observed holidays:

- ◆ New Year's Day
- ◆ Martin Luther King, Jr. Day
- ◆ President's Day
- ◆ Memorial Day
- ◆ Independence Day
- ◆ Labor Day
- ◆ Veteran's Day
- ◆ Thanksgiving Day and the Day Following Thanksgiving
- ◆ Christmas Day

In the event that one of the above holidays falls on a Saturday, we will be closed on the previous Friday. In the event that one of the above holidays falls on a Sunday, we will be closed on the following Monday.

No tuition credit will be given for holiday closures.

Snow/Inclement Weather Schedule Changes & Closures

In the event of snow, inclement weather or other emergency situation, PNA Kids! follows the decision of Seattle Public Schools:

- ◆ If Seattle Public Schools are closed, PNA Kids! will also be closed.
- ◆ If Seattle Public Schools are operating two hours late, PNA Kids! will open two hours late. Programs that open after the two hour late start time will open on time.
- ◆ If Seattle Public Schools close early, PNA Kids! will stay open only until all children have been picked up and accounted for. Families are asked to pick up their children as soon as safely possible in this scenario.

In the event of snow, inclement weather or other emergency situation when Seattle Public Schools is not in session (i.e. vacation days or times outside of normal school hours), the PNA Kids! Director will assess the situation and make a decision regarding program operation. The PNA Kids! Director will choose one of the following options:

- ◆ programs operating on normal schedule
- ◆ programs opening two hours late
- ◆ programs closed for the day
- ◆ programs closing early

Families will be notified via email regarding program delays or closures. The program voicemail will also be changed to reflect the program's operational status. Families can call the voicemail for updates regarding program operation.

No tuition credit will be given for closures due to snow, inclement weather or other emergency situations.

Unscheduled Closures

PNA Kids! reserves the right to close for any reason. Reasons for unscheduled closures may include but are not limited to Seattle Public School strike, lack of enrollment, lack of staffing or lack of access to our facilities. PNA Kids! makes every effort to avoid any unscheduled closures.

Families will be notified via email regarding any unscheduled closures. The program voicemail will also be changed to reflect the program's operational status. Families can call the voicemail for updates regarding program operation.

In the event of a strike by Seattle Public School teachers, PNA Kids! will make every effort to open and accommodate families' needs for child care.

Preschool Curriculum

The philosophy behind our curriculum is that young children learn best by doing. Learning isn't just repeating what someone else says; it requires active thinking and experimenting to find out how things work and to learn firsthand about the world we live in.

In their early years, children explore the world around them by using all their senses (touching, tasting, listening, smelling, and looking).

In using real materials such as blocks and trying out their ideas, children learn about sizes, shapes, and colors, and they notice relationships between things.

In time, they learn to use one object to stand for another. This is the beginning of symbolic thinking. For example, they might pretend a stick is an airplane or a block is a hamburger. These early symbols - the stick and the block - are similar in shape to the objects they represent. Gradually children become more and more able to use abstract symbols like words to describe their thoughts and feelings. They learn to "read" pictures which are symbols of real people, places and things. This exciting development in symbolic thinking takes place during the pre-school years as children play.

Play provides the foundation for academic or "school" learning. It is the preparation children need before they learn highly abstract symbols such as letters (which are symbols for sounds) and numbers (which are symbols for number concepts). Play enables us to achieve the key goals of our early childhood curriculum. Play is the work of young children.

Our curriculum is based on the Creative Curriculum model. The most important goal of our preschool curriculum is to help children become enthusiastic learners. This means encouraging children to be active and creative explorers who are not afraid to try out their ideas and to think their own thoughts. Our goal is to help children become independent, self-confident, inquisitive learners. We're teaching them how to learn, not just in preschool, but all through their lives. We're allowing them to learn at their own pace and in the ways that are best for them. We're giving them good habits and attitudes, particularly a positive sense of themselves, which will make a difference throughout their lives.

Our curriculum identifies goals in all areas of development,

- ◆ Social: To help children feel comfortable in school, trust their new environment, make friends, and feel they are a part of the group.
- ◆ Emotional: To help children experience pride and self-confidence, develop independence and self-control, and have a positive attitude toward life.
- ◆ Cognitive: To help children become confident learners by letting them try out their own ideas and experience success, and by helping them acquire learning skills such as the ability to solve problems, ask questions, and use words to describe their ideas, observations, and feelings.
- ◆ Physical: To help children increase their large and small muscle skills and feel confident about what their bodies can do.

The activities we plan for children, the way we organize the environment, select toys and materials, plan the daily schedule, and talk with children, are all designed to accomplish the goals of our curriculum and give your child a successful start in school.

School-age Curriculum

PNA Kids! provide a neighborhood setting where children can meet friends, complete homework, play games, learn crafts, get fresh air, and use their imaginations.

The daily schedules include both free choice time and structured enrichment time. Structured activities include hands-on experiences in arts, music, cooking, science, games, drama, crafts and sports. The goal of free play is to allow children time to make their own choices and structure their own time using the equipment and supplies available. Curriculum is often planned around monthly themes and coordinates field trips and special events into these themes.

Children at PNA Kids! participate in the design of their activities through the planning of monthly themes and activities that relate to them. The staff is flexible in their daily planning of activities to accommodate the current moods and interest of the group.

PNA Kids! also provides age appropriate programming to meet the need of all the children in our care. Older and younger groups are given plenty of time alone to develop relationships among their peers and to participate in activities geared just for their age group.

PNA Kids! gears its younger school-age programming and activities to the developmental needs of children in grades kindergarten through two. Our staff plans activities to encourage the children to explore, discover, learn and have fun. Our staff is always willing and eager to help the children in any way.

