



LUNA KIDS CARE

Where minds, bodies and friendship grow

Family Handbook

WELCOME TO LUNA KIDS CARE!

Dear Families,

Welcome to Luna Kids Care! We're so glad you're here.

At Luna Kids Care, we believe in creating a nurturing, engaging, and safe environment where children can grow, learn, and thrive. Whether your child is joining us for before or after school care, summer camp, or one of our full days, our goal is to support each child's development through enriching experiences, meaningful relationships, and joyful exploration.

This Family Handbook is your guide to understanding how we operate, what you can expect from us, and how we can work together to give your child the best care possible. Inside, you'll find important information about our policies, procedures, communication practices, safety standards, and program details.

We encourage you to read through the handbook carefully and reach out with any questions. By working in partnership, we can ensure your child's experience at Luna Kids Care is positive, memorable, and full of growth.

Thank you for trusting us with your most important people; we're excited for the journey ahead!

Warmly,

The Luna Kids Care Team

HISTORY AND PHILOSOPHY

Luna Kids Care was born out of real conversations with families, parents who were searching for a program that truly met their needs. They wanted something more than just childcare; they wanted a local, flexible, and reliable program that felt like an extension of their family and that is what Luna is.

As a locally owned and operated organization, we understand the unique rhythm of our community. Our approach is built on flexibility, trust, and meaningful relationships. We offer quality care that adapts to modern family schedules while providing engaging programs that support each child's growth, curiosity, and confidence.

At Luna, we believe in being more than a care provider; we're your partners in raising happy, capable kids.

Our Mission

At Luna Kids Care, our mission is to support families by providing safe, flexible, and enriching care for school-age children. We believe that every child deserves a space where they feel safe, inspired, and valued and every parent deserves a program they can trust.

As a community-rooted company, we focus on building strong relationships, offering personalized attention, and creating a joyful environment where both children and staff thrive. Our team reflects the care and commitment we bring every day, making Luna a place where families feel heard, supported, and confident in the care their children receive.

Our Vision

Our vision is to be the most trusted and valued partner for families, schools, and communities, a program that brings peace of mind, joy, and consistency to every child's day.

We strive to create an experience where children feel safe, loved, and heard; where families feel supported; and where schools view us as an essential part of their success. Rather than growing fast, we focus on growing *deep*, *building* strong relationships, enriching more children's lives, and earning loyalty through exceptional care.

At Luna Kids Care, success means a joyful culture, lasting partnerships, and a team that shines just as bright as the kids we serve.

Program Operations

Operating Hours

Luna Kids Care operates in several different schools and works with those schools on the best schedule to accommodate the community.

Luna Kids Care Sign-In & Sign-Out Policy

To ensure the safety and accountability of all children in our care, Luna Kids Care requires parents and authorized guardians to use our designated software partner for daily check-in and check-out must be followed in accordance with **program site requirements** and **state licensing guidelines**,

Luna Kids Care Sign-In & Sign-Out Policy

At Luna Kids Care, the safety, security, and well-being of every child is our top priority. To ensure a smooth and protected drop-off and pick-up experience, we follow strict sign-in and sign-out procedures, supported by the Kidlet system and aligned with all licensing and insurance requirements.

Enrollment & Authorization

- Families enroll through Kidlet, where they designate all individuals authorized to pick up or drop off their child.
- Each authorized person receives a unique PIN code to use during sign-in and sign-out.
- Children must be fully enrolled and approved before attending their first day.

Drop-Off Timing Policy

For the safety of all children and in accordance with our insurance policies, we are unable to accept drop-offs before our official start time. We appreciate your understanding and cooperation in maintaining a safe environment for all.

Escort Requirement

- Children must be escorted into the Luna Kids Care room by a parent, guardian, or authorized pick-up person.
- Children may not check themselves in under any circumstances.

Sign-In Process

- Upon arrival, parents or authorized individuals must sign in according to the site's specific procedure, using the Kidlet system where applicable.
- The sign-in system records the time, date, and identity of the person signing in to ensure full accountability.
- If there is ever an issue during sign-in, staff will assist in verifying identity before the child can be admitted.

