

**The
Skyrise
School**
by KinderCare®

Family Handbook



On your side, by your side, every step of the way.

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Got questions?

Ask us anything. Start with the center director—they're your go-to for questions about your school or this handbook. You can also reach out to Skyrise Family Support Monday–Friday, 6 AM–5 PM (Pacific Time):

Call: 1-888-525-2780 | **Email:** care@kindercare.com

IT'S NICE TO MEET YOU!

At The Skyrise School by KinderCare, child care opens doors. It's what KinderCare has done for over 50 years—helping kids and families learn, thrive, and grow. And we're not stopping until every family can access the care they deserve.

In our classrooms, your child will find teachers who believe in them and cheer them on. Our teachers give kids the freedom to be themselves, try new things, make friends, and dream big.

Because child care is so much more than a place; it's where futures are made better—together.

Our Commitment to Your Family

We know applying for financial help can be tough. The Skyrise team is here to help you every step of the way—whether you're applying for the first time or need help keeping your support.

We'll also connect you with other free programs you may qualify for.

- Food programs
- Check-ins to see how your child is growing and learning
- Looking at your child's behavior and emotions and what support they might need
- Medical and dental checkups

No matter what, we'll never stop putting your child's learning first. Our classrooms follow KinderCare's trusted curriculum. And we hire top teachers who care deeply about your child's growth.

Three ways we care beyond the classroom.

Application Help

- Applying for financial aid
- Keeping your financial aid
- Language translation support

Everyday Extras

- Free diapers and wipes during the school day
- Books you can borrow for free
- Free, daily take-home snacks

Health and Growth

- Speech therapy and language support
- Vision and dental screenings
- Parenting support

About This Book

This guide will help you learn about our programs, team, and how things work at your school. Before your child's first day, here's what to do:

1. Read through this book.
2. Review the Enrollment Agreement provided by your center director.
3. Sign the Enrollment Agreement and bring it back to your center director.



Getting Ready for School

Starting in a new place can be hard—for you and your child. It's normal to feel nervous about that first drop-off. Our teachers will help make your child's first day great.

If you have any concerns, talk with your center director or your child's teacher before that first day. If you can, stay a little longer during drop-off. It can help both of you feel more at ease.

You're always welcome to call any time during the day to see how your child's day is going—or use the KinderCare App to get updates and photos throughout the day.

Clothing and Shoes

Your child will sing, paint, dance, eat, and play inside and outside—so send them in comfy clothes that are easy to wash! We want kids to focus on learning and having fun.

Be sure shoes are rubber-soled and closed-toe with a closed heel or heel strap. No flip-flops, sandals, or shoes with wheels, please. Shoes with self-fasteners help prevent trips and falls. All kids who can walk need to wear shoes.

Please pack two full sets of extra clothes (including socks) for your child. Helpful Tip: Whenever possible, keep an extra pair of shoes and a sweater or sweatshirt at school, just in case. Label the clothes with your child's first and last name. And check sizes often—kids grow fast!

In Hot Weather

- Dress your child in a hat or visor and lightly woven clothes that cover the skin.
- Put on sunscreen before drop-off.
- If you want us to reapply sunscreen, please bring it to school and fill out a form.

In Cold Weather

- Send warm layers, including mittens or gloves, sweaters or sweatshirts, socks, and a hat, hood, or cap.
- Bring warm, waterproof outerwear and boots.

For your child's safety, we do not allow jewelry (unless needed for cultural or religious reasons) or clothes that tie around kids' necks or waists. Please remove drawstrings from all clothing so that there is nothing on the child that could restrict blood or airflow.

We'll do our best to take care of your child's clothes, but The Skyrise School can't be responsible for anything that gets lost, stained, soiled, or torn.

Personal Belongings

For Toddler programs and older, children are allowed comfort items like a blanket, soft toy, or a stuffed animal for rest time. But please leave other toys and belongings at home. When a child brings a treasured object to school, it can create tension between them and other children. And your child could feel stressed or hurt if something is lost or broken. Toy weapons like swords, shields, guns, water squirters, slingshots, pocketknives (or other items that resemble weapons) are not permitted in the school.

If your child brings electronics, they must stay off and be stored in their cubby. We don't allow the use of personal electronics in the classroom.

We do our best to take care of everything, but The Skyrise School isn't responsible for lost or damaged items.

Outdoor Play and Water Fun

Kids play outside daily, as long as the weather permits—running, climbing, riding, and soaking up fresh air. Our playgrounds have safe equipment for active play. You're welcome to bring a helmet for your child to use when playing on outdoor riding toys.

Throughout the summer months, we plan water play at school. Teachers stay with kids and follow safety rules and staff-to-child ratios.

If we plan a field trip to a swimming pool or other water play, we keep the same safety rules in place from start to finish. If the weather keeps us inside, we keep kids moving with safe, fun, active play.

Registration and Enrollment

To enroll or re-enroll each year, you'll need to:

- Fill out and sign the Enrollment Agreement.
- Complete any other state or center-specific forms from your center director.

Your child can start once you fill out and sign all the paperwork—and your center director has signed the Enrollment Agreement. A nonrefundable registration fee is due when you enroll and again each fall. It's due by September 1. This fee helps cover administrative costs. If your child leaves the program and later comes back, the fee applies again.

Tuition

Your child's early education matters—and we want to support our families and teachers every step of the way. We understand the cost of care can be a lot. That's why we work hard to make every dollar count. We'll help you apply for financial assistance—and we'll be here to help you reapply when it's time to renew.

If you're responsible for paying part or all of your tuition, it's important to pay on time. It helps us plan ahead and give our teachers steady schedules—because knowing how many children will be in our classrooms helps us give every child the care they deserve.

Tuition is due **before care is provided**, based on your Enrollment Agreement. The easiest way to pay tuition and fees is online through Family Connection/MyKinderCare. You can set up recurring or one-time payments with a bank account, debit card, or credit card (Visa, MasterCard, or Discover card).

Your personal info is always secure—everything is protected with encrypted technology (SSL). Can't pay online? Talk with your center director about other ways to pay. For safety reasons, we don't accept cash payments.

