

Nurture with Care Kids Academy 2

Family Handbook

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Facility Provider/Owner

Version 2.0

This handbook is intended to familiarize families with current Nurture with Care Kids Academy 2 (N.W.C.K.A.2) policy, practices, and standards. An electronic copy (PDF) of the handbook is available on our website at www.NurtureWithCareKidsAcademy.com. Print copies are available upon request. N.W.C.K.A.2 reserves the right to revise its policies, practices, and standards as deemed appropriate by the Provider. Families will be notified of updates to the handbook.

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1 Introduction

1.1 Welcome Message

Welcome to Nurture with Care Kids Academy 2!

We are delighted you chose our Facility for your child's early education and care. At Nurture with Care Kids Academy 2, we are dedicated to providing a nurturing, safe, and stimulating environment where your child can grow academically and socially.

We understand that selecting a childcare facility is a significant decision, and we are honored that you have entrusted us with caring for your precious little one. Our comprehensive programs are designed to meet the diverse needs of all children, ensuring they receive the individual attention and support they need to thrive.

Thank you for joining the Nurture with Care Kids Academy 2 family. We look forward to a wonderful and enriching experience with you and your child.

1.2 Mission Statement

At N.W.C.K.A.2, our mission is to provide a safe and stimulating environment for children to explore, learn, and flourish. We aim to foster a love for learning and nurturing essential social and emotional skills that form the basis for well-rounded child development. Our motto is **"Guiding Tiny Steps Into a Bright Future."**

1.3 Philosophy

Our philosophy is rooted in the belief that children are natural learners, and the early years are crucial for building a strong foundation. We embrace a child-centered approach, respecting each child's pace and interests and guiding them to become independent thinkers and confident individuals. Communication and collaboration with families are essential to our philosophy. We encourage you to actively participate in your child's educational journey and share any questions or concerns. We can create a partnership that fosters your child's growth and development.

2 General Facility Information

2.1 Administration

Facility Provider: **Ashish Batwara**

Email: Info@NurtureWithCareKidsAcademy.com

Phone: 360-682-9870

2.2 Facility Information

Location: 1117 View Ridge Dr, Oak Harbor, WA 98277

Our DCYF Provider ID: 2462216

Our SSPS ID: 639659

2.3 Hours of Operation

Our Facility's regular hours of operation are 6:00 AM – 9:00 PM, seven days a week. The maximum care per child is 10 hours per day regardless of operating hours.

2.4 Programs Offered

- Mixed Age (1–6 years)

Enrollment Options: Full-time (5 days/week) and part-time (2–4 days/week) enrollment options are available, subject to availability.

2.5 Teacher-Student Ratio

At N.W.C.K.A.2, we maintain staff-to-child ratios as per WAC 110-300-0355.

2.6 Licensing

N.W.C.K.A.2 is licensed for 12 children.

2.7 Staff Qualifications

A cleared background check and a negative TB test are mandatory requirements for any individual working at our Facility, regardless of position. In addition, all employees must complete HIV/AIDS education, commonly called bloodborne pathogens training, and obtain a food handler's permit before their start date.

Employees must also complete 30 hours of STARS training (also known as Childcare Basics) within the first 90 days of employment. For employees continuing beyond their first year, 10 hours of annual continuing education are required. Additionally, First Aid and CPR training must be completed within 90 days of joining.

Non-compliance with these requirements may result in suspension or termination of employment. Furthermore, employees must be capable of lifting at least 40 lbs as part of their role.

All staff at N.W.C.K.A.2, regardless of position, meet the following requirements:

- **Mandatory Clearances:** A cleared background check and a negative TB test.
- **Pre-Employment Training and Permits:** HIV/AIDS (bloodborne pathogens) training and a valid food handler's permit.
- **Education:** A high school diploma or higher degree.
- **STARS Training:** 30 hours of STARS training (Child Care Basics) within the first 90 days of employment.
- **Continuing Education:** Employees continuing beyond their first year are required to complete 10 hours of approved continuing education annually.
- **First Aid and CPR:** Certification in pediatric First Aid and CPR within 90 days of hire.

- **Physical Requirements:** Able to lift at least 40 pounds as part of their regular duties.

2.8 Access to Our Policies

A printed copy of the following policies is available at our Facility for your review:

- Health policy
- Staff policies
- Consistent care policy
- Menus
- Liability insurance
- Inspection reports and notices of enforcement actions, if applicable
- Other relevant program policies

3 Enrollment and Admission

3.1 Enrollment Process

At Nurture with Care Kids Academy 2, we aim to make the enrollment process as seamless as possible. Please follow these steps to complete your child's enrollment:

1. **Step 1:** Complete the online Intake Form by clicking on "Enroll Now" on our website <https://nurturewithcarekidsacademy.com/>
2. **Step 2:** Schedule a tour of our Facility to familiarize yourself with our environment, staff, and programs.
3. **Step 3:** Submit Enrollment Documents: Following the tour, N.W.C.K.A.2 will request enrollment documents via HiMama. Parents can submit the completed documents through HiMama, email, or bring a paper copy to the Facility.
4. **Step 4:** Pay Registration Fees and Tuition: To secure your child's spot at the Facility, parents must pay a non-refundable registration fee and two weeks of tuition in advance (prorated for part-time enrollment based on scheduled days). Once the parent completes step 3 and pays the fees in step 4, the enrollment is approved and confirmed; this fee can be paid in cash, by check, or online. It is possible that due to the delay between steps 3 and 4, we may not have an available spot for your child and may decline the registration.

Important Notes:

- Enrollment is based on spot availability and completion of all four steps on a first-come, first-served basis.
- If no spots are available, your child will be placed on a waitlist.
- N.W.C.K.A.2 reserves the right to deny or discontinue enrollment at its discretion to ensure safety, well-being, and alignment with the Facility's policies and values.

The required enrollment documents are:

1. Child Care Agreement

2. Registration Form
3. Permission Authorization
4. Certificate of Immunization Form
5. Parent Handbook Policies/Agreement Form
6. Child History (including health history)
7. Medical Information Form/Consent to Medical Care Form
8. Pre-Authorized Debit Agreement
9. Disaster Release Form

Disclaimer: Nurture with Care Kids Academy 2 reserves the right, at its sole discretion, to make all final decisions regarding admission, placement, continued enrollment, and termination of services. Decisions may be based on factors including, but not limited to, the safety and well-being of the child, other children, families, and staff; adherence to Facility policies; and the ability of the Facility to meet the child's developmental needs. In cases of withdrawal or termination initiated by the Facility, fees already paid are non-refundable. If termination is initiated by the Facility without cause, any prepaid tuition for unused days will be refunded within 10 business days. By enrolling, families acknowledge and agree that the Facility's decisions in these matters are final.

3.2 Child and Family Adjustment Policy

To support a smooth transition for every child, we request that parents bring their child for a visit prior to enrollment. This visit helps the child and family become familiar with our environment, staff, and daily routines.

Each new enrollment begins with a **four-week trial period**. During this time, regular tuition fees apply. If, during or after this period, Nurture with Care Kids Academy 2 determines that a child is not adjusting well, is not thriving in our environment, or that their continued enrollment presents safety, developmental, or behavioral concerns, we reserve the right to discontinue enrollment. If termination is initiated by the Facility without cause, any prepaid tuition for unused days will be refunded within 10 business days. Families will receive at least **one-week** written notice if enrollment will not continue past the trial period.

Grounds for Termination

Enrollment may also be terminated at any time if:

- A child's behavior or needs pose a risk to their own safety or the safety of others.
- Parents or guardians consistently fail to meet Facility policies and expectations (including, but not limited to, unpaid tuition, habitual late arrivals, or unsafe, inappropriate, or disruptive behavior by a parent, guardian, or family member in or around the Facility).

In all such cases, families will be notified promptly. **No refunds will be issued for terminated enrollment.**

This policy allows us to maintain a safe, nurturing, and productive environment for all children and staff.

3.3 Voluntary Disenrollment

If parents choose to withdraw their child from Nurture with Care Kids Academy 2 (N.W.C.K.A.2), a **written two-week notice** is required. Tuition for the two-week notice period is due in full, regardless of whether the child attends during this time. This policy allows us to maintain stable staffing and ratios.

Failure to provide a two-week written notice will result in full tuition for that period being charged to the family's account.

3.4 Updating Enrollment Records

Each fall, N.W.C.K.A.2 conducts an annual audit of all enrollment records. After this review, families will be notified if updates or additional documentation are required.