Security & Compliance

- Staff may ask for a photo ID at any time, especially if the individual is unfamiliar or not regularly picking up.
- Children will not be released to anyone who is not listed as an authorized contact in the system — no exceptions.
- Failure to follow sign-in/out procedures may result in a follow-up for attendance verification.

Thank you for helping us keep Luna Kids Care a safe and supportive environment for every child. Your partnership in following these procedures is essential to our mission.

Late Pick-Up Policy

- Luna Kids Care closes promptly at 6pm. It is important that children are picked up on time.
- If a child is not picked up by program closing time, the following steps will be taken:
 1. Staff will attempt to contact all parents and emergency contacts listed on the child's enrollment form.
 2. If no authorized individual can be reached within 30 minutes of closing, staff may contact local authorities, including child protective services or the police department, as required by state regulations.
 3. Families with repeated late pick-ups may be subject to late fees or possible dismissal from the program, \$1 per minute after 6:05pm.

Authorized Pick-Up Expectations

- Children will only be released to parents, guardians, or individuals pre-authorized on the child's enrollment form.
- A valid photo ID is required for anyone picking up a child if they are not recognized by staff. No exceptions will be made.

- If a parent, guardian, or authorized pick-up individual appears to be physically or emotionally impaired (e.g., under the influence of drugs or alcohol) to the extent that releasing the child would pose a safety risk, staff will:
 1. Contact the child's other parent/guardian or an alternate authorized pick-up person.
 2. If no alternative can be arranged, staff may contact local law enforcement or child protective services as required by state regulations.

Respectful Conduct Policy

At Luna Kids Care, we uphold high standards of respect and professionalism for all staff, children, and families.

Inappropriate, aggressive, or disrespectful behavior toward staff, children, or other parents/guardians will not be tolerated. If a parent/guardian engages in such conduct, their child's enrollment may be subject to dismissal.

We appreciate your cooperation in maintaining a safe, welcoming environment for everyone at Luna Kids Care.

Personal Belongings Policy

Luna Kids Care provides all necessary materials, games, and supplies to support a fun, engaging, and enriching experience for every child.

To prevent **loss, damage, or unnecessary distractions**, we kindly ask that **personal items and toys be kept at home**.

If a child brings a **personal belonging or authorized toy** to the program:

- It must be clearly labeled with the child's name.
- The item must not disrupt the program or pose a safety risk.
- **Luna Kids Care is not responsible** for any lost, stolen, or damaged personal items.

No Electronics Policy

At Luna Kids Care, we promote active engagement, creativity, and meaningful social interaction. To support a focused and inclusive environment, **personal electronics are not permitted during program hours**.

This includes:

- Cell phones
- Tablets
- Smartwatches with communication features
- Gaming devices
- Any other electronic or screen-based items

If a child brings a phone or device:

- It must remain **turned off and stored in their backpack** throughout the day.
- If a device is seen or used during program hours, **staff will hold it securely** and return it to the parent or guardian at pick-up.

Homework & Supervised Use:

If a child requires an electronic device for homework, please notify staff.

- The child may use the device **in a designated area** under **direct supervision**.
- Once homework is completed, the device must be stored away immediately.

We appreciate your support in helping us maintain an environment that encourages play, imagination, and connection.

Other Items NOT Permitted

- Weapons or items that resemble weapons
- Any item that could be considered unsafe, disruptive, or inappropriate

Important Reminders:

- Repeated violations may result in communication with parents and follow-up steps to support program expectations.
- Exceptions may be made in special cases (e.g., show-and-tell days, reward days), but must be approved by staff in advance.

Storage & Lost Items

- Children's personal belongings (e.g., coats, backpacks, water bottles) must be taken home each day.
- Any left-behind items will be placed in the school's Lost and Found. Unclaimed items may be donated if not retrieved within a reasonable time.
- Please label all your child's belongings to help prevent loss!