If late payments become a habit, we may need to end care for your child. Each year, we take a fresh look at tuition and fees. As we keep improving our buildings, classrooms, and programs, we may adjust costs in the fall. Extra fees for camps, longer school days, enrichment classes, and special activities may apply.

Family Discounts

You may qualify for a discount if you have two or more children enrolled with us each week.

Here's how it works.

- The child with the lowest tuition charge for the week gets up to 10% off their weekly cost.
- If you have three or more children in our care, the child with the highest tuition pays full price. The others get up to 5% off their tuition.

Want to know details for your family? Ask your center director—they're happy to help.

When Your Child Is Absent from School

Even when your child is out, your regular tuition still applies. That's because we budget for everyday costs to keep our amazing teachers, lesson plans, and classrooms running strong throughout the year. We charge your regular weekly tuition—whether your child comes full-time or part-time—so we can keep great teachers in the classroom. They're there when your child's away, so they'll be ready when your child returns.

If your child will be out for the day, please let us know as soon as possible. If they'll be out for a few days—for a family trip, illness, or anything else—give us a heads-up in advance.

If your child usually rides a school bus or one of our vans from another school or program to our school, let us know they'll be out before their ride is scheduled to pick them up.

Planned School Closures

Unless there's bad weather or something unexpected, our schools are open during regular hours on scheduled days. We're closed on these holidays.

- New Year's Day (January 1)
- Martin Luther King Jr. Day (the third Monday in January)
- Memorial Day (the last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Day After Thanksgiving
- Christmas Day (December 25)

Most schools also close twice a year—once in February and once in October—for teacher training days. These days help us keep up with the latest in early childhood learning so we can keep helping little minds grow. Your center director will post your school's exact holiday schedule and closures. Ask them anytime if you need a copy.

When We Close for Weather or an Emergency

If bad weather or some other emergency forces us to open late or close our school, we'll post updates at your school and on Skyrise.com. You may also hear about it on local radio or TV. If we ever need to close early, please arrange for your child's pickup.

Can't reach your school during an emergency? Contact our Family Support team at 1-888-525-2780 or care@kindercare.com.

We don't offer tuition refunds or reductions for holidays or school closures.

When Public Schools Are Closed

When public schools are on break, we've got you covered! Many of our schools offer Champ Camp, an exciting, hands-on program for kids ages 5-12. Children join age-based groups so everyone gets the right level of challenge, learning, and fun. You can learn more about Champ Camp on page 13.

If your school-age child stays with us all day because their school is closed for a holiday, snow day, or anything else, there may be an extra fee. Check your Enrollment Agreement for details. Transportation during closures depends on what your school can offer and the reason for the closure. Your center director will keep you updated.

Staying in Touch

The KinderCare Mobile App

We know it's not easy to leave your child in someone else's care. We're here to help you stay close even when you're apart. The Skyrise School uses the KinderCare mobile app (free for iOS and Android) to help you stay connected.

- See photos of your child's day. We capture those special moments in the classroom for you.
- Get updates on what your child is learning and how they're doing.
- Message your school anytime. It's just like texting.

Keeping Families Connected

You're the most important part of your child's world. And you are an important part of our school too. Talking often with your child's teacher and your center director helps us work together. And it gives your child the best chance to learn, grow, and feel great at school. We keep in close touch with families through:

- An open-door policy—just let us know when you'd like to come say hello!
- Family conferences and check-ins to share ideas and discuss your child's progress.
- Notes, updates, and daily moments that we share in person, on paper, or through the app.
- Simple ideas you can try at home to help your child keep learning and having fun.
- Newsletters published by your school with your school's news and events.
- Menus and classroom plans posted each week.

Policies and other things may change from time to time, and we'll let you know at least 30 days before anything new happens.

We hope you have time to talk with us when you drop off or pick up your child. Need a longer chat? Let us know, and we'll set up a time.



Our School

Our Leadership Team

Your center director is your go-to for anything about your child's care and learning. They're here to answer questions, talk through concerns, and support your family at any time.

Each school also has a district leader or regional manager who helps support the team and makes sure everything runs smoothly. If you can't resolve something with your center director, you can reach out to the district leader or regional manager. Their contact info is posted at your school.

Our Teachers

Our teachers are the heart of our school. They're trained to use our trusted, research-based curriculum that we created just for our schools. Our learning program helps every child grow at every age and stage.

You'll see teachers playing in the sand, helping with art projects, and teaching ABCs. They make learning fun by joining your child in play and learning every day.

Our teachers also keep learning too. They take regular professional training to stay up to date on the best ways to support your child.

Our Approach to Learning

We're here to give your child a safe, caring place to learn and grow. Each classroom is designed with your child's needs in mind. Our learning program is based on the things research shows really help little minds learn and thrive.

Licensed and Accredited to Keep Kids Safer

All our schools are licensed by the state and inspected regularly. This helps make sure your school is safe and meets high standards. Many of our schools are also nationally accredited. That means a trusted outside group has reviewed our school to make sure we meet even higher standards.

Reviews cover things like teacher training, playground safety, healthy meals, and child-to-teacher ratios. These checks by outside groups help us give your child the very best care and education. In some cases, a state may have extra rules. When that happens, we always follow the strictest ones.

We're proud to be the most accredited child care provider in the country.

Belonging

We want you and your child to feel at home from day one. We create a welcoming place where every child feels safe to learn and play.

Every family is different. Your child might be learning English or need extra support. Before you enroll, talk to your center director about what you or your child needs. We'll work together to support your family.

If a teacher faces something new or challenging in the classroom, our Individualized Education Services team is here to help. This group of caring experts supports teachers so each child and family member feels like they belong.

Surveys That Help Us Improve

Every year, we ask The Skyrise School teachers and staff how things are going at work. We do this to make sure they feel supported and valued—because when our teachers feel good, our families (like yours) do too!

We also ask families like yours to share feedback. A trusted outside group helps us gather your thoughts about what's going well and where we could be better.

Taking the survey is always your choice—but if you do, we truly appreciate it!





Educational Programs

Right now, your child's brain is growing faster than it ever will. That's why every second of learning counts!

We check how your child is growing and learning and compare it to what most kids their age are doing. This helps us build a learning plan just for them—and keeps you updated along the way.

