



# **PARENT HANDBOOK**

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## **Welcome**

Welcome to Kids Crossing Daycare! I am honored that you have chosen the staff at Kids Crossing to care for your child(ren). We consider it a joy and privilege to partner with you. The staff and I take this responsibility with highest priority and will strive to make it a positive, encouraging, and peaceful place of learning, development, and growth. We are committed to helping your child(ren) reach his/her full potential and show them that you are valued, loved and important.

If you need anything, please don't hesitate to reach out.

Jen – Director Kids Crossing Daycare

[director@kidscrossingdaycare.com](mailto:director@kidscrossingdaycare.com)

## **Admission**

Kids Crossing Childcare Center is licensed by the South Dakota Department of Social Services for children ranging in age from four weeks through preschool. Children are accepted without regard to race, color, national and/or ethnic origin or religion.

## **Weekly Tuition Costs**

### **Full time rates are as follows:**

\$240 for 5 days/week for the Sloth & Tiger Rooms (Infants)

\$224 for 4 days/week for the Sloth & Tiger Rooms (Infants)

\$235 for 5 days/week for the Otter & Giraffe Rooms (Toddlers)

\$222 for 4 days/week for the Otter & Giraffe Rooms (Toddlers)

\$210 for 5 days/week for the Gorilla & Panther Rooms (Preschoolers)

\$197 for 4 days/week for the Gorilla & Panther Rooms (Preschoolers)

### **Part time rates are as follows:**

\$188 for 3 days/week or \$140 for 2 days/week (Infants)

\$182 for 3 days/week or \$133 for 2 days/week (Toddlers)

\$175 for 3 days/week or \$127 for 2 days/week (Preschoolers)

## **Contract by Hour**

We also have a "Contract by Hour" scheduling option in the part time daycare area. The rates are as follows: \$8.25/hour for 0-2yrs and \$7.50/hour for 3+yrs. A minimum of 10 hours per week with a maximum of 35 hours per week is required. A sibling discount of \$.50/hour will be applied to the oldest child's hourly rate. The contract is due by 10am Monday of the week prior. This can be done by emailing the director ([director@kidscrossingdaycare.com](mailto:director@kidscrossingdaycare.com)) or writing down the hours and leaving with an employee. Any late contracts will be charged a \$15 fee. A fee of \$10/hour will be applied to any hours, or partial hours, that a child is here before and/or after the contracted scheduled hours.

Our part time care scheduling options are only available for children enrolled in our part time care classrooms (located on the east side of the building).

**Family Discount**

There is a 10% discount for families that have more than 1 child on the full-time side. The child with the highest weekly rate will be charged the full price, and the discount will be taken on the remaining child(ren).

**Rate Increase**

It is our policy to advise parents of any tuition rate increases at least two weeks in advance of the increase.

**Registration Fee**

A registration fee of \$40 is required to secure your child's spot. This is a non-refundable fee.

**Waiting List Registration**

If a specific classroom is operating on a waiting list, the registration fee of \$40 is needed to secure a child's place along with a parent name and phone number. This fee is non-refundable.

**Payments - New Families Beginning on or after February 16, 2022**

For families starting at the center after February 16, 2022, Kids Crossing Daycare will no longer be accepting checks or cash. ACH and state assistance will be the only form of payment accepted at Kids Crossing Daycare for incoming families.

**Grandfathered Payment Schedule – Those enrolled in Kids Crossing before February 16, 2022**

All payments are due by Friday of the previous week. If payments have not been turned in by 10am Tuesday, of the current week, a late fee of \$20 will be applied. If tuition becomes two weeks delinquent, you will be asked to immediately withdraw your child from the center until the entire balance is paid in full. You may pay in advance. If an overpayment has been made, it will be credited to your account. Payments can be made with cash, check, or automatic withdrawal. If you pay in cash, please be sure to receive a receipt and keep for your files. A service fee of \$30 will be applied for all returned checks. If there are more than two returned checks, parents must pay the tuition in cash. Kid's Crossing will, if necessary, use agencies to collect any outstanding balances.

