



Parent & Family Handbook

KIDS AFTER HOURS



Table of Contents

Table of Contents	1
Welcome to KAH letter from Bob & Tammy! Dear Parents & Families,	2
Kids After Hours Philosophy	3
Goals of our Program!	4
KAH Curriculum	5
Art	5
Social Skills	5
S.T.E.M.	5
Literacy	5
Nutrition & Exercise	6
Registering for KAH programs	6
Tuition & Enrollment	7
Daily Routines	8
Dropping off & Picking Up Your Child	8
Extra-curricular Activities	8
Late Pick-Up	8
Homework	9
Positive Behavior Practices	9
Dismissal from our Program	9
Nature of our Programs & Requirements to Participate	10
Children with Special Needs	11
Field Trips & Traveling Procedures Overview:	11
Parent Involvement	12
Health & Safety	12
Safety	12
Health & Emergency Forms	12
Reporting Abuse, Background Checks & Clearances	13
Inclement Weather	13
Transportation	13
Other KAH Policies	14
Parent Contact & Grievances	14
K.A.H. Screen-Time Policy	14
Personal Equipment and Electronics	14
Drugs & Alcohol	15
Pets	15
Helping Our Communities	16
Still Have Questions about KAH?	17

Welcome to KAH letter from Bob & Tammy!

Dear Parents & Families,

Welcome to our Kids After Hours family. We are thrilled that you have chosen our program for your family. We have over 3 decades of experience providing before & after school care and summer camps. It's been an incredible journey from our first program in Burtonsville Elementary with 22 students to our most recent addition of our 26th location.

We are proud to offer a creative, fun and nurturing atmosphere for elementary school children both before & after school and during the summer.

We have prepared this handbook to acquaint you with our KAH. policies and procedures. We pride ourselves with being 100% available to help you at all times . . . feel free to give us a call.

Tammy & Bob Sickels

Bob's cell: 240-687-6201

Main Office: 301-933-6888



Our Guiding Principles:

We Help Everyone
We Care Always
We Have Fun doing it!

Kids After Hours Philosophy

Our philosophy is based on our guiding principles: **We Help Everyone, We Care Always, and We Have Fun Doing it!** We believe the role of K.A.H. is to help our kids, families, schools and our communities in any way possible. From providing supportive care, to working with family's needs, to helping with a school's special events, K.A.H. is always asking the question "how can we help?" Throughout all of our programs we care for each child and family. At K.A.H. we want all of our kids and families to feel welcomed, supported, and part of the K.A.H. family!

At Kids After Hours we have found that life is far more fun if you play games! When kids are in our program they are encouraged to play constantly! We want our kids to have **FUN** in our programs through our play centers, activities, clubs, specialists, and special events. We always encourage kids to make new friends, explore new ideas, and learn through play!

We believe a quality childcare provider never sits back with ease and accepts that there is no more room for improvement. No matter how wonderful the program is, or how well trained the provider, there is always more than can be done. At K.A.H. we constantly evaluate our program, the staff, the children, the community needs, and our company in order to provide the best possible care. **We are ALWAYS MAKING K.A.H. BETTER every day and in every way.**



We Help Everyone . . . We Care Always . . . And We Have Fun Doing It!

Goals of our Program!

Our program goals are based on our guiding principles: We Help Everyone, We Care Always, and We Have Fun Doing it! We want to teach these principles to all of our kids and staff as we aim towards these goals:

1. To assure families that their children will be in a safe, healthy environment where staff will strive to meet emotional, social, and physical needs.
2. To create a happy, warm and exciting environment that is inviting, comfortable, flexible, and manageable for the children.
3. To promote respect for self and the diversity of others, while responsibilities and social skills are both enhanced and encouraged.
4. To provide a variety of developmentally appropriate activities that includes, but is not limited to, arts and crafts, self-directed play, field trips, dramatic play, physical activities (indoor and outdoor), community service, reading, quiet time, or offer an environment where homework is encouraged.
5. Developing friendships and learning the skills to make new friends.
6. Facilitate cooperation by working as a team and interacting positively in a community setting.
7. To support a caring staff who show genuine respect for the children, have confidence in each child's potential, and seek to promote the self-esteem of each child.
8. To offer individual guidance to children based upon careful observation of each child's needs and in keeping with parent/guardian direction.