Let's explore our classrooms together.

Infants (6 weeks – 1 year)

Babies are starting to connect themselves with the people and things around them. Our Infant program is designed just for these moments. When babies feel safe and secure, they gain the confidence to explore and learn at their own pace.

Here's what our program offers.

- Free diapers and wipes during the school day
- Iron-fortified infant formula
- Custom activity plan for each child
- Sleep and mealtimes based on your baby's meal and sleep schedule
- Safe sleep rules that follow expert guidance
- Group play to build social skills and spark curiosity
- Play that helps your baby move and grow
- Toys and materials that support learning in every area

Toddlers (1-2 years)

Toddlers can walk, talk, and start to make friends. Our Toddler program uses lots of hands-on play to help them explore the world and connect with others. Teachers watch closely to learn what each child needs and what they're excited about.

Here's what our program offers.

- Free diapers and wipes during the school day
- Free meals and snacks
- Group play to build social skills
- A safe space to try new things that follows a steady routine
- Freedom to play and explore
- Activities that build confidence, self-esteem, and love of learning
- Exploration Stations focused on pretend play, art, language, and using their senses—squishing, pouring, or feeling different textures

Twos (Discovery Preschool) (2–3 years)

Two-year-olds are curious, busy, and learning to speak their minds. They're starting to play with friends and do more things on their own. Our Discovery Preschool program keeps small hands busy and young minds learning.

Our teachers help kids build skills and confidence through creative play, like fun games, songs, art, and movement. They learn to share, take turns, and be part of a group. This helps your child grow into their own person and feel ready for preschool!

Here's what our program offers.

- Free diapers and wipes during the school day
- Free meals and snacks
- Group play that builds life skills like sharing, washing hands, listening, following instructions, and managing their feelings
- A safe space that supports your child's learning and growth
- Playtime that follows your child's pace and interests
- Activities that support thinking, moving, making friends, and talking about feelings
- Art and play that help your child express themselves in their own way

Preschool (3–4 years)

A preschooler's world opens wide as they begin to ask questions, get curious, and play with friends. Our Preschool program introduces language, math, science, and social skills in a fun, step-by-step way that's easy for kids to follow.

Your child will create science experiments, make art, and build confidence while learning and making friends.

Here's what our program offers.

- Free meals and snacks
- Art and play that help your child express themselves in their own way
- Play and learning that encourage curiosity, self-direction, and confidence
- Fun memory games to help your child think and focus
- Projects (like creating collages) that help kids use their hands and imaginations
- Small group time each day to build skills like talking through big feelings, making friends, and taking turns
- Free diapers, wipes and/or pull ups during the school day, as needed

Pre-K (Kindergarten) (4–5 years)

Pre-K kids are becoming confident thinkers, eager to try new things, solve problems, and share their big ideas with others. Our Prekindergarten program helps your child grow independent—and get ready for kindergarten!

We make the move smoother by giving kids a feel for what school will be like. Our play-based lessons are designed to give kids the skills they need to be confident kindergarteners. Your child will build everything they learned in preschool—language, math, science, and social skills. They'll learn to solve problems, work with others, and share their ideas.

Here's what our program offers.

- Free meals and snacks
- Activities to help kids connect to others, talk through big feelings, share, take turns, and resolve conflicts using words
- Small group time each day to practice early math and reading skills
- Activities that celebrate your child's art, stories, and big ideas
- Learning to write their name and use pictures or letters to talk about people, places, and feelings
- Hands-on learning and play that let kids try new things and come up with their own ideas

Kindergarten (5–6 years)

Kindergartners are confident learners who ask big questions, solve problems, and build strong friendships as they get ready for what's next. Our Kindergarten program has small classes and combines learning with play.

Teachers adjust lessons to fit your child's needs and interests. Each child is encouraged to ask questions, try new things, and express their ideas. At some of our schools, kids can attend kindergarten for a full day.

Here's what our program offers.

- Free meals and snacks
- Fun activities to help kids recognize basic sight words
- Daily journal time to practice writing
- One-on-one support in a small class setting
- Full-day learning with before- and after-school care options
- Field trips and school presentations that bring learning to life
- Activities that help kids understand their own feelings and how to care about others
- Moving to music to build balance, muscle control, and awareness of space

Elementary School Kids

We offer safe, enriching, and reliable before- and after-school care for your elementary school child. While you're at work, your child can enjoy games, STEM projects, creative arts, and optional homework help. There's also plenty of playtime indoors and outside. We offer safe rides to and from your child's school. And we follow the school calendar to offer fun programs on school breaks and out-of-school days.

Here's what our program offers.

- Fun, hands-on activities where they continue to learn and explore what interests them most
- Homework and schoolwork help
- Free snacks
- Daily fitness to keep your child active and healthy
- Junior Council, where kids learn to talk with confidence and become better leaders
- Cozy spaces to help your child build confidence, self-esteem, character, and social skills

Regular Assessments

We check your child's progress from time to time to measure how they grow and learn. We will do an assessment of your child within their first 45 days and two times every year after that. This helps us make a special learning plan just for them. We look at important skills like talking, walking, and playing with others. These are called developmental milestones. Your child's teacher will share the results with you so you can work together to support your child in the best way.

Family Conferences

Family conferences happen for all age groups—even babies and elementary school kids. We'll schedule time during the year for you to sit down with your child's teacher and talk one-on-one about how your child is doing.

Homework Center

For school-age children, we also offer Home Centers. These areas have supplies to support your child as they do their homework. If your child joins this program, we use a Homework Log to track when they take part. We provide guidance while allowing your child to complete their own assignments.

We're here to support you—not to take your place. It works best when everyone knows their role, so please talk to your child about doing homework at The Skyrise School. Then tell their teachers your plan.

Champ Camp for School Breaks

When school's out, fun is in! Champ Camp at The Skyrise School® keeps kids learning, exploring, and playing during summer, winter, and spring breaks. It's made for school kids ages 5–12 and is full of exciting activities and lessons that are fun and safe for kids their age.

Schedules, field trips, and visitors vary from school to school. Your center director can share the details.

