



# KIDS CO

2022

SCHOOL YEAR PROGRAM

2023

## PARENT HANDBOOK

### Mission Statement

Our mission at KidsCo is to provide a **safe, inclusive, and comfortable** place where all children are allowed to explore their creativity and make choices with staff guidance of **developmentally appropriate practices**. It is a place where children, as well as their parents, have a relationship with KidsCo team members and feel a sense of community. Above all, our primary goal is to create a program that fits the needs and desires of the children who participate in KidsCo, while **demonstrating an appreciation for diversity of the global community**.

**Welcome KidsCo Families!** If you are new to KidsCo in the 2022-2023 school year, we would like to extend to you a warm welcome! We're thrilled that you chose us to care for your child. If you're a KidsCo veteran, welcome back to another awesome year! This Parent Handbook has been prepared to answer any questions you may have about our programming, policies and procedures. By reading this handbook and following its guidelines, you can help work with us to provide a safe and secure atmosphere for your child.

Please read this handbook in its entirety, and then keep it in a convenient place for future reference. If you have questions regarding the material enclosed in this handbook, please talk to your school's Director or call our Main Office.

Thank you for choosing KidsCo! Welcome to another great year!



# 2022-2023 KIDSCO SCHOOL PROGRAM LOCATIONS

<p><b>Brooke Grove Elementary School</b> 2700 Spartan Rd. Olney, MD 20832 Center Phone: 240-474-8733</p>	<p><b>Lois P. Rockwell Elementary School</b> 24555 Cutsail Dr. Damascus, MD 20872 Center Phone: 240-805-2736</p>
<p><b>Brown Station Elementary School</b> 851 Quince Orchard Blvd. Gaithersburg, MD 20878 Center Phone: 240-805-2739</p>	<p><b>Luxmanor Elementary School</b> 6201 Tilden Lane Rockville, MD 20852 Center Phone: TBD</p>
<p><b>Cashell Elementary School</b> 17101 Cashell Road Rockville, MD 20853 Center Phone: 240-731-2374</p>	<p><b>Pine Crest Elementary School</b> 201 Woodmoor Dr. Silver Spring, Maryland 20901 Center Phone: 240-805-2767</p>
<p><b>Cedar Grove Elementary School</b> 24001 Ridge Rd. Germantown MD 20876 Center Phone: 240-805-2753</p>	<p><b>Sequoyah Elementary School</b> 17301 Bowie Mill Rd. Derwood, MD 20855 Center phone: TBD</p>
<p><b>Covenant Life School</b> 7503 Muncaster Mill Rd Gaithersburg, MD 20877 Center Phone: TBD</p>	<p><b>Seven Locks Elementary School</b> 9500 Seven Locks Rd. Bethesda, MD 20817 Center Phone: 240-805-2751</p>
<p><b>Daly Elementary School</b> 20301 Brandermill Dr Germantown, MD 20876 Center Phone: 240-805-2486</p>	<p><b>Sligo Creek Elementary School</b> Silver Spring International Middle School 500 Schuyler Rd. Silver Spring, MD 20910</p>
<p><b>Damascus Elementary School</b> 10201 Bethesda Church Rd. Damascus, MD 20872 Center Phone: 240-449-6533</p>	<p><b>Strawberry Knoll Elementary School</b> 18820 Strawberry Knoll Rd. Gaithersburg, MD 20879 Center Phone: 240-805-2485</p>
<p><b>Fallsmead Elementary School</b> 1800 Greenplace Terrace Rockville, MD 20850 Center Phone: 240-805-2756</p>	<p><b>Waters Landing Elementary School</b> 13100 Waters Landing Dr. Germantown, MD 20874 Center Phone: 240-805-2488</p>
<p><b>Flower Hill Elementary School</b> 18425 Flower Hill Way Gaithersburg, MD 20879 Center Phone: 240-731-2372</p>	<p><b>Wyngate Elementary School</b> 9300 Wadsworth Dr, Bethesda, MD 20817 Center Phone: 240-805-2489</p>
<p><b>Little Bennett Elementary School</b> 23930 Burdette Forest Rd. Clarksburg, MD 20871 Center Phone: 240-805-2741</p>	