**State Assistance**

Kid's Crossing does accept State Assistance for childcare. Parents who qualify for State Assistance must have an active certification in place prior to their child's start date. If the Director has not received a copy of the Certification, the parent must pay the weekly tuition rate each Monday until the Certification has been issued. The parent is responsible for any discrepancies in funds.

**Center Hours**

Kid's Crossing Daycare is open Monday-Friday, 6:30am-6pm, except for the following holidays: New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve and Christmas Day. We

will also be closed the 4<sup>th</sup> Friday in August for staff training and classroom preparations. Weekly tuition will remain the same during holiday weeks unless vacation days are requested.

### **Vacation Days**

Each child will receive vacation days; 10 days each enrollment year for children enrolled full time (4-5 days/wk), 5 days each enrollment year for children enrolled part time (1-3 days/wk), and 20 hours each enrollment year for children enrolled on the Contract by Hour scheduling option. When vacation days are taken in quantities less than one full program week, the weekly tuition rate will be prorated. For example: a child who is enrolled full time who takes three vacation days in the same week will have their tuition prorated to pay for 2 days. These days do not carry over, cannot be cashed out, cannot be donated to another child, and are renewed on the anniversary date of the child's enrollment. A two week notice in writing is required to use these vacation days unless used for inclement weather. A child must be enrolled in the center for 2 months before using any vacation days. Vacation days may not be used as any part of your final 2-week notice.

### **Late Pick-Ups**

Our center closes at 6:00pm. If your child is not picked up by then, you will be charged a late pick-up fee of \$5 per minute until the child is picked up. We will make every effort to contact the parent(s) and emergency contacts. However, if no one can be reached and the child is not picked up by 6:30pm, the Department of Social Services and the Sioux Falls Police Department will be called.

### **Authorizing Individuals to Pick Up Your Child**

Please notify your child's teacher or the Director in person if someone else will be picking up your child. ~~If, after dropping your child off at the center, a change needs to be~~ made concerning who will pick up your child, please call and notify the Director. The Director will verify the information before allowing your child to leave. Individuals picking up your child must be at least 18 years of age and provide a picture I.D. We will not allow your child to leave with an unauthorized person.

### **Inclement Weather**

It is at the director's discretion to close the center for the day, close early or have a late start time due to weather conditions. If the childcare center will be closed, closes early, or opens late due to extreme weather conditions, an announcement will be made by 6:00 am. The announcement will be posted on the Procure app. In the event of the center closing early due to weather, parents are responsible for tuition costs as normal. If the center is closed for the day due to weather, parents will be charged that day's tuition amount. You do have the option to use a vacation day(s) when the center closes for inclement weather. Please email within 24 hours of closure if you would like to use a vacation day; given that your child has vacation days left to use.

**Withdrawing from the Center**

The parent agrees to give the Director a minimum of two weeks written notice when choosing to withdraw a child from the program. If two weeks' notice is not given, the parent will be charged for two weeks of service, even if the child(ren) is not attending.

**Contract Changes**

Parents who need to make any changes to the scheduling/pricing contract of their child must give two weeks notice and are subject to availability and must maintain that schedule for a minimum of four weeks before requesting any other changes.

**Changes of Circumstance**

Kid's Crossing Daycare Center will report any changes of circumstances which may affect the ability to comply with licensing standards such as a new location of program, renovations/remodeling of building, suspected in-house child abuse/neglect, employee felony convictions, ownership change, or new Director.

**Parent Involvement**

Kid's Crossing Daycare has an open-door policy which means parents may stop in any time to visit their child. We also encourage parents to participate on field trips or other class activities. Parents may call at any time to check on their child. The Procure app is a great way of communicating with the teacher.

**Insurance**

Each child enrolled in the center will be covered under a liability insurance policy. The center does not carry accident insurance for children enrolled. Please review your personal insurance to be certain your child has proper coverage.