Attire

Children should come to Luna Kids Care dressed in comfortable, weather-appropriate clothing that allows them to move and play freely.

- School dress code applies while attending the program during school days.

- Children must wear closed-toe shoes or athletic shoes for physical activities. No sandals, flip-flops, or open-toe shoes for safety reasons.
- Weather permitting, we provide a minimum of 30 minutes of outdoor play daily. Please ensure your child has:
 - Winter: Coat, hat, gloves, snow boots (if applicable).
 - Summer: Sunhat, sunscreen (if provided with a permission form).

If your child cannot participate in outdoor activities due to medical reasons, a doctor's note is required, and alternative arrangements will be made.

Snacks

Luna Kids Care is committed to providing nutritious snacks that align with USDA guidelines.

A healthy snack will be provided during the after-school program, and two snacks will be provided during full days.

To ensure safety for all children, our program aims to be nut-free and allergy-conscious.

Children are also not allowed to bring:

- Soda, energy drinks, or candy.

If your child has dietary restrictions or allergies, you may provide your own snacks that meet USDA guidelines.

All food brought from home must be labeled and approved to ensure compliance with program policies.

Parent Involvement and Volunteers

Your presence enhances our sense of community and fosters positive relationships between staff, children, and families.

Parents/guardians who wish to volunteer must complete the following steps:

- Inform staff of their intent to volunteer.
- Get approved for days and times to volunteer
- Complete all state and/or district-required background checks, including a fingerprint-based check, at their own expense.
- Complete a name-based background check if required.

- Submit a volunteer application and sign a liability waiver.

Volunteers and chaperones must:

- Be a parent or legal guardian of a child currently enrolled in the program.
- NOT bring other children who are not enrolled in Luna Kids Care.
- Never be left alone with children and must always remain in the line of sight of program staff.
- Maintain strict confidentiality regarding children's personal information.
- Not discipline children but instead report behavioral concerns to staff.
- Follow all Luna Kids Care policies and procedures and any instructions provided by staff.

Custody Issues

Luna Kids Care recognizes that some families may have custody agreements or legal restrictions regarding access to their child. To ensure a child's safety and comply with legal requirements, the following policies apply:

- Legal Documentation Requirement
 - Luna Kids Care remains a neutral party in custody matters.
 - The program cannot deny a parent or guardian access to their child (if listed on Kidlet) unless a certified court order is on file with the program.
 - Any legal documents related to custody, visitation limitations, or parental access must be provided in advance and kept up to date.
- Custody Disputes
 - Parents/guardians are expected to communicate directly with each other regarding their child's enrollment, pick-up, and billing responsibilities.
 - Luna Kids Care staff cannot act as witnesses or provide legal testimony in custody matters unless subpoenaed.
- Unauthorized Pick-Ups
 - If a non-custodial parent or an individual restricted by a court order arrives to pick up a child, Luna Kids Care will:
 1. Contact local law enforcement before engaging with the individual.
 2. Notify the custodial parent or guardian.

It is the responsibility of the custodial parent/guardian to keep all custody and emergency contact information updated in their child's records.

Parent Open Communication

Luna Kids Care is committed to open communication with families. If you have any concerns, questions, or would like to discuss your child's progress, we encourage you to schedule a parent conference with our Site Director.

To schedule a conference, please email the Luna Kids Care program site and include the following details:

1. Your child's name
2. Program site location
3. Requested conference date and time
4. Topics to be discussed

Program Registration, Enrollment, and Attendance Policies

Registration and Enrollment

A child is considered enrolled and eligible to attend Luna Kids Care upon completion of the following requirements:

- Online registration is fully completed through the designated parent portal.
- The non-refundable registration fee is submitted at the time of registration.
- The enrollment application has been approved, and a confirmation email has been sent.
- Any additional paperwork (if required) must be submitted prior to the child's first day.
- All state licensing requirements are met, including completion and submission of necessary forms, **immunization records**, and any required medical or emergency contact information.
- The Family Handbook Acknowledgment form is signed, confirming that parents/guardians agree to abide by all program policies and procedures.