## KidsCo Philosophy

*KidsCo is designed to offer kids a different approach to before and after care, while **fostering an appreciation for diversities of the global community**. KidsCo is child directed; drawing on the energy and creativity of the children involved in the program to help design the activities that will be offered. While we encourage the children to participate in the design of the program, KidsCo team members will work closely with the kids to provide structure, guidance and expert advice, **reflecting principals of developmentally appropriate research**. We believe that it is important to provide a family style atmosphere, **welcoming of adults and children with disabilities**; where everyone is safe, treated with care and respect, and where kids, parents, and the team members work together as a community.*





# 2022-2023 SCHOOL YEAR CALENDAR

<b>August 25 &amp; 26</b>	<b>KidsCo Open House</b>
<b>August 29</b>	<b>First Day of School For Students</b>
<b>September 5</b>	<b>Labor Day: No School - KidsCo Closed</b>
<b>September 14</b>	<b>1/2 Day Of School - KidsCo Open At Dismissal</b>
<b>September 26</b>	<b>Rosh Hashanah: No School - KidsCo Open</b>
<b>September 30</b>	<b>1/2 Day Of School - KidsCo Open At Dismissal</b>
<b>October 5</b>	<b>Yom Kippur: No School - KidsCo Open</b>
<b>October 24</b>	<b>Professional Day: No School - KidsCo Open</b>
<b>November 7</b>	<b>Professional Day: No School - KidsCo Open</b>
<b>November 8</b>	<b>Election Day: No School - KidsCo Closed</b>
<b>November 21 &amp; 22</b>	<b>1/2 Day Of School - KidsCo Open At Dismissal</b>
<b>November 23, 24, &amp; 25</b>	<b>Thanksgiving: No School - KidsCo Closed</b>
<b>December 7</b>	<b>1/2 Day Of School - KidsCo Open At Dismissal</b>
<b>December 23</b>	<b>Winter Break: No School - KidsCo Open</b>
<b>December 26</b>	<b>Christmas Holiday: No School - KidsCo Closed</b>
<b>December 27, 28, 29, &amp; 30</b>	<b>Winter Break: No School - KidsCo Open</b>
<b>January 2</b>	<b>New Year's Holiday: KidsCo Closed</b>
<b>January 16</b>	<b>MLK Jr. Day: No School - KidsCo Closed</b>
<b>January 27</b>	<b>Professional Day: No School - KidsCo Open</b>
<b>February 20</b>	<b>President's Day: No School - KidsCo Closed</b>
<b>March 3</b>	<b>1/2 Day Of School - KidsCo Open At Dismissal</b>
<b>March 15</b>	<b>1/2 Day Of School - KidsCo Open At Dismissal</b>
<b>March 31</b>	<b>Professional Day: No School - KidsCo Open</b>
<b>April 3, 4, 5, &amp; 6</b>	<b>Spring Break: No School - KidsCo Open</b>
<b>April 7 &amp; 10</b>	<b>Easter Holiday: No School - KidsCo Closed</b>
<b>April 21</b>	<b>Professional Day: No School - KidsCo Open</b>
<b>May 29</b>	<b>Memorial Day: No School - KidsCo Closed</b>
<b>June 16</b>	<b>Last Day Of School 1/2 Day: KidsCo Open At Dismissal</b>

\*Please note that changes may need to be made to the calendar and/or hours of operation.

\*\*Covenant Life School will follow a different calendar.

updated 8/9/22

## Hours & Operation

KidsCo opens its doors at 6:30am and operates until the start of the school day. We resume operation after school ends until 6:30pm. On school holidays, professional days, and early release days, we will follow the KidsCo calendar. On days when school is closed, but KidsCo is open, KidsCo's hours will be 6:30am-6:30pm.

