



We occasionally have fundraisers! We have a Cupcake Bake Off, Color Run, and yard sales throughout the year. We encourage our parents to participate and join the fun!

The information contained in this booklet is subject to change without notice.

**Kids Putnam**  
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Visit us online!  
[www.kidsputnam.org](http://www.kidsputnam.org)

# KIDS PUTNAM

*EMPOWERING CHILDREN AND THEIR  
FAMILIES FOR A BRIGHTER TOMORROW*



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Cookeville, TN 38501  
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After Hours: Brightwheel or FB Message

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*We welcome your  
questions and comments!!*

# *Client Grievance*

Kids Putnam is proud of the quality of service we provide, however, realizing that we are not perfect please be aware of the procedure to follow in the event of a complaint or dissatisfaction with the services or support provided to children served in the Kids Putnam center or home based programs.

Step 1– Grievances may be verbal or in writing. Parents, family members, legal representatives or community members are encouraged to discuss a problem with the child’s teacher as soon as possible. Many problems arise out of misunderstandings and can be cleared with open communication.

Step 2 – If you remain dissatisfied after discussing the concern with the teacher, the Director of Kids Putnam should be notified in writing. The Director of Kids Putnam will investigate the concern and meet with the parties if necessary to help resolve the complaint. The Director will submit in writing to all parties, a response to the complaint including any agreed upon resolutions within 10 days of receiving the written complaint.

Step 3 – If the individual making the complaint is dissatisfied with the resolution or response from the Kids Putnam Assistant Director, he or she may contact the Executive Director in writing for a formal and final review. The Executive Director will investigate the problem and notify all parties in writing with a response within 15 days of receiving the written the complaint.

There will be no repercussion on families who to use this client grievance. It is in place for your benefit.

*\*Rights & Responsibilities, continued from page 12*

8. Please do not send your child to the center if you suspect that they have an infectious illness. All fever, diarrhea, and other illnesses must be absent at least 24 hours prior to your child's return. If your child becomes ill while at the center, staff will contact you to have him/her picked up immediately. All children must be picked up within 45 minutes of being called. A charge of one dollar (\$1) a minute will be applied for every minute late after the allotted forty-five minutes.



9. Please remember we have many children in our care that we are responsible for. Help us keep them healthy and safe by informing us of any illnesses your child or family have come in contact with.



We hope that you and your child will be pleased with our program, and we appreciate having the opportunity to work with you. Please feel free to visit our center at any time and share your thoughts and ideas with us.

Thank You,

The Staff at Kids Putnam

***Kids Putnam complies with Title VI and Title VII of the Civil Rights Act of 1964 and does not discriminate on the basis of race, color, national or ethnic origins, religions, sex, gender degree of disability, and/or the participation in any programs or activities made available through Kids Putnam***

## *Getting to Know Us*

Kids Putnam is an Early Intervention Program dedicated to working with you and your child. We offer services to children with developmental delays (age birth to five) and typically developing children (age six weeks to five). We are here to help you find answers to your questions about your child's development and to work with you to encourage the developmental growth of your child. We do this in a place that suits your family's needs—whether in your home, your child's day care setting, or in our integrated center. We provide services in the surrounding Upper Cumberland counties.



## *How to Obtain Services*

### **For children with developmental delays (age birth to 5)**

We will work together to develop an individual family service plan (IFSP) that addresses the type, level of intensity, and location of services for your child and your family. Our goal is to make early intervention a part of your daily routine and to make learning fun for you and your child. We start by combining information gathered from you, developmental evaluations, and evaluations by other therapists, and design programming to address your child's strengths and needs.



The evaluation and assessment includes:

- A review of records related to the child's current health status and medical history;
- An evaluation of the child's level of functioning in cognitive; physical; communication; social/emotional; and adaptive areas.

*\*continued on page 3*

*\*How to Obtain Services, continued from page 2*

No single procedure is used as the only method for determining your child's eligibility under this part.