**Transportation**

If your child goes on a field trip, you are asked to provide your own car seat. The center will follow state laws regarding the use of seat belts and car seats. A signed consent form is also needed before participating in any field trips.

**Medication**

Medications may only be administered with the written consent of the parent or guardian. Medications must be kept in the ORIGINAL CONTAINER with the original label. The label for prescription medications must contain legible directions for use, the child's name, the expiration date, and the physician's name. All medications will be stored in a container that is not accessible to children. Medications needing refrigeration will be kept in a separate container and labeled "medications." NO medications should be left in diaper bags, back packs, etc.

**Illness**

We strive to prevent the spread of illness, and your cooperation with our policies will help greatly. If your child has a fever, diarrhea, or any other symptoms of a contagious disease, please keep your child home to prevent spreading the illness to staff and other

children. However, we do not require your child to stay home due to a cold. All children are taken outside twice a day for fresh air and exercise. If your child is too sick to go outside, a doctor's note is needed for him/her to remain inside.

If your child becomes ill while at the center, we will make all attempts to reach the parents as soon as possible and make every effort to separate the child from other students. The child must be removed from the center within an hour of the parent being contacted. If the hour has passed and the child is still at the center, the emergency contacts will be called to pick up your child.

### **Health**

All parents and the Department of Health must be notified if any child in the center contracts a communicable disease. The center must have on file the name, address, and telephone number of each child's health physician as well as other emergency medical information.

### **Health Guidelines**

The following are the guidelines for sending a child home:

- If a child has a temperature of 100 degrees F or more
- If a child has vomited
- If a child has an undiagnosed rash along with a fever or change in behavior
- If a child has a temperature of 100 degrees F and/or has one or more of the following:
  - Croup: A type of influenza, coughing, fever
  - Chicken Pox: Slight fever, fine blisters on body, face, or scalp
  - Diarrhea: At least two water bowel movements within two hours
  - Measles: Runny nose, watery eyes, fever, cough, blotchy body rash
  - Mumps: Pain in cheeks, swelling over jaw and front of ear
  - Pink Eye: Red eyes, itchy eyes, discharge from eyes, crusted eyelids
  - Streptococcal Infections: Fever, sore throat
  - Scarlet Fever: Fine, red rash over body
  - Ringworm: Itchy, scaly patches on body or scalp
  - Head Lice/Body Lice: Itchy scalp, little bugs on body/hair
  - Pin Worms: Itchy rectum, small white, wriggly threads on rectum/stools
  - Impetigo: Small blisters that become crusted and contain pus
  - Shingles: Fluid-filled blisters, extreme itching
  - RSV: Viral respiratory illness, fever, vomiting, diarrhea
  - Hand, Foot, and Mouth: Lesions in/around mouth, palms, fingers, and soles of feet

### **Guidelines for a Child Returning to the Center**

A child who has been sent home because of a fever may return after the child has been fever-free for 24 hours without the use of aspirin, Tylenol, or Ibuprofen; unless the child has been seen by a doctor and has been diagnosed with a non-contagious illness such as an ear infection, in which case the child may return the next business day with a doctor's note.

A child who has been sent home because of vomiting may return after symptoms are gone and 24 hours have passed since last vomiting.

A child who has been sent home because of any of the following communicable diseases may return to the center when:

- Croup - After being fever free for 24 hours and the cough has subsided
- Chicken Pox - Sores dry up or crust; no new blisters appear
- Diarrhea - Symptoms are gone for 24 hours
- Measles - Rash has faded; no fever for 24 hours
- Mumps - Swelling is gone
- Pink Eye - Redness or discharge disappears. 24 hours after antibiotic treatment has begun
- Streptococcal Infections - 24 hours after antibiotic treatment is begun
- Scarlet Fever - Rash is gone; resting pulse is under 80/minute
- Ringworm - After medicine is applied and sores are covered
- Body Lice/Head Lice - After treatment and when no bugs remain in hair
- Pin Worms - The day after treatment begins and nails are cut
- Impetigo - After medicine is applied and sores are covered
- Shingles - After sores have crusted
- RSV - If the child can participate in activities and is fever free
- Hand, Foot and Mouth - Lesions have crusted or doctor's permission