On days when there is an early dismissal from school, KidsCo will open as soon as school lets out, and will be open until 6:30pm.

On days that school is closed but KidsCo is open (see calendar), your child may attend KidsCo at no additional cost, provided that it falls on one of your child's regularly scheduled days to attend KidsCo. If your child attends during the morning or afternoon only, the hours that school would normally be in session plus your already paid-for extended care (AM or PM), are included in your monthly tuition. If your child is on a part-time plan, and the holiday, half day, or snow closing falls on a day when your child is not scheduled to attend KidsCo, you may choose to pay the drop-in fee to have your child attend (subject to availability). Please call KidsCo's Main Office prior to dropping your child off at KidsCo.

## **Emergency/Snow Closing Policies**

KidsCo will be open from 6:30am until 6:30pm on snow days as long as the Montgomery County Public Schools' Central Administrative Offices are open. In rare circumstances, KidsCo may have a delayed opening if we feel that the weather creates an unsafe driving conditions for our employees. Parents are advised to call the center or to check our website prior to bringing their children to the center on snow days to confirm that we will be in the building on time. We may also need to delay opening the center to allow for the sidewalks and parking areas to be cleared of snow and ice.

If the Montgomery County Central Administrative Offices are closed, KidsCo will not have access to the building; therefore, we will also be closed. KidsCo Emergency and Snow Closing Policies will be posted at the center and on the KidsCo website ([www.KidsCoOnline.com](http://www.KidsCoOnline.com)). The Main Office voicemail will reflect snow closing information as well. We will also send out a mass email with snow closing information to all families who have provided us with a valid email address. Lastly, we suggest that families watch the local news for all snow closing information.

## Sample Daily Schedule (Times may vary depending on school bell schedule)

### **Before School Activities**

<b>6:30 - 7:30am</b>	Free Choice (games, music, art)
<b>7:30 - 8:00am</b>	Group Games
<b>8:00 - 9:00am</b>	Clubs, Group Games, Gym, Outside Time
<b>9:00am - Start of School</b>	Chat Time, Quick Games, Off To School ~ Have a GREAT Day!

### **After School Activities:**

<b>3:30 - 3:40pm</b>	<b>Late School 3:50 - 4:00pm</b>	Attendance with homework group
<b>3:40 - 3:45pm</b>	<b>4:00 - 4:10pm</b>	Carpet time to dismiss in to clubs
<b>3:45 - 4:30pm</b>	<b>4:10 - 4:55pm</b>	Clubs with snack rotations
<b>4:30 - 4:45pm</b>	<b>4:55 - 5:05pm</b>	Main carpet time with announcements and mini game
<b>4:45 - 5:30pm</b>	<b>5:05 - 5:45pm</b>	Homework
<b>5:30 - 6:00pm</b>	<b>5:45 - 6:15pm</b>	Group activity (gym group game, outside play, or Arts and Crafts)
<b>6:00 - 6:30pm</b>	<b>6:15 - 6:30pm</b>	Game cart, Game tables, and getting ready for the next day

# Regulations & Guidelines

With Safety being our number one priority, the following policies and procedures are a way that we can work together as a team to ensure the safety of everyone. These regulations and recommendations are made by the CDC and MSDE.

## **Parent Drop-Off and Pick-Up**

In accordance with requirements of the State of Maryland, you must sign your child in and out each day. Please electronically sign in/sign out, please make sure you enter your PIN and sign in/sign out every day. Having a record of your child's arrival and departure is an important tool for accountability in an emergency situation. We would appreciate your cooperation in providing this information. Given the current state of COVID-19, our goal is to minimize exposure and the spread of germs at the centers and limit the number of people entering and exiting the building when possible. If a parent wishes to enter the building, we ask that the parent ensure they are healthy and not exhibiting any symptoms of illness. Persons who have a fever of 100.4 or above or show other signs of illness will not be admitted to the facility.