The curriculum in the older age group offers children in grades three through six the opportunity to participate in an after school experience better suited to meet their developmental needs. The curriculum offers youth a chance to develop relationships with their peers, spend time accomplishing homework, a safe place to hang out with friends, and challenging activities intended to help youth develop life skills, positive self-esteem and a concern for the needs of others.

Special Activities:

Special activities are included in the curriculum to enhance monthly themes or to celebrate seasonal events. Please check your monthly activity calendar for these exciting events.

Field Trips:

Field trips around the city occur on early dismissal days and during all day programs. Most field trips are planned for groups of ten children and children can choose whether or not they would like to participate. Parents/guardians will be notified of field trips in advance.

Homework Help:

Homework assistance is offered for children needing or wanting extra help. Parents/guardians who want their children to work on their homework assignments at PNA Kids! need to complete a homework agreement with their child and submit it to the staff.

Team Sports:

Traditional and non-traditional indoor and outdoor games emphasize skill development, strategy and collaboration. Popular games include: Kickball, Soccer, Zero Gravity, Dr. Dodgeball, Octopus and Capture the Flag.

Performing Arts:

Kids can choose from activities which allow for the development of acting and dancing techniques, while learning presentation skills and ways to express individual talents. Improvisation, limbo, dance, music, and puppetry are among the choices offered.

Environmental Arts:

Awareness of the world around us is a common thread woven through many of the activities at PNA Kids! Cooking, gardening, science and nature projects, community projects, physical fitness, manners and social skills are integrated in activities throughout the year.

Community Building Events:

PNA Kids! offers a monthly evening event for families to socialize with the staff and other families. Family events include Café evenings, an Art Show, a Talent Show, a Spaghetti Feed, and a Halloween Carnival. Check the program newsletter for details.

Anti-Bias Curriculum

PNA Kids! has an anti-bias philosophy that embraces cultural, economic, racial and family structure diversity. Our community is strengthened by its diversity, enabling children to better understand themselves and others, and empowering them to act in the world responsibly. PNA Kids! demonstrates an ongoing commitment to

integrate its anti-bias philosophy into every aspect of its program and to address societal bias and practice our value for diversity in a developmentally appropriate way. This philosophy manifests in the program's anti-bias curriculum.

Our anti-bias curriculum is a process to help children develop and strengthen their self and group identities, while interacting respectfully with others in a multicultural environment. The program's anti-bias curriculum is a proactive approach to reduce prejudice and promote inclusiveness. The teaching staff guides children to think critically about unfairness and stand up for themselves and others in the face of bias. The teaching strategy values diversity and challenges bias, rather than ignoring and therefore reinforcing children's misunderstandings of differences. PNA Kids! strives to balance its unique institutional culture with the individual cultural interests of each family served. Appreciation of the program's diverse community is reflected in the curriculum, classroom environments, parent/teacher/child interactions, staff development, hiring plans, and program goals.

PNA Kids! employs the following methods to ensure that we are creating this anti-bias and inclusive environment: representing many different kinds of families within our curriculum and books found in the classrooms; providing opportunities for children to experience different cultural activities and ask questions; creating classroom environments where the children and families can find themselves in pictures on the walls, books, toys, and activities; and refraining from program-initiated observances of any particular culture's holidays or birthdays. We strongly encourage families to share their ideas, talents, stories and cultures. All of these strategies implement the anti-bias philosophy to our center's program, while creating a welcoming, safe, and inclusive environment for all children and families.

PNA Kids! is committed to anti-bias education. This means we share a commitment to human rights, dignity of the individual and social justice. We strive to create a program that truly reflects the lives of our children, families, staff, and communities.

Holidays

There are many different kinds of holidays celebrated and they are all special to the families who celebrate them. It is our goal at PNA Kids! to craft an approach to holidays that reflects the children and families in our program and that acknowledges the wider world in which we live. Holidays are an opportunity to live our commitment to anti-bias practices at PNA Kids!

As part of our emphasis on family identity and respect for diversity, we encourage children to talk about their family traditions, and we share stories related to the meaning of holidays. We plan age-appropriate activities to involve children in preparing for simple school events and to help them contribute to family events. In all of these ways, we can create meaningful celebrations with the children in our educational context.

Birthdays

Birthday celebrations for children at PNA Kids! can be a special time for the child to share with friends at school and, when possible, for families to join the celebration. Please contact the staff when your child's birthday is approaching, in order to plan the timing of the celebration to best fit your schedule.

Families can choose to send a nutritious birthday snack to school for all the children in your child's classroom. However, this snack cannot be homemade; food must be purchased and in its original packaging. PNA Kids! avoids food with high sugar content, food additives or highly processed food, and we plan carefully around any food allergies that children in the group may have. Nutritious snack alternatives include fruit juice popsicles, frozen yogurt, muffins, pancakes or fruit. Please verify with the staff ahead of time that what you wish to bring will meet the above restrictions.

If you plan a birthday party for your child outside of the program, invitations must be mailed from home unless the entire classroom is invited. PNA Kids! cannot release a family's address information without their consent. If the entire classroom is invited, program mailboxes may be used.

Enrollment

Enrollment at PNA Kids! is open to children from 2½ (30 months) to 12 years old. Enrollment shall be granted without regard to a child's race, color, creed, religion, national origin, gender, or disability; and without regard to a parent or guardian's race, color, creed, religion, age, national origin, gender, pregnancy or disability.

The staff is trained to work with children with special needs. We believe in a nurturing and individualized approach to all children in order to meet each child's own needs. Children with special needs are enrolled on a first come, first served basis as described above. PNA Kids! does not limit or in any way inhibit or discourage the enrollment of children with special needs. Once enrolled, the staff works in collaboration with families, schools, counselors, etc. to provide the best possible care for each child. In addition, PNA Kids! places children in the room/program which best meets their developmental needs.