Here are some things kids love about Champ Camp:

- Fun games, crafts, and group activities that feel just like camp
- Flexible program options that let you plan around family events and vacations
- Longer hours than most camps
- A cozy place with the same friends and teachers your child knows
- Fun field trips, events, and special guests
- A safe and trusted place

Learning Adventures

These fun, extra classes are one of our favorite things at The Skyrise School! Your child gets to learn in small groups during the day, building on what they're learning in the classroom. It's hands-on, exciting, and full of chances to grow. When kids try new things, they unlock big dreams and bright futures.

Phonics Adventures® (2–4 years)

Kids discover a love of reading while learning letters, sounds, and words. This helps them feel ready and excited for school.

Music Explorers® (2–4 years)

Kids sing, dance, and play instruments. As they build music skills, they also grow in math, reading, and listening skills. They learn to focus on what's happening right now.

STEM Innovators™ (3–8 years)*

Kids explore science, tech, engineering, and math. We help them turn fun ideas into cool projects they can be proud of. They'll create, test, and bring big ideas to life.

Cooking Academy® (3–12 years)

Kids cook new recipes from around the world—and pick up real-life math, science, and teamwork skills along the way.

*STEM Innovators is available at some schools.



Let's Eat!

Growing with Your Child

We include breakfast, lunch, and snacks with your tuition—at no extra cost. And families can take home free snacks. If you need more help, we'll connect you with local groups that offer meals and food services. Ask your center director to learn more and to get started.

Our Menu

We serve healthy, balanced meals you can feel great about—like fruits, veggies, lean proteins, and whole grains. We skip fried foods, juice, and dessert. And we limit foods with high fats and added sugar to give your child more room for the good stuff. You can always check the menu to see what we're serving up for the day.

Family-Style Meals

After washing their hands, kids sit down to eat together. It's a chance to share, take turns, and learn table manners. They serve themselves, pour their own drinks, and clean up. It's how they learn to do things on their own and build skills they'll use for eating, writing, and getting dressed.

Dietary Needs

We'll work with you to make sure your child gets the food they need. If your child doesn't eat meat, no problem—we serve vegetarian options every day. All kids enjoy meat-free meals a few times a week.

Your center director and our dietitian will work with you and your doctor to help create a plan that works for your child.

Breastfeeding and Bottles

While you're nursing, we'll make sure you have a calm, comfortable place to breastfeed. We support your choice to breastfeed past infancy. Your child doesn't need to stop nursing to move into the next classroom.

We can safely handle your breast milk or formula too. Please bring it already thawed and in bottles—no frozen milk.

Bottle tips

- Bottles should be brought to the school each day prepared and ready to feed unless state guidelines or formula directions require otherwise. School staff do not mix formula bottles and cannot add cereal to bottles.
- Put your child's first and last name, date, and contents on the outside of each bottle.
- All bottles will be sent home at the end of each day, even if they are not consumed.
- We don't place bottles in cribs because it can lead to cavities.

Your school may offer baby formula for free. Talk to your center director about how we can support your family.

Celebrations and Birthdays

Birthdays and holidays are big days for kids—and we want you to share in the fun! If you'd like to bring snacks, make sure they are nut-free and store-bought with a clear ingredient label. (We want to keep everyone safe!) Healthy treats like fruit, veggies, or whole-grain snacks are great choices, or consider non-food options like reading a story to your child's class or bring stickers to share. Please bring enough for the whole class—and talk to your child's teacher or center director ahead of time so we can plan for the day.

We know what it takes to keep children safe. Every day at our school, you can be confident that your child is in the very best hands.



Health and Safety

Safe Sleep

Babies nap based on their needs and the plans you and your child's teachers create. Based on guidance from the American Academy of Pediatrics, all babies are placed on their backs to sleep—unless a doctor gives written directions for a different position. We don't allow anything in the crib except a pacifier and any required medical devices with corresponding medical paperwork or doctor's note.

All children are watched closely during nap and rest times. Older children can use their blankets. We always make sure each child's face is uncovered, and their mouth and nose can be seen.

Allergies

If your child has allergies, tell the center director. Make sure to add allergy details to your Enrollment Agreement so we can keep your child safe.

We don't serve food with nuts (including peanuts)—and we don't cook with them. Please don't bring nuts or snacks that may have nuts in them to school. It helps protect everyone.

Babies should be gradually exposed to a wide variety of age-appropriate foods with varying tastes and textures at home first. They should never try a new food for the first time in school to reduce the chance of allergic reaction.

If your child has a severe allergy that may require a medical response (like an EpiPen), tell your center director right away. We may need a few extra forms before your child's first day.

Handwashing

We help kids stay healthy by making handwashing part of their day. They wash their hands before eating, after bathroom visits, after playing outside, and at other times throughout the day. They're forming safe and healthy habits.

You can help at home too! Use liquid soap in their favorite color or scent to make it fun. There are many child-friendly brands. If your child sees handwashing as fun, it will likely stick. Together, we can make clean hands a habit!

When Your Child Isn't Feeling Well

If your child feels sick before school, please keep them home and let your center director know as soon as possible. If they start feeling ill at school, we'll make sure they rest away from other children and call you right away. You or someone from your approved pick-up list will need to pick them up within an hour.

In general, your child must be symptom-free for up to 24 hours without the aid of medication before they can return. In some cases, a doctor's note may be required.

For a serious accident or illness, we'll call an ambulance. We count on your emergency information in times like these. Please make sure the information in your Enrollment Agreement is always current.

- The names, addresses, and phone numbers of the people you trust to pick up your child
- The name and phone numbers of your child's main health provider
- Your preferred hospital

Thank you for helping us be ready—just in case.

When to Keep Your Child Home

To keep everyone healthy, we may ask your child to stay home if they're sick. Here's what that means.

- They have a fever. Your child must be fever-free for 24 hours without using medicine before they can return to school.
- They are too sick to join regular activities, including outdoor play.
- Their illness needs more one-on-one care than our school staff can give without putting the health, safety, and learning of the other children at risk.
- Local health rules say they need to stay home.

For their protection, children who haven't had certain vaccines may need to stay home longer to help prevent the spread of disease.