## **Persons Authorized to Pick Up Child/Children**

If an event that the designated person can't pick up your child in the afternoon you will be asked to list those people who are authorized by you to pick up your child from our center. If someone other than your child's parent or legal guardian will be picking up your child, please have them come prepared to show a picture ID. Your child will not be released to someone not listed as authorized to pick up your child. If there is an emergency, and someone other than those authorized will be picking up your child, you must call the center and inform a KidsCo team member.

For the safety of your child, please let us know if there are issues pertaining to the legal custody of your child.

## **Absences from the Center**

If your child will not be attending KidsCo on one of his/her regularly scheduled days, please inform your center or the Main Office before your child is expected to be there. This will eliminate the need for our team members to check with the school staff to find out whether or not your child was at school that day.

## **Other Illness**

Please keep your child home if he/she is sick. KidsCo follows the same guidelines for illness as the Montgomery County Public School system. Please do not send your child to KidsCo if he/she has any of the following:

- **A temperature of more than 100 degrees**
- **Nausea or vomiting**
- **Diarrhea**
- **Thick discharge from nose**
- **Rash or infection of the skin**
- **Red or pink eyes (conjunctivitis)**
- **Head lice**
- **COVID**

This list is not all-inclusive. Please be courteous of the other children and staff at the center and don't bring your child to KidsCo if he/she is sick. If your child complains of being sick, or doesn't look well after he/she is dropped off at KidsCo, we will contact you and ask you to come pick him/her up.

## **Exclusion of Care & Returning to Care (COVID-19)**

Child care programs require the complete exclusion of any staff or child that has tested positive for COVID-19 or is symptomatic for at least 5 days since the onset of symptoms or a positive test. To return to care, the individual must not be exhibiting symptoms and must be fever free for 24 hours without the use of medication. The individual must also wear a well-fitted mask through day 10. We are obligated to comply with all Maryland Department of Health, Montgomery County Division requirements for quarantine, isolation and other safeguards. Please note in the occurrence of an outbreak we may need to adjust our procedures regarding quarantining,

isolating, and closure of the center. If the county or school system requires the use of masks at any time of the school year due to an uptick of cases then we will follow suit.

No refunds or credits will be given for missed days or closures due to COVID-19.

## **Cleaning Procedures**

### **Frequency & Products**

All KidsCo programs are cleaned daily such as doorknobs, bathroom sink handles, counter tops, desks, chairs, and playground structures. Our facilities will use appropriate sanitizer that is approved by the MSDE Office of Child Care. Cleaning products will not be used near children, and staff will ensure that there is adequate ventilation when using these products to prevent children from inhaling fumes.

### **Cleaning and Sanitizing Toys**

Toys that cannot be cleaned and sanitized will not be used. Toys that children have placed in their mouths or that are otherwise contaminated by body secretions or excretions will be set aside until they are cleaned by hand by a person wearing gloves. These toys will be cleaned with water and detergent, rinsed, sanitized with an EPA-registered disinfectant, rinsed again, and will then air-dry. You may also clean in a mechanical dishwasher. Machine washable cloth toys will be used by one individual at a time or will not be used at all. We will not share toys with other groups unless they are washed and sanitized before being moved from one group to the other. Children's books, like other paper-based materials such as mail or envelopes, are not considered a high risk for transmission and do not need additional cleaning or disinfection procedures.

### **Medication**

If your child will need medication administered to him/her during KidsCo hours, you will need to fill out and sign a Medication Order Form. Medication must be in its original container and must be marked with the prescription label. Over the counter medication must come to KidsCo unopened in its original container. KidsCo cannot dispense over the counter medication without a Medication Order Form signed by a parent and physician. There will be a certified KidsCo team member assigned to administer your child's medication, keep a log, and make sure that the medication is locked up afterwards. The Medication Order Form can be picked up at your center, or can be printed directly from the KidsCo website. For any child who has a medication or medication device that may need to be used as a preventative measure while at KidsCo, we require that the parent supply KidsCo with this medication or device. (i.e. KidsCo will need its own Epi-pen if a child has a severe allergy)

### **Licensing**

Each year our sites are required to pass state and county licensing. Initially, and throughout the year, Maryland State Licensing Specialists visit and inspect our sites to ensure these policies and protocol are being upheld. At this time all inspections will be performed virtually.