Parents can apply for enrollment of their child in PNA Kids! by completing the initial application form. Upon confirmation that space is available, initial enrollment is contingent upon receipt of the completed enrollment application, signed fee agreement, deposit, immunization records and signed enrollment forms.

The Enrollment Application and Fee Agreements are not meant to serve as contracts guaranteeing service for any duration.

PNA Kids! reserves the right to dismiss any parent or child at any time with or without cause.

Continued enrollment at PNA Kids! is contingent upon the parent's, emergency contact persons' and child's adherence to the policies and procedures of PNA Kids! as outlined in this handbook including, but not limited to, timely payment of all fees and tuition.

Parents are required to notify PNA Kids! immediately, should any of the information collected at the time of enrollment or any time thereafter change. Failure to do so may result in the child(ren) being dis-enrolled from the program and forfeiture of any deposit.

Waiting List

If a specific classroom or care schedule is not available, PNA Kids! will develop a waiting list of interested families and will use the following waiting list procedures.

The waitlist will be prioritized as follows:

1. Children of current PNA Kids! Staff
2. Currently enrolled PNA Kids! families desiring an alternate schedule or classroom
3. Siblings of currently enrolled PNA Kids! families
4. Siblings of currently enrolled Whittier Elementary School families
5. Current Phinney Neighborhood Association members
6. Community at large

Waiting lists will be maintained from September 1st of one calendar year to August 31st of the next calendar year for enrollment during that time period. Applications for the waiting list for the upcoming school year will be accepted beginning February 1st each year. The entire waitlist will be purged on August 31st of each year. (For example, PNA Kids! will begin their waitlist for the September 2010-August 2011 school year on February 1, 2010. On August 31, 2011, any families remaining on that list will be purged.)

Children may only be on the waiting list if they are in the eligible age group or will be in the eligible age group during the wait list year.

Current PNA Kids! staff and families may place their child on the waiting list at any time and are not required to attend a program tour prior to submitting the waitlist application. Please contact the Office Manager for a waitlist application.

All other families must attend a program tour before submitting a waitlist application. Waitlist applications for new families must include verification of tour participation. Waitlist applications will be available at program tours and will be verified for tour participants.

Tours are offered on the second and fourth Tuesdays from 9:30-10:30am by appointment only. Please call the Office Manager to schedule an appointment. If no one is pre-registered for a tour, the tour will not occur.

No payment is necessary to be on the waitlist.

When a space becomes available, PNA Kids! will contact the next eligible person on the waiting list.

- Contact will be made by email and phone using the contact information on the waiting list application. (If the contact information on the waiting list application is not current, the family will be passed over and removed from the waiting list. It is the responsibility of the family to keep their contact information updated.)
- A family will have two working days to either accept or decline the offered spot.
- If no answer is received in the allotted time or if the spot is declined, the space will be offered to the next eligible family.
- A notice will be sent to the passed over parent of the failed attempt to contact them, giving them two weeks to contact PNA Kids! and reinstate their name to the top of the waiting list in their tier status. The child's name will be removed from the waiting list after the two weeks if no contact has been made by the parent.

Preschool Age Policy

The PNA Kids! preschools are licensed to accept children ages 2½ (30 months) to 5 years. We enroll children ages 3 to 5 years. (Please note: We will only enroll children who are 2 ½ (30 months) to 3 years when they are a child of a staff person or the sibling of current PNA Kids! family.)

Tuition

All custodial parents and/or legal guardians are required to sign a Fee Agreement prior to enrollment of their child in PNA Kids!. Parents are required to indicate to whom all billing information and correspondence are to be addressed.

Tuition rates vary by program and time slot. Please see the current tuition rate sheet for rates that apply to you. Tuition does include all fees for field trips and activity supplies.

Monthly statements will be in your parent/guardian cubby by the twenty-fifth of each month. All payments are then due in full by the first of the following month. Payments received after the fifth of the month will incur a \$20.00 late fee which will be included on the next month's statement. Checks will be processed within a week and a receipt will be placed in the parent/guardian cubbies.

If your payment is going to be later than the fifth of the month, you must talk to the Office Manager to arrange a payment plan. Payment plans must be in writing and agreed upon by both parties. In the event that the

PNA Kids! Family Handbook

agreed upon payment plan is not followed or you do not talk to the Office Manager prior to the fifth of the month, you may forfeit your child's place in the program. If your child loses his/her place in the program due to non payment, you will receive written and verbal notice from the Office Manager or the Director.

Children cannot be reinstated to the program without full payment of outstanding debts and prepayment for the following month. Possible reinstatement will only occur if space is available. Spaces are not held open for any length of time.

Schedules can only be changed on a monthly basis. Schedule changes must be received by the 15th of the current month in order to change the child's schedule and the billing amount for the next month. Schedule changes are subject to a change fee of \$20.

Cash, check, money order, or credit card may pay tuition. PNA Kids! accepts Visa, Mastercard and Discover (a 3.5% convenience fee will apply for all credit card payments). Receipts will be given for all tuition payments. All cash payments must be handed directly to the Office Manager or the Director.

There is a \$20 fee for any NSF checks. Cash, money order or certified bank checks are the only forms of payment that will be accepted after two consecutive payments of non-sufficient fund (NSF) checks occur.

There is no credit given for vacations, scheduled school holidays, child illness, or for closings due to emergency situations or inclement weather.

Non-payment of tuition is grounds for immediate dismissal from the program. Timely payments are essential for continued enrollment at PNA Kids!, however, if you anticipate difficulty with paying on time, please discuss the matter with the Office Manager immediately. If alternative arrangements for payment are approved you will be notified by the Office Manager.