Ongoing Updates

Families are responsible for ensuring that critical records remain current throughout the year, including:

- **Emergency Contact and Medical Consent Forms:** These must be updated whenever there are changes to contact information, authorized pick-up persons, employment, or health insurance.
- **Medical Records:** Physical exams and immunization records must be kept up to date. Please request a copy of your child's most recent physical and immunization record during annual well-child visits and provide them to the Facility. Records may be submitted in person, by email, or sent directly from your child's physician.

For any updates, please contact the Provider promptly so that forms can be revised. Up-to-date records ensure that we can respond quickly and appropriately in case of an emergency.

3.5 Confidentiality

Confidentiality is a top priority for N.W.C.K.A.2. Personal information of families and staff will not be shared for any reason without the individual's prior written consent. Only first names will be used when discussing a child's activities and friends in the licensed space. In situations regarding behavior problems and/or Incident/Accident Reports, the names of children involved will never be given to families. Parents will have access to their child's record. DCYF staff and emergency medical response staff will also have access to children's records.

3.6 Entrance to the Childcare Facility

Each family member authorized to drop off a child at our Facility will be assigned a unique 4-digit lock code for the main door entrance. For example, if both parents are expected to drop off their child, each parent will have a distinct 4-digit code. For security reasons, parents must not share their lock code with anyone, including other family members. Your unique lock code can be obtained from the Provider on your first day. If you forget your code, you may ring the doorbell as a one-time exception. If there is no response to the doorbell within 5 minutes, please call the Facility at 360-682-9870.

4 Policies and Procedures

4.1 Illness

At N.W.C.K.A.2, we prioritize providing all children with a healthy, safe, and nurturing learning environment. To support this goal, we expect our employees to maintain their health to adequately care for and assist the children in our Facility. Our focus is to maintain a healthy and safe environment for all children. **Parents must complete family-administered health screenings daily in the Lillio App before the child is dropped off at our Facility. Staff members accepting the child verify this in the Lillio app before accepting the child.**

A child will be sent home as soon as possible if any of the following conditions are observed:

- The illness prevents the child from comfortably participating in activities, as determined by staff.
- The illness requires more care than staff can reasonably provide without compromising the health and safety of other children.

Do Not Bring Your Child to the Facility If They Have Experienced Any of the Following Symptoms in the Last 24 Hours (Please indicate this in the Lillio app):

- Temperature above 101°F (Refer to <https://app.leg.wa.gov/wac/default.aspx?cite=110-300-0205>)
- Sore throat
- Green nasal discharge
- Persistent crying
- Difficulty breathing and/or wheezing
- Cough
- Diarrhea or vomiting
- Loss of taste or smell
- New onset of fever or severe headache
- Blood in stools not explainable by dietary change, medication, or hard stools
- Persistent abdominal pain (lasting more than two hours)
- Rash, until cleared by a physician as non-contagious
- Pink eye (conjunctivitis) until 24 hours after treatment initiation

Contagious Diseases Requiring a Doctor's Note Before Return:

- Tuberculosis: Until a healthcare provider confirms the child is on appropriate therapy and can attend childcare
- Hand, Foot, and Mouth Disease: Until sores have dried and crusted, and the child is fever-free
- Chickenpox: Until all sores have dried and crusted (typically six days)
- Pertussis (Whooping Cough): Until five days of appropriate antibiotic treatment are completed

- Mumps: Until nine days after symptom onset
- Hepatitis A virus: Until one week after illness onset
- Measles: Until four days after the rash onset
- Rubella: Until six days after the rash onset
- Unspecified respiratory tract illness accompanied by another illness requiring exclusion
- Herpes simplex: With uncontrollable drooling

Rationale: These guidelines are based on standard public health recommendations to prevent the spread of infectious diseases in group settings such as childcare facilities. We urge everyone to remain vigilant about symptoms that may indicate contagious illnesses to protect all children, especially those with compromised immune systems or underlying health conditions.

If a child becomes ill while at N.W.C.K.A.2, they will be removed from the licensed space to limit exposure to others and will wait in a separate area until a parent arrives. We ask families to make every effort to pick up a sick child as quickly as possible.

N.W.C.K.A.2 reserves the right to decide on exclusion due to illness. Any exceptions to this policy require a written note from a licensed healthcare professional confirming that the child is not contagious. Additionally, please mark your child absent in the Lillio app whenever they are ill.

4.2 Medication Administration

All prescription and over-the-counter medications must be provided to a staff member in their original container, clearly labeled with the child's full name and birth date. This includes items such as diaper ointment. N.W.C.K.A.2 staff will not administer any medication without a completed and signed Medication Authorization Form. These forms can be obtained from your child's teacher or the Provider.

All medications will be stored in the upper cabinet in the kitchen area and only administered by the Provider or lead teachers. Prescription medications will only be administered at the Facility if they cannot reasonably be given at home. For example, medications prescribed twice daily should be administered at home, while those prescribed three times daily may require a middle-of-the-day dose to be given at the Facility.

Over-the-counter medications will only be administered under special circumstances and must be accompanied by a doctor's note indicating the start and end dates.

Each child must have a current physical and immunization record on file at N.W.C.K.A.2. Physicals must be updated annually, and immunization records must be updated whenever a new immunization is received. Updated records may be mailed or emailed directly to N.W.C.K.A.2 from your healthcare provider. Our email is Info@NurtureWithCareKidsAcademy.com.

4.3 Safety and Emergency Procedures

4.3.1 Emergency Medical/Dental Procedure

Parents must complete and update an Emergency Contact and Parental Consent Form as needed. This form contains essential contact information for parents and individuals authorized to pick up the child in the event of illness or emergency. It also allows N.W.C.K.A.2 staff to seek emergency medical or dental care from authorized providers in case of serious injury. It is the parents' responsibility to keep this form up to date.

- If a child becomes ill or injured while at the Facility, the lead teacher will attempt to contact the parent(s) using all available telephone numbers. If a parent cannot be reached, individuals listed as emergency contacts/authorized pick-ups on the Emergency Contact and Parental Consent Form will be contacted.
- Children who are ill or seriously injured will remain under the supervision of the Provider until a parent arrives.

If the child requires immediate medical attention: In the event of a life-threatening emergency involving a child in our care, the following steps will be taken:

- One staff member will stay with the child and provide first aid as recommended by the American Red Cross, if necessary.
- The child's teacher or designated staff member will contact emergency medical services (911), describe the situation, provide the location and phone number, and remain on the line until instructed to hang up.
- The Provider will contact the parent or, if the parent is unavailable, the child's alternate emergency contact.

The emergency response team and/or parent will determine the appropriate transportation for necessary medical care. A staff member will stay with the child until the parent arrives.

- The lead teacher will complete an injury/illness report as soon as possible after the incident.
- The parent will sign the incident report form. Copies will be given to the parents upon request and kept on file at the Facility.
- Emergency numbers are posted near exits and inside the first aid kits.

FIRE, POLICE, MEDICAL: 911

LOCAL HEALTH DEPARTMENT: (360) 679-7350

Every staff member is trained in CPR, First Aid, and HIV/AIDS.

4.3.2 Fire or Other Emergency Situations

Fire regulations and warning procedures are posted near the exits in the licensed space. Fire drills are conducted each month.

In the event of a fire or other evacuation emergency:

Children Should:

- Leave the licensed space in a silent single line
- Go with staff to a designated area outside
- Remain standing quietly with staff
- Listen to staff's directions

Staff Should:

- Line children up
- Take sign-in sheet
- Exit the Facility with children to the designated area / call 911
- Take roll call of children
- Stay away from the building

The Provider or staff in charge will check the building before re-entering. Parents will be called as soon as possible following an emergency. We ask that parents not attempt to pick up their child during an emergency for the safety of children, parents, and staff.

4.3.3 Weather-Related Closings

The Provider will monitor weather conditions and local news sources to decide if N.W.C.K.A.2 needs to close early or cancel care for the following day. We follow Oak Harbor Public Schools unless city guidance is stricter.

If the Facility must close early or cancel care, parents will be notified promptly through the HiMama (Lillio) app and, when necessary, by text message. **Parents are responsible for keeping their contact information current** and ensuring that at least one working phone number and email address are on file.

In the event of early closure, children must be picked up as soon as possible so that families and staff can travel home safely. **Tuition is not prorated or refunded for weather-related closures.**

To stay informed, please ensure that:

1. You have downloaded the HiMama (Lillio) app on your mobile device.
2. All parents/guardians listed on your child's account are able to receive messages through HiMama (Lillio).