### **Background Checks**

Each staff member is required to go through a criminal background check before working at one of our programs. Consequently, each staff member must submit fingerprints to both the State of Maryland and the Federal Bureau of Investigation. KidsCo is then notified, in writing, of the results.

### **First Aid/CPR/Emergency Preparedness Requirements**

The State of Maryland and Montgomery County require that for every 20 children we provide a staff member who is First Aid/CPR certified. KidsCo requires and provides First Aid/CPR training to all Directors and team members, regardless of whether or not we surpass ratios. Every site director and Group Leader is required to be current with CPR/First Aid.

The State of Maryland and Montgomery County require KidsCo to create a preparedness plan in case of an emergency. In addition we are required to train all of our staff members on these procedures.

## **Emergency Policy**

We have an extensive orientation at the beginning of the school year when our team of staff is trained on KidsCo policies, procedures, etiquette, etc. Team members are also given another brief orientation at their center where they are given important information on the location of phone numbers, fire drill meeting locations, attendance procedures, and any other information that is site-specific. Along with these orientations, there are monthly staff meetings to keep them updated and informed.

Each site is also equipped with a crisis bag. Each bag includes emergency items such as a battery operated radio, flashlights, extra batteries, non-electric can opener, and various other necessary items. Along with this, we have a plan in place detailing what is to be taken from the center and who is responsible for taking it, in case of a needed evacuation.

## **Staff to Child Ratios**

The CDC and MSDE guidelines during COVID have been updated and require us to keep group sizes to a maximum of 30 people. Each group will have up to 30 kids. Children will stay with the same group of children and staff each day. They will not intermingle with other groups.

## **Children With Special Needs**

KidsCo's protocol for enrolling children with special needs is done on an individual basis. We evaluate each child's condition together with the family and jointly determine whether or not we will be able to appropriately accommodate the child's needs. We take into account the child's safety as well as the well being of the program. Over the years, KidsCo has successfully cared for many children with special needs and made accommodations for children in our programs. KidsCo works with school staff to implement strategies used in the classroom into our programs. Lastly, KidsCo staff will happily attend any IEP at the school. We believe the key to success is a joint collaborative effort between us and the school.

## **Child Abuse**

All KidsCo team members are instructed to report suspected cases of child abuse or neglect to the police or the Department of Social Services. Our team members are trained to look for signs of abuse.

## **Withdrawal from Program**

To withdraw your child from a KidsCo program, you must give two weeks notice to the Main Office by phone, email or mail. In the event there is an emergency closing for any reason including COVID-19, no refunds for missed days will be given. If you would like to withdraw as a result of COVID-19, your family is still required to give two-week's notice and pay tuitions due for that time period.

## **The KidsCo Life!**

### **Activities After School**

Each afternoon we will be offer some of KidsCo's favorite activities that the children have been used to participating the past. These activities are intended to be 'hands-on' and engaging. Our activities will be anywhere from arts & craft, STEM projects, yoga, active outdoor activities, and much more. We plan to utilize the outdoors as much as possible, weather permitting.

### **Homework & Reading Time**

KidsCo will schedule a homework period of 30-45 minutes Monday through Thursday. Our staff will ensure that the atmosphere is quiet and comfortable to help the children focus on their homework and reading needs. KidsCo will also keep a full stock of homework supplies to ensure the children will have a great start to their homework each day. Kids are welcome to bring books or read on chromebook.