KAH Curriculum

The KAH curriculum consists of engaging, hands-on activities to get kids as enthusiastic as we are about exploring new ideas and subjects. We plan and execute challenging and fun activities to provide the best quality of care for our kids. Our curriculum focuses on arts & crafts, literacy, STEM, nutrition & exercise, social studies and social skills, team building and much more! The ideas and planning for our curriculum runs throughout our entire program from before & after care through our day camps!

Art



Visual arts, fine arts crafts, music & drama are all incorporated into our programs. The arts have been woven into our curriculum through our clubs and activities. Examples are our Photography, Drama & Famous Artists Clubs. Many of our art activities correlate with our monthly/weekly themes!

We have done everything from tie dying to weaving, taking photos to singing our hearts out! Kids have a chance to show off their art, talent, &/or new skills in many of our family events which can include student plays, art exhibits, choral performances, fashion shows, video production & much more!

Social Skills

There is no question that one of the most important aspects of our programs is helping children develop their social skills. Teaching kids how to make new friends, share toys, or simply say 'hello' to friends they see in the hallways are important skills that we focus on at Kids After Hours. We place an emphasis on equipping children to deal with situations in ways that are constructive and that lead towards responsibility and respect for others; as well as focusing on children's ability to manage their emotions, their interactions with others, learning how to be a part of the community, and of course making new friends! Social skills are a valuable tool that kids will use for their whole lives.



S.T.E.M.

We always strive to get kids questioning and exploring the world around them. From building their own town, to reconstructing the Eiffel Tower out of marshmallows, we'll be exercising kids' artistic and problem-solving skills, as well as introducing them to the basics of engineering and science through many of our STEM projects and activities. In addition to introducing and reinforcing academic concepts that the kids are learning in class, our STEM activities will provide kids with hands-on activities that are FUN for all of our kids!



Literacy

We provide opportunities for children to develop a passion for BOOKS! We believe that it takes just one book to inspire a person to read more. At KAH we are endlessly searching for that book for every child. Each month, we highlight books that support our monthly theme. Through Poetry Clubs, Writer's Workshops, read-alouds and opportunities for quiet reading time. . . we strive to inspire. Every Kids After Hours center has their own KAH library with books for all levels of reading. From picture books to chapter books we have opportunities for all kids to read and enjoy.



Nutrition & Exercise

Kids After Hours wants kids to learn the importance of being active and healthy! We do this through providing many active games, time to play outside or in the gym, and even time to play with our cool equipment like our rock wall and moon bounces! Everyday we offer healthy options for snack! Kids will also learn about healthy

foods and the importance of being active through many of our clubs and activities such as: yoga clubs, sports clubs (like basketball, flag, football, etc.) cooking clubs, gardening activities, and many more!



Registering for KAH programs

REGISTRATION

Enrollment for all KAH programs is online at <http://www.kidsafterhours.com>. For questions about registration, or about your account, please call us at 301-933-6888 or email us at bret@kidsafterhours.com. In the event of a waitlist for your program, you can always add yourself to the waitlist and you will be automatically registered as soon as a spot opens up!

ACCOMODATIONS

Our philosophy is that we want to try to help everyone to the best of our abilities! We have many children in our programs with varied special needs. We do our very best to accommodate everyone. To help us best meet the needs of your individual child, we invite you to share any information you would like us to know on our NEW STUDENT FORM available on our website. You can also give us a call or email bob@kidsafterhours.com and we would be happy to help!

THE PAPERWORK

Everyone's favorite thing! To make sure we provide the safest program for your child, we ask that all families complete the following forms before your child's first day:

- **Health Assessment form**
- **Emergency Contact Form**
- **Medication Authorization Form** - if your child will need to take any medications while in our care

All of these forms can be found in your account under "Student Health Forms"

Tuition & Enrollment

You may ALWAYS call our main office 301-933-6888 with any questions you may have regarding your tuition! We are always here to help, and we would love to hear from you!