We follow your state's health and licensing rules—unless The Skyrise School policy is stricter. In some cases, we may ask for a note from your child's health provider before they return. We may update these policies if we believe it's needed to keep children safe.

Illnesses That Can Spread to Others

Your child's health matters to us and keeping everyone safe from illness is part of how we care. We keep a close eye on each child's health to help catch signs of illness early. If a child gets a communicable disease (like chicken pox, measles, pink eye, or hand-foot-and-mouth), state law and our own health policies require us to:

- Send the child home.
- Ask for a doctor's visit and a note.
- Let other families and staff know about the illness (but we keep the child's name private).
- Notify local health officials (like the health department).

Please tell us if your child or someone in your home gets measles, whooping cough, the flu, or another illness that the health department needs to know about.* (You don't need to tell the health department. Your doctor will do that.) Bring us a doctor's note that says what your child has within 24 hours—or sooner if it's something serious. We'll do the same for you, letting you know if your child was exposed.

When required, we'll ask for a doctor's note before your child comes back. In some cases, we may ask for one even if it's not required—just to keep everyone safe.

From time to time, we'll share health info and tips.

*The full list is in the table on page 18-20.

Kind of Sickness	When Your Child Can Come Back to School
Stomach pain that doesn't go away for 2 or more hours.	When the stomach pain is gone
A red bump or sore on the skin that is puffy and feels warm. This may be called a boil, abscess, or cellulitis (sel-yoo-LY-tis)—a skin infection.	When the sores are covered and any fluid stays inside the bandage
Chicken Pox. It starts with a red rash, then small, itchy blisters, and then scabs. Doctors call it varicella (vair-uh-SELL-uh).	When all sores are dry and have a scab, usually after 6 days
Pink Eye. One or both eyes may be red, puffy, watery, itchy, and crusty. Your child may also have a fever or act differently. The doctor might say your child needs to stay home. Doctors call it conjunctivitis (kun-junk-tuh-VY-tis).	When the fever and behavior changes are gone, and the red, watery eyes have cleared up
A bad cough that could sound like barking. This is called croup.	When the signs of illness are gone
COVID-19 (coronavirus). A cough, fever, sore throat, runny nose, or feeling tired. Some people may also have headaches or stomachaches.	When the signs of illness are gone and your child has not needed medicine for 2 days
Cytomegalovirus (SY-toh-MEG-uh-loh-vy-rus) or CMV). A fever, sore throat, and feeling tired.	When the fever is gone
Diarrhea (dye-uh-REE-uh). This includes stomach illnesses like rotavirus or other infections that cause loose poop.	<ul style="list-style-type: none"> • If the child wears diapers, the poop stays in the diaper, even if it's still soft. • If the child uses the toilet, they can go all day without potty accidents. • The child's poop is almost back to normal for them.
Diarrhea (dye-uh-REE-uh) with blood in it. The loose poop is caused by a germ called cryptosporidium (krip-toh-spor-ID-ee-um).	Needs a doctor's note to return to school
Diphtheria (dif-THEER-ee-uh). It can be hard to breathe. Can cause a sore throat, a fever, and a thick gray coating in the throat or nose.	Needs a doctor's note to return to school
E. coli (ee-CO-lie). Can cause stomach pain, loose poop, and sometimes a fever.	Needs a doctor's note and a note from the health department
A fever of 100°F or higher (checked under the arm or in the ear) and signs that your child is sick or acting differently. We will follow state and health department rules if the fever rules are different.	When your child's fever is lower than 100°F (checked under the arm or in the ear) for 1 full day without taking medicine to lower the fever
Fifth disease with a fever or if your child is acting differently. Children with certain health problems—like sickle cell disease or a weak immune system—may get sicker. Doctors call it parvovirus (PAR-voh-vy-rus).	When the signs of illness are gone
Hand-foot-and-mouth disease. Can cause blisters in the mouth, drooling, a fever, or your child may act differently. Doctors call it coxsackievirus (kok-SAK-ee-vy-rus).	When your child is no longer drooling and does not have any open sores you can see

Kind of Sickness	When Your Child Can Come Back to School
<p>Head lice or nits (eggs). This means small bugs or eggs in the hair. It may also include other things that live on the skin or hair.</p>	<p>When there are no more lice, nits (eggs), or other bugs on the hair or skin</p>
<p>Hepatitis A (hep-uh-TY-tis A). Can cause stomach pain, tiredness, fever, yellow skin or eyes, and dark pee.</p>	<p>Needs a doctor’s note to return to school</p>
<p>Hepatitis B (hep-uh-TY-tis B). Can cause a fever or tiredness, or make your child feel like they need to throw up or like they don’t want to eat.</p>	<p>When any sores on the skin are dry or can be fully covered with a bandage. A note from the doctor is needed before your child can come back.</p>
<p>Cold sores with mouth sores or bumps, along with trouble keeping drool in, a fever, or acting differently. Doctors call this herpes simplex.</p>	<p>When the child is no longer drooling and doesn’t have any open sores you can see</p>
<p>HIV/AIDS. Can make a child’s body weak. Your child may not grow like other kids. They may also learn more slowly or take longer to do new things.</p>	<p>When any skin sores are dry or can be fully covered with a bandage. The child must have a note from the doctor to return.</p>
<p>Impetigo (im-puh-TIE-go). Red sores that can break open and get crusty.</p>	<p>After 24 hours of using antibiotics—like ones you put on the skin, take by mouth, or get in other ways—your child can come back if the sores stay clean, dry, and fully covered.</p>
<p>Flu. Can cause fever, cough, and body aches. Also called influenza (in-floo-EN-zuh).</p>	<p>When the fever—and any signs of fever—have been gone for 24 hours without using medicine to lower the fever</p>
<p>Lyme disease—or other illnesses from tick bites—with a fever.</p>	<p>When the fever is gone</p>
<p>Measles. Can cause a rash, fever, cough, and red eyes.</p>	<p>Needs a doctor’s note to return to school</p>
<p>Meningitis. Swelling around the brain and spine. Can be caused by bacteria (back-TEER-ee-uh) or viruses (VY-ruh-siz)—germs that can make you sick.</p>	<p>Needs a doctor’s note to return to school</p>
<p>Mono with a fever or a change in behavior. Can cause tiredness. Doctors call it mononucleosis (mah-noh-noo-kee-OH-sis).</p>	<p>When the fever is gone</p>
<p>MERSA (MER-suh). A skin infection.</p>	<p>Needs a doctor’s note to return to school</p>
<p>Mumps. Cause the cheeks and neck to swell. Your child may have a fever and pain when chewing or swallowing.</p>	<p>Needs a doctor’s note to return to school</p>
<p>Whooping cough. A strong cough that makes a ‘whoop’ sound. Doctors call it pertussis (per-TUSS-iss).</p>	<p>Needs a doctor’s note to return to school</p>
<p>Pneumonia (new-MOHN-yuh). A lung infection that can cause fever, a very bad cough, fast breathing, or changes in how a child acts.</p>	<p>When the cough and fever are gone</p>