PNA Kids! does accept child care subsidies. Parents of a subsidized child must complete all required paperwork on time to continue enrollment at PNA Kids!. Parents of subsidized children are also required to sign a fee agreement, agreeing to be personally responsible for the payment of tuition, in the event they become ineligible to receive child care subsidies.

PNA Kids! offers a scholarship program to families who meet our qualification guidelines. For a copy of the scholarship application and guidelines please ask the Office Manager or the Director.

PNA Kids! charges fees for early drop-off of children, late pick-up of children and for child locator services.

Early Drop-off Fees:

Parents will be charged \$1 per minute for each additional minute if you drop your child off earlier than the time your child's program is scheduled to begin (unless previously arranged with the Office Manager). These early drop-off fees will be added to your account. All measurements of time are to be according to the PNA Kids! clock located in each classroom.

Late Pick-up Fees:

Parents will be charged \$15. for the first one to fifteen minutes, and \$1 per minute for each additional minute if you pick up your child later than the time your child's program is scheduled to end (unless previously arranged with the Office Manager) or later than 6:00pm when PNA Kids! closes. These late pick-up fees will be added to your account. All measurements of time are to be according to the PNA Kids! clock located in each classroom.

Child Locator Fees:

When a child does not come to PNA Kids!, as scheduled, a staff person must spend time looking for that child. When one staff member has to concentrate all of their efforts to locate a child, the rest of the program suffers because we are left short-staffed during that time. In an effort to minimize the need to locate children, families

will be charged a \$10 fee for failing to notify PNA Kids! that their child is absent. In order to avoid this fee, please contact us at least one hour before your child is expected to arrive. Excessive failure to notify may result in termination of enrollment at PNA Kids!

Family Communication

At PNA Kids!, we strive for clear and open communication between families, staff and children. It is the parent/guardian's responsibility to read all written communications from teachers and PNA Kids! administration, including posted signs, newsletters, and personal communications, and to respond when necessary. Also, families should notify PNA Kids!, in writing, of any important changes or information regarding their child's health, attendance, schedule, etc.

Email is used as a regular form of communication between PNA Kids! and families. Please provide PNA Kids! with your preferred email address(es), and keep us updated if they change. Each program has an email list from which the teachers and administrative staff can email families. If you do not use email or regularly check it, please inform the Office Manager to ensure hard copies of emails are distributed to you.

Each classroom has a system for communications between families and staff, usually including a bulletin board where important information is posted, and a mailbox for each family where families can pick up messages from teachers, the office or other families. There are also systems in place in each classroom for families to leave written messages for teachers.

Other forms of communication are intended to offer families a view into their child's daily life and ongoing work in the classroom. This may include posted pictures, displayed projects or curriculum plans which give an overview of current themes and activities.

There are many avenues for communication between families and staff. We encourage families to communicate directly with teachers and they are welcome to involve the Director in the communication loop. If a family has a concern and feels that the concern has not been adequately addressed by the PNA Kids! Staff, they may then seek the counsel of the PNA Executive Director or the PNA Board of Directors.

Documenting Children's Progress:

Staff are in regular communication with families about their child's pursuits, interests and struggles. Staff shares information with families informally on a weekly, if not daily, basis. Staff are available during times when they are not responsible for children to talk with families about their child's development. In addition to this, staff highlights children's learning and progress through observations and documentation in individual children's files or portfolios.

Parent/Teacher Conferences:

Conferences for all children enrolled in our preschool programs occur three times per year. Conferences for school-age children occur on an as needed basis or when requested by either the family or the staff. These conferences are an ideal time for the staff to share information about your child, for the families to share information from home and for staff and families to reflect together on the needs of the individual child and set goals for the child's further growth and development.

Confidentiality

Within PNA Kids!, confidential and sensitive information will only be shared with employees of PNA Kids! who have a "need to know" in order to most appropriately and safely care for your child. Confidential and sensitive information about staff, other families and/or children will not be shared with families, as PNA Kids! strives to protect everyone's right of privacy. Confidential information includes, but is not limited to: names, addresses,

phone numbers, disability information, and HIV/AIDS status or other health related information of anyone associated with PNA Kids!.

Outside of PNA Kids!, confidential and sensitive information about a child will only be shared when the parent or legal guardian of the child has given express written consent, except where otherwise provided for by law. Parents or legal guardians will be provided with a document detailing the information that is to be shared outside of PNA Kids!, persons with whom the information will be shared, and the reason(s) for sharing the information.

Any parent who violates the Confidentiality policy will not be permitted on agency property thereafter. Refer to the policy regarding Parents Right to Immediate Access for additional information regarding dis-enrollment of a child when a parent is prohibited from accessing agency property.

You may observe children at our center who are disabled or who exhibit behavior that may appear inappropriate (i.e. biting, hitting, and spitting). You may be curious or concerned about the other child. Our Confidentiality Policy protects every child's privacy. Employees of PNA Kids! are strictly prohibited from discussing anything about another child with you.

Child Abuse and Neglect

Under the Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The employees of PNA Kids! are considered mandated reporters, under this law. The employees of PNA Kids! are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at PNA Kids! take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

As mandated reporters, the staff of PNA Kids! can not be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith."

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- ◆ Unusual bruising, marks, or cuts on the child's body
- ◆ Severe verbal reprimands
- ◆ Improper clothing relating to size, cleanliness, season
- ◆ Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- ◆ Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- ◆ Not providing appropriate meals including a drink for your child
- ◆ Leaving a child unattended for any amount of time
- ◆ Failure to attend to the special needs of a disabled child
- ◆ Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.
- ◆ Children who exhibit behavior consistent with an abusive situation

Parent Code of Conduct

PNA Kids! requires the parents of enrolled children at all times, to behave in a manner consistent with decency, courtesy, and respect. One of the goals of PNA Kids! is to provide the most appropriate environment in which a child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees of PNA Kids! but, is the responsibility of each and every parent or adult who enters the center.