The IFSP is a written plan for providing services to your child and your family if you are eligible for the program. This plan is based on the evaluation(s) that have been done and provides information on your child's current level of functioning in physical, cognitive, communication, social/emotional, and adaptive areas. This information is based on professionally acceptable criteria.

## Requirements for Admission

### For typically developing children (age 13 mos to 5)

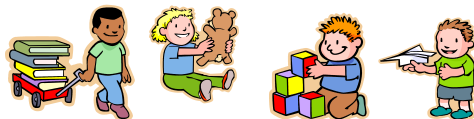
We provide services based on the availability of an opening in the age group for your child.

If your child is eligible for the program, and there is space available, we'll be able to admit them after:

- A physical exam has been completed;
- Immunizations are up to date and on file;
- All releases and statements are signed and on file with a completed application.



When you are ready to admit your child to our center, we will ask that you plan to come with your child on at least two different days for a couple of hours each time. This gives both you and your child a chance to visit the center together and get used to the other children and staff.



**Tornadoes:** In the event of a tornado, there are two storm shelters on Kids Putnam property that the children will be safely evacuated to, along with any other visitors and staff in attendance. Prior to evacuation, parents will be notified of pending action. Once under a tornado warning and we are locked and secured in the storm shelters, we will not open the doors to anyone until we are given the all clear.



**Lockdown:** Should an alert be known of suspicious activity, we will go under a lockdown drill. Parents will be notified through Brightwheel.

## Rights & Responsibilities

1. All children must be properly enrolled in order to attend.
2. Please talk to the Director about any special toys or food that you want to send and get approval first. They must have doctor note.
- 3. Medication can be administered in accordance with our medication policy if you have completed and signed a medication authorization form, and the container is clearly labeled with the child's name. Has to be 4 times a day.**
4. Smoking within the center at any time is prohibited.
5. Any suspected abuse will be reported to the Department of Children's Services (DCS). They will carry out their investigation according to their policies.
6. Discipline of your child while involved in center activities will be the responsibility of the staff. We use redirection techniques. If you are present, we encourage your assistance with appropriate behavioral management.
7. Please visit the center when you can to observe and participate in the activities with your child.

*\*Behavior Guidance, continued from page 10*

**Notification of Behavioral Issues to Families:** If a child's behavior/circumstance is of concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these needs in the context of our program.

On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care.

Examples of such instances include:

- A child appears to be a danger to others.
- Continued care could be harmful to, or not in the best interest of the child as determined by a medical, psychological, or social service personnel.
- Undue burden on our resources and finances for the child's accommodations for success and participation.

***\*\*Please understand the above information pertains to parents/guardians as well. If there is behavior that warrants a safety concern to our staff and children, other child care placement will be required.***

## Emergencies

**Lost or Missing Child:** In the unlikely event that a child becomes lost or separated from a group, all available staff will search for the child. If the child is not located within minutes, the family and the police will be notified.

**Fire Safety:** Our center is fully equipped with fire extinguishers, smoke alarms, exit lights, etc. Our fire evacuation plan is reviewed with the children and staff on a basis.



**Emergency Transportation:** In the event your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A proper escort will accompany and remain with the child until a family member or emergency contact arrives.

## Waiting list



When all the available spaces in the center are filled, we will place your child on a waiting list. As vacancies in the program occur, the Director and Program Coordinator will make a decision to fill the vacancy based on the greatest need. Parents whose child is on the waiting list will be contacted every six months to be sure that they want to keep their child on the list, and to make referrals to other programs or services that would benefit the family. Families with children on the waiting list are encouraged to visit the program to observe the activities and get suggestions that may assist them with their child.

## Dismissal

The Director, Program Coordinator, and parents will make decisions on removal from the program.

Examples of reasons for removal include:

- Reaching the program age limit;
- Achieving established individual goals;
- Lack of attendance;
- Lack of cooperation;
- Behavior that is dangerous to others, etc.  
(see *Behavior Management*)

Removal from the program may be appealed using the grievance procedure if the parent desires. If departing voluntarily, a two-week notice must be given to the director or you will be charged.