Balance Limit:

- If a family's account reaches an **outstanding balance of \$200 or more**, care will be temporarily **suspended** until a **payment or approved payment plan** is in place.

- Families will be notified in writing when their balance approaches the limit, with a reminder to arrange payment.

Payment Plans:

We understand that unexpected financial challenges may arise. If you need assistance:

- Please contact our administration team as soon as possible to set up a **customized payment plan**.
- Once a plan is agreed upon and the first payment is received, care may resume.

Past-due balances may be sent to a collection agency if unresolved.

The primary account holder is responsible for ensuring the full balance is paid.

Accessing Billing Records:

Families can conveniently **download invoices, receipts, and tax statements** anytime through the **Kidlet app**. Please ensure your contact and payment information

Attendance

At the beginning of each program session, staff will conduct roll call using a combination of:

1. Visual and verbal confirmation of each child's presence.
2. A check and balance process, where group leaders verify headcounts against the attendance roster and digital records to ensure all children are accounted for.

Inclusive Practices

We make reasonable accommodations to ensure that all children can fully participate in our program.

Reasonable accommodations may include:

- Adjusting program activities, routines, or materials.
- Providing necessary support or modifications within the scope of our staffing and resources.
- Collaborating with families, school staff, and specialists to determine appropriate accommodations.

Each request for accommodation will be evaluated individually to ensure a balance between the child's needs and the program's capabilities. Parents/guardians may be asked to provide documentation or participate in discussions about their child's needs.

Absences

To ensure child safety, all absences should be reported in advance to the program site or local office.

- If a child does not arrive as scheduled, staff will first check with the school office to confirm attendance for that day.
- If the child was at school but has not arrived at Luna Kids Care, the parent/guardian will be contacted immediately.
- If the parent/guardian cannot be reached, staff will contact the emergency contacts listed on the enrollment form.

Please note:

- Unreported absences may be mistaken for a missing child, triggering unnecessary concern and search efforts.
- In order to receive a credit, parents must cancel care the day before by noon.

School/Program Closings

- Luna Kids Care follows local school district closures due to weather or emergencies.
- Air quality and temperature conditions may impact outdoor play or daily schedules.
- If the school is closed due to inclement weather, power outages, or building maintenance, Luna Kids Care will also be closed.
- No credits provided, regardless of program closures due to circumstances beyond our control. Parents will receive closure notifications via email, text as soon as decisions are made, parents are able to cancel care the day before and receive a credit on their Kidlet app.

Schedule Change Requirements

Parents may make changes to their child's schedule through the Kidlet Care app.

Schedule changes must be submitted at least the day before by noon to allow time for staffing adjustments.

Program Tuition, Fees, and Discounts

Scheduling & Cancellation Policy

- Parents may schedule care up until **12:00 PM the day before** without any additional charges.
- To receive a credit for canceled care, parents must cancel care on their Kidlet app by **12:00 PM the day before** the scheduled session.
- No credits will be given for absences due to illness, vacation, school closures, bereavement, suspension, or emergency-related program closures if it was not canceled the day before.

Drop in Fees: Parents can drop in same day subject to availability for \$5 Drop in fee

Refund Policy

- A non-refundable registration fee is due at the time of enrollment.
- Refunds may be requested for prepaid attendance upon withdrawal from the program with proper notice.
- Approved refunds are subject to a 10% processing fee and will be issued using the original payment method.
- Refunds will not be issued for unused credits after withdrawal from the program.

Cash and paper checks are not accepted at the site, payments can be made online through Credit/Debit Card

Discounts

- **Only one discount may be applied per family.**
- **Discounts may not be combined** or stacked with other offers, promotions, or financial assistance.
- Families must provide **proof of qualification** for any discount (e.g., sibling enrollment, school staff ID, military verification, etc.).
- Discounts are subject to approval and may be reviewed or adjusted if eligibility changes.