### **Emergency Preparedness**

Kid's Crossing has procedures in place to deal with emergencies such as fire, tornados, and other natural disasters. Our emergency evacuation plans are posted by the door of each classroom and shows where staff and children exit outside and away from the building. A city fire inspector inspects our center on a regular basis. We conduct fire drills at least four times a year and tornado drills at least once a year. During severe weather, a constant check is kept for emergency information. When a tornado warning has been issued for our area, we will shelter in place until the warning has been lifted. We will not answer the doorbell during this time.

### **Employee Training**

All staff members are required to complete the SD Orientation to Childcare training along with First Aid and CPR training within their first 90 days of employment. Part of that orientation includes specific training on the prevention of shaken baby syndrome and abusive head trauma. All full-time staff are also required to complete 20 hours of continuing education per year and part time staff 10 hours.

### **Prevention and Response to Emergencies Due to Food and Allergic Reactions**

Upon enrollment into our center, any child with a food allergy or possible anaphylaxis emergency will be required to have a completed care plan on file. A copy of the care plan will be maintained in the child's classroom. In the event of an allergic reaction, staff members will follow the instructions listed on the child's care plan. All staff will receive training and demonstrate competency in how to prevent food exposure to children with allergies, how to recognize the symptoms of an allergic reaction, and how to administer



medications and treatment. The center will notify parents/guardians immediately of any suspected allergic reactions, any ingestion of food the child may be allergic to, or any contact with that food, even if a reaction did not occur. A staff member will call 911 any time after epinephrine has been administered. Parents/Guardians of all the children in the child's class will be advised to avoid any known allergens with class treats. All care plans and appropriate medication will be taken on field trips.

### **Nutrition Policies**

A wide variety of food choices are served to help your child begin a lifetime of healthy eating habits. We recognize that all children will not eat all types of foods, but we feel exposure to a wide variety of foods at an early age is important.

Kids Crossing participates in the Food Program Free and Reduced Meals. Every family (even if you don't qualify) needs to complete an application once a year. Due to the Food Program, all food and milk substitutions require a doctor's note. No outside food is allowed for meals and snacks without a doctor's note.

Menus will be posted near the main entrance(s) each month.

You may bring your child's breakfast if it is before 7:30 am. If it is after 7:30, children will not be allowed to eat the food brought from home.

Breakfast will be provided from 8:30-9:00am, lunch from 11:00-12:00pm, and afternoon snack from 2:30-3:15pm (specific times are dependent on the child's classroom):

- Tigers/Lemurs – breakfast at 8:15-8:40 ; lunch 10:45-11:10
- Otters/Rhinos/Giraffes – breakfast at 8:15-8:35 ; lunch at 10:55-11:25
- Toucans/Fireflies/Gorillas/Panthers/Elephants – breakfast at 8:40-9:00 ; lunch at 11:30-11:55.

~~Please be aware if a child is brought to the center after his or her class has had their~~  
meal, your child will not be served that meal. It is important to have the child here in time to be fed. If you are unable for that day, please message the child's teacher:

KCDC is a peanut free center.

### **Bottles**

We do not prop-up bottles. We offer a milk based infant formula at no cost to you for all infants to use. Any infant requiring a special formula will need to have it provided by the parent. Refrigerators and a deep freezer are available to store breast milk. Infants are not allowed to be fed whole milk before their first birthday without the written consent of their physician. All formula-fed infants must be switched over to whole milk by the end of their 12<sup>th</sup> month. By the end of their 14<sup>th</sup> month, bottles will no longer be offered to infants without a written note from their physician.