### **Clubs**

One of the key components of the KidsCo program is its club offerings. Clubs are designed to incorporate the children's interests while promoting and fostering new abilities and hobbies. Clubs may also eliminate pressure

for those children who feel apprehensive about joining outside activities. Parents also benefit from KidsCo's many club offerings by not having to drive their children to numerous extracurricular activities!

## **Team Sports**

Children involved in our sports clubs will not simply throw the ball around every afternoon. Our sports clubs will teach teamwork, sportsmanship, and the rules of the game. Through these activities the children will form close bonds with each other in a competitive, yet supportive atmosphere. There is a place for everyone regardless of skill level. This will be great for those who are intimidated by extracurricular competitive sports, but who want to participate in an organized recreational sports league.

## **Optional Activities**

- ***Field Trips***

KidsCo will venture out on many field trips throughout the school year. Information about the trips will be available beforehand directly at your center and in the monthly newsletters you will receive from your program Director. Each field trip will be at a nominal cost. These field trips are optional, and if you choose to have your child not attend, we will have care provided at an alternate location. Our team members will all go on the field trip and will not be able to stay back at the site.

- ***Kids Night Out***

These are special activities designed for children in third grade and up. A typical Kids Night Out (KNO) may include dinner and a fun activity on a Friday evening after KidsCo closes. Some examples of past KNO activities are laser tag, go carts, movies, and ice-skating. We like to call this "Parents Night Out" as well because this gives parents a special night to themselves while their children are enjoying a night out with their friends under excellent KidsCo supervision! Kids Night Out activities are optional and at a nominal cost to attend.

- ***Kids Night In***

KidsCo's Kids Night In events were built off of our popular Kids Night Out (KNO). KNI activities are planned on-site at the school location and are open to all KidsCo kids! All activities are held from 6:30-9:00pm on a Friday evening after KidsCo's regular hours are completed. Some past KNI events have been dinner and a big screen movie, a Valentine's Day dance with a live DJ, and a mini camp day complete with one of KidsCo's famous summer camp theme events. All KNI events are optional and there is a nominal fee to help pay for the event.

## **Parent Involvement & Communication**

KidsCo strives to keep in constant communication with our families and/or teachers. It is our hope to keep everyone involved and current with all things relevant to our activities and your child/children. Along with all the things we have listed in the handbook, we will strive to connect with you daily on topics such as homework progress, involvement in activities, behavior, etc. Please know that our staff are always available to our families onsite as well as via email.

### **KidsCo Newsletters**

Each month, KidsCo will publish a center newsletter to augment the calendar published in the Parent Handbook. The newsletter will provide an updated calendar and schedule of events, as well as include interesting information about our staff, children, upcoming events, as well as the month's afternoon snack calendar. In addition, the Main Office will send out quarterly email newsletters to share

### **Voice Mail**

Each center is equipped with a private phone line for KidsCo use only. All messages left on our voice mail machines are checked systematically by a designated staff member before school is dismissed.

### **After Hours Emergency Line (240-844-2205)**

In the event of a matter needing urgent attention, KidsCo's Main Office has an emergency telephone line where parents may leave a message. A KidsCo team member will return calls as needed.



## **Parent Open House**

KidsCo schedules an open house at the beginning of the school year held in conjunction with the school's open house. This open house gives families and children an opportunity to view our setup if permitted by the school, and meet and greet our staff before the first day of school. For information regarding your school's open house date and times, please contact your school or the KidsCo Main Office. Please note that due to COVID, this year's open house may be hosted virtually.

## **Discipline Policy**

KidsCo programs are safe and optimistic atmospheres where everyone is respected as an individual and provides children with choices as a way to promote positive behaviors. There is a consistent focus on positive choices and behavior through a center-wide incentive program. This provides everyday opportunities for all children to work



towards both short and long-term rewards and prizes.