A deposit of \$150 is due at enrollment. The deposit will be deducted from your first tuition payment. In addition, a \$50 (\$75 for two children) registration fee is due at the time of enrollment. The opportunity to register with NO REGISTRATION FEE is given every year from December 1st through January 1st as part of our EARLY BIRD REGISTRATION program.

Our school year tuition calculations are based on the 42 week school year. Parents are responsible for an annual tuition that is paid in 10 equal payments (beginning August 15th and ending on May 15th). Tuition payment programs are also available on an individual basis as requested. There is a 10% sibling discount for families with more than 1 child!



There are ZERO additional fees for delayed openings, half days, student holidays, Spring OR Winter break! If you are registered for those days!

Drop-In payments can be made at your center location, paid online through e-check, by credit card or mailed to our main office . . . whichever is easiest for you!

Please visit our website: www.kidsafterhours.com to calculate your tuition using our **TUITION CALCULATOR** which can be found under “parent resources”

Daily Routines

Dropping off & Picking Up Your Child

All children must be escorted into the center and be signed-in and out each day at our greeter table. We realize that this is not always convenient, especially in the morning on the way to work, but please understand that this is a state mandated licensing requirement that we must follow.

We only release your child to the person(s) listed on the Parent Authorization & Emergency Contact Form, therefore, it must be kept up to date. If your child is being picked up by someone other than the person(s) listed on this, please send in a written note stating who will be picking him/her up. Please prepare the person(s) picking up your child by having them bring their driver's license or photo ID with them to show to the staff. If a last minute situation occurs, please call our program. Your child(ren) will NOT be released to anyone under any circumstances without prior authorization by a parent or guardian. If there is a problem involving the legal custody of your child, please provide the Director with written documentation that may apply.

Schedule Changes

Schedule changes are easy! You can always change your child's schedule at any time. We will prorate your tuition to the specific day for your change. Refunds will gladly be given if you cancel/change enrollment in the middle of a month or week you have already paid. All we ask if for **1 day's notice** to make sure everyone who needs to know about the change is aware. We prefer emails about changes since they allow us to easily forward information to your child's teacher. The school's office and any KAH Director about any schedule changes quickly!

Extra-curricular Activities

If your child takes part in an extracurricular activity on school ground, please inform your Director in writing. Please include the name of the activity, room # and the start & end date/time. For safety and accountability purposes, all children must check in with the KAH director before going to their activity.

Late Pick-Up

We love your children, but our staff have other commitments and need to leave work promptly at closing. A late fee of \$1.00 per minute per child will be charged at program end time, i.e. 6:30pm.



Homework

Kids After Hours provides 20 - 45 minutes of homework time each day. Kids After Hours is not a tutorial program, however, Our Counselors are available to answer questions and provide support. Parents, please check your child's homework each day for completion and accuracy.

Positive Behavior Practices

The handling of discipline problems will, at all times, reflect a sound knowledge & understanding of each child's development. Our basic philosophy is positivity. We place an emphasis on equipping children to deal with situations in ways that are constructive and that lead toward responsibility and respect for others. Positive strategies may include, but are not limited to, redirecting the child and offering choices. Labeling children as bad, teasing, spanking or any manner of physical punishment is strictly prohibited. Children who require removal from a situation for their own safety or for the safety of others will be under the supervision of a staff member.


Our rules, regulations, and expectations are written and/or explained to every KAH staff member and child, and they remain consistent throughout the year!

Bullying

Bullying is not tolerated at Kids After Hours. We proactively address issues by teaching students how to interact positively with others through mediating and guiding children's social interactions and play. We also teach children to ask for help when a student is 1) sick 2) hurt or 3) in danger. The entire community works together to stop any unkind behaviors. PLEASE let an adult at Kids After Hours know if your child is feeling uncomfortable or upset. If we don't know, we can't help! The more we know the more we can help.