PNA Kids! Family Handbook

Parents are required to behave in a manner that fosters this ideal environment. Parents who violate the Parent Code of Conduct will not be permitted on agency property thereafter. Please refer to the Policy on Parent's Right to Immediate Access for additional information regarding dis-enrollment of the child when a parent is prohibited from accessing agency property.

Swearing/Cursing:

No parent or adult is permitted to curse or use other inappropriate language on agency property at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or adult feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language. At NO time shall inappropriate language be directed toward members of the staff.

Threatening of Employees, Children, Other Parents or Adults Associated with PNA Kids!:

Threats of any kind will not be tolerated. In today's society PNA Kids! can not afford to sit by idly while threats are made. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. While apologies for such behavior are appreciated, the agency will not assume the risk of a second chance. Parents must be responsible for and in control of their behavior at all times.

Physical/Verbal Punishment of Your Child or Other Children at PNA Kids!:

While PNA Kids! does not necessarily support nor condone corporal punishment of children, such acts are not permitted in our child care facilities. While verbal reprimands may be appropriate it is not appropriate for parents to verbally abuse their child. Doing so may cause undue embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue with the teacher and to seek advice and guidance regarding appropriate and effective disciplinary procedures.

Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. Of course, no parent or other adult may physically punish another parent's child. If a parent should witness another parent's child behaving in an inappropriate manner, or is concerned about behavior reported to them by their own child, it is most appropriate for the parent to direct their concern to the classroom teacher and/or Director.

Furthermore, it is wholly inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the classroom teacher or Director's attention. At that point, the teacher and/or Director will address the issue with the other parent. Although you may be curious as to the outcome of such a discussion, teachers and/or the Director are strictly prohibited from discussing anything about another child with you. All children enrolled in our agency have privacy rights and are further protected by our Confidentiality Policy. You may be assured that we will not discuss anything about your child with another parent or adult visiting the center.

Smoking:

For the health of all PNA Kids! employees, children and associates, smoking is prohibited anywhere on agency property. Parents are prohibited from smoking in the building, on the grounds, and in the parking lot of PNA Kids! Parents who are smoking in their cars must dispose of the cigarette prior to entering the parking lot.

Violations of the Safety Policy:

Parents are required to follow all safety procedures at all times. These procedures are designed not as mere inconveniences, but to protect the welfare and best interest of the employees, children and associates of PNA Kids!

Confrontational Interactions with Employees, Other Parents or Associates of PNA Kids!:

While it is understood that parents will not always agree with the employees of PNA Kids! or the parents of the other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited.

Violations of the Confidentiality Policy:

PNA Kids! takes very seriously the responsibility of maintaining the confidentiality of all persons associated with the agency. Parents must understand the implications of this responsibility. Parents need to recognize that the Confidentiality Policy not only applies to their child or family, but all children, families and employees associated with PNA Kids!. Any parent who shares any information considered to be confidential, pressures employees or other parents for information which is not necessary for them to know, will be considered to be in violation of the Confidentiality Policy.

Staff Employment by Families

The staff of PNA Kids! is prohibited from being employed by any client (current or former). Parents are prohibited from soliciting any staff member for the purpose of employment. Parents who employ PNA Kids! staff will have their services terminated and any deposits will be forfeited. Staff who become employed by current or former clients of PNA Kids! will have their employment with PNA Kids! terminated.

Employment refers to any relationship outside of the agency's services which involves an employee of PNA Kids! to interact with a current or former client's of PNA Kids!. Such relationships include but are not limited to, baby-sitting, house-sitting, mother's helper, nanny services, and carpooling regardless of whether or not those services are voluntary or paid.

Parent's Right to Immediate Access

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at PNA Kids!, as provided by law.

In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order) PNA Kids! must be provided with a Certified Copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with PNA Kids!, both parents shall be afforded equal access to their child as stipulated by law. PNA Kids! can not, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, PNA Kids! suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. PNA Kids! staff will contact the local police should a conflict arise.

Visitors are asked to schedule appointments with the Director, and are allowed in the child care facility only at the discretion of the Director. An employee of PNA Kids! will accompany visitors at all times, throughout the center.

PNA Kids! will dismiss any child whose parent has been prohibited by the PNA Kids! staff from entering upon agency property. Due to the parents' right to immediate access policy, as well as state and federal regulations, PNA Kids! can not have a child at the agency when the child's parent is prohibited access. PNA Kids! will not agree to any request to maintain a child's enrollment even if the parent agrees to stay out of the center. Such an agreement is a violation of the law and will not be entertained.

Dismissal

PNA Kids! reserves the right to dismiss any child at any time, with or without cause.

No tuition credit will be given for dismissals. Any past due balances must be paid within thirty days of the dismissal. An invoice detailing the past due balance will be forwarded to the address indicated in the child's file within one week of the dismissal. Any balances remaining after the 30 day period will be referred to the agency's legal counsel for collection.

The Director or designee will assist the parent in gathering their child's belongings at the time of dismissal and parents are required to leave agency property in a calm and respectful manner, immediately. PNA Kids! will request assistance from local police should any parent become disruptive and/or uncooperative while gathering their child's belongings upon dismissal.

A dismissed child and his/her parents are required to call and request an appointment with the Director if they wish to return to agency property following a dismissal. Appointments are made at the discretion of the Director and are not a right of the dismissed child or parent.

Following a dismissal, any parent or child who harasses, threatens or in any manner causes harm to anyone affiliated with the agency by calling, writing, or any other means, will be prosecuted to the fullest extent of the law, by PNA Kids!

