TOTALLY KIDS, INC.
FAMILY HANDBOOK

Welcome to Totally Kids, Inc. School Age Childcare Programs. This handbook is designed to further your understanding of our programs and the philosophy by which they operate. As parents, you need to know what to expect from our program.

Totally Kids provides an After School Program and School Days Off-Day Programs for youth from kindergarten to 5th grade. We also provide Summer Day Camp for children entering kindergarten who will be age five by October 1st through children entering seventh grade.

Our programs are designed to meet the individual needs of each child, with thoughtful consideration of their interests, strengths, special talents, and unique learning styles. Open communication between parents, staff and children is essential. We want families to feel that they may come to our staff, at any time, with questions or concerns. We believe each child is a unique individual, and we take the needs of all children into consideration.

The purpose of our programs is to provide a safe, stimulating environment to children. Our philosophy is based on the idea that children flourish in a safe setting that encourages positive self-image.

Our programs have an inclusion piece that addresses special needs children in the least restrictive environment. Please call with requests and to discuss special needs requests.

The Colorado Department of Human Services licenses Totally Kids School Age Childcare Programs and its facilities. It is the practice of our staff to adhere to the rules and regulations set forth by the State Department of Human Services.

CDHS Contact Information:
1575 Sherman Street
Denver, CO 80203
United States
Phone: 303-866-5700

Hours of Operation

Extended Hours Program - (Includes After School and Friday Day Camp). The calendar for the Extended Hours Program follows the school calendar.
The After School Program is open on days when school is in session from the time that school gets out until 5:45 pm.
If your child is scheduled to attend for the day, please notify staff of any absence no later than 3:30 p.m. that day.
After School Program (ASP) Schedule:

- **3:50 – 4:05pm:** Walk or ride the bus to Hayden Center for snack. (staff member signs children in.)
- **4:05 – 4:15pm:** Arrive at site, children wash hands, have snack, and get ready for outside play.
- **4:15 – 4:45pm:** Outside play
- **4:45 – 5:30pm:** Homework – when children finish with homework, they may read or draw quietly until all the children have completed their homework.
- **5:30 – 5:45pm:** Free Play

Friday Day Camp- Friday Day Camp is open from 7:00 am to 5:45 pm on days when there is no school (excluding holiday breaks i.e. Thanksgiving, Winter Break and Spring Break). Children need to bring their own lunch and snacks. Our goal is to provide service on all the school breaks and will send out communication on what days we can provide. This depends on staff availability and enrollment numbers.
Sample Friday Day Camp Schedule:

- **7:00am - 8:30am:** Check in and free play
- **8:30am - 10:00am:** Small group activities
- **10:00am - 10:15am:** Snack
- **10:15am - 11:45am:** Activities as described in daily activity schedule **11:45am - 12:30pm:** Lunch and recess
- **12:30pm - 3:30pm:** Afternoon activities as described in the daily activity schedule
- **3:30pm - 5:45pm:** Free play

Summer Day Camp (SDC) - Summer Day Camp is a full-day childcare program open during the public schools summer vacation. We will send out communication with the summer dates. This program runs from 7:00 am to 5:45 pm. **On field trip days, your child will need to be at day camp by 8:30 am. Most field trip days, the bus will not return to Hayden until 4 or 4:30.** Please check the weekly calendars sent out to you for details.
Sample Summer Day Camp Schedule:

- **7:00am - 8:30am:** Check in and free play
- **8:30am - 10:00am:** Small group activities
- **10:00am - 10:15am:** Snack
- **10:15am - 11:45am:** Activities as described in daily activity schedule
- **11:45am - 12:30pm:** Lunch and recess
- **12:30pm - 3:30pm:** Afternoon activities as described in the daily activity schedule
- **3:30pm - 5:45pm:** Free play

Application, Registration & Tuition

- Prior to registration each family must complete the application form. Once the application form is completed and accepted families will receive registration and enrollment paperwork directly from the Director.
- After the program is full additional applications will be added to a waitlist and parents will be notified of openings as they occur on a first come first serve basis.
- Required forms that must be kept on file at the center include; Application, Registration, Immunization Records, Medical Forms, Medical Release Forms, Field Trip Forms, and the Discipline Rules.
    - **After School -** Fees for after school include - A single day fee of **$10.00** per child per day.
    - **Friday Day Camp -** A daily fee of **$30.00**/day for the first child in a family and **$25.00**/day for any additional children in the same family will be charged. (There must be at least 10 children signed up to make the camp viable for that day and everyone is required to prepay.)
    - **Summer Day Camp -** A daily fee of **$35.00**/day for the first child in a family and **$30.00**/day for any additional children in the same family will be charged.
- Fees must be prepaid monthly. Payments are due by the 1st for the upcoming month. You can pay via website, online pay.
- Applications can be found on our website. https://haydentotallykids.com
- The Department of Human Services offers tuition assistance for those who qualify. For more information on applying for these benefits, please email fsnider@co.routt.co.us prior to registering for programs.
- Cancellation and refund policy: If you have questions about canceling your days or requesting a refund, please contact the program director.
- For questions please contact the Program Director Paige Bertram at tkhayden2026@gmail.com or (970) 620-7221

