

**A Good Time Out reserves the right to change or amend this handbook at any time for any reason. Any change or amendment will be posted for the parent to see at their next visit.**

**A copy will be provided upon request. Changes will take effect 30 days from posting date.**

### Mission Statement

- To provide a clean, safe, and healthy environment for infants & children.
- To provide quality care for ages Newborn - 12.
- To charge by the hour to accommodate more childcare needs.

### Philosophy

We, at A Good Time Out, are committed to meeting the needs of children, parents/guardians, and our staff. We have created a place where children want to stay, parents feel comfortable leaving them, and the staff works hard, happy to be there. We provide a fun, stimulating, creative, and educational place for children where they can be safe and happy. We are committed to developing and maintaining trusting relationships with children, parents, and our staff, that fosters communication and mutual respect. There will be a director/teacher available at all times to address any and all concerns that may be voiced. We are committed to making this the best childcare center experience that you can imagine.

### State Licensed

A Good Time Out is a California State Licensed Facility. It is our policy to meet, if not exceed, the State childcare standards. These standards relate to all aspects of the center; including, but not limited to: the facility, staff, ratios, cleanliness, health and safety, nutrition, food prep, record keeping, codes, equipment, toys, and procedures.

### Non-Discrimination Policy

No person shall be denied access to A Good Time Out on the basis of race, color, religious beliefs, natural origin, or gender.

### Hours of Operation

**A Good Time Out will be open the following hours:**

Monday - Friday 6:30am to 6:00pm

**A Good Time Out will be closed on the following dates:**

- New Year's Eve and Day
- The Saturday before Easter
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Holiday
- Christmas Holiday

### Sign In / Sign Out Procedures

Parents will be required to sign their child in and out every time they drop off or pick up. Each parent requires their own Brightwheel account to sign in and out of. Please have an ID ready when picking up. We will check ID if we are unsure or do not recognize the parent/guardian. All persons who are able to check your child out must be listed on the required forms and will also be required to show photo ID. We will not release the child to any unauthorized person.

### Registration

For all children who will be attending A Good Time Out, there is a registration fee of \$25.00 per child, yearly. At the time of registration, parents/guardians will fill out necessary forms needed to lawfully provide care for children.

**These forms, which will need to be completed on or before the child's first visit, includes:**

- Registration Form
- Admissions Agreement
- Acknowledgement of reading parents & personal rights
- Up to date immunization records when applicable

The above forms and those corresponding to signatures can be found on our website at [www.agoodtimeout.net](http://www.agoodtimeout.net) click the "enroll now" button

### Payments

Payment for services rendered is required at the end of each visit. Accepted methods of payment include: Visa, Mastercard, Discover, American Express, and cash.

### Hourly Fees

**Childcare fees are calculated by the hour, starting with a one hour minimum and then to the next five minute mark after the first hour:**

- \$13.00 per Infant/toddler ages 0-23 months.
- \$11.00 per Child/per hour for the first Child ages 2-12 years.
- \$7.00 per Child/per hour for the second Child ages 2-12 years.
- \$5.00 per Child/per hour for the third and each additional child(ren) ages 2-12 years.

\*Snacks included if child is present during the designated snack times.

- A reputable POS system will be used to keep track of all time and accounting.

### Reservations

- Required for full day, half day, and preschool rates
- Required for "drop-in" needed before 8am
- Must be made with a reservation specialist Monday - Friday between the hours of 8am-6pm
- Full payment is required for hours reserved; we cannot hold spots without payment

All hourly reservations will be made on the half hour (ie: 6, 6:30, 7, 7:30...)

### Cancellation Policy

- Full Day, Half day, Preschool, and Infant hourly are nonrefundable and nontransferable.

### Activities

A Good Time Out provides a constructive alternative to hiring a babysitter. By this, we mean to provide children with plenty of structured activities, free play, music, and movement. The activity schedule will include a structured activity or craft about every 2 hours. Your child may choose to participate or not, if not, there is no shortage of exciting areas for him/her to explore.

### Dismissals

- A Good Time Out reserves the right to dismiss any child from any programs, including the hourly drop in service, for any reason. Reasons could include, but are not limited to, the following:
  - It is decided that attending A Good Time Out is not in the best interests of the child.
  - Parental abuse of the policies and procedures.
  - If the physical, mental, or emotional needs of the child cannot be met.
  - When the account/paperwork is not kept current.
  - If payment is late or not given on a regular basis.
  - Unacceptable behavior by the child in relation to the rights and safety of the other children and staff.
  - Parents using offensive language or harassing staff.
  - A Parent attempting to drop off or pick up while intoxicated.

### Late Fees

Because A Good Time Out's enrollment is an hourly drop-in, late fees only apply at closing time. The late fee policy is as follows:

- First time late results in reminder of late policy.
- Second time and each subsequent time results in \$1.00 per minute past pick up time.

### Bringing Items from Home

A Good Time Out highly discourages bringing items from home. They may cause conflict or get misplaced. A Good Time Out will not be held responsible if any personal item is lost, stolen, broken, etc. A cubby bin will be provided for the child's shoes, bag, or other items. We understand that there are some items that will make it into the center, these include, but are not limited to:

- A comfort item (blanket, snuggly, pacifier...)
- Homework and accessories (books, papers, pencils, pens...)