### **Program Policies**

At Kids Crossing Daycare, we believe that children learn about their world through play and planned age-appropriate activities. Each classroom has developmentally appropriate equipment/toys accessible to the children. Each classroom provides large and fine motor

activities, sensory activities, small and large group activities, and creative/artistic activities. We offer teacher-directed activities as well as child-directed activities. We are a faith-based daycare and want to share the love of Jesus with all children! We encourage teachers to implement Bible stories, songs, and prayer into the weekly lesson plans.

The center has cameras in every room but is viewed by only the Director and President.

### **No-Shoe Policy (Infant Rooms Only)**

To help keep our littlest ones safe, shoes will not be allowed in our infant rooms. It is very easy to track in debris and dirt on shoes, and we want to keep the floors as clean as possible for the crawlers. All parents and visitors will need to remove shoes before entering our infant rooms. We ask that if socks are not worn, to please put a pair of booties on over feet/shoes. Booties will be provided by Kid's Crossing Daycare.

### **Clothing Attire**

Children should arrive dressed for play. They will be involved in outdoor play, messy activities, and lots of movement. Please don't dress your child in nice clothing and expect them to be spotless when you arrive to pick them up.

### **Outdoor Play**

All the children (toddlers through school-age) have scheduled outside times for large motor development, fresh air, and exercise. Please make sure that your child is appropriately dressed for outdoor play. Children who are too ill to be outdoors, must have a doctor's note to be kept inside. Children will be going outside twice daily provided the wind chill is not below 20 degrees or over 100 degrees with the heat index. The amount of time they spend outside will be determined by the teacher based on the age and how the children are looking, acting, and feeling while outside. Please label everything you send.

### **Potty Training**

We will assist in potty training with the understanding that it will only be successful if we work together. Potty training will start in the Giraffe and Toucan rooms (age 2). We do understand that each child arrives at this milestone differently. Therefore, before transitioning to the Gorilla room (3-year-old) & Firefly room, the child must be 75% potty trained. We will allow 6 weeks from the first day in the Gorilla and Firefly rooms for your child to demonstrate accomplishment of being successfully potty trained. If this is not manageable within the classroom environment, we will discuss the issue with the parents and reserve the right to suspend attendance of the child at such time.

### **Child Abuse/Neglect**

Kid's Crossing Daycare Center is required by law to report any witnessed or suspected child abuse or neglect to the Department of Social Services/local law enforcement. Staff members are asked to make the Director/Assistant Director aware of any reports made so that administration can assist in the situation as needed. If the incident should involve a staff member, the Director will take the necessary steps to assure that the suspected

incident should not happen again. Possibility of suspension or termination may occur pending the results of an investigation.

### **Discipline**

The goal of the discipline policy is to help children develop self-control and a sense of responsibility for their own actions. Children are respected as individuals and need the opportunity to make decisions concerning their behavior to learn acceptable behavior patterns. The first part of the discipline policy focuses on PREVENATIVE DISCIPLINE. This means averting potential problems before they materialize.

Examples of this are:

1. Positive reinforcement
2. Positive redirection
3. Modeling behavior
4. Positive verbal interaction

The second part of the discipline policy is the AFTER THE FACT discipline. We recognize that not all unacceptable behavior can be prevented. When a child has acted inappropriately, you intervene and focus on the behavior. Examples of these measures are:

1. Offering positive alternatives
2. Warnings and logical consequences
3. Time-out

Time-out involves the child sitting away from the other children, within our supervision, for one minute per year of age. Peers will not be allowed to discipline, nor will children be humiliated, physically or verbally abused, threatened, or deprived from eating snacks/lunches. No cruel punishment will be tolerated.

If misbehavior becomes a chronic problem, the issue will be discussed with the parents. This is to provide continuity in discipline between the teacher and the parent and allow for appropriate steps to be taken to correct the matter.

Children under 18 months of age will be redirected to another activity when necessary to discourage unacceptable behavior.

You will be contacted immediately regarding severe behavior issues. If a child exhibits aggressive behavior that involves repeatedly physically hurting anyone, the parent may be called to remove their child from daycare for the remainder of the day.