Late Pick Up

All programs close promptly at **5:45 PM**. Children must be picked up and out of the classroom by that time.

If you anticipate being late, please notify the Director or Program Leader as soon as possible. We understand that occasional situations may arise, so we encourage families to have an authorized backup person available for pick-up to help avoid late fees.

A late fee of **$2.00 per minute, per child** will be applied beginning at 5:45 PM. All late fees must be paid before your child may return to the program.

We will make every effort to contact parents and emergency contacts using the information provided on enrollment forms. If a child has not been picked up by **6:30 PM**, they will be transported to the local police department, and late fees will continue to accrue.

Meals and Snacks

During Summer Day Camp and Friday Day Camp - Children are responsible for bringing their own meals and snacks. We will be eating outside for meals and snacks daily (unless weather prohibits). The meal must meet one-third of the child's daily nutritional needs. Please be sure this lunch does not need to be refrigerated or heated prior to consumption.
Kids are required to bring water bottles daily and will always have access to additional water.

Sign In / Out Procedures

Each day during the hours of 7:00 am to 9:00 am, a radio will be on the table outside of the main doors. Please let the staff know you are there by using a radio, and someone will come get your child. When the parent or designated person arrives to pick up a child, please call, or text, or use the radio provided, and the child/children will be brought out.
(Children over 10 may sign themselves and a sibling out after the parent/guardian has completed the proper forms.)
After School Program: Staff will sign children in at the school. Parents/Guardians or authorized persons must sign children out daily.
Day Camps: Parents/Guardians or authorized persons must sign children in at drop off and out at pick up daily.

Release Of Children

Children will be released only to the person/persons who are listed on the enrollment form or who have been authorized by the parent. If an unauthorized person attempts to pick up a child, the parent will be notified. The child will not be released to the unauthorized person unless verbal or written permission is given by the parent. Photo identification will be required before a child is released to a person not known by the director or program leader.

Supervision Of Children

Children must be signed in and signed out each day. See above procedures for children signing themselves out. Children will always be supervised by an adult. Staff will use methods such as roll call and head count to make sure that children are always accounted for.

Discipline and Behavior Guidance

The group leader/program leader or the director will handle typical discipline problems. Rules are posted in the Totally Kids room. Extreme problems will be discussed with parents. Repeated misbehavior will be grounds for expulsion or suspension from the program.
Children sent home from one of the programs for disciplinary reasons will not be allowed in any of the programs on that day and/or subsequent days until the issues have been resolved.

Situations at home can affect a child's behavior at our programs. Please notify the staff if there are any situations at home that may explain unusual behavior. All information shared is strictly confidential. As in any group activity, inappropriate behavior by one or two children can affect the experience for the entire group. Staff will deal with normal day-to-day behavior issues using acceptable techniques and approaches.

Behavior Guidance Strategies Include:

- Redirecting behavior
- Rewarding acceptable behavior
- Encouraging children to talk about their feelings
- Role modeling positive language and peer interactions
- Implementing time-outs when appropriate

Any disciplinary measure used will relate to the child's specific actions and will be handled in a timely and developmentally appropriate manner. Physical punishment, humiliation, scare tactics, or controlling measures are not permitted.

Our primary concern is safety for each and the group. When a child's behavior:

- Seriously disrupts group interaction
- Is disrespectful to staff members or other children
- Is likely to result in harm to themselves or others
- Is likely to or does result in property damage
- Involves any physical interaction with other children or staff
- Is chronic and/or extreme
- Involves bullying, teasing, or emotional taunting of others…

it may be necessary to separate the child until he or she is able to regain control and rejoin the group.

If a child's behavior is chronically disruptive and disrespectful, even after reasonable measures have been taken to assist the child in adjusting to the program setting, parents are contacted by the Director and/or Assistant Director to determine if the child is able to continue at the program. Staff will always work towards developing a cooperative plan of action to maximize a child's chances of success at the program. These cooperative plans can include the use of a warning system.