Dismissal from our Program

Our goal is to never dismiss a child from our program. However, if it is found by our staff that our program is not the best possible environment for a particular child because his/her individual needs cannot be met, or if the child is a danger to themselves or others a parent conference will be held. If after the conference, the situation does not change or improve, we will be forced to give the parent a two-week notice of dismissal. In the event of an extreme situation, K.A.H. reserves the right to immediately dismiss a child from our program.




Certain behaviors may result in suspension or dismissal from the program, either as a result of progressive disciplinary action or as a result of a singular event. These behaviors include, but are not limited to: bullying, physical or emotional harm dealt to self or others, sexual conduct, leaving KAH without permission, use of profanity, theft, refusal to follow directions, destruction of property, or possession of prohibited items (e.g. weapons, drugs, inappropriate material, etc.) If a child's behavior poses a danger to themselves or others, or causes us to modify the fundamental nature of KAH's program, and reasonable modifications cannot be agreed upon that will mitigate the behavioral concerns, the child may be suspended or expelled from the program.

Nature of our Programs & Requirements to Participate

Day Camp/Before & After School Programs: Kids coming to our day camp/school year programs should be potty trained and be able to dress independently. While we understand the occasional accident or zipper that needs to be zipped, our facilities are not equipped and we are not licensed to accept children without these skills. These are wheelchair accessible programs! Children traveling in vans or buses for field trips are required to wear seat belts, we may not go over the capacity of the vehicle. All children in our programs must follow KAH rules and procedures and will be excused from our program if they are unable to do so.

Skate Camp: Kids coming to our skate camp program should be potty trained and be able to dress independently. While we understand the occasional accident or zipper that needs to be zipped, our facilities are not equipped and we are not licensed to accept children without these skills. Also, due to our transportation and the nature of this program we are unfortunately not wheelchair accessible, however our Day Camp and Travelin' Teens programs do have wheelchair access! Kids should be prepared for the activities that can be seen in our camp schedule, while we will have supplemental activities when possible, we encourage kids to try all activities if possible! Children traveling in vans or buses are required to wear seat belts, we may not go over the capacity of the vehicle. All children in our programs must follow KAH rules and procedures and will be excused from our program if they are unable to do so.

Adventure Camp: Kids coming to our Adventure camp program should be potty trained and be able to dress independently. While we understand the occasional accident or zipper that needs to be zipped, our facilities are not equipped and we are not licensed to accept children without these skills. Also, due to our transportation and the nature of this program we are unfortunately not wheelchair accessible, however our Day Camp and Travelin' Teens programs do have wheelchair access! Kids should be prepared for the activities that can be seen in our camp schedule, while we will have supplemental activities when possible, we encourage kids to try all activities if possible! Children traveling in vans or buses are required to wear seat belts, we may not go over the capacity of the vehicle. All children in our programs must follow KAH rules and procedures and will be excused from our program if they are unable to do so.



Travelin' Teens: Kids coming to our Travelin' Teens program should be potty trained and be able to dress independently. While we understand the occasional accident or zipper that needs to be zipped, our facilities are not equipped and we are not licensed to accept children without these skills. Kids should be prepared for the activities that can be seen in our camp schedule, while we will have supplemental activities when possible, we encourage kids to try all activities if possible! This is a wheelchair accessible program! Children traveling in vans or buses are required to wear seat belts, we may not go over the capacity of the vehicle. All children in our programs must follow KAH rules and procedures and will be excused from our program if they are unable to do so.

Children with Special Needs

Kids After Hours programs comply with the Americans with Disabilities Act (ADA) and make every reasonable accommodation to include all children in our programs and enable them to be safe and successful. Our staff works closely with families, specialists and agencies that are involved with the child with the goal of supporting each child's success at KAH. Families are encouraged to share their child's Individualized Family Services Plan (IFSP) or an Individualized Education Program (IEP).

KAH also supports children with medical special needs, including conditions such as asthma, allergies, diabetes or other conditions that require medication or support. The Director will work with families to develop a written health plan. Designated KAH staff receive training in First Aid, CPR and medication administration training.