Withdrawal

Two weeks written notice is required when withdrawing a child for any reason. If the proper notice is given, any unused tuition and deposit will be refunded within thirty days of the withdrawal. If the required notice is not given, parents will be charged tuition for two additional weeks and will not have their deposit refunded.

The parents and child, following their last day of enrollment, are not permitted to re-enter agency property without prior permission of the Director. A withdrawn child and his/her parents are required to call and request an appointment with the Director if they wish to return to agency property following the last day of enrollment at PNA Kids!. Appointments are made at the discretion of the Director and are not a right of the withdrawn child or parent.

Parents who wish to change their child's days or times of enrollment at PNA Kids!, must submit a written request to do so. Schedules can only be changed on a monthly basis. Schedule changes must be received by the 15th of the current month in order to change the child's schedule and the billing amount for the next month. Schedule changes are subject to a change fee of \$20.

The Office Manager will notify the parents in writing if the new schedule is available. A schedule change will not be considered to be final until a new fee agreement is signed. If the schedule change requires an additional deposit and/or registration fee, the change will also be contingent upon payment of these monies. If the requested schedule is not available parents, may choose to continue with the current schedule until such time as the requested schedule becomes available, or may choose to withdraw their child from the program. The date the request for the Office Manager receives the schedule change will be used to toll the two weeks notice required for withdraw.

Court Orders

In cases where an enrolled child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order) PNA Kids! must be provided with a Certified Copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with PNA Kids! administration, both parents shall be afforded equal access to their child as stipulated by law. PNA Kids! can not, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself, where one parent does not want the other parent to have access to their child, PNA Kids! suggests that the parent keep the child with them until a court order is issued.

If conflicting court orders are presented, the most recently dated court order will be followed.

Once presented with a Protection from Abuse Order or a Restraining Order, PNA Kids! is obligated to follow the order for the entire period it is in affect. Employees of PNA Kids! can not, at the request of anyone, except the issuing judge, allow a Protection from Abuse Order and/or a Restraining Order to be violated. PNA Kids! will report any violations of these orders to the court.

Arrival Procedures

Upon arrival at PNA Kids!, the parents or the adult dropping the child off must sign the child into care on the sign-in sheet located in the family area in each classroom. **State law requires that parents sign-in using their full legal signatures.** Children are required to be escorted by their parent or the adult dropping them off, to their designated classroom. Children are required by law to be supervised at all times while in the child care facility. Parents are required to help children put away their outerwear and get settled for the day.

PNA Kids! discourages parents from sneaking out of the center. Some children exhibit separation anxiety when it is time for their parent to leave. PNA Kids! believes it is best for parents to tell the anxious child upon arrival that after all of the child's things are put away, the parent will kiss, hug and say goodbye to the child. This will prepare the child for their departure. The employee present in the classroom will comfort and assist the child through the anxious time. Parents are asked to leave after saying goodbye. The longer the parent of an anxious child drags out the departure, the more anxiety the child is likely to feel. The professional employees of PNA Kids! are available to discuss other options if the child does not settle into the arrival routine after a reasonable period of time.

Parents are required to notify the child's teacher or Director of any special instructions or needs for the child's day. The parent must present the special instructions in the form of a letter and verbally discuss them with either the classroom teacher or Director. These special instructions include but are not limited to: Early Pick Up, Alternative Pick Up Person, health issues over the previous night which need to be observed and/or any general issues of concern which the child care providers should be aware to best meet the needs of your child throughout the day.

Early Drop-off Fees:

Parents will be charged \$1 per minute for each additional minute if you drop your child off earlier than the time your child's program is scheduled to begin (unless previously arranged with the Office Manager). These early drop-off fees will be added to your account. All measurements of time are to be according to the PNA Kids! clock located in each classroom.

Parents are required to inform the center if a child will not be at the center on a scheduled day. This will enable the center to more effectively maintain appropriate ratios and help the classroom teacher effectively plan for the day. Parents who fail on a consistent basis to give proper notice of an absence will result in the child being dismissed from the program.

If your child is ill, we request that you notify the Director not only of the absence, but also of the nature of the illness. This enables our faculty to keep track of any illnesses, which may occur at our school. This information will only be shared with staff on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the Director, so that the parents of the children in the school maybe

notified that a communicable disease is present. Once again, only the communicable disease information will be shared. PNA Kids! will take all measures necessary to protect your child's confidentiality. Parents are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child's absence from school.

Parents who know in advance that a child will be late, are required to notify the center as soon as possible so as to maintain the appropriate number of employees and to ensure ratios are met when the child arrives to school.

Child Locator Fees:

When a child does not come to PNA Kids!, as scheduled, a staff person must spend time looking for that child. When one staff member has to concentrate all of their efforts to locate a child, the rest of the program suffers because we are left short-staffed during that time. In an effort to minimize the need to locate children, families will be charged a \$10 fee for failing to notify PNA Kids! that their child is absent. In order to avoid this fee, please contact us at least one hour before your child is expected to arrive. Excessive failure to notify may result in termination of enrollment at PNA Kids!

PNA Kids! reserves the right to refuse admission to any child at any time with or without cause.

PNA Kids! strives to maintain an ample list of substitutes in anticipation of staff absences, however, there may be unforeseen circumstances beyond our control when substitutes are not available, and classrooms need to be closed to maintain compliance with licensing regulations. Refusal will be based on a "first come first served" basis when seeking to maintain appropriate staff to child ratios and/or when closing classrooms.

Possible reasons for the refusal of admission include but are not limited to:

1. Lack of staff to maintain appropriate Staff to Child Ratios as determined by State Licensing Regulations.
2. The need to maintain compliance with Licensing Regulations.
3. Staff deems the child to ill to attend.
4. Domestic Situations that present a safety risk to the child, staff or other children enrolled at PNA Kids! if the child were to be present at the center.
5. Parents' failure to maintain accurate, up to date records.
6. Parents' failure to complete and return required documentation in a timely fashion.