The timeline for these warnings would be in a 4-day period, however, depending on the severity of the incident, the parent may be asked to come and pick up the child that day.
If disruptive or disrespectful behavior continues, it may be determined that the child and the program are not well-suited. At this time the child may be asked to leave the program. The following are guidelines for disciplinary action:

- **First Warning**: A verbal warning is given to the child by a staff member, and then relayed to the Director or Assistant Director.
- **Second Warning**: A childChild is required to meet with the Director, Assistant Director or Program Leader to discuss his/her behavior and to write up a plan of action. A parent/guardian is notified at the end of the day in person or by phone.
- **Third Warning:** If the child is not able to function within the program, the parent/guardian is notified, and the child is asked to leave the program for the rest of the day.
- **Final**: After the child has returned to the program, if she or he is not able to function within the program, the parent/guardian is notified, and the child is asked to leave the program for the remainder of the week or possibly longer.

Totally Kids staff reserves the right to immediately terminate a child from the program. Chronic and/or extreme behavior may warrant dismissal at the discretion of the Director and/or Assistant Director. Children dismissed from the program for reasons above jeopardize their ability to return to the program.

Removing A Child From The Program

If a parent wants to remove their child from the program, they will notify the Director and/or Assistant by written notice, email or text.

Health & Safety

Injuries: Parents/guardians will be notified as soon as possible if their child is seriously injured while in the program.
In the event of an injury, the child's teacher will complete an incident report.
Parents/guardians are required to review and acknowledge the report by providing a signature.

Illness: If a child shows signs of a contagious illness while at camp, the program leader or director will contact a parent/guardian or emergency contact immediately. The child must be picked up promptly. If no authorized contact can be reached and medical attention is required, the child will be transported to the nearest appropriate medical facility.

The following symptoms would be cause for concern. Children with these symptoms will be isolated from others.

- Fever (100.4 degrees or higher)
- Aches and pains
- Dry cough
- Headache
- New loss of smell and/or taste
- Tiredness
- Sore throat
- Congestion or runny nose
- Diarrhea
- Nausea or vomiting
- Shortness of breath
- Rash on the skin and/or discoloration of the fingers or toes

Medication Administration: It is recommended that every possible means be taken to give children medication at home or at the school district. If it becomes necessary for a child to take any form of medication (prescription or over the counter) at a School Age Program the following must be in place:

- Written authorization from a legal prescribing practitioner stating the children's name, medication, dosage, time to be given, and for how many days.
- Medication properly identified and in its original pharmacy labeled container (request an extra at pharmacy).
- Medication log sheet completed by staff each time medication is given.
- Written permission from the parents/legal guardian giving the program authorization to administer that medication.
- Medication will be stored in a locked container.
- Medication will be given by a staff member who is trained in Medication Administration.

There are times when physicians and parents want children to carry their own medication. This is true for some children using an inhaler for asthma but may also be true for other medical conditions. Any requests made for a child to carry medication must be accompanied by:

- Written authorization from a legal prescribing practitioner stating the child's name, medication, dosage, time to be taken, and number of days/months to be taken. Authorization from a legal prescribing practitioner must state the child is to carry and self-administer the medication.
- Written permission from the parent requesting the child carries and self administers the medication. Parents will accept full responsibility from any misuse of the medication by the child.
- Medication is to be properly identified and in its original pharmacy labeled container. Only one day's supply of medicine is to be carried by the child. An asthma inhaler is an exception to this requirement.
- A staff member will assist/observe when a child is self-administering medication (asthma inhaler).
- A staff member will log time and date of administration of medication.
- If the child abuses or misuses this privilege to carry and self-administer the medication, the privilege may be revoked.

Transportation

Please check your activity calendar for specific field trips/events. Children should arrive at day camp by 9:00 am. If a child arrives after the group has left, our destination will be posted on the outside door, and it's the parent's responsibility to drop off their child to the group. Some special activity days may have an earlier departure time; consult your calendar or a staff member for specific times.

Groups will try to return to Hayden by 4:30 pm, however, due to unpredictable delays children may return later. If necessary, a sign will be posted informing parents of any new plans. **Please let a staff member know if you need to pick up your child early, they will work with you to determine the location of your child at a specific time.** Totally Kids provides transportation for field trips. Walking field trips may also occur within the town of Hayden. It is our policy to ensure the safety of each child while in a moving vehicle. Staff will ensure each child:

- Remains seated while the vehicle is in motion, if applicable.
- Is loaded and unloaded at curbsides, when possible.
- In case a bus or vehicle breaks down on the road, the driver will always assess the situation to ensure safety of the children. At no time will campers be left unsupervised. **School Bus rules will apply.**

Transition Children Between Program & Community Sponsored Activities

If a parent wants their child to participate in a community sponsored activity that is away from the program site, the parent is responsible for transportation to that activity. If the community activity is at the program site, a staff member will ensure that the child is escorted to the community activity.