Field Trips & Traveling Procedures Overview:

Campers and staff should only be transported in vehicles designed to carry passengers. Vehicles should carry only the number of passengers specified by the vehicle manufacturer. There should be a seatbelt for each passenger. A staff member (adult) must be present in each vehicle. If traveling by bus, this is in addition to the driver. Extra staff and/or aides must be present for campers with disabilities, based on ratios established for persons requiring additional assistance or supervision. KAH vehicles are not equipped for wheelchairs, but when we are using other bus companies be sure that passengers in wheelchairs are in locked positions and secured to the vehicles. Passengers should be instructed in the following safety procedures prior to transporting:

1. Passengers should remain seated at all times with hands and arms inside the vehicle.
2. Seatbelts should be fastened – one person per seatbelt.

3. Noise level should be such as to not distract the driver. There should be no throwing of objects or other disruptive behavior.
4. Passengers should enter and leave the vehicle under the direction of a staff member and/or driver. If the vehicle makes an emergency stop, passengers should follow directions of staff member and/or driver and use buddy system if leaving the vehicle.

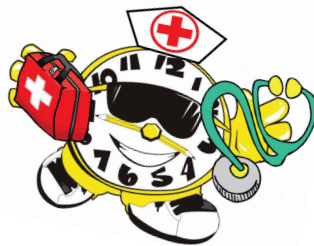
Parent Involvement

Parents are welcome to visit and to participate in our program at all times. We invite you to attend our family events that are given monthly. Stay informed by reading our monthly e-mails, text alerts, posters and signs at our center.

Please like us on Facebook to enjoy fun daily pictures and updates. Kids After Hours maintains an open door policy throughout all of our programs. Parents/guardians of children who are currently enrolled are welcome to drop by and join in on the fun whenever they like!

Parents/Guardians who do decide to stop by are under direct supervision by our directors and staff in our centers, and are never left unattended with kids. Our goal is to offer the best possible service and care for our kids, parents, and community.

Health & Safety



Safety

Our primary goal at Kids After Hours is to ensure your child's safety. Children will always be supervised, and we take every precaution we can to prevent accidents from happening. However, kids do tend to get a scrape their knees from time to time. In the event of an accident, staff members will complete an incident report, and the Director will contact you if the incident is severe. Directors will contact you with all head injuries, no matter how 'small' they may be. Kids After Hours staff may provide routine first aid, and seek emergency services while your child is in our care. If you have specific requirements regarding this, please specify them on the health forms and inform your Director.

Health & Emergency Forms

State regulations require parents to fill out new forms at the beginning of every school year and summer. We must have health & Emergency forms filled out BEFORE your child can attend our

program. The Emergency form provides K.A.H. with crucial information about where you can be reached while your child is in our care as well as lists individuals who are authorized to pick up your child. It is imperative that parents notify their Director of any change in that information. ONLINE form submission can be found on our website.

Medication Administration: Our policy prohibits our staff from giving any medication to a child without written permission from the child's doctor. This form cannot be sent electronically. The form can be downloaded from our website. This MEDICATION FORM must be signed by your child's physician. All medication must be in its original container.

Reporting Abuse, Background Checks & Clearances

All Kids After Hours Staff members are required to receive criminal, child abuse/neglect background checks, as well as take the MCPS Recognizing and Reporting Child Abuse and Neglect Course before working in KAH. All staff members are required to report suspected cases of child abuse and/or neglect to the Police or the Department of Social Services.

Inclement Weather

Our K.A.H. programs are **OPEN** on All INCLEMENT WEATHER AND SNOW DAYS unless Montgomery County Administrative offices are closed. This also applies for delays. When county offices are closed, unfortunately we have no access to the school buildings until they are open again. Fortunately, the MCPS Administrative Offices rarely close. On most days when MCPS is closed KAH will open at 8:00 am. On MCPS delayed openings KAH will open on time. Delayed openings and early closing days happen throughout the school year. PLEASE be sure you are signed up for your center's Text Alerts. Directors will be sending out text alerts and emails with any changes in our schedule due to weather.