Kind of Sickness	When Your Child Can Come Back to School
<p>Ringworm. A red, round rash that can be itchy. Doctors also call it tinea (TIN-ee-uh).</p>	<p>After your child starts taking medicine</p>
<p>Roseola (oh-ZEE-oh-luh). A high fever and sometimes a rash.</p>	<p>When the fever is gone</p>
<p>Rubella (roo-BELL-uh). A red rash, fever, and swollen glands.</p>	<p>Needs a doctor’s note to return to school</p>
<p>Salmonella (sa-muh-NEL-uh). A virus that causes stomach pain, runny poop, fever, and throwing up.</p>	<p>Needs a doctor’s note to return to school</p>
<p>Scabies (SKAY-beez). A rash with small, red bumps or blisters.</p>	<p>After the medicine is finished.</p>
<p>Shigella (shih-GEL-uh). Causes loose poop and stomach pain.</p>	<p>Needs a doctor’s note to return to school</p>
<p>Strep throat or other infection caused by strep germs. Can make your child’s throat very sore.</p>	<p>After taking antibiotic medicine for 24 hours and when the fever is gone</p>
<p>TB. A cough that doesn’t go away for 3 weeks or more, chest pain, coughing up blood, and more. Doctors call it tuberculosis (too-BUR-kyoo-LOH-sis).</p>	<p>Needs a doctor’s note to return to school</p>
<p>Throwing up more than 2 times in a day or your child:</p> <ul style="list-style-type: none"> • Throws up and has a fever, or the vomit is green or has blood in it. • Hasn’t peed in 8 hours. • Hit their head recently. • Looks very sick and is not acting like themselves. 	<p>When the signs of being sick are gone</p>

Medical Forms and Vaccinations

To help keep everyone healthy and safe, we need your child’s medical and immunization (shot) records when you sign up—and they need to stay updated while your child is with us. State rules say children must have their shots to come to school.

Vaccinations (shots) help keep children safe from serious sickness. We strongly recommend them. If you have a medical, religious, or personal reason not to get shots, please talk to your center director. We follow state rules about vaccinations and will work with state leaders to review your request for an exemption. We follow state guidance on immunization requirements and exemption allowances.

Giving Medicine at School

Whenever possible, medications should be given at home. You can ask your healthcare team for 12-hour prescriptions to help with timing. When medicine must be given at school, we follow local child care rules and our safety policies. If these rules differ, we’ll follow the stricter ones.

For all medicine:

- Fill out all the required forms from your center director (medical form is good for one year).
- Bring medicine in its original container, in a clear bag with your child’s full name on it.
- Do not store medicine in a diaper bag, lunch bag, backpack, or any other personal item.
- We don’t mix medicine with food, formula, or juice. We also don’t give it in a bottle or cup.
- You must take unused medicine home every Friday or on the child’s last day of attendance each week.
- Except for emergency medication and medication needed by school-age children who do not arrive with their parents or guardians on their first day of the week, our schools cannot store medications over the weekend.

For prescription medicine:

- The label needs to have your child’s name, a current date, directions for how to give the medicine, and information on any side effects to watch for.
- A doctor’s note is required for all prescription medications, if your child is under 2 or if the instructions differ from the label.

For over-the-counter medicine:

- We will follow the directions on the label unless your doctor gives us written instructions to do something different.
- If your child is under 2, we need written directions from their doctor.

For topical ointments, such as diaper creams, insect repellent, or sunscreen:

- You’ll need to fill out a Topical Ointment Authorization Form (good for one year) for us to keep on file. Talk to your center director.

At the end of the week:

- Take home any unused medicine every Friday or on your child’s last school day of the week.

We can’t store medicine over the weekend unless it’s emergency medicine or your school-age child will come on Monday without a parent or guardian.

Health Screenings

While we don’t give your child medical care, dental checks, or health screens ourselves, we team up with licensed professionals who visit our school. Want to learn more? Just ask your center director!



Security

Keeping Your Child Safe and Sound at School

Your child's safety is our top priority. All our schools use secure doors that need an individual 4-digit code or fingerprint to enter. Please don't share your code with anyone not listed on your Enrollment Agreement.

How We Help Keep Everyone Safe

- Every child must be signed in and out using our paper or computer system.
- You'll need to walk your child to the classroom and drop them off with the classroom teacher. For pick-ups, you will walk to your child's classroom, check in with their teacher, and pick them up from there.
- Only people listed on your child's Enrollment Agreement can pick them up. Please keep that info up to date.
- We need written permission to release your child to anyone not listed on your Enrollment Agreement.
- If you need to call in a last-minute pick-up, we'll ask you to answer security questions from your Enrollment Agreement.
- Anyone picking up your child should bring a photo ID. Staff will check it if they don't recognize them.
- We can't release your child to anyone under 18—unless that person is a legal parent or guardian.

If your state has different rules, we'll follow the stricter ones.

Keeping Your Child's Records Private

Your child's records—and your family's personal info—are kept private. Only people involved in your child's care or working with child care licensing, protective services, or other government agencies can see them. Everyone else needs your written permission or a court order.

As a parent or legal guardian, you can:

- Update your child's records.
- Add notes or comments.
- Ask to see what's on file.

Just talk to your center director—they'll walk you through it.

If your child leaves the school, we'll keep their records as long as your state's child care rules say we must. Want a copy before then? Just let us know.