To ensure that all children are aware of what is expected of them, they are involved in setting the behavior guidelines within their center. These agreed upon guidelines will be posted at the center. Additionally, KidsCo team members provide all children with clear rules and expectations for how one should act at KidsCo. Team members review the expectations daily before, during and after activities and at times when a child is not acting appropriately.

Additionally, structured discipline procedures are necessary for the safety and well being of everyone in the center. KidsCo has set consequences within our Discipline Policy that will be used if undesirable behaviors are exhibited. Team members are trained during KidsCo Orientation on how to handle any incidents that arise.

### **Examples of disciplinary measures and situational consequences:**

- Verbal warning
- Redirection
- Time Away/ Take A Break

- Student conference with KidsCo team member about appropriate choices
- Student conference with parent via phone
- Parent conference with KidsCo team member
- Behavior contract with child
- Request for child to be picked up for the remainder of the day
- Suspension (1, 3, or 5 days)
- Removal from the program

## **Process for Program Evaluation**

Each KidsCo program is evaluated twice a year (mid-year and end of year) by means of surveys that are sent to all currently enrolled families and staff. The surveys are designed to gather feedback from multiple perspectives, which is an important element of maintaining a successful program. The results of the survey are used to improve the program throughout the school year, to ensure the needs and satisfaction of our families and staff is being met. Survey results are also used to help conduct director reviews.

Annually (or as needed), the Director also meets with the school principal to discuss the program and receive feedback about improvements that can be made to better serve the school and the community.

## **Fighting/Bullying Policy**

In addition to our typical "Discipline Policy" is our policy on fighting and bullying. All of our children and families know that fighting and bullying is not allowed and we have zero tolerance for any and all fighting and/or bullying. We discuss children's choices and other strategies to combat frustrating or upsetting situations, however, fighting and bullying is never acceptable. KidsCo will notify the school of cases of bullying that have occurred in our program.

## **Fighting Incident**

If any child is physically involved in a fight, there will be no warnings. The parents will be notified immediately and at least a one day suspension will be required.

## **Inappropriate/Dangerous Items**

KidsCo always puts the needs of children first and maintains the right to determine the consequence in the event of a child possessing an inappropriate/dangerous item or using an item in a dangerous manner.

## **Screen Time Policy**

At KidsCo we encourage and provide many opportunities for social interactions between children and team members. Screen time is used only when directly related to facilitated learning experiences.

## **KidsCo Fees**

The KidsCo Before & After Care monthly fee is based upon total school year tuition. The annual tuition is then divided into 10 equal installments to be paid each month from August through May. For example: the 2022-2023 school year tuition for full-time care is \$6,050. The tuition is paid at a rate of \$605.00 each month for ten months starting August 15 and ending May 15. Conversely, the full \$605.00 is billed for June, even though care ends mid-June, because our school year tuition covers care on school holidays, winter and spring breaks, and snow days (as long as administrative offices are open), early dismissal days and professional days for teachers.

We have chosen this method of billing because it allows families to better budget their tuition payments by eliminating large variations in fees each month depending on the need for half day or full day care, especially during the months with extended holidays. (Note: Our tuition does not cover trip/outing fees. A nominal fee will be set for each trip/outing to cover transportation and/or other expenses).

Two weeks notice to our Main Office is required by phone, email or mail to withdraw your child from a KidsCo program. There is no contract or obligation to sign up for an entire school year. Likewise, if you start or end KidsCo mid-month, you will only pay the prorated tuition for the time period, so long as the two weeks cancellation notice is given. Your tuition payments secure your child's enrollment in our program. Days missed due to illness, vacation, quarantine, etc. will not be credited. If tuition payments are late there will be a late \$30 fee assessed. If tuition is not paid in full (including late fees) by the first day of each month, your child will not be allowed to attend KidsCo, and you risk losing his/her space. Once your tuition balance is caught up, your child may resume attending our program, provided that we have not given his/her space to another family.