Parents will not be reimbursed tuition for days when their child is refused admission to the program.

Pick-up Procedures

Parents or other authorized adult are required to sign their child out of care on the sign-out sheet located in the parent area in each classroom. **State law requires that parents sign-out using their full legal signatures.** Once a parent signs their child out, the parent is then solely responsible for supervising their child while on agency premises. The parent may not allow a child to wander through the hallways, bathrooms, other classrooms and/or playground. Parents are required to handle all business issues prior to signing out their child, and are required to directly exit the building once they have signed their child out of care.

Parents must take home all papers in the child's cubby or school bag each day.

Late Pick-up Fees:

Parents will be charged \$15. for the first one to fifteen minutes, and \$1 per minute for each additional minute if you pick up your child later than the time your child's program is scheduled to end (unless previously arranged with the Office Manager) or later than 6:00pm when PNA Kids! closes. These late pick-up fees will be added to your account. All measurements of time are to be according to the PNA Kids! clock located in each classroom.

PNA Kids! Family Handbook

A child's services will be terminated should the child be picked-up late on a repetitive basis regardless of the reasons for the late pick-up. It is the parent's responsibility to ensure that someone (either a parent or Emergency/Alternate pick-up person) is available to pick up the child on time.

Persons Appearing to be Impaired by Drugs/Alcohol at Pick-up:

The staff of PNA Kids! will contact local police and/or the other custodial parent should a parent appear to the staff of PNA Kids! to be under the influence of drugs and/or alcohol. The parent's right to immediate access does not permit the agency from denying a custodial parent access to their child even if the parent is or appears to be impaired. However, PNA Kids! staff will delay the impaired parent as long as possible, while contacting the other parent, the local police and Child Protective Services.

Any other authorized person who attempts to pick-up a child, and appears to the staff of PNA Kids! to be under the influence of drugs and/or alcohol will be denied access to the child. The staff of PNA Kids! will contact the child's parents, local police and Child Protective Services to notify them of the situation.

Emergency/Alternate Pick-ups:

The PNA Kids! enrollment form has a section for emergency/alternate pick-ups. Parents are encouraged to include on this form any, and all persons who, in the course of events, may at one time be asked to pick-up their child from PNA Kids!. In an emergency situation the child's parents will be called first. If they can not be reached staff will call the persons listed on this form until someone can be reached.

Should the staff contact a parent, and the parent is unable to pick up the child, it is then the responsibility of the parent to arrange for their child to be picked up by someone on the emergency list. Failure of the parent to make such arrangements will result in dismissal from the program.

Parents do not need to be listed on the Emergency Contact Form. The nature of the parental relationship affords the parents (in the absence of a court order indicating otherwise) the right to pick-up their child.

The persons on the Emergency/Alternate pick-up form will be required to provide a Government issued photo ID prior to the agency releasing the child. There will be no exceptions to this rule.

All changes and/or additions to the Emergency/Alternate Pick-up list must be made in writing and be dated and signed. Only custodial parents have the right to make changes or additions to this form.

PNA Kids! reserves the right to refuse/ban any person listed on the Emergency/Alternate Contact Form for any reason, including but not limited to violations of the policies/procedures contained herein. It is the responsibility of the enrolling parent(s) to inform each person on the Emergency/Alternate Form of the policies/procedures contained herein.

Toy Policy

Due to the risk of damage, sharing issues, and loss, children are not permitted to bring in toys from home, unless specifically requested by the classroom teacher for use as part of the curriculum. Parents are responsible for enforcing this policy with their child. Parents are encouraged to consult the classroom teacher should they find their child is having difficulty with this policy.

If the parents fail repeatedly to enforce this policy with their children, the staff will call the parents and require that they come to the school and remove the toy.

Children in classrooms with nap/rest time are permitted to bring one plush/non-musical toy with which to nap/rest. This toy is to be placed in the child's cubby and use of it will only be allowed at nap/rest time.

All toys brought in for use as part of the curriculum, and/or for nap/rest time will be inspected by PNA Kids! staff for safety and appropriateness, and may be prohibited at the sole discretion of PNA Kids!.

Dress Code

Children are engaged in various activities during the course of the day; some of these activities can be messy, and/or athletic in nature. Additionally, children are engaged in outdoor play daily, weather permitting. Due to these activities, children are required to be dressed in seasonably appropriate, comfortable, clothing.

Coats, hats, gloves, scarves and winter boots must be provided in the winter months. It is not necessary for the children to wear their winter boots to school. Staff will change the children into their winter boots if necessary when they go outdoors.

The most appropriate type of shoes for participation in school activities are rubber-soled, sneakers/tennis shoes.

Children ages 3 through 5 are required to have one seasonably and size appropriate complete change of clothing at the center at all times. Children under 3 years of age are required to have two seasonably and size appropriate, complete changes of clothing at the center at all times. A complete change of clothing includes, shirt, pants, underwear, socks, and shoes. Teachers will post reminders for parents to update changes of clothing as the weather begins to change.

All clothing items must be clearly labeled with the child's first and last name. This includes, coats, hats, gloves, scarves, and boots. PNA Kids! is not responsible for lost or damaged items of clothing.

Children are not permitted to wear jewelry of any kind. It is a safety hazard for your child as well as the other children enrolled in the program. In addition, PNA Kids! will not be responsible for lost or stolen valuables.

Naps & Rests

PNA Kids! offers a rest period for all children in our full day preschool program. Children who nap are provided with cots, sheets and blankets. Children are permitted to bring their own blankets or pillows and one plush/non-musical toy with which to nap. These items are to be placed in the child's cubby and use of it will only be allowed at nap/rest time. Program sheets and blankets are laundered daily. Families who provide bedding materials must take these items home at least once per week for laundering.