4.3.4 Power Failure and/or Internet Outage

In the event of a power outage, staff members and children will remain in the licensed space and, if possible, continue with normal activities or proceed to the outdoor play area until power is restored. If power cannot be restored within 30 minutes, the Facility will close, and parents will be contacted for immediate pick-up. If internet connectivity is available, communication will be conducted through the HiMama (Lillio) app. In the case of an internet outage, parents will be contacted by phone.

If parents are aware of power and internet outages in the area, they are asked to proactively call the Facility or pick up their child, as contacting all parents sequentially may take time.

Additionally, if there is a power outage before the Facility opens, please do not bring your child to the Facility if you are aware of the ongoing outage.

4.3.5 Missing or Abducted Child

In the event of a missing child, the lead teacher will immediately search the surrounding area. At the same time, another staff member contacts the Provider to assist with the search. If the child is not found within a reasonable amount of time (30 minutes), the Provider will notify the Police Department, the licensor, and the child's parents.

In the event of an abduction, the lead teacher must immediately contact the Provider, the Police Department, and the child's parents.

4.4 Tobacco Use

The use of cigarettes and smokeless tobacco products is strictly prohibited on N.W.C.K.A.2 premises, including parking areas and outdoor play areas. N.W.C.K.A.2 will prohibit any person from consuming or being under the influence of alcohol on the licensed space during business hours and prohibit any person within the licensed space from consuming or being under the influence of illegal drugs or prescription drugs to the extent that it interferes with the care for children.

4.5 Curriculum

The curriculum at N.W.C.K.A.2 consists of a blend of child-initiated and teacher-directed activities designed to support and enrich children's physical, emotional, social, and cognitive development. N.W.C.K.A.2 utilizes the Creative Curriculum framework, adapted and modified by the respective lead teacher in alignment with the HiMama system and the Creative Curriculum from Teaching Strategies. This curriculum is mapped to the Washington State Early Learning and Development Guidelines to ensure comprehensive and developmentally appropriate programming.

The licensed space features weekly lesson plans, which are posted for visibility. These plans encompass a range of activities aimed at fostering both individual growth and the development of the group. Lesson plans are flexible and may be adjusted to accommodate the evolving interests of the children.

Teachers observe each child's developmental progress, interests, and needs on an ongoing basis and use these observations to individualize activities within the licensed space. When a planned activity does not match a child's current skill level, teachers modify materials, adjust expectations, or offer alternative approaches so that every child can participate meaningfully and be appropriately challenged. For example, during an art activity, a teacher may provide thicker crayons or hand-over-hand support for a child still developing fine motor control, while offering scissors and more complex materials to a child who is ready for an advanced challenge. These modifications are guided by the Creative Curriculum framework and informed by developmental observations documented through the Lillio (HiMama) platform. Teachers also incorporate family input about children's strengths, interests, and needs when planning individualized experiences.

Our Commitment to Playful Learning

At N.W.C.K.A.2, we believe that play is the foundation of early learning. Young children learn best through active, hands-on experiences that allow them to explore, experiment, and discover.

How Children Learn Through Play:

Through play, children develop critical thinking and problem-solving skills, build social and emotional competence, strengthen language and communication abilities, enhance physical coordination and motor skills, and express creativity and imagination. Play allows children to make sense of the world around them, practice new skills, and build confidence in their abilities.

How Play Is Incorporated Into Every Learning Experience:

At N.W.C.K.A.2, play is woven into every part of our day. Learning areas are designed to encourage exploration and discovery through blocks, dramatic play, art, sensory activities, and more. Teachers guide learning through playful interactions, open-ended questions, and child-led activities. Outdoor play provides opportunities for physical development, social interaction, and nature exploration. Even routine activities like mealtimes and transitions incorporate playful learning moments. Our curriculum balances child-initiated free play with teacher-guided play experiences, ensuring that every child has opportunities to learn through joyful, meaningful play.

4.6 Consistent Care Policy

At Nurture with Care Kids Academy 2 (N.W.C.K.A.2), we prioritize consistent care to foster stable and nurturing environments for our children. Each child is assigned a primary teacher to build long-term, trusting relationships, ensuring they feel secure and supported. For part-time children, the primary teacher will be assigned based on the days the child is scheduled to attend. We make every effort to ensure part-time children experience the same consistency and relationship-building as full-time children. We maintain stable groups and communicate any changes in advance to minimize disruptions.

To facilitate smooth transitions and consistent care, we kindly ask that parents notify us of any late drop-offs. Notifications can be made through the HiMama app or by calling our Facility. Please note that the cut-off time for drop-off is 9:30 AM. If notice is not received by this time, N.W.C.K.A.2 reserves the right to deny service for the day.

Our staff participates in ongoing training to stay current with best practices, and we value open communication with parents and address any concerns promptly. By implementing these practices and maintaining clear communication, we strive to create a consistent, supportive, and loving environment where every child can thrive.

4.7 Behavior and Discipline

Every adult caring for children is responsible for guiding, correcting, and socializing children toward appropriate behaviors. These adult actions are often called child guidance and discipline. Positive guidance and discipline are crucial because they promote children's self-control, teach them responsibility, and help them make thoughtful choices. The more effective caregivers are at encouraging appropriate child behavior, the less time and effort adults will spend correcting children's misbehavior.

Effective guidance and discipline focus on the development of the child. They also preserve the child's self-esteem and dignity. Actions that insult or belittle are likely to cause children to view their caregivers negatively, which can inhibit learning and teach the child to be unkind to others. However, actions acknowledging the child's efforts and progress will likely encourage healthy development, whether slow or small. Teaching children self-discipline is a demanding task. It requires patience, thoughtful attention, cooperation, and a good understanding of the child. N.W.C.K.A.2 staff will use only positive guidance techniques.

Children who consistently display aggressive behaviors, such as kicking, hitting, or biting staff members, may be suspended from attending the Facility for up to three days. At N.W.C.K.A.2, we maintain a **zero-tolerance policy** for aggressive behavior, whether exhibited by children towards staff or vice versa.

“Am I...”

- Validating feelings?
- Asking open-ended questions?
- Encouraging problem-solving?
- Respecting children's choices?
- Using praise and positive reinforcement?
- Talking with children — not at them?
- Circulating throughout the licensed space?
- At the child's eye level?

Reasons for Misbehavior

If teachers understand why children misbehave, they can be more successful at reducing behavior problems. Listed here are some of the possible reasons why children misbehave:

- Children want to test whether the teacher will enforce rules.
- They experience different sets of expectations between school and home.
- A child does not understand the rules or is held to expectations beyond their developmental levels.
- They want to assert themselves and their independence.
- They feel ill, bored, hungry, or sleepy.
- They lack accurate information and prior experience.
- They have been previously “rewarded” with adult attention for their misbehavior.

Preventing Misbehavior

Child misbehavior is impossible to prevent entirely. Children, usually curious and endlessly creative, are likely to do things parents and other caregivers have not expected. However, caregivers can take many positive steps to help prevent misbehavior:

- Set clear, consistent rules (e.g., walking feet; gentle touches).
- Make sure the environment is safe and worry-free.

- Show interest in the child's activities (e.g., participating in activities with the children so they stay interested for more extended periods).
- Encourage self-control and independence by providing meaningful choices (e.g., "You may pick up the blocks or art area.").
- Focus on the desired behavior rather than the one to be avoided (e.g., "Ashley, please use gentle touches with your friends.").
- Build children's images of themselves as trustworthy, responsible, and cooperative.
- Give clear directions, one at a time.
- Say "Yes" whenever possible.
- Notice and pay attention to children when they do things right (e.g., "Joey is playing so nicely. I like it when you keep the blocks on the table.").
- Encourage children often and generously.
- Set a good example (e.g., using a quiet voice when children should be calm).
- Help children see how their actions affect others.

Responding to Misbehavior

Below are strategies N.W.C.K.A.2 staff will use to respond to child misbehavior. However, remember that it's always a good idea if rules are explained thoroughly and clearly before misbehavior occurs. Whenever possible, involve children in making the rules for the licensed space.

Redirection: This strategy should be used most frequently when working with young children. If a child is not following the rules or being uncooperative, quickly get the child's attention and introduce another activity. For example, "Kate, please help me water the flowers now. You've been riding the bike for a long time, and it's now Logan's turn."

Logical consequences: These are structured consequences that follow specific misbehaviors. The child should be able to see how the behavior and the result are directly related. For example, Andrew is standing on his chair at lunch. His teacher should remind him that if he stands on his chair, he could fall and get hurt, making him sad.