### **Termination**

Prior to the expulsion of any child from Kids Crossing Daycare, the staff and director will follow these guidelines:

1<sup>st</sup> - The teacher will meet with the parents to discuss previous incidents from documented notes. Together they will come up with a plan to help redirect and possibly eliminate the child's harmful/hurtful behaviors. If you choose not to meet with the teacher, we will bypass step #2 and go to step #3.

2<sup>nd</sup> - With parental permission, the child will engage in mental and behavioral health consultants (Sanford CHILD Services). If parents choose not to enroll with Sanford, step #3 will happen.

3<sup>rd</sup> - If a child repeatedly (no more than 3 times) exhibits unsafe or hurtful behavior, parents will be consulted to meet with the teacher and Director. If the behavior does not improve and endangers the safety of other children and their teacher(s), the child may be removed from the program.

A child's parents may be notified by Kids Crossing Leadership to withdraw for the following reasons:

- Failure to comply with the policies set forth in the parent handbook.
- Non-payment of childcare or late fees and/or recurring late payment of fees.
- False information given by a parent either verbally or in writing.
- Destructive or hurtful behavior of a child that persists even with the parent cooperating in stopping the behavior.
- Inability to meet the child's needs without additional staff.

We reserve the right to discontinue childcare for anyone whose behavior is detrimental to the general well-being of other children receiving care. Ideally, a two-week notice will be given but if the behavior is deemed necessary, disenrollment will take place immediately.

### **Parent Communication**

Communication with parents is critical in providing exceptional care to children. Kids Crossing communicates in a variety of ways to keep parents, children, and their teachers equally informed:

- Messages via Procare app
- Visits with the classroom teachers
- Monthly newsletters
- Semi-annual parent/teacher conferences for preschoolers

### **Parent Code of Conduct**

Kids Crossing always requires the parents and guardians of enrolled children, to behave in a manner consistent with decency, courtesy, and respect. Achieving an ideal environment is not only the responsibility of the employees of Kids Crossing but is the responsibility of each parent, guardian or adult who enters the center. Parents are required to behave in a manner that fosters kindness and respect. Parents who violate the Parent Code of Conduct will not be permitted on Kids Crossing property thereafter. No parent or adult is permitted to curse or use other inappropriate language on Kids Crossing property at any time, whether in the presence of a child or not. At no time, shall inappropriate language be directed toward members of the staff or children, or that person will be asked to leave the building immediately and could result in termination of the child.

### **Smoking**

Smoking is prohibited throughout the Kids Crossing facility or on Kid Crossing property.

Updated 1/2023

# ProCare

Families,

Through ProCare, teachers can send photos and messages to allow you to see a glimpse into your child's day! Teachers will be creating a daily report for each child. This daily report will give you live updates of daily activities, meals, naps, learning experiences, and more! All photos, daily reports, and messages will be sent directly to parents via the ProCare app, available on Apple and Android devices, or on [schools.procareconnect.com](http://schools.procareconnect.com).

To create your account:

- Check your email to find a verification code from ProCare software
- Download the ProCare app or go to [schools.procareconnect.com](http://schools.procareconnect.com)
- Create an account
- Click "Parents"
- Enter your name, email, and create a password
- Add a child
- Enter the code sent in the verification email

~~If you have multiple children enrolled at Kid's Crossing, you can add another child in your account settings.~~

ProCare will be used to strengthen our home-to-school connection. From your ProCare account, parents will be able to enter drop off notes for your child's teacher, mark your child absent, and have live interaction with your child's schedule.

Each classroom is equipped with a tablet that is specifically used for the ProCare program. If you see a teacher on a tablet or computer, rest assured they are only using the device to input information into ProCare. The devices are locked down, giving teacher access only to the ProCare software.

We consider all information captured within ProCare to be a private communication between Kid's Crossing and our families. No personal information is shared with any external parties and, as a parent, only you will receive information specifically about your child. The confidentiality of all information is maintained through the security features of the ProCare software.

We are happy to answer any questions or concerns you may have about ProCare.

Thank you!