Field Trips

PNA Kids! frequently supplements the in class curriculum with off premise field trips. Parents are required to sign a blanket field trip permission for their child to attend program field trips. Notification of a field trip will be sent home in advance of the trip, with all pertinent trip information including, destination, date, time, reason for trip and mode of transportation.

If parents wish to attend the trip with their child, they should discuss their attendance with the classroom teacher. PNA Kids! provides all required supervision for all field trips, but always invites and welcomes parents to attend.

Parents will not be permitted to transport any child, other than their own, on a PNA Kids! sponsored trip.

If your child is not scheduled to attend on the day of a field trip and you wish for your child to participate in the trip, please discuss this with your child's teacher at least three days prior to the date of the trip. Your child will

be permitted to attend if required ratios and group sizes can be maintained with his/her addition to the class. Additional day fees will apply.

Transportation Policy

Transportation for Field Trips:

PNA Kids! uses the Phinney Neighborhood Association van, the Metro bus system and Seattle School District buses. We also take many walking field trips. The Phinney Neighborhood Association van is licensed and insured, is only driven by staff who meet our safe driving requirements and is equipped with appropriate child restraint systems and booster seats.

Transportation to/from Seattle Public Schools:

PNA Kids! provides transportation to/from West Woodland Elementary School and the PRK! site only using the Phinney Neighborhood Association van.

Seattle Public Schools provides transportation to/from many local schools and the PNA Kids! programs. It is the responsibility of the parents to arrange transportation through Seattle Public Schools by calling (206) 252-0900 and to inform the PNA Kids! staff of those transportation arrangements. PNA Kids! staff will escort children to/from the program's bus stop and the program.

Discipline

Discipline is based on an understanding of children's developmental needs. PNA Kids! encourages children to develop respect for themselves, the rights of others, and for PNA Kids! property. Each child is treated respectfully. Inappropriate behavior is handled individually by using the following methods:

- ◆ Preventative discipline
- ◆ Clarification of rules and reasons for them
- ◆ Appropriate consequences
- ◆ Role modeling of appropriate behavior
- ◆ Offering alternatives to disruptive behavior
- ◆ Approval for appropriate behavior
- ◆ Conflict management

If a problem is recurring, we will request your assistance. Please let us know if your child is having particular difficulties that will help us to understand his or her needs.

Our staff functions as role models, facilitators and mediators. Under no circumstances will physical abuse or ridicule be tolerated.

If a child is repeatedly posing a danger to him/herself or to others, or disrupting the program, efforts will be made to adjust the behavior with the help of the parents/guardians. When progress is not made, the appropriateness of placement in the program will be evaluated with the possibility of dismissal.

Safety

All rules and regulations at the PNA Kids! are based on courtesy, respect and safety. Children must wear shoes, refrain from running indoors, pushing, hitting, kicking, throwing items to cause harm, or using abusive language. Any child who continues to break safety rules will be counseled by the staff and have his/her family notified. If the behavior persists, the child risks losing his/her place in the program.

Bill of Rights and Responsibilities

The following Bill of Rights and Responsibilities was developed with input from the children and is currently used at PNA Kids!

- ◆ I have the right to be respected and to respect myself and others.
- ◆ I have the right to use all the kids access areas in the room.
- ◆ I have the right to respect the boundaries and the teacher access areas.
- ◆ I have the responsibility to listen and to be honest.
- ◆ I have the right to use the equipment and I have the responsibility to share the equipment with others.
- ◆ I will take responsibility for my own actions.
- ◆ I have the responsibility to take care of the equipment and the environment.
- ◆ I have the right to ask questions and to have a good time!!

I agree that I have these rights and responsibilities. I agree that everyone shares these same rights and should be allowed to enjoy them.

Parent Participation/Volunteers

Parents are invited and encouraged to be involved in their child's school activities. There are many different ways in which parents can participate and volunteer at the child care center. Parents may volunteer to attend trips, read in the classroom, assist teachers, and/or coordinate special events. Teachers will have posted in their classrooms any volunteer opportunities available. Parents not interested in volunteering directly in the classroom may donate items, do maintenance work, or assist in the front office. These volunteer opportunities are posted in the main office area on the parent bulletin board.

Any parent who volunteers in the classroom on a regular basis will be required to pay for and secure all criminal background checks, as required by our licensing regulations. Any person, including parents, with felony convictions, sex offender convictions and/or open investigations into any criminal activities will not be permitted to volunteer in the classroom, or on field trips.

Parents with court orders detailing custodial arrangements will only be permitted to volunteer on days in which they are afforded custody (joint/shared custody arrangement) as per the court order. For example, if a parent is afforded custody on Tuesdays and Wednesdays, that parent will only be able to volunteer on those days. Parents with visitation only (sole/exclusive custody arrangements), will only be permitted to volunteer with the express written permission of the custodial parent.

PNA Kids! reserves the right to make volunteer assignments. PNA Kids! does not guarantee the volunteering parents will be assigned to locations where their child(ren) is present.

Suggestions & Concerns

We encourage you to share concerns with us: suggestions for improvement, special areas of interest to your child, and ways we can better serve your needs. We are always looking for new and exciting ways to improve our program. Compliments are also welcome at any time.

The staff works very hard to maintain a safe and secure environment for your children. Please respect the hard work and effort they put into their jobs as they will respect your efforts as parents/guardians.

Parents/guardians who have a grievance should report this to any staff person. If parents/guardians feel that insufficient action has been taken, the grievance should then be reported to the PRK! Director, the PNA Executive Director or if necessary, the PNA Board of Directors.