Participate in the solution: If a child damages something, they must help fix it or clean it up. If a child causes someone distress, they should help in relieving that. For example, "It made Brandon very sad when you told him he wasn't your friend anymore. Please come apologize and help me make him feel better."

Natural consequences: Allowing children to experience the consequences of their behavior is also called learning the hard way. For example, after reading, Laura does not return her books to her school bag. One day, she loses a book and must find a way to replace it. Only use natural consequences when they do not endanger the child's health or safety.

"Take a break" or "go to the calm-down area": Children may occasionally become overwhelmed or engage in unsafe or disruptive behaviors. When this occurs, staff will direct the child to "take a break" in the calm-down area. This space is intentionally designed to help

children regulate their emotions, settle their bodies, and regain control in a quiet, supportive environment.

Once the child has calmed and shows readiness to re-engage, staff will speak with the child about the situation that led to the break. This conversation focuses on helping the child understand their actions and learn more appropriate responses for the future. For example: “Hannah, we have talked about how hitting is not acceptable. Because you hit John, please go to the calm-down area. I will talk with you when you are ready.”

The calm-down area is used as a supportive strategy — not a punishment — to ensure the safety and emotional well-being of all children at our Facility.

If these actions do not help in reducing or changing behavior, the following will take place:

1. Staff will report behavior and what strategies have been attempted to the Provider.
2. The Provider will observe the child and meet with the lead teacher to develop a behavior management plan.
3. At their discretion, the Provider can call parents to pick up their child on a given day.
4. The behavior management plan will be discussed with the parents and then put into practice.
5. The Provider, lead teacher, assistant teachers, and parents will evaluate the behavior management plan. If needed, adjustments will be made.

If a child’s behavior poses a threat to themselves, other children, staff, or teachers, they will be removed from the licensed space and may be suspended from the program for a period of time, up to and including potential disenrollment.

Useful Phrases

The following phrases are useful when problem-solving with children.

Instead of “No” or “Don’t” — **Say**, “Please stop,” “I don’t like that,” “That’s not OK,” or “That is not a choice.”

Instead of “That’s not nice.” — **Say**, “That’s not OK,” “Please use gentle touches,” or “That hurts Jordan.”

Instead of “No running.” — **Say**, “I need you to use your walking feet” or “You may run when we go outside.”

Instead of “Stop crying.” — **Say**, “I need you to use your words to tell me what is wrong.”

Instead of “Can you put away your toys?” (If it is not a choice, do not pose it as a question) — **Say**, “You may help me pick up the blocks or help Alyssa pick up the puzzles.”

Instead of “I said yes” (when a child tells you “no”) — **Say**, “No is not a choice, I need you to...”

Rules

- No hitting, kicking, biting, etc.
- Be respectful of other people’s feelings.
- No name-calling.

- No running or yelling inside.
- No throwing of toys or hitting with toys.
- No personal toys will be allowed inside the Facility from home.

The Nurture with Care Kids Academy 2 cannot be responsible for lost, stolen, or broken toys. For safety, please ensure children do not bring pens, money, make-up, nail polish, sharp objects, hard candy, gum, toy guns (or any violent material), or marbles from home. These are all things that can choke or hurt small children.

Biting Policy

Biting is a behavior that usually appears between the ages of one and three years. While biting is an age-appropriate behavior, it is essential to remember it is also an unacceptable behavior in a childcare environment. Children bite for various reasons: teething, sensory exploration, cause and effect, imitation, crowding, seeking attention, frustration, and stress. Biting is not something to blame on children, their parents, or their teachers. There are a variety of strategies we implement at N.W.C.K.A.2 to prevent and stop biting.

This is the process followed when a child bites:

- The biting child is stopped and told, "Stop biting. Biting hurts," in a firm voice. Teachers should remain calm and careful not to show anger or frustration towards the child.
- The biting child is removed from the situation. Depending upon the observed motive for the bite, the separation may include redirection or meeting the child's needs. As little attention as possible will be placed on the biting child to avoid reinforcing the behavior.
- Appropriate first aid will be provided to the child who was bitten. The bite will be washed with soap and water; a cold compress will be applied to reduce pain and swelling. A bandage will be applied if necessary.

It is essential to explore the reasons for biting when it occurs. Teachers must work with parents to gather information about the child's behavior and begin observations to determine the reasons for biting. Examples of triggers include communication deficits, transitions, hunger, lack of sleep, need for oral stimulation, or teething pain. Once triggers are identified, staff can work on prevention strategies and teach replacement skills. Below are the steps the teacher will take to identify triggers and replace the behavior:

1. **Context Analysis:** The teacher will examine the context in which the biting occurs and look for patterns, such as: Was the space too crowded? Were there too few toys? Was there too little to do or too much waiting? Was the child getting appropriate attention at other times?
2. **Environmental Adjustment:** The teacher will change the environment, routines, or activities if necessary.
3. **Conflict Resolution:** The teacher will work with the biting child to resolve conflicts and frustrations in more appropriate ways.
4. **Observation:** The teacher will observe the child to understand why and when they will likely bite.

5. **Preventative Measures:** The teacher will identify children at higher risk of being bitten and take steps to reduce their likelihood of being bitten.
6. **Collaboration:** The teacher, parent, and Provider will meet regularly to create an action plan and monitor progress.
7. **Additional Support:** If biting continues, the teacher will closely observe the group and collaborate with parents to explore additional resources, including having a shadowing staff member to support the biting child.

All information regarding biting incidents is kept confidential. Parents are not informed of the identities of the children involved. Biting incidents are documented on an Incident/Accident Report, which must be completed and signed by both a teacher and the parent. A copy is provided to the parent, and the original is kept in the child's permanent enrollment file.

Removal of a Child from the Licensed Space

Children remain in the licensed space at all times, except in situations where removal is absolutely necessary for safety reasons. **Because we must maintain state-mandated staff-to-child ratios, we do not have extra staff available to provide one-on-one care or supervision. Our Facility does not provide individual, dedicated one-on-one care for any child.**

In rare circumstances where a child's behavior escalates and cannot be safely managed within the licensed space, the teacher first contacts the Provider. The Provider will assist in calming the child and provide temporary support so that the safety and learning of all children can continue.

If a child's behavior becomes threatening to themselves, to other children, or to staff, the Provider will take the appropriate action to ensure everyone's safety.

4.8 Violent Play

Our programs are designed to minimize competitive behavior, as competition among young children can often lead to negative behaviors and reduced social acceptance. Bullying is strictly prohibited and will not be tolerated at our Facility. If a child engages in bullying behavior toward another, they will be sent home. We are dedicated to guiding children in developing appropriate and respectful ways to interact with each other.

4.9 Expulsion Policy

At Nurture with Care Kids Academy 2 (N.W.C.K.A.2), our goal is to support every child's success through positive guidance and strong partnerships with families. Our program does not suspend children for minor or developmentally typical behaviors, and we always prioritize keeping the child enrolled with appropriate support. Expulsion is considered a last resort and only occurs after all other supports have been attempted and documented. We will follow the steps below:

1. **Guidance First:** Teachers use positive guidance strategies such as redirection, calming techniques, and logical consequences. Staff document the child's behavior and the strategies applied.

2. **Documentation of Strategies:** Each incident is recorded in an Incident/Accident Report. Staff maintain a written record of all strategies attempted and the child's response.
3. **Parent Communication:** Parents are notified of each incident. Regular parent conferences are scheduled to review progress. Meetings may be monthly for up to six months or more frequent (e.g., weekly) if needed. A Behavior Support Plan is created in collaboration with parents, including goals, strategies, and supports.
4. **Additional Support:** If challenges continue, the Provider may seek help from an early childhood consultant, a behavioral coach and mental health consultant, or other community resources.
5. **Aggressive and Unsafe Behavior:** Expulsion may be considered if a child demonstrates ongoing aggressive or unsafe behaviors, such as: repeated bullying or intimidation of other children; destructive behavior (e.g., throwing furniture, breaking toys/equipment, or damaging property in ways that endanger others); extreme defiance; chronic biting or aggressive outbursts that continue despite interventions and put others at risk; or self-harming behaviors that require specialized support beyond the Facility's resources.
6. **Final Steps Before Expulsion:** Before considering expulsion: parents receive a written notice of concerns; the Behavior Support Plan is reviewed and adjusted as needed; a final meeting with the Provider is held to discuss progress, additional referrals, and options.
7. **Expulsion (Last Resort):** Expulsion will only be considered if the child's behavior poses an immediate safety risk to themselves, other children, or staff, and all support strategies have been tried and carefully documented. If expulsion occurs: parents receive a final written notice stating the reasons, and a list of resources and referrals is provided to help support the child and family. N.W.C.K.A.2 will report the child expulsion to DCYF.
8. **Staff Training & Development:** All staff receive annual training in Positive Child Guidance, Supporting Children with Challenging Behaviors, and Trauma-Informed Care.

