



Parents as Partners

1. Discovery Kidzone Learning Centers (DKZ) have an “Open Door” policy for enrolled parents, encouraging parents to visit on-site at any time as long as this does not cause a disruption to the class, the individual child, or the activities taking place. Further, Discovery Kidzone is required by The State Licensing Agency to keep a daily clock in & out record for each child. Clocking your child in and out daily is mandatory! If the internet is down, there will be a sign in and out sheet provided that will require you full, complete and legible signature. There will be a \$5.00 fee if you don’t clock your child in. You can’t check your child in or out at another school. You must also walk your child into their classroom every day.

2. Discovery Kidzone Learning Centers, reserves the right to terminate services to any parent or child who prevents others from benefiting from “a Harm-Free Environment”. This would include disrespectful treatment of administrators, teachers, other parents and children.

If a meeting is requested with a parent due to a behavior or developmental concern and the parents cannot make the meeting request, the child cannot attend until the parent can make the meeting.

Parents must respond to a meeting request within 24 hours during the weekdays or by Monday over the weekend.

3. Discovery Kidzone Learning Centers, strives to support each individual family and staff member by respecting their individuality and uniqueness. Therefore, DKZ will REMAIN NEUTRAL to personal matters such as political and personal celebrations. Although DKZ stresses respect for laws, rules & regulations, as well as honor for the duly constituted authorities, our school remains completely neutral to all political issues. However, we as a program honor our American Heritage and will celebrate American and Christian Holidays and pledge allegiance. We will also honor other holidays, cultures and religions in an inclusive environment.

NOTE: Discovery Kidzone is non-denominational. We are not religious in the fact that we don’t have a religious curriculum and we celebrate all holidays and honor all religions and cultures. DKZ respects the rights of everyone to religious freedom.

4. Discovery Kidzone Learning Centers, as a private business, reserves the right to discontinue or decline service to clients exhibiting conduct not conducive to a positive working relationship including but not limited to:

Discovery Kidzone maintains a strict zero-tolerance policy towards bullying. We are committed to providing a Harm-Free Environment for all children and adults. Should an incident of bullying occur, the child involved will be immediately removed from the situation to ensure safety and security. Such incidents are taken seriously and will be thoroughly documented. Parents or guardians will be promptly informed and engaged in a discussion about

their child's behavior.

Persistent disruptive behavior, including any actions that endanger others, cause the teacher to focus only on that child, is unsafe to the child or significantly interrupts classroom activities, lessons, or instruction, will not be tolerated. While our approach to discipline is rooted in Positive Discipline and Conscious Discipline techniques, excessive or recurrent negative behaviors will necessitate the implementation of a "Behavior Success Plan."

The creation of a Behavior Success Plan is considered a measure to help the child be successful in group care. It is put into action as a tool to help guide us as the care team, the parents and therapists to work towards a solution. Our goal through this process is to support the child in achieving behavioral and developmental success within our nurturing educational environment, ultimately if the child needs 1:1 support or extra accommodations that we can't make then dis enrollment will be assessed.

- Any child whose parent(s) continually disregard school, rules, policies, or procedures. This includes undermining of current policies on Positive Discipline, Developmentally appropriate practices, Healthcare/Sick Child Policies, and Respect for staff. Parents are not allowed to discipline children in our program nor are parents encouraged/allowed to provide caretaking duties (i.e.; comforting/picking-up, moving a child, personal care, etc.) to other people's children - it is not respectful to the individual child (they do not know/trust you) and is therefore, not appropriate in our environment. Parents are encouraged to bring an observation of a child's needs to DKZ staff's attention.
- Any parent who does not abide by DKZ's Parent Communications Protocols and creates a harmful, gossip, rumor filled, negative environment within and without the learning center. Parents are not allowed to approach any other children in a negative way! If a parent has a concern, they must follow proper protocol, which is to first discuss the issue with the child's teacher. If the issue can't be resolved a request for a meeting must be emailed to the director of your child's school to discuss the issue with the teacher present and finally a meeting with the director and/or executive director. Parents may not barge into the center with negative and intimidating comments to teachers and must speak in a respectful way. We do not allow cursing in the buildings or negative talk. Parents who have questions regarding Discovery Kidzone's program should first bring the issue to the attention of the teacher, staff member or program director, which can best help with the question. Parents are encouraged to discuss matters with teachers in a cooperative and constructive manner.
- Continually bringing obviously ill children to school. DKZ will deny service to any sick or ill child based upon DKZ's own determination of illness in accordance with our "Healthcare/Sick Child Policy". All families must have in place a plan for a sick child and pick-up within 45 minutes.
- To any family who is consistently late paying their tuition or who are in arrears more than thirty days (all late payment fees apply until zero balance is achieved). If you haven't made a payment in 30 days your child may not attend until a payment is made.

6. YOU are responsible for keeping your child's file and immunizations current. Contact and emergency numbers MUST be accurate and valid at all times. If DKZ staff tries to reach you or an emergency contact

and is unsuccessful there will be a \$25.00 fine imposed-this policy is for the health and safety of your child. Repeat offenses of this policy may result in terminated services.