## **Tuition Payments**

You will receive a billing statement each month. Extra charges such as field trips, clubs, drop-in fees, etc. will be included on this bill if you haven't prepaid for these services. If you prefer, you may pay for field trips, clubs, etc. at the time of sign-up. Payments may be made by check, cash, money order, Visa, MasterCard, Discover or by EFT.



In an effort to continue to keep our tuition rates affordable due to the fees that the credit card companies charge us, we will be charging a 3.5% processing fee for credit card payments that are made to KidsCo effective January 1, 2018. We understand that utilizing a monthly auto pay is very convenient. To do so without a processing fee, consider changing to a scheduled auto-pay through a bank checking account. Alternatively, many banks offer a feature that allows customers to set-up scheduled payments that instruct the bank to write and mail a check payment to our Main Office each month. Charges can automatically be deducted on the 15th of each month once authorization is given to our Main Office. Payments will not be accepted at the center locations and must be sent or paid through the Main Office.

Please mail your tuition payments to:

<p>KidsCo, Inc. 7620-J Rickenbacker Drive Gaithersburg, MD 20879</p>
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## **Availability of Subsidies**

KidsCo has a designated team member in our main office to assist a family in need with ideal subsidies through the county, state, federal government, and military.

## **Late Fees**

Tuition is prepaid and is due by the 15th of each month, prior to the month of service. A Late Payment Fee of \$30.00 is applied if tuition is paid on or after the 1st day of the month of service.

If a parent is late picking up a child in the evening (after 6:30pm), a fee of \$1.00 per minute will be charged to the parent and paid to the staff member who stayed to care for the child/children.

## Returned Check Fee

There will be \$20 charge for all returned checks. KidsCo reserves the right to ask that your tuition be paid in cash, by credit card, by money order, or cashiers' check if there is a history of returned checks.

## Collection Fees

In the unlikely event we must refer your account to our attorney or collection agency for collection; you shall be responsible for any collection fees we incur.

## Receipts

If you need receipts to submit for a child care flex account, please contact our Main Office. Upon request, we will provide you with a summary of payment for use in your tax preparation.

## Refund/Cancellation Policy & Closures

Given the current state of the COVID-19 virus, we must all work together. Our team members are here for working parents during this time and we would like to be there for them in return if for some reason the center has to close for any reason. It is important for us to be able to pay our team members in the event of any closure. KidsCo must strongly enforce our two-week cancellation policy. If the center is shut down for any reason (including COVID-19); families will have the option to cancel their enrollment; however, they will be required to give two-week's notice and fully pay tuition during this time even if the center is closed. Additionally, if any family cancels, they will still need to pay during the two-weeks and will lose their enrollment priority spot and will go to the end of the waiting list, if there is one.

## Grievance Policy

At KidsCo, we strive to provide customers with an efficient and transparent grievance process when resolution through informal means cannot resolve the concerns. For questions about this policy please contact the Director of Administrative Operations at our KidsCo main office. HR will maintain procedural guidance for the customer grievance process.

## 2022-2023 KidsCo Monthly Tuition Fees

Plan	1 Day/Wk	2 Days/Wk	3 Days/Wk	4 Days/Wk	5 Days/Wk
Before School Only	\$86	\$161	\$240	\$307	\$362
After School Only	\$123	\$240	\$355	\$457	\$538
Before & After School	\$156	\$301	\$432	\$551	\$605

If your child attends Brown Statio, Covenant Life or Daly please call our office for 2022-2023 tuition rates.

\* A 10% discount is given for additional siblings enrolled in a KidsCo program.

## Drop-In Care

Drop-in's are accepted at all KidsCo locations not at capacity. In order to utilize our drop-in service, proper notice must be given to and approved by the Main Office or your center Director. At locations where we are at full capacity, we will unfortunately be unable to offer drop-in care.

Plan	Before School Only	After School only	Half-Day	Full Day/Holiday
In Addition To Enrollment Plan	\$22	\$30	\$37	\$74

\*\* Discounts do not apply to drop-in care.