4.10 Non-discrimination

N.W.C.K.A.2 does not discriminate based on race, creed, color, national origin, sex, honorably discharged veteran or military status, marital status, gender, sexual orientation, age, religion, or ability. For the purposes of this chapter, "sex" means gender and "sexual orientation" means heterosexuality, homosexuality, bisexuality, and gender expression or identity, also referred to as SOGIE, and includes all persons who identify as LGBTQIA+; and comply with the requirements of the WLAD, chapter 49.60 RCW, and the ADA.

4.11 Religion and Rules

At N.W.C.K.A.2, we do not practice or promote any specific religion, and we respect all religious beliefs and traditions. Throughout the school year, we celebrate holidays from various cultures and religions around the world. Discussions about religious holidays will be conducted in an inclusive manner and will be noted in our monthly schedules.

5 Daily Schedule and Activities

The lead teacher and assistant teacher collaborate to create a daily schedule and plan activities that cater to each child's developmental needs and abilities. All staff members are responsible for implementing the schedule and activities, which balance active and quiet times, large and small group activities, individual tasks, gross and fine motor activities, indoor and outdoor play, self-directed choices, and teacher-led instruction.

Consistency in daily routines is essential for the well-being and stability of children and the licensed space environment. Children thrive on predictable routines, including arrivals and departures, meals and snacks, resting/naps, personal care (e.g., diapering/toileting, hand washing), and transitions.

Lesson plans and daily schedules must be posted in the licensed space and always visible. Staff must ensure that children do not access unlicensed areas.

5.1 Arrival and Departure

5.1.1 Arrival

N.W.C.K.A.2 operates from 6:00 AM to 9:00 PM, seven days a week, with core learning hours from 9:30 AM to 4:00 PM. The maximum care per child is 10 hours per day regardless of operating hours. Late arrivals after 9:30 AM may be refused entry unless prior notification is provided. We encourage parents to notify us via text message to the Facility phone or through the HiMama (Lillio) app if their child will be delayed and unable to arrive before 9:30 AM.

Our staff checks children in and out of the licensed space using the HiMama app, ensuring it is consistently updated with each child's presence at our Facility. Attendance is verified when children are taken to and from the outdoor play area to maintain accurate records. We kindly ask parents to ensure their child is checked in using the HiMama app when dropping off and checked out when picking up. Additionally, parents must complete the self-screening of their child through the family-administered health screening section in the HiMama app before drop-off. If this is not completed, entry will be refused.

Parents must accompany their child into the Facility, and we encourage a brief conversation with the teacher. Sharing information such as the child's temperament that day, how they slept, or if they have eaten that morning is appreciated, as it helps ensure we provide the best care.

We understand that separating from a parent can be challenging for some children, which is developmentally normal. Here are some tips to facilitate a smoother drop-off:

- **Establish a consistent routine:** Whether it's a quick kiss and hug or helping your child put their belongings away, maintaining the same routine each day provides predictability, reducing stress and uncertainty for your child.
- **Separate once:** Repeatedly coming back into the licensed space can increase a child's stress during separation. It's best to say goodbye once and leave, as lingering can make it harder for your child.

- **Be reliable:** Return when promised. Children picked up later than expected may find separating more difficult in the future. Communicate pick-up times in terms they understand, such as “after snack” or “after nap time.”

5.1.2 Departure

N.W.C.K.A.2 closes at 9:00 PM, seven days a week. Remember that the maximum care per child is 10 hours per day. If you anticipate being late for pick-up, please notify us immediately. Please ensure you say goodbye to your child’s teachers when departing so they are aware you are leaving. Once you have reunited with your child and are departing, N.W.C.K.A.2 is no longer responsible for your child. For safety reasons, please do not allow your child to run ahead of you inside or outside the building.

If someone unfamiliar with our staff will be picking up your child, you must inform your child’s teacher in advance. This individual must be listed on the Emergency Contact and Parent Consent form. Remind the authorized person to bring identification, such as a driver’s license, to verify their identity and ensure your child’s safety. Even if the person has picked up your child previously, they may still be asked to provide identification if they are unfamiliar with the current staff member in charge. Children will not be allowed to leave the Facility without proper identification verification.

5.1.3 Attendance

Regular attendance is strongly encouraged to benefit the child and the whole licensed space. If your child will be absent, please call the Facility by 9:00 AM or update the Lillio App so your child’s teacher may make accommodations to the lesson plan.

For extended absences of more than 2–3 scheduled days, please notify the Facility in writing or through the Lillio App with the start date of the absence and the anticipated date of return. At the discretion of the Provider, a child may be disenrolled if they miss two consecutive weeks of their scheduled days without any notice or communication from the family. For policies regarding extended absences exceeding two weeks, please refer to the Extended Absences section under Holidays and Vacations.

5.2 Late Pickup

N.W.C.K.A.2 charges a late fee of \$1.00 per minute past 9:00 PM, including days with early release notifications. After three instances of late pick-ups, enrollment may be reviewed and potentially canceled. We will provide written warning after the 2nd late pickup, and termination notice after the 3rd late pickup. If a child is not picked up by 9:00 PM, we contact the parents at all available numbers. If parents cannot be reached, we contact authorized pick-up people. Child Protective Services (CPS) will be called if no contact is made within one hour.

5.3 Daily Schedule

Teachers collaborate to create a daily schedule and plan activities tailored to meet each child’s developmental abilities and needs. The schedule is designed to provide a balanced mix of active and quiet times, group and individual activities, fine and gross motor activities, indoor and outdoor play, as well as opportunities for both self-selected and teacher-directed engagement.

Consistency from day to day is essential for the overall well-being of the children and helps maintain a positive environment. Children thrive on predictable routines! Whenever possible, routines for arrivals, departures, meals, snacks, rest or nap times, personal care routines such as diapering, toileting, and hand washing, as well as transitions, will be consistently maintained to provide a sense of security and structure for each child.

5.4 Free Play

“Free play” refers to child-initiated activities, free choice, and self-selection and must be incorporated into both the morning and afternoon schedules. Teachers are expected to actively engage with children during free play by asking questions about their activities, participating in pretend play, reading books when prompted, and encouraging children to explore new activities or try different toys. Free play is another opportunity for a child to grow socially and cognitively through the development of relationships.

5.5 Outdoor Play

Outdoor play is incorporated into the daily schedule for both the morning and afternoon sessions. While the outdoor learning environment may be less structured than indoors, staff members are expected to actively engage with children during activities.

Outdoor play allows children to run, jump, climb, and use their bodies in ways that may not be possible indoors. It also facilitates significant social interaction, allowing children to select their playmates and engage in more child-directed activities than teacher-directed ones.

Children will go outside year-round, including during winter months. Outdoor play will only be canceled in extreme weather conditions. Teachers are responsible for determining if weather conditions are too hot or cold for safe outdoor play.

Parents must provide appropriate clothing and outerwear for their children based on weather conditions (e.g., coats, snow pants, boots, gloves, etc.). All clothing items must be clearly labeled with the child’s name. While N.W.C.K.A.2 has a limited supply of extra hats and mittens, they may not be sufficient for all children. During colder months, each child must arrive with suitable outerwear. If you have questions about appropriate clothing for the weather, please speak with your child’s teacher.

5.6 Nap/Rest Time

All children are provided with a regularly scheduled nap or rest time. While children are not forced to sleep, they may be encouraged to lie quietly. No pick-ups or drop-offs are allowed during nap time, which occurs between 12:00 PM and 2:00 PM to minimize disruptions. The duration of rest varies based on each child’s needs, with no strict rule on the maximum time a child should rest. Children who are unable to sleep will be offered alternative quiet activities. Toddlers will be allowed to follow their own sleep patterns per WAC 110-300-0290(2).

Children are encouraged to bring a familiar item from home to use during nap/rest time, such as a small blanket or stuffed animal. These items will be stored in your child’s cubby or on their cot.

or mat; there is limited space for storing such items. Please consider this when deciding which items to bring. All items should be labeled with your child's name.