Families Receiving Subsidies

- Parents are responsible for any differences not covered by the subsidy, including additional fees.

Withdrawal from the Program

- Families can request withdrawal anytime, please allow 48 hours to process.
- Luna Kids Care reserves the right to withdraw a child for the following reasons:
 - Behavioral concerns that cannot be reasonably accommodated.
 - A child's inability to adjust to the program.
 - The inability of the program to meet a child's needs.
 - Misconduct by a parent or guardian (e.g., inappropriate behavior toward staff).
 - Non-payment
 - Program Safety and Licensing Compliance

Expulsion Prevention & Mental Health Consultation Policy

In accordance with Colorado child care licensing rules (2.206.B.9.a), we are required to take proactive steps including seeking expert support before considering the expulsion of any child from our program.

Policy Statement:

Before a child is dismissed or expelled due to behavioral or social-emotional concerns, Luna Kids Care will:

- **Identify and consult with an early childhood mental health consultant**, as required by Colorado licensing regulations.
- Collaborate with the child's family to discuss concerns and possible support.
- Implement strategies and recommendations provided by the mental health consultant to help the child succeed in the program environment.

Access to Consultation:

Luna Kids Care partners with local resources such as:

- **Healthy Child Care Colorado** ([Website](#))
- **Joint Initiatives for Youth & Families**
- **The Resource Exchange (TRE)**

These organizations provide **free mental health consultation services** that may include observations, strategy development, and staff/family support to help address challenges in a constructive, inclusive way.

Illness, Incidents, and Accidents

To maintain a safe and healthy environment, Luna Kids Care follows strict health and safety protocols.

Illness Policy

Children should not attend if they have:

- A fever of 100°F or higher
 - Vomiting or diarrhea within the last 24 hours
 - A contagious illness (such as strep throat, pink eye, or the flu)
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- If a child becomes ill during program hours, the child will be separated from the group and parents/guardians will be contacted immediately to pick up their child.

Parents will be notified immediately if a communicable disease is introduced into the program, including but not limited to:

- Lice
- Strep throat
- COVID-19
- Ringworm
- Measles, mumps, rubella
- Pertussis (whooping cough)
- Other state-reportable illnesses

If a child contracts a communicable illness outside of program time, parents/guardians must inform the Site Director immediately. A doctor's clearance may be required before the child may return.

Incidents and Accidents

- In the case of an incident, injury, or medical emergency, parents/guardians will be contacted immediately.
- If emergency care is needed, staff will call 911 and accompany the child to a medical facility.
- A written Incident/Accident Report will be provided to parents/guardians after any significant event.
- If an accident requires medical attention, it will be reported to the state child care licensing agency as required by law.

Insurance

Luna Kids Care provides the liability insurance coverage required by state licensing regulations. Families may contact program administration for insurance documentation if needed.

Medication Policy

Luna Kids Care encourages families to have medications administered at school by the school nurse whenever possible. However, when necessary, medication may be given under the following conditions:

- Only emergency or essential medications (such as asthma inhalers, EpiPens, or seizure medication) will be administered during program hours.
- A Medication Authorization Form must be completed and signed by a parent/guardian before any medication can be administered.
- Medications must be in their original packaging with pharmacy labels and physician instructions.
- Only a one-month supply of medication should be kept at the program site at any time.
- Over-the-counter medications will not be administered unless prescribed by a physician.
- Children are not allowed to carry or self-administer medication unless a physician provides written approval.

All medications must be turned in directly to the Site Director, along with the required authorization forms before the start of care.

Child Protection and Mandated Reporting

In accordance with federal and state laws, all staff are mandated reporters and must report suspected cases of child abuse or neglect to the appropriate state agency.

Reports may be made to:

National Child Abuse Hotline: 1-800-4A-CHILD (1-800-422-4453)

This includes reporting cases where a parent or guardian appears to be impaired due to drugs or alcohol when picking up a child. All reports remain confidential and are only shared with appropriate authorities.