### Illness

At A Good Time Out, the health of your children is of utmost importance to us. It is our goal to keep everyone as healthy and happy as possible. For this reason, please do not bring your child while exhibiting the following symptoms:

- A Fever or has had a fever within 24 hours. (A fever is a temperature of 100.4 or higher.)
- Diarrhea within a 24 hour period.
- Vomiting within a 24 hour period.
- A Contagious eye or skin infection.
- A Child may be admitted if he/she has been taking an antibiotic for at least 24 hours.

If any of the above symptoms occur while a child is in attendance at A Good Time Out, the following actions will be taken:

- He/She will be relocated to an area that is free from other children.
- We will notify the parents, who must pick up their child immediately.
- We request a call back from the parents if the child ends up having a contagious illness, so that A Good Time Out may notify other parents of their child's possible exposure.

Common colds or allergies should not affect a child's attendance; provided the child is active and able to play normally and isn't uncomfortable in any way. In the event lice is found on a child, a notice will be posted to inform all families to be aware. Any child showing signs of an active case will not be permitted to attend until he/she is lice and nit free or shows proof of having received a professional treatment (a lice RX does not count as a professional treatment).

### Medications

A Good Time Out will administer medications and nebulizers when a parent has filled out the proper "Administration of Medication form and state required packet." Inhalers, teething meds, acetaminophen, ibuprofen, and allergy paraphernalia need form only.

### Injuries

If a child is injured while at A Good Time Out, first aid will be administered. If treatment by a doctor is required, we will make every effort to contact you and/or the doctor you have chosen. In the event of an emergency, we will call 911 and make sure the child receives the necessary medical treatment. The emergency medical release part of the registration form must be filled out at the time of registration. All expenses incurred at the time of the injury will be the responsibility of the parent/guardian.

### Visiting

A "visit" is considered to be a half hour or less. We encourage parents and guardians to visit A Good Time Out at any time. There will never be a reason for you not to be able to visit. Please feel free to ask questions, address concerns, or just check to see how your child is doing. You may also call in to do the same; be advised that we may not always be able to get to the phone right away.

### Babysitting

Please do not ask any of our staff members to baby sit for your children outside of the facility. They are not permitted to accept or solicit outside childcare jobs, as it is a conflict of interest and against A Good Time Out's employment agreement policy.

## Discipline

At A Good Time Out, we strive to maintain a warm, loving environment where self-discipline is learned through positive interaction between children and staff. If, for some reason, discipline is needed, it will be individualized and consistent for each child. It shall be appropriate to each child's level of understanding and directed toward teaching the child acceptable behavior and self-control

- Physical punishment will not be used in A Good Time Out.
- Staff members will not shame, humiliate, frighten, physically or mentally harm, or give negative labels to children.
- Discipline will not be associated with food, rest or illness.
- "Time Out" will be used sparingly. Rather, the child will be redirected and given a task to complete alone.
- In most cases, removal from the situation and an explanation are all that are needed.

The following are inappropriate disciplinary actions and will not be used at A Good Time Out:

- Abusive language
- Isolation without supervision
- Inflicting physical pain
- Forced physical activity
- Yelling at the children

## Our Positive Discipline Philosophy

- Redirection: remove child from situation and suggest appropriate behavior.
- A quiet, private talk: showing respect for the child's feelings and getting down to their level.
- Direct Praise: praising the child when he/she is behaving well. Catching them being good and commenting on that, avoiding always catching and commenting when the child behaves badly.
- Indirect Praise: Praising the child that is behaving the way the rest of the group should be.
- Role Model: The staff provides the model of behavior in this setting, i.e. using a quiet voice when it is required of the children.
- Logical Consequences: The outcome is a direct result of the behavior

## Intoxication Policy

Due to our late hours, we are well aware that drinking may be a factor in your evening. Be sure to have a Designated Driver for your sake, the sake of others on the road, and the sake of your child. Be advised that A Good Time Out cannot refuse to release a child to any parent or guardian, but, if we feel your child is in danger, we will notify the authorities.

## Reporting Child Abuse

A Good Time Out is required by law to report any incidences of suspected child abuse or neglect. If you suspect child abuse or neglect, please call Child Protective Services at (661)631-6011.

## Nutrition, Menus & Fees

A Good Time Out will provide home-cooked meals for an additional cost of \$5.50. Wholesome snacks will be provided at no extra cost.

- The meal schedule is as follows:
- Snack Served at 9:30am
- Lunch Served 11:30am & 12:30pm
- Snack Served at 2:30pm

The menu will follow a two week rotation, unless there is a special menu. (Which will be posted in the center.) All meals will be prepared on site. Parents may choose to bring lunch or dinner from home. If you do so, please take into consideration the following:

- State licensing requires that all children receive a meal/snack every three hours. If your child attends and has not eaten in three hours, they will be fed and your account will be charged.
- Please do not bring any Nut products. We are a large center and would prefer to keep anything that causes intense allergic reactions out of our building.
- Please do not pack anything that needs to be microwaved. Due to the large amount of children we could be serving at once, these types of products are not conducive to A Good Time Out's mealtime structure.
- Please provide diapers/pull-ups. If you are unable to do so, they are available for purchase for \$1.50 per diaper and \$2.50 per pull-up.

## Parent's Responsibilities

- To pay on time.
- To provide or purchase pull-ups and diapers if needed
- To put all persons able to pick up your child on your account.
- To update records as changes occur (address, phone, etc).
- To sign your child In and Out on each visit.
- To always bring your Driver's License in order to check your child In or Out...inform all who may pick up your child of this policy.
- Never to be intoxicated while dropping off or picking up children.



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# Parent Handbook

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