7. NO FEES ARE REFUNDABLE! Each Family is responsible for giving a thirty-day written notice to terminate services.

8. Discovery Kidzone Learning Centers, respects the parental rights to make clear and distinct arrangements between themselves in the event of a separation, legal separation, or divorce, and remains completely neutral in all such affairs. DKZ will, however, abide by any legal documentation (required for enrollment) to provide specific arrangements, needs or allowances for said individuals and will agree to ANY plan or arrangement that DOES NOT conflict with DKZ's policies or cause interruption in our daily activities. In the event it takes time to obtain legal documents, tuition continues and is required to reserve your child's space. DKZ's priority is in providing & carrying through with stability and direction provided through our "Harm-Free Environment" policy. Discovery Kidzone Learning Centers, reserves the right to absolve itself from any mediation between opposed, yet responsible parties.

9. Communication is key! We want to always be open and communicate with you to answer and address all your questions and concerns. It is also important that you follow proper protocol for who to talk to. If you have a classroom concern, talk to your child's teacher first. If your concerns are center wide or you need more help, talk to your child's director. We also want to respect our teacher's and director's personal time with their families. Please keep your communication during business hours of M-F 7:30-5:30 unless it is an emergency.

Proper avenues of communication are for parents to first reach out to their child's teacher in the parent app, then they can email the director of the school or call the school to request a meeting. Billing questions go to Jen Gaudio jen@discoverykidzone.com all other questions would be directed to your program director.

DKZ 1 (Doug Court) Sarah Roddewig sarah@discoverykidzone.com

DKZ 2 (Friendship Lane) Melissa Velin Melissa@discoverykidzone.com

DKZ 3 (School House Lane Clancy) Jessalyn Burnett Jessalyn@discoverykidzone.com

DKZ 4 (9th Ave Helena) Amanda Hatch amanda@discoverykidzone.com

DKZ 5 (Summer Camp) Abbie Supalla abbie@discoverykidzone.com

DKZ West (661 Rosa Way Bozeman) Liz Franssen liz@discoverykidzone.com

DKZ North (679 Rosa Way Bozeman) Aly Ridgeway aly@discoverykidzone.com

DKZ East (109 Highland Blvd) Katelyn Lindgren katelyn.l@discoverykidzone.com

Bozeman Admin and Enrollment Kaitlyn Ridgeway kaitlyn@discoverykidzone.com

Helena Enrollment Shelsey Shute shelsey@discoverykidzone.com

Regional Director Claire Lombardo claire@discoverykidzone.com

Our Parent app is Kangarootime. Make sure you sign up for the app with the QR code at the school and you update your emergency contacts and payment information.

Kangarootime Apps for GooglePlay - [kt connect - Android Apps on Google Play](#) and

Apple Store: [KT Connect on the App Store \(apple.com\)](#)

10. Drop-off times are important to follow as we have a daily schedule and activities planned. We also have specific teacher to child ratios to follow. If your child isn't going to be there by 9:30 am you must call the school to let them know. Please try to keep your late drop offs to a minimum.

11. Supplies must be maintained and stocked. Please bring all supplies needed on the supply list and keep your child's cubby stocked with water bottles, extra undies and clothes and clean sheets weekly. It is a health code violation if they don't have sheets on their cot. You will be charged a clothing or sheet fee if it isn't brought back the next day. Please do not talk down to the teachers regarding fees or missing supplies. They are just doing their job trying to inform you and keep everything running smoothly.

12. Proper Nutrition is vital. Please be mindful of what you are packing in your child's lunch. Make sure they have all components (protein, veggies, fruit and grain). Please do not bring juice or sugary snacks, it is just sugar and empty calories. You also need to pack a lunch large enough (not too large) to properly fuel their little bodies and brains.

13. Make sure you are properly filling out medicine forms and having the director or teacher lock your medicine in the lock box. No medicine is allowed in children's lunches, backpacks, cubbies or diaper bags.

14. Rest time is for all children under age 5. Children do not have to sleep, however they do need time to rest their body and calm down and teachers need time to clean up the classroom prep for their lessons, take lunch breaks etc. Children that don't sleep can have books or a stem basket on their cot or mat. If you are having a hard time with your child sleeping at night, talk to your teacher or director and we would be happy to help you with some tips and support.

Recommended Sleep times:

Age Group	Age Range	Recommended hours of sleep per 24 hours
Infant	4-12 months	12-16 hours
Toddler	1-2 years old	11-14 hours
Preschool	3-5 years old	10-13 hours

15. Our technology policy is that no staff can accept or friend a parent on social media while employed for DKZ. This is to protect the staff member, the parent and the school. Please do not friend request a teacher as they will have to decline or be terminated. Teachers also cannot text or call parents from their phone or email. Please direct all communication to the Parent app or email the director. Also, when you are picking up your child remember that you are in a no cell phone zone. We want to have this opportunity to talk to you and for you to connect with your child.

16. Teachers are also not allowed to babysit any enrolled children at DKZ. Again, this is to protect the teacher, the parents and the school. Please respect this policy and don't put your teacher in an awkward position by asking them to babysit your child.

17. Professional development and collaboration for teachers is vital to the success of our program. In Helena, we will be closing at 4:00 pm the 2nd Monday of every month for teacher training and collaboration. We also have 2 teachers in service every year.

Lastly, your teachers and directors work extremely hard every single day caring for and educating your children. Please show them appreciation, empathy, love and respect and remember, it takes a village to raise children and we are honored and blessed to be part of your village. We are your partners in this and want nothing but the best for your children.

I understand & agree to the above stated policies _____ Date_____