And one more thing—please don't post photos or videos online that include other children. Let's all help protect each other's privacy.

When We're Required to Report Concerns

We're here to keep kids safe at school and everywhere. We are mandatory reporters, which means if we suspect a child is being hurt or not getting the care they need, we must report it to state child care licensing or local authorities—it's the law.

Our team is trained to recognize signs of abuse or neglect, and we take this responsibility seriously. Your center director can answer any questions about how this works at your school.

Mandated reporting also covers the way staff treat children at school. If a staff member ever uses unsafe discipline or acts in a way that puts a child at risk:

- The center director will tell the family.
- We'll report it to the proper licensing or accrediting agencies.
- We'll notify The Skyrise School's National Support Center.
- We'll work with our human resources team to decide what happens next.

Anyone who doesn't report something they're required to can be held legally responsible. And no one is allowed to stop another person from reporting a concern.

Custody and Visitation

If you have a legal custody order that says who can pick up or visit your child, please give a copy to your center director. This info stays private and helps us keep your child safe. Let your center director know right away if the order changes or expires.

For safety reasons, we can't allow visits from non-custodial parents at school. Our staff also can't supervise any parenting time.

If someone has legal custody—based on a court order—we must release the child to that person, even if it's outside the usual visitation schedule.

If You're Running Late

We know things happen! If you can't pick up your child on time, please make sure someone listed on your Enrollment Agreement can. If you can't reach your emergency contact, call us right away.

Here's what we'll do if your child isn't picked up by closing time and we haven't heard from you:

- We'll try to reach you or someone on your approved pick-up list.
- If we can't reach anyone within 30 minutes, we may need to contact Child Protective Services or another local authority—based on your state's child care rules.
- If that happens, we'll leave a sealed note on the front door with details about where your child is and who to contact.

Just a reminder:

- Staff are not allowed to drive children home, no matter the situation.
- A late pick-up fee will apply if your child is picked up after closing. You can find those details in your Enrollment Agreement.

Thanks for helping us keep your child safe—right up to the last minute of the day.

In an Emergency

We make every effort to be prepared for any emergency. We practice emergency drills often so everyone knows what to do if something unexpected happens. Each classroom has a posted plan that shows where to go and what to do. Please look at that plan when you're in the building.

If we ever need to leave the school for safety, we'll move the children to a secure location and contact you as soon as we can.

If you can't reach your school during an emergency, call our Family Support team at 1-888-525-2780 or email care@kindercare.com.

If Your Child Gets Hurt at School

We work hard to keep your child safe. That includes daily safety checks and regular upkeep of our building, playground, and equipment.

Still, accidents can happen. If your child is hurt while at school:

- You'll get a written report when you pick them up.
- If they need medical care, we'll contact you or the doctor you listed in your Enrollment Agreement.
- If we can't reach you, we'll try your emergency contacts.

We'll always make sure your child gets emergency care if needed, even while we're trying to reach you.

We also offer a Student Accident Program to help cover any costs your insurance doesn't. If you have questions, ask your center director or call our Student Accident Program Administrator at 1-800-352-4466 (press 2).

Transportation Safety

Skyrise uses licensed, insured vehicles to get kids to and from school and field trips. All our drivers go through special defensive driver training before getting behind the wheel. And they take a refresher course and have their driving records checked each year. We also do random testing for drug and alcohol use.

Transportation is available to children at least 4 years old and entering kindergarten, depending on your state's rules. If a child weighs less than 40 pounds, they'll ride in a car seat that meets federal safety standards. We provide car seats and booster seats at no extra cost.

To keep everyone safe:

- We don't use car seats provided by families.
- We follow your state's rules when it comes to safety seat use.
- We don't offer rides to other schools or programs outside of Skyrise.
- Our staff are not allowed to drive children in their personal vehicles.

Have questions about how transportation works at your Skyrise school? Just ask your center director—we're happy to help.

Field Trips

Field trips give your child a chance to learn outside the classroom—at parks, museums, and other exciting places nearby. To make field trips both meaningful and safe:

- Children who are at least 4 years old and entering Kindergarten may go on trips that include a ride in a school vehicle. This depends on local licensing and transportation rules.
- You'll get details—like date, time, place, and any costs—at least one week before each trip.

Every trip needs a signed permission slip. Phone calls can't take the place of written permission. We welcome family volunteers! If space allows, you may be able to ride with us in a school vehicle. Of course you can drive your own vehicle, but we can't let your child or any other child ride with you. Volunteers must be at least 18 years old and may require a background check, depending on the state.

We're happy to help make each trip a great experience for everyone. Talk with your center director if you have questions.

Weapons and Violence

To keep everyone safe, no one—children, families, or guests—may bring weapons of any kind to school or school events. The only exception is for law enforcement officers, and only if the law requires it.

If you have a permit to carry a weapon, please leave it locked in your vehicle before coming into the school. A weapon is anything made to hurt someone or cause damage. This includes:

- Guns
- Knives (including pocket knives and multi-tools)
- Pepper spray or other sprays that could cause harm
- Explosives or anything that can catch fire

If a child is found with a weapon, school leaders will take it away and contact the police or local officials.

If a child or their family member acts in a way that puts others at risk or is abusive to staff, families, or children, we may end the child's enrollment right away.

A Drug-Free, Smoke-Free School

We're proud to keep our schools healthy and safe for everyone. Smoking or vaping of any kind is not allowed within 25 feet of the school—no exceptions. No one is allowed to use, carry, sell, make, or be under the influence of alcohol, cannabis, or illegal drugs on school property.



Operational Procedures

Positive Guidance

Kids are always learning how to play, work, and share with others—and how to make good choices in different situations. We take a proactive and preventive approach that helps them learn what to do rather than just telling them what not to do.

Our teachers use tools like praise, redirection, and distraction to guide kids in a kind way. These methods help prevent problems before they start.

In rare cases, and only if it's the best way to help, we may guide a child to a different activity away from the group. This only happens if nothing else works. It's never a punishment—it's a chance for the child to pause and reset. The child can rejoin the group when they're ready. We don't use this strategy with babies or toddlers.