Behavior Guidance and Discipline

Luna Kids Care fosters a positive, respectful environment for all children. We utilize Positive Behavior Interventions and Supports (PBIS) to encourage good behavior and develop social-emotional skills.

Behavior Expectations

- Respect for staff, peers, and property.
- Following program rules and safety guidelines.
- Using kind words and actions when interacting with others.

Behavior Management

If a child demonstrates challenging behaviors, staff will:

- Redirect the child's attention to positive alternatives.
- Discuss the behavior with the child and problem-solve together.
- Notify parents if behavior concerns continue.

If behaviors disrupt the program or pose a safety risk, a behavior plan may be developed with the child's family. In severe cases, a temporary suspension or dismissal from the program may be necessary.

Threats or Harmful Behavior

Any child who makes a serious threat (including harm to themselves or others) will be immediately removed from the program until further evaluation.

- Parents will be contacted immediately and required to pick up the child.
- The Site Director will notify school administrators and discuss next steps.
- The child must receive a professional mental health clearance before returning to the program.
- Any costs associated with mental health evaluations will be the responsibility of the parent/guardian.

A temporary suspension may occur if a child:

- **Presents a safety threat** to themselves, other children, or staff.
Examples: repeated aggression, running away from staff, bringing unsafe items or weapons.
- **Engages in severe, disruptive behavior** that makes the program unsafe or unmanageable.
Examples: physical fights, destruction of property, repeated noncompliance with staff direction.
- **Violates major program rules involving serious misconduct.**
Examples: intentional harm to others, use of offensive or dangerous language, bullying.

Duration of Suspension

- **1–3 days** for initial or moderate incidents.
- **More than 3 days** if:
 - A mental health or safety plan is being developed.
 - A consultation or team meeting is required.

- The behavior was extreme and remains unresolved.

All suspensions will:

- Be **clearly communicated in writing** to the parent or guardian.
- Include a plan for the child's **return and reintegration** (such as a check-in meeting or behavior support plan).

Steps We Take Before Suspension

We are committed to working with families before taking disciplinary action. Our process includes:

1. **Documenting behaviors** and any previous interventions.
2. **Promptly notifying families** and meeting to discuss concerns.
3. **Implementing supports** (such as behavior plans, redirection strategies, and break spaces).
4. **Using suspension only when absolutely necessary**, for safety or severe disruption.
5. **Following up with families and supporting the child's successful return.**

Licensing Compliance

Luna Kids Care operates in compliance with all state and local child care licensing regulations.

- Each state may have specific additional requirements for enrollment, health records, and staffing qualifications.
- Parents/guardians are responsible for submitting any additional required documentation during the registration process.
- Luna Kids Care staff are not required to collect or maintain immunization records unless specifically required by state law.

For state-specific licensing policies please visit

<https://cdec.colorado.gov/for-providers/rules-and-regulations>

Communication with Families

At Luna Kids Care, we recognize the importance of clear, open, and timely communication with families. We strive to keep parents/guardians informed about program updates, schedule changes, and any concerns regarding their child.

Methods of Communication

- Luna Kids Care Website: [Lunakidscare.com](https://lunakidscare.com) – for general program information and updates.
- Email: info@lunakidscare.com – for questions regarding program details, policies, and concerns.

- Email your site director with any behavioral concerns
- Text Alerts: A text-based notification system for emergency situations, school closures, important reminders, and general program-related information. A valid phone number must be provided during registration.

If an issue is unresolved after contacting the Site Director, the program manager can assist with:

- Escalated safety or security concerns.
- Feedback or suggestions regarding the program.
- Unresolved billing and registration issues.

Email: milena@lunakidscare.com

Notification Protocols

The Luna Kids Care Management Team follows a structured notification protocol for serious incidents:

School Principal/Building Administrator is Notified When:

- A child abuse or neglect report is filed.
- A serious behavior incident, accident, or parent concern occurs.

At Luna Kids Care, we prioritize transparent communication and encourage parents to reach out whenever they have questions, concerns, or feedback. We appreciate your partnership in ensuring a safe, enriching experience for your child!