5.7 Play Clothes

Please dress your child in comfortable play clothes that allow them to move freely and participate fully in all activities at N.W.C.K.A.2. Ensure your child wears closed-toe shoes, such as tennis shoes; open-toe shoes, sandals, and Crocs are prohibited. Since playtime is often active and messy, comfortable and washable clothes are highly recommended. Outdoor play is a daily and essential part of our curriculum, so children should dress appropriately for indoor and outdoor activities. Please provide a jacket or light outerwear based on changing weather conditions.

Occasionally, children may get their clothes wet or have toileting accidents. In such cases, it is best to change them into a complete extra set of clothing that you have provided. Your child's teacher will request a full change of clothes, including underwear, to be kept at the Facility and replenished as needed. Please label all clothing items clearly to avoid confusion. For health reasons, any soiled underwear may be disposed of. If your child's clothing or other personal items are missing, please notify the teacher so that we can assist in locating them.

5.8 Items from Home

Toys, stuffed animals, or other items from home may occasionally help your child feel more comfortable. However, sharing special "treasures" can sometimes be challenging for young children. We kindly ask that any items brought from home be placed in your child's cubby shortly after arrival. To prevent issues, please do not bring toys or special items from home that may become lost or stolen. Clearly label all belongings brought from home to avoid mix-ups. We strongly recommend that valuable items, such as iPods or handheld gaming systems, be kept at home. N.W.C.K.A.2 is not responsible for any lost, stolen, or damaged items.

5.9 Toddler Program Information

The following guidelines apply specifically to the young toddler and toddler age groups:

- Parents must provide diapers, wipes, diaper creams, extra clothing, pacifiers, blankets, and stuffed toys for rest time. All items should be clearly labeled with the child's name.
- Pacifiers may be used during rest time. During other times of the day, they will be stored in a child's cubby or diaper bag to minimize the spread of illness.
- We recommend introducing all new foods at home first, as a child may have an allergic reaction to foods they have not previously consumed. Please consult with parents before introducing any new foods.
- Upon arrival, staff will ask parents when the child's last diaper change occurred. Diapers are checked every two hours and changed as needed. Parents must supply disposable diapers and wipes, as cloth diapers are not accepted.
- Disposable diapers are placed in a covered, plastic-lined waste container and disposed of daily by N.W.C.K.A.2 staff. There is no additional charge for diaper disposal. Soiled

clothing will be placed in a plastic bag and sent home. Parents are reminded to label all personal items.

5.10 Diaper Changing

The following procedure is followed for all diaper changes:

- Wash hands
- Gather the necessary materials (clean diapers, wipes, clothes)
- Put on disposable gloves as needed
- The child is gently placed on the table on a sanitized mat; the soiled diaper is removed and deposited in a plastic-lined and covered waste receptacle
- The child's diaper area is cleaned from front to back for each stroke with a clean, damp wipe
- Topical cream is only used when a parent's written request has been received
- Wash hands
- Put on a clean diaper
- Finish dressing child
- Disinfect and dry the diaper-changing table
- Remove gloves and wash hands

5.11 Toilet Learning

Before a child is ready to start toilet training, we will discuss with the parent or guardian their views on toilet training. For toilet training we use positive reinforcement, culturally sensitive and developmentally appropriate methods, as well as a routine developed in agreement with the parents or guardians. We start toilet training at around 2.5 years of age.

5.12 Field Trips

N.W.C.K.A.2 does not conduct off-site field trips and does not offer transportation services. In the case of in-house events involving external organizers or performers, their identities will be thoroughly verified before they can enter the licensed space.

6 Health Policies

6.1 Hand Washing and Hygiene

Staff members must wash their hands at least at the following times:

- Upon arriving at the Facility
- After each diaper change
- After each bathroom visit
- After assisting a child with using the toilet

- After wiping a nose or coming into contact with saliva or any other bodily fluid (including stool, urine, drool, blood, and mucus)
- Before preparing meals
- Before and after meal times
- Before and after using the sensory table
- After removing gloves
- After using the restroom
- After returning to the Facility from a break
- After coming indoors from the outdoor play area

Frequent handwashing with soap and warm running water for at least 20 seconds is the most effective way to reduce and prevent the spread of illnesses such as diarrhea, the flu, and conjunctivitis (pink eye).

How to wash your hands most effectively

- Use soap and warm running water (between 60 and 120 degrees Fahrenheit).
- Rub hands vigorously for at least 20 seconds (consider singing the “ABCs” as a timer).
- Wash all surfaces, including the backs of hands, wrists, and under fingernails, keeping fingers pointed toward the sink drain.
- Rinse hands thoroughly under running water.
- Dry hands with a disposable towel.
- Use the paper towel to turn off the water.

Hand Sanitizers

While handwashing with soap and water is preferred, alcohol-based hand sanitizers containing at least 60% alcohol may be used temporarily when soap and water are not readily available.

6.2 Cleaning/Disinfecting Procedures

- The bathroom and changing areas must be cleaned and disinfected daily.
- Equipment will be cleaned and disinfected daily.
- Toilet training equipment must be cleaned and disinfected after each use.
- All childcare areas will be thoroughly cleaned daily.
- Children will use separate cups for drinking and individual towelettes for hand washing.

6.3 Notice of Exposure & Reporting Disease

If your child is exposed to a communicable disease, a notice will be posted at the front entrance or on the door of the licensed space. If your child or anyone in your household becomes ill with a contagious disease, please notify the Provider immediately.

The Provider will inform the health department if a child is reported to have a contagious disease.

6.4 Documentation of Health Incidents

Whenever a parent is contacted regarding an ill child or symptoms of illness, staff members must complete a Health Incident Form. A copy of the form should be provided to the parent, and the original must be given to the Provider, who will place it in the child's permanent file. Any infectious illnesses in the Facility will be communicated to parents via a notice on the licensed space door explaining the illness.

6.5 Documentation of Other Incidents

Teachers must document incidents as they occur to address them promptly and communicate with parents if necessary. Incident documentation must be completed immediately to ensure compliance.

6.6 Documentation of Allergies

A child with allergies must have an Allergy Action Plan displayed prominently in the licensed space without any personally identifiable information about the child. If the allergy is food-related, an Allergy Action Plan must also be posted in the kitchen area. All staff members working in the licensed space of a child with allergies must review and familiarize themselves with the Allergy Action Plan to ensure they understand the emergency procedures in case of an allergic reaction. Any allergic reactions must be documented using a Health Incident Form. The child must have a complete individual care plan signed by the child's health medical provider in the child's file and available to review by staff prior to serving food to children.

6.7 Documentation of Special Health Care Needs

An Emergency Care Plan must be on file for any child or staff member with special health care needs, such as seizures. A copy of the Emergency Care Plan must be kept in the licensed space emergency binder. All staff working in the licensed space are required to familiarize themselves with the plan to ensure preparedness in case of an emergency. If necessary, staff will receive specific training related to a child's or staff member's healthcare needs.

6.8 Sunscreen & Insect Repellent

Between March and October, families may provide sunscreen for their children for outdoor activities. A permission slip must be on file before sunscreen can be applied. Sunscreen must be SPF 15 or higher and will be applied by staff throughout the day. Parents are encouraged to apply insect repellent to their child before arriving at N.W.C.K.A.2, as staff are not permitted to do so.

7 Safety Policies

7.1 Safety Procedures

Injury Prevention

- Indoor areas will be inspected daily for safety hazards.

- Outdoor areas will be inspected daily for safety hazards.
- Equipment and supplies will be inspected daily for potential safety issues.
- Any identified safety hazards will be promptly repaired or removed.
- Minor emergencies will be treated and documented. A first aid kit is available at all times. Parents will be notified of any incidents when picking up their child.

7.2 Pet Policy

We generally do not allow pets on the premises; hence, there is no pet policy. In case of a group event with pets coming to our Facility, we will inform parents and ask for their consent.

7.3 Child Physical Restraint Policy

Physical restraint is used only when necessary and after applying positive guidance techniques. It may be used if a child's safety or the safety of others is at risk. Restraint must:

- Be limited to holding the child as gently as possible.
- Be applied for the minimum amount of time necessary to control the situation.
- Be developmentally appropriate.
- Be performed only by trained early learning providers.
- Physical restraint methods such as bonds, ties, blankets, straps, car seats, highchairs, activity saucers, or heavy weights (including an adult sitting on a child) are strictly prohibited.