When MCPS is closed and KAH is OPEN, make sure to send your child with a lunch and snow clothes! The school's cafeteria will not be providing lunch when school is closed, and we will be going outside and playing in the snow whenever possible!

Transportation

Kids After Hours programs use 3 different methods of transportation: 14 passenger vans, shuttle buses, and MCPS school buses. All passengers in these vehicles must remain seated at all times and their seatbelts must be fastened. Vehicles are loaded only within the passenger seating limit. Kids should only enter and leave the vehicle under the direction of a staff



member. When traveling in vans, children under the weight limit must be in a booster seat.

All KAH drivers must be 21 years of age and hold valid vehicle operator's licenses for the size and type of vehicle. Drivers must have a clean driving record, verified background check through the DMV, and have participated in (when required) and passed random drug and alcohol testing. Along with these requirements, KAH owned shuttle buses must be driven by drivers holding a CDL and be 25 or older.

Other KAH Policies

Parent Contact & Grievances

We are happy to work with families that have concerns. If a parent has a grievance, we request that they bring this up to their director or Bob (preferably face-to-face rather than in an email or phone call). We will work with the family to solve all grievances and problems to the best of our ability! If at anytime, a parent acts inappropriately (using a raised voice or using offensive language or violence) Kids After Hours reserves the right to dismiss them and their child from our program.


K.A.H. Screen-Time Policy

Our centers limit screen-time use to 30 minutes a week. We only allow screens to be used when they are pertinent to the activity or add to an activity in a way that can not be achieved otherwise: using iPads to create videos, taking pictures, active videos games such as Wii dancing games or showing a video/picture that adds to the understanding of a lesson, are all acceptable uses of screen time in Kids After Hours centers. As technology becomes increasingly necessary in our lives, kids are experiencing exponential amounts of screen time on a daily basis at home. We want to give kids a chance to have hands-on experiences whenever possible and encourage our kids to play and learn without a screen when they are in Kids After Hours.



Personal Equipment and Electronics

School Year Before & After Care Program: Phones, iPads and other electronics can cause a world of problems when they are brought to school. They can get lost, broken or stolen; plus kids having access to all the world wide web has to offer is not necessarily a good thing in a child care or school setting. When kids come into K.A.H. we want to give them a chance to meet friends,



expand their horizons, and interact with people face-to-face. Therefore phones, iPads and other items from home are not allowed at Kids After Hours school year programs.

Skate Camp: Personal equipment for skate camp including; boards, pads, helmet, etc., are the responsibility of the camper. We will have designated locations for equipment throughout the day and campers are expected to store their equipment properly. Kids After Hours is not responsible for lost, stolen, or broken items.

Adventure/Travelin' Teens/Skate Camp Campers: Personal electronic devices are allowed at camp but not encouraged. Cell phones, music, and other electronic devices are allowed to be used on the buses and vans, but should not be used when the camps reach their trip locations. Kids After Hours is not responsible for lost, stolen, or broken items.

Day Camp Campers: Personal electronic devices are allowed to be at camp, but they should be left in their backpacks while they are at camp. Kids After Hours is not responsible for lost, stolen, or broken items.

Drugs & Alcohol

Our programs run in Montgomery County Public School facilities which are drug free. We expect all parents, kids, and staff to refrain from all drugs (including tobacco) while on the school grounds, and while in camp.

Pets

Pets may not be brought into the program at any time. Service animals, and animals being brought in by vendors for shows (ex. Reptile show) will be the only animals allowed in our programs.

Helping Our Communities

Our commitment to our community is evident through our continuous effort to give back by supporting local charities, school P.T.A. programs and Student Organizations. We offer financial assistance through Kids After Hours as well as accepting all child care subsidies. We happily provide free care during P.T.A. meetings and other school events. If there is any way we can help please reach out to Bob so we can arrange how we can best help! 240.687.6201 or bob@kidsafterhours.com



Still Have Questions about KAH?

Feel free to call Bob or John with any questions you may have!

Bob:

240.687.6201

bob@kidsafterhours.com

John:

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Our Main Office: 301.933.6888