## Readmission



Readmission requires the same procedure as admission. We will use the information already on file and update it as needed.

## Operations & Policies

**Hours:** Kids Putnam is open Monday through Friday from 6:30 a.m. to 5:15 p.m. Closed Saturday-Sunday.



**Inclement Weather:** Should severe weather or other conditions (i.e., snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, loss of power, loss of water) prevent us from opening on time or



at all, notification to the families will be announced on . If it becomes necessary to close early, we will contact you or your emergency contacts as soon as possible. Your child's early pick-up is your responsibility to arrange.

**Attendance:** Children need to be here by 9:00 a.m. (the door locks) due to scheduling for breakfast and our activities for the day. Children cannot be dropped off after that time unless arrangements have been made with the Director or Program Coordinator.

Children who are in the TEIS Center-based program will need to be picked up by no later than 11:00 am, unless other arrangements for their care have been made.



All other children must be picked up by no later than 5:15p.m.

Late charges of \$1.00 per minute will be charged for children picked up after 5:15p.m. It's our policy that children are not left longer than ten (10) hours in a day.



**Personal/Vacation Days:** Five vacation days are allotted per year (August to July) free of charge. Scheduled closings are posted 1-2 weeks in advance.

**Holidays:** We are closed for the following: New Year's Day, MLKJ day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving day and the day after Thanksgiving, and for a week to a week and half between Christmas Eve and New Year's Day. We'll be sure to let you know about being closed one to two weeks before the scheduled closings.

## Behavior Guidance

**General Procedure:** Kids Putnam is committed to each student's success in learning within a caring, responsive, and safe environment that is free of discrimination, violence, and bullying. Our center works to ensure that all students have the opportunity and support to develop to their fullest potential and share a personal and meaningful bond with people in the school community. Thoughtful direction and planning ahead are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving help children develop their ability to become self-disciplined. We encourage children to be fair, to be respectful of other people, of property, and to learn to understand the results of their actions.

**Challenging Behavior:** Children are guided to treat each other and adults with self-control and kindness.

Each student at Kids Putnam has a right to:

- Learn in a safe and friendly place
- Be treated with respect
- Receive the help and support of caring adults



When a child becomes verbally or physically aggressive, we intervene immediately to protect all of the children. Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, consistent and understandable to the child. We maintain a zero tolerance to bullying. If you have any concerns about this at any time, please report it to the Director.

**Physical Restraint** Physical restraint is not used or permitted for discipline. There are rare instances when we need to ensure a child's safety or that of others and we may restrain a child by gently holding her or him only for as long as is necessary for control of the situation.

**Cell Phone Usage:** The times you spend in the center dropping off and picking up your child are the primary windows of time we have to communicate with you about your child. In order to make the best use of these opportunities, as well as to be attentive to your child and other children, we ask that you NOT use your cell phone at any time while visiting the center.



**Confidentiality:** Unless we receive your written consent, information regarding your child will not be released, with the exception of that required by our regulatory and partnering agencies. All records concerning children at our program are confidential.

**Babysitting:** Please note that Kids Putnam is not liable for staff offering babysitting services outside of the workplace.

**Grievances:** We have a written grievance procedure and a copy of this procedure is included as part of this handbook.

**Television Time:** Our normal daily routine does not include television watching, but from time-to-time (about once quarterly), we may record or stream a television show without advertisements as a teaching aid and discussion stimulator. Television consumption will not be longer than one hour and the program will be screened prior to showing. Programs will consist of non-violent and high-quality educational material. Our focus is to provide your child a positive experience with increased understanding of the world.



**Electronic Media:** Electronic Media are limited to 30 minutes or less per day per child. Internet sites and software are pre-screened to contain non-violence and high-quality educational content.