If physical restraint is used, staff will:

1. Report the incident.
2. Assess the situation to ensure the use and application of restraint were appropriate.
3. Document the incident in the child's file, including details such as date, time, staff involved, duration, and events before, during, and after the restraint.
4. Develop a written plan in consultation with the child's primary care or mental health provider and parents/guardians to address underlying issues and reduce the need for further restraint if physical restraint has been used more than once or a plan is not already in place.
5. Notify the department when a written plan is created.

Our goal is to provide children with positive guidance. Parents will be notified if a child does not respond to these efforts, and a plan will be developed in collaboration. If a child's continued behavior poses a risk of physical harm to themselves, peers, or staff, or if Facility property is damaged, the parent may be asked to withdraw the child. Withdrawal may also be requested for children exhibiting persistent, verbally abusive behavior.

All staff and volunteers will receive training on guidance and discipline policies and practices.

7.4 Weapons

N.W.C.K.A.2 does not permit or tolerate the possession, display, or use of weapons on Facility premises, including vehicles, during events, or off-site activities if it directly affects Facility management and order. Violations by children or enrolled families may result in expulsion or other disciplinary actions. Weapons will be confiscated and reported to law enforcement as required by law.

Weapons include, but are not limited to, knives, firearms, explosives, fireworks, chemicals, and any object used to cause harm. Lesser sanctions may be applied by the administration based on incident circumstances. Guidelines for discipline are:

1. Suspension for three to five days for possession of a weapon.
2. Suspension for five to ten days for displaying a weapon.
3. Suspension with expulsion recommendation for threatening or harmful weapon use.

7.5 Documentation of Accidents/Incidents

Staff must document all accidents and incidents using an Accident/Incident Report. Biting incidents should be documented as accidents. If a bite breaks a child's skin, a report must be completed for both children involved. Detailed accounts of the incident must be provided without naming other children. Parents must be notified immediately of severe injuries and should sign the report the same day. Copies are available upon request, and reports will be kept in the child's permanent file.

7.6 Mandatory Child Abuse Reporters

All N.W.C.K.A.2 staff are mandatory reporters of child abuse and must report suspected cases of abuse or neglect to Child Protective Services or law enforcement. Refer to <https://www.dcyf.wa.gov/safety/report-abuse> for more information. This is as per RCW 26-44-020.

7.7 Access Policy

Only staff members, substitutes, subcontracted staff, and approved volunteers with background checks and childcare approvals may have unrestricted access to children. Unapproved persons must be under direct staff supervision and cannot assume childcare duties. The lead teacher or their delegate will monitor non-agency individuals on the premises.

Staff must verify the purpose of any unfamiliar person on-site. Non-agency personnel (e.g., maintenance staff) will be monitored by paid staff and cannot interact with children.

7.8 Affidavit Policy

N.W.C.K.A.2 staff members will not provide written statements or affidavits for families dealing with legal matters. Our primary focus remains on providing quality care and meeting children's needs during difficult times.

8 Meals and Nutrition

8.1 Meal Policies

N.W.C.K.A.2 provides AM and PM snacks, while parents are responsible for providing a nutritious lunch for their children. All whole fruits and vegetables provided by the program are washed thoroughly under running water before they are prepared and served to children. All food must arrive ready to eat, as refrigeration is not available. If a lunch requires cooling, parents should include a cold pack. We can warm lunches using microwaves at the Facility. For safety and allergy concerns, staff are strictly prohibited from sharing their food or drinks with children. Candy and soda are not permitted and will be removed if found in a lunch box. Parents are responsible for any special dietary needs their child may have. Snack menus are posted in the licensed space and available upon request. When menu changes occur due to supply availability or other circumstances, families are notified through the Lillio (HiMama) app prior to the change taking effect. For children with known food allergies, staff will contact the family directly before serving any substitute snack item. Some snacks provided by N.W.C.K.A.2 may contain peanuts or tree nuts. Please notify the Provider immediately if your child has a nut allergy so appropriate accommodations can be made.

8.2 Food Allergies

Children may bring special treats to celebrate birthdays or holidays. Due to food allergies and dietary restrictions, we recommend that treats be store-bought and in their original packaging. If your child has a food allergy, please complete a Food Allergy Action Plan form available from the Provider. This form will be posted in the licensed space and food preparation areas. If medication for an allergic reaction is required, the Food Allergy Action Plan must be signed by a physician.

9 Communication and Parental Involvement

9.1 Communication Methods

We encourage parents to communicate regularly with our Facility staff using the Lillio (also known as HiMama) app. In exceptional cases, communication via email, text message, or a phone call to the Facility phone is also acceptable. To keep families informed and involved, we provide a monthly newsletter at the beginning of each month outlining our high-level plans, including upcoming family events designed to increase family involvement. We will continue to gather feedback on our communication and reflect on that feedback to improve.

9.2 Parent-Teacher Conferences

Parent-teacher conferences are typically offered once yearly. The parent-teacher conference aims to gain insight into your child's development in the Facility and home settings. During conferences, your child's development and any goals you may have for your child will be discussed. Parents are encouraged to request conferences whenever they feel it necessary.

9.3 Daily Sheets

We use the Lillio app to enter daily activities such as toileting, meals, naps, etc.

9.4 Parent Participation

Parent participation is strongly encouraged in our program. Some possible opportunities to participate and contribute to your child's N.W.C.K.A.2 experience:

- Leading or assisting special projects (sewing, carpentry, cooking, etc.)
- Construction or collection of raw materials for art projects, dramatic play props, etc.
- If you are eating lunch or snacks with your child, please inform the teachers one day in advance.
- Volunteering in the licensed space.

9.5 Program Evaluations

N.W.C.K.A.2 asks parents to complete a program evaluation annually. The staff uses the information gathered from these anonymous surveys to develop goals for our Facility and improve the overall quality of care. A parent's point of view is different from a teacher's. Therefore, parent feedback on the program evaluations is critical to our program's success and our families' satisfaction.

9.6 Transition to Kindergarten

We will prepare a transition report for every child transitioning to kindergarten. This report will include language & literacy, social & emotional, cognitive/general knowledge, physical, and mathematics information. The report will also include information about kindergarten registration, orientation, open house, or enrollment. When a child leaves N.W.C.K.A.2, their assessment portfolio will be given to the family to support a smooth transition.

9.7 Questions/Concerns

If you have a question or concern, do not hesitate to bring it to the attention of the teacher most directly involved. If the concern is unresolved, the Facility Provider, Ashish Batwara, can be reached at 360-682-9870 or by email at Info@NurtureWithCareKidsAcademy.com. The Provider is available to assist parents and staff in resolving concerns.

9.8 Community Resources for Families

N.W.C.K.A.2 is committed to connecting families with local resources that support their well-being. Below is a list of community resources available to families in our area:

Health & Medical Services

- Island Hospital — (360) 678-2151 — 1211 24th Street, Anacortes, WA 98221 — www.islandhospital.org — Full-service hospital with pediatric care
- WhidbeyHealth Medical Center — (360) 678-5151 — 101 N Main Street, Coupeville, WA 98239 — www.whidbeyhealth.org — Primary care, pediatrics, and urgent care

Food Security & Nutrition

- Good Cheer Food Bank — Oak Harbor — (360) 675-3888 — 1625 E Whidbey Ave, Oak Harbor, WA 98277 — www.goodcheer.org — Free groceries for families in need
- WIC (Women, Infants & Children) — Island County — (360) 679-7350 — Island County Health Department — Nutrition assistance for pregnant women and children under 5

Family Support & Counseling

- Compass Health — (360) 675-8811 — 490 NE Midway Blvd, Oak Harbor, WA 98277 — www.compasshealth.org — Mental health services for children and families
- Military OneSource (for military families) — 1-800-342-9647 — www.militaryonesource.mil — 24/7 counseling, financial support, and family services

Child Development & Special Needs

- NW Regional ESD 189 — Early Childhood Services — (360) 299-4000 — 1601 R Avenue, Anacortes, WA 98221 — www.nwesd.org — Early intervention and developmental screening services
- Island County Human Services — (360) 678-7880 — Developmental disabilities and family support services

Library & Educational Resources

- Sno-Isle Libraries — Oak Harbor Branch — (360) 675-5115 — 1000 SE Regatta Dr, Oak Harbor, WA 98277 — www.sno-isle.org — Free library programs, story times, and educational resources

Recreation & Community Programs

- Oak Harbor Parks & Recreation — (360) 279-4530 — 865 SE Barrington Dr, Oak Harbor, WA 98277 — Youth sports, activities, and community events

Emergency & Crisis Support

- Island County Crisis Line — (360) 679-7373 (24 hours)
- Child Protective Services — 1-866-END-HARM (1-866-363-4276)
- National Suicide Prevention Lifeline — 988

Families are encouraged to reach out to the Provider for additional resource referrals or assistance connecting with community services.