We want to partner with you to support your child's social growth. We may reach out if your help is needed—like when your child struggles to follow rules or get along with others.

The Skyrise School never uses physical punishment. We ask parents and visitors to follow this approach while on school grounds. See page 23 to learn how we respond to concerns about child abuse or neglect. This includes any action by an adult that could hurt a child or slow down their learning and growth.

Biting

Biting is common among young children. Young kids often explore with their mouths, and some bite when they can't yet say what they need. Our teachers watch for signs that might lead to biting and work hard to prevent it. If your child bites or is bitten, we'll send home a report for both families. We always keep children's names private. Talk to your child's teacher or your center director if you have questions or concerns.

Diapering and Toilet Training

Every child starts to use the toilet at their own pace. Until your child shows an interest in the toilet, we'll change diapers as needed. Our steps for changing diapers are posted in each school. We also list the times of each diaper change within the KinderCare App.

When your child shows an interest in using the toilet, you and their teachers will work together to support them. We'll help your child learn in a way that feels steady, calm, and right for them—and easy on you too.

Rest Time

Rest time helps kids grow, recharge, and be ready to learn. Every day after lunch, children of all ages have time to rest or enjoy quiet activities. Children rest for at least one to two hours, depending on their needs and local rules.

If your child doesn't nap, that's okay. They can read, do puzzles, or enjoy other quiet activities. Older kids who have outgrown the need to nap still take a quiet midday break to recharge.

Younger children rest in cribs or cots for rest time. Your center director will let you know what to bring from home to help your child rest well.

Moving to a New Classroom

When the time comes for your child to move to a new class, we look at how they are learning, growing, and getting ready for new challenges. Our goal is to make sure they feel confident and prepared before taking that next step. We also consider space in other classrooms. We plan the move with your whole family involved. This helps your child feel supported as they get to know their new space, teachers, and classmates.

Consistent Care

Consistency helps kids feel secure and ready to learn. Knowing the same teachers and classmates over time is a big part of that. That's why we group our classrooms by age. We do our best to keep this structure. But sometimes we may need to combine age groups, like when a teacher is out sick or fewer children are at school at the beginning or end of the day.

Babysitting

We ask that staff not babysit for families. If they do, it's totally separate from their work at our school. We're not responsible for babysitting arrangements outside of school—including transportation.

No Solicitation at School

To keep things focused on learning and care, we don't allow the sale or distribution of products or flyers at school. This includes anything to raise money for schools, political campaigns, or nonprofit groups. Thanks for helping us keep things calm and focused for our kids.

Research in Our Classrooms

From time to time, researchers or college students ask to observe our classrooms. If a request involves sharing information about your child, we'll always ask your permission first. Nothing is shared without your OK.

Withdrawing Your Child

We are always sad to say goodbye, but we understand that sometimes changes happen. If you need to withdraw your child, we require two weeks' written notice before their last day. Just a heads-up: closing an online account doesn't count as a formal withdrawal and doesn't stop tuition.

If you're moving to a new area, we'd love to help you find another Skyrise School or KinderCare Learning Center near your new home. All our schools share the same standard of quality and focus on health, safety, care, and learning.

Need help? Talk to your center director, check out [KinderCare.com](https://www.kindercare.com), or contact our Family Support team at 1-888-525-2780 or care@kindercare.com.

When We've Tried Everything

We believe every child belongs. That's why we do everything we can to keep them learning and growing with us. We know how hard it is when a child has to leave, even for a short time. It's never easy—and never our first choice—because it affects the whole family.

Sometimes a child may need to stay home for a few days (suspension), or we may need to end care altogether (expulsion). These are always our last resort. When a child needs extra help to succeed, we partner with you to find what works best for your child. We focus on teaching positive behaviors and building strong routines. To prevent suspension and expulsion, we:

- Create welcoming classrooms where each child feels safe, seen, and happy at our school.
- Design a learning space that draws kids into our circle.
- Teach kids the right way to act with others and how to handle tough moments.
- Talk to families early and often.
- Identify the best ways to teach each child how to act with care, respect, and self-control.
- Use tools like behavior charts and support plans we built with a child's family.

We only consider suspension or expulsion after trying everything else. If we must end care, we'll do everything we can to make the change easier for your child and your family.

- We always try to give families some notice before ending care—usually at least a week. But in rare cases we may need to make the change right away to keep everyone safe.
- We help you find new care through trusted community resources.

Here are some reasons for ending care.

- Tuition isn't paid
- A policy isn't followed
- A child's needs go beyond what we can safely support at our school
- A child or family member puts others at risk

If You Have Concerns

We want to be sure we are meeting the needs of your child and that you are confident in the care we give them. If something's on your mind, please talk to your center director or your child's teacher. We're always open to your ideas and feedback.

We'll do our best to be available. And if something doesn't get solved, you can also reach out to your school's district leader (their info is posted at your school) or our Family Support team at 1-888-525-2780 or care@kindercare.com.

Referring a Friend

The biggest compliment you can give us? Telling family and friends about The Skyrise School! When your family or friends enroll, it's even more fun for your child—and it helps our school feel even more like home. You also both get a thank-you gift when they join the Skyrise family! Want to learn more? Ask your center director about our Refer-a-Friend Program.





Legal Information

Everyone Belongs at Skyrise

We welcome every child and family just as they are. We lead with care and respect. At Skyrise, there's no room for discrimination of any kind. That means we never treat people differently based on religion, color, race, gender, sexual orientation, age, national origin, disability, veteran status, or anything else protected by law.

A Note on Accessibility

We follow the Americans with Disabilities Act (ADA), its regulations, and all related local, state, or federal laws. We work to provide support and allow equal access to every child and family—including those with disabilities.

Know Your Rights

The USDA makes sure no one is treated unfairly in programs we run or support. If you think you've been treated unfairly, you can file a complaint with the USDA.

USDA Non-Discrimination Statement

In accordance with federal civil rights law and USDA civil rights regulations and policies, the USDA, its agencies, offices, employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the state or local agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY). Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

Mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Mail Stop 9410, Washington, D.C. 20250-9410;

Fax: (202) 690-7442; or

Email: program.intake@usda.gov.

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