**Release of Children:** We keep contact information for each child in the program in case we need to contact you for any reason. If there are any changes please let us know so we can keep the information current. To ensure your child's safety we would like a list of persons allowed to pick up your child. If someone, who is not on the list, comes to pick up your child, we will check their ID and call you for permission before letting him or her leave.



**Smoke-free Environment:** Kids Putnam is a smoke-free environment. All tobacco and tobacco-related products are prohibited on Kids Putnam premises. This includes smoking, smokeless and electronic products.

**Center Fees:** You may pay fees either weekly, biweekly, or monthly. For whichever option, fees must be paid at the **beginning** of the week, bi-week, or month. Fees are:



- *Bumble Bees Room* (1yr—1½yrs): \$145.00 per week, \$29.00 per day.
- *Koala Bears Room* (1½yrs—2½yrs): \$145.00 per week, \$29.00 per day
- *Ring-tailed Lemurs Room* (2½yrs—3½yrs): \$135.00 per week, \$27.00 per day.
- *Pre-K Thunder Chickens Room* (3½yrs—5yrs): \$135.00 per week, \$27.00 per day.

**Late Fees:** If payments are behind 2 or more weeks, we will send home a notice letter. If payment is still not received, your child will not be allowed to return until payment is made. A \$5 dollar late fee will be added to the overdue balance for every day of it's continued delay.



*\*Operations & Policies, continued from page 6*

**Meals:** We provide breakfast, lunch, and an afternoon snack at no additional cost to parents. A menu of the meals for the week is always posted in the kitchen. If your child has a food allergy, please bring us a doctor's note and we can provide this food for you. If you do not have a doctor's note and you want different food served to your child, it will be your responsibility to provide the food that you want us to serve.

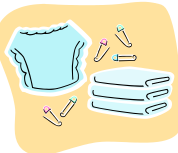


**Outside Play:** We go outside every day for 30 minutes to one hour. We go outside if it is above 32 degrees and if the heat index is below 95 degrees. If it is really hot or cold we will only go out for a very short period of time, so be sure that your child has the right clothing for the weather.

**Potty Training:** We will work with you to potty train your child. Accidents do happen so please be sure to bring plenty of clothes for your child.



**Diapering:** You are responsible for bringing diapers/pull-ups and baby wipes for your child. Please check at the end of the week to see if your child needs anything.



**Transition:** For a new child, a child and his parents can attend the center for 2 hours a day for 2 days before starting the next week. For a child changing from class to class, that child will visit other classes 1-2 hours a day for a week before going to full time in the new classroom.



## TRAINING

**Staff:** All staff that work in the center are fully trained and must attend at least 40 hours of in-service training per year. All staff receive CPR and First Aid training and at least one certified staff member is on the premises during operation hours.

**Parent Communication/Involvement:** We want parents to be actively involved in the program and we will offer several different types of meetings throughout the year for you to attend.

- Child Progress Reports - monthly
- Brightwheel - daily
- Group Parent Meetings - scheduled quarterly.
- Parent/Teacher Conference – every six (6) months.
- Newsletter – monthly
- Educational Workshop – quarterly



**Daily Schedule:** Each class has a schedule of the daily activities posted for you to see. Anytime you have any questions about what your child is doing please feel free to talk to your child's teacher.



Your child's teacher will send a note home every day letting you know how things went and if there were any problems. We will also let you know if your child's teacher is going to be out for an extended period of time and make sure that you and your child will get to meet the replacement beforehand to make the transition a smooth one. We try to have the new teacher come into the classroom for two weeks prior to the regular teacher leaving so they can spend time with the children and the teacher.

**Curriculum:** We provide a rich learning environment with curricula that are developmentally appropriate to the specific ages in each classroom. We strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas. Our program is designed to enhance children's development in the following areas: creativity, self-expression, decision-making, problem-solving, responsibility, independence, and reasoning. We encourage openness to that which is different from us, and the ability to work and play with others.