10 Fees and Billing

10.1 Registration Fees

A \$100.00 non-refundable registration fee and two weeks of tuition are due upon registration. When you enroll your child at the Facility, you are reserving a space for your child on your scheduled days. It is your child's space as long as you pay tuition, even if your child does not attend on a scheduled day. If your child is absent from the Facility for any reason, including illness or vacation, you must continue to pay tuition to maintain their space.

Part-Time Enrollment: Part-time families pay tuition based on their scheduled days. Tuition is due regardless of attendance on scheduled days.

All enrollment forms must be completed and turned in before your child's first day at the Facility. For more information about the enrollment process, refer to the Enrollment Process earlier in this document.

10.2 Part-Time Enrollment

N.W.C.K.A.2 offers part-time enrollment for families who need care on fewer than five days per week. Part-time options, subject to availability, include:

- **2 days/week** (Tue, Thu)
- **3 days/week** (Mon, Wed, Fri)

Part-Time Policies:

- **Consistent Schedule Required:** Part-time families must select a specific part-time schedule that will remain consistent each week.
- **Tuition:** Part-time tuition is based on the option that you select. Tuition rates are available from the Provider upon request.
- **Schedule Changes:** Changes to part-time schedules require at least two weeks' written notice and Provider approval. Schedule changes are subject to availability and cannot be guaranteed.
- **Additional Days:** Part-time families may request additional days on a drop-in basis, subject to availability and applicable drop-in rates. Requests must be made at least 24 hours in advance.
- **Conversion to Full-Time:** Part-time families wishing to convert to full-time enrollment must submit a written request to the Provider. Conversion is subject to availability.
- **Absences:** Tuition is due for all scheduled days, regardless of attendance. There is no credit or makeup for missed days.
- **Holidays:** If a holiday falls on a scheduled part-time day, tuition is not adjusted. Part-time tuition rates already account for holidays.

10.3 Tuition and Payment Policies

Automatic Payments

Parents are encouraged to make childcare payments electronically with a checking or savings account. A Direct Debit Authorization form must be completed in the Lillio app before or on a child's first day at the Facility. If parents cannot make electronic payments, special arrangements must be discussed with the Provider. Payments cannot be made with a credit or debit card. We follow a bi-weekly fee schedule for non-subsidized kids. An invoice is issued on Monday, and payments are withdrawn on Tuesday for the upcoming two weeks of care. Part-time tuition is invoiced on the same bi-weekly schedule. If a holiday falls on a Tuesday, payments will be withdrawn from your checking or savings account on the next business day.

Payment Penalties

1. The late payment fee is \$10 per day. If fees remain unpaid after three days, your child will not be admitted until ALL fees are paid in full.
2. The penalty for returned checks (due to insufficient funds or other reasons) is \$50 plus any bank costs incurred. Cash payment is required for returned checks. After the second returned check, you may be put on a cash-only basis. After a third attempt to collect payment, if unsuccessful, we will automatically terminate the contract.
3. Repeated incidents of returned checks or insufficient funds notices could result in the termination of childcare services. If a family has trouble making tuition payments, a payment plan should be discussed with the Provider. The Facility reserves the right to adjust tuition at any time. No post-dated checks are accepted.
4. Late pick-up fees are \$1.00 for every minute you are late past 9:00 PM. You must pay the staff on duty by cash when picking up.

10.4 Financial Agreement

Upon enrollment and any changes to tuition, families are provided with a Fee Policy & Financial Agreement. This agreement should be carefully reviewed and checked for errors. A rate increase of 3% will be applied each year on September 1 for all tuition rates, including full-time and part-time rates. Parents are responsible for tuition even if the child is absent for whatever reason.

11 Holidays and Vacations

11.1 Holidays

N.W.C.K.A.2 will be closed on the following holidays (dates may vary or be posted accordingly):

- New Year's Eve
- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Juneteenth
- Independence Day (4th of July)
- Labor Day
- Veterans Day
- Thanksgiving Day
- The Day After Thanksgiving
- Christmas Eve
- Christmas Day

If a holiday falls on a weekend, N.W.C.K.A.2 may close on the nearest weekday (either the preceding day or the following day). Families will receive a few weeks' notice if there are any additional closings.

Families will be given one month's notice in the event of additional closings. We will close our Facility one day every four months for staff development.

Additionally, we may decide to close during the last two weeks of December, covering Christmas and the New Year. We will provide at least 30 days' notice to parents if we decide to do this.

11.2 Staff Development Days

N.W.C.K.A.2 will be closed three days each calendar year for our staff to meet for 8 hours to participate in training and enhance our team members' mental and physical support. These days will be announced and typically scheduled near a holiday to limit family disruption.

In addition, we will close our Facility one hour early per month for regular staff meetings. The day and time will be communicated in advance through the HiMama app.

11.3 Extended Absences (Medical or Non-Medical)

An extended absence is defined as any absence exceeding two consecutive weeks of a child's scheduled days. Extended absences require written notification to the Provider as early as possible (ideally 30 days in advance when foreseeable).

Option 1 — Hold Spot with Continued Tuition: Families may maintain their child's enrollment and guaranteed spot by continuing to pay full tuition during the absence. This is the default option.

Option 2 — Reduced Hold Fee: At the Provider's discretion and with prior written approval, families experiencing a qualifying extended absence (e.g., planned medical procedure, military deployment, or family emergency) may pay a reduced hold fee of 50% of their regular tuition to reserve their child's spot. The hold fee may apply for a maximum of four (4) consecutive weeks. After four weeks, full tuition resumes or the family may choose to voluntarily disenroll.

Option 3 — Voluntary Disenrollment and Priority Re-enrollment: Families who do not wish to pay tuition or the hold fee during an extended absence may voluntarily disenroll. A two-week written notice and associated tuition still apply per our Voluntary Disenrollment policy. The family will receive priority placement on the waitlist for re-enrollment, subject to availability.

Important: No credits, refunds, or makeup days are provided for any absences, including illness, vacation, or medical leave. A child's spot is only guaranteed while tuition or an approved hold fee is being paid. If tuition or the approved hold fee is not received for two consecutive billing cycles without communication, enrollment will be terminated per our attendance policy.

12 Assessments and Progress

12.1 Parent-Teacher Conferences

Parent-teacher conferences are typically offered once annually. The parent-teacher conference aims to gain insight into your child's development in the Facility and home settings. During conferences, your child's development and any goals you may have for your child will be discussed. Parents are encouraged to request conferences whenever they feel it necessary.

12.2 Assessment Portfolios

A permanent assessment portfolio will be kept for each child and passed to the next teacher when a child transitions. Assessment portfolios will contain various items, including photographs, examples of artwork, assessment profiles, and parent-teacher conference forms. Portfolios may be periodically taken home by families but should be returned promptly. When a child leaves N.W.C.K.A.2, the assessment portfolio will be given to the family.

13 Miscellaneous

13.1 Photographing Children

At N.W.C.K.A.2, we respect your privacy and choice when photographing your child. As such, you can opt in or out of having your child photographed in the registration form. We may use licensed space group pictures (which may include your child) on our website and social media as necessary. While the building has video cameras, we do not have video cameras in the licensed space. The video cameras at the Facility are used for the child's safety. Please see our Provider if you have other questions. Also, we do not video-record the licensed space unless needed for the submission for Early Achievers recognition, educational purposes, and teacher reflection. Parents need permission from the Provider to take photos of their children. We do not allow parents to take photos of others' children.

13.2 Celebrations and Parties

We celebrate all major holidays, making crafts and enjoying treats. There will be a sign-up sheet to bring something to share. Please let us know if you have special plans so we can arrange the time. All treats must be prepackaged from the store.

13.3 Right to Inspect

Parents are welcome at our Facility. You have the right to inspect any room used by your child. We do ask that you not come during rest time as that is a distraction to the children. Please request an appointment with the Provider for the visit.

13.4 Abuse/Damage of Toys, Books, Etc.

As we are teaching our children to be respectful and responsible, we also require that we use/play/handle Facility belongings such as toys, books, furniture, etc. with care. It is the

parents' responsibility if a child breaks, cuts, or mishandles Facility-provided learning material. Parents may be responsible for replacement costs if a child intentionally damages Facility property. We request that parents also talk to the child about their responsibilities and why it is important to share in the licensed space.