Emergency Procedures

In case of a missing child or an unexpected disaster (natural or manmade) the staff is trained to:

- Remain calm and ensure the safety of the participants.
- Promptly notify the Totally Kids Director or another staff member.
- Promptly notify the parents of the children registered.
- Notify local authorities when necessary.
- Call an ambulance when necessary.

At a minimum one teacher per group is trained in at least basic First Aid and CPR.

Weather

Each day, weather permitting, the children will have outdoor playtime. Be sure to dress your children appropriately for the weather. We will not go outside if the weather is below 20 degrees or if it is above 99 degrees unless the shade is cool. Staff will monitor air quality by checking local websites for current air quality reports. Unsafe AQI levels determine how long children can be outside.

Prior to outside play, sunscreen will be applied and reapplied as needed to all children throughout the day. We provide Equate Sunscreen that is at least SPF 50. If you prefer your child to have a different brand of sunscreen, then you will need to provide sunscreen for them labeled with your child's first and last name.

Summer: Please have children wear appropriate clothing for the planned activities. It is important that your child wear comfortable tennis shoes/sneakers every day. During the summer, it may be necessary to send an extra set of clothing. Each child also needs a hat and a water bottle daily.
School Year: Participants will need to be appropriately dressed for all outdoor activities. This includes jackets, mittens, hats, boots, etc. for playing in snow.

We reserve the right to deny your child an activity if they are not properly prepared.

Television/Movies/Video

If a movie is to be shown it will have a **G/PG** rating. Movies, in general, will only be shown on days when the weather has changed other plans or other conditions make watching a movie a good option.

Diapering/Toileting

School-age programs do not provide diapering services. All children enrolled must be fully toilet trained and able to manage their toileting needs independently. While we understand that an occasional accident may occur, the program is unable to accommodate children who experience repeated toileting accidents. **Repeated accidents are defined as toileting accidents occurring on three consecutive days of attendance, regardless of the number of days a child is enrolled per week, within a rolling one-month period. Determinations will be made by program administration based on frequency and consistency of accidents.**

Personal Items

Personal items such as toys, radios, electronic equipment, cell phones, and tablets or other electronic devices are brought at the risk of the child/parent. Electronic games, phones, or other devices will not be used at Totally Kids unless a phone is needed for an emergency. Totally Kids, Inc. and its employees will not be responsible for damaged or lost items. If a child brings a cell phone or watch, these will be left in the child's backpack while at Totally Kids.

ALL ITEMS BROUGHT FROM HOME SHOULD BE WELL LABELED WITH FIRST AND LAST NAME. If money is sent with your child, please have them give the money to a staff member for safekeeping. **Please do not send more than $10 with your child.**

Visitors

Currently, Totally Kids is only allowing visitors that are necessary. All visitors must call 970-620-7221 to be admitted. All visitors must sign the visitors log at the time of visit.

Change In Policies

Parents will be notified in writing of any significant changes in services, policies, or procedures so that parents can decide whether the program continues to meet the needs of the child(ren).

Child Abuse

Suspected child abuse will be immediately reported to the Routt County Department of Social Services. Staff are required to have Mandated Reporter Training annually.

Parent Grievance & Licensing Violations

Totally Kids values open communication and strives to maintain a positive, safe and supportive environment for all children and families. We encourage parents and guardians to share concerns or questions regarding our programs, staff, or policies.

Filling a complaint:

- If you have a concern or complaint regarding the program, please bring it to the attention of the program director first.
- If the issue is not resolved to your satisfaction, you may contact the program board.
- All complaints will be addressed in a timely and professional manner.
- All complaints and resolutions will be handled confidentially to the extent possible. Information will only be shared with those directly involved in resolving the concern

If you believe that Totally Kids, Inc. is in violation of rules governing the licensing of childcare facilities, you may contact - Colorado Department of Human Services, Division of Childcare, 1575 Sherman Street, Denver, CO 80203-1714, Phone Number: (303) 866-5958.

Program Governance

Totally Kids, Inc is a nonprofit 501(c)(3) organization governed by a volunteer Board of Directors. Board members serve without compensation and are committed to supporting the mission, sustainability and long-term success of Totally Kids and its programs. If you would like more information please contact your Program Director, Executive Director, or President Of The Board.

Contact Information

Program Director: Paige Bertram
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