

# KingCare Parent Handbook

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## Billing and Membership Policies

**Admissions Policy-** Child must be enrolled in King elementary school and thus meet the age requirements for attendance in this building. Children not enrolled at King School require approval from the KingCare Board of Directors. For admission to be granted, online Registration must be filed out completely and submitted, physical form and immunization record must be on file in King school office, child must have health insurance coverage, registration fee must be submitted (unless other arrangements have been made between KingCare and the family), and any balance from previous years KingCare charges must be paid in full. **Registration must be received at least two business days before a student may begin care**, however attendance is based on space available. Receipt of Registration does not guarantee space is available. If space is not available, KingCare administration will inform parents of the need to be placed on a wait list.

**Invoicing-** Bills are distributed to parents via email at the beginning of the month and must be paid by the 15<sup>th</sup> of the month unless otherwise noted on the billing statements. All invoices will be sent from [billing@kingchildcare.com](mailto:billing@kingchildcare.com). Please note that this address is outgoing only and any emails sent to that address will not be received or responded to. It is the responsibility of parents to check their email for the bill during the first week of the month. It is a parent's responsibility to tell the director if the bill was not received. **A \$10.00 late fee will be added to the next bill if it is not paid in full by the deadline specified on the invoice. Balances more than 30 days past due may result in child care services being suspended.**

**Payment-** Payment may be made with a check or money order made payable to KingCare. We do not accept cash. Please **DO** include your child's name in the memo line of the check. Payment may be given to a KingCare staff person, placed in the mailbox in the school office, or mailed to us at 1100 N. Main St. Ann Arbor, MI 48104. **Do not** mail payment to the school address as we are unable to receive mail there on weekends, holidays, breaks, or during the summer. Please **do not** send payment with your child, place it in their backpack, or give it to the classroom teacher. Please **DO** include your child's name in the memo line of the check. Payment may also be made electronically by following the link on the monthly invoice email. Electronic payments may be made via credit card or by bank draft. Note- All Credit card payments will be charged a \$5 processing fee to help offset the fees charged to KingCare by the credit card companies.

**Separate Household Families-** KingCare creates one invoice per family and will not separate charges for two parents. We will send a copy of the invoice to two separate email addresses and we are able to accept multiple payments per month from parents who wish to split the charges amongst themselves. However if one parent doesn't pay their portion, the child's membership may still be suspended. See our Sign Out Policy regarding court orders prohibiting parent pick up.

**Membership Changes and Cancellations-** **Membership changes and cancellation requests must be submitted in writing by the 15<sup>th</sup> of each month for the following month. The Half and Full Day Membership may not be canceled.** If request is not made by the deadline, parents will be charged in full. For a request to be honored the family must also pay all outstanding charges in full. If outstanding charges are not paid, the membership cancellation or change request will not be granted and the account will continue to be charged based on the original contract. When requests are granted, no refund of fees already paid will be given. Should a family choose not to use care in June, no payments paid toward June will be refunded.

**Suspension of Membership-** KingCare reserves the right to suspend a child's membership due to non-payment by the set due date. Should the KingCare board choose to suspend membership; the child will be unable to attend until all outstanding charges have been paid. During this time, the monthly contracted charges will continue to be billed along with late payment fees. See Discipline policy for more information on Disciplinary suspensions.

**Non-Reported Absence Fee-** It is imperative that parents communicate with KingCare staff to let us know if a student who is scheduled to attend will not be arriving as planned. Parents **MUST** communicate this information directly to KingCare either by email, phone or in person. It is not acceptable to just tell the classroom teacher. Parents are responsible for contacting KingCare **AND** the classroom teacher. If KingCare is not informed before

school dismissal time and in turn has to search for the child, a \$25 fee will be assessed per child for each occurrence. After three occurrences care may be terminated. Please note that any change in plans after 3pm must be called in as email is not checked after 3pm due to program set up.

**Early Drop-off and Late Pick-up Fees-** Using the King School gym clock, parents will be charged \$1.00 for every minute a child is dropped off before 7:15AM and a \$1 late pick-up fee for every minute after 6:15PM. If parents bring a child early, they risk having no supervision for him/her. No exceptions are made for bad weather days. It is parents' responsibility to watch the weather and make appropriate arrangement for children to be picked up on time. As a courtesy, the staff will try to begin calling parents at 6:20PM if they have not arrived. In the event that neither parent can be reached by 6:30, the Emergency contact person will be called. A staff person will stay with every child until he/she is picked up. If an hour has elapsed and no one on the emergency list can be contacted, KingCare is will call the Michigan Department of Human Services.

**Refunds, Prorating, and Partial-Month Memberships-** There are no refunds for a child's sick or personal vacation days, as well as snow or emergency days. Partial month enrollment is not offered at the membership rates and will be charged at the per day Drop-In rate.

**Drop-Ins-** Parents may drop off their children at or after 7:15 a.m. Once a child has been signed in for AM KingCare, they are considered in attendance and parents are required to pay for their care on that day. For PM KingCare, if a child checks in and is served snack, parents will be charged for that day, even if (s)he has attended in error. KingCare will not be responsible for calling parents if a child attends on a day that is outside of the normal schedule. As a safety precaution, KingCare will never send a child away if (s)he says (s)he is supposed to attend on that day.

**Account Audits-** All families who have made membership changes throughout the year or who registered after September, will have their account audited in May. The audit will take the number of days contracted and times that by the appropriate per day rate to determine the amount owed for the year. If that amount has not been covered, the difference will be charged and owed in May and/or June.

**Guest Program-** Parents may use the KingCare Guest Program **up to four times** without being charged the registration and insurance fees. The charge for these visits will be **charged at the Drop-In rate** for that session and **MUST be paid the day of the visit. If the fee is not paid the day of the visit, the Guest Program will not be applied and the Registration and Insurance fees will be billed.** Guests will not be provided with a monthly statement or yearend statement of charges. A hand written receipt may be provided with payment upon request. Once a child attends for the 5<sup>th</sup> time, the family will automatically be changed from a Guest to a registered Drop-In, registration and insurance fees will be charged and families will be invoiced monthly instead of paying the day of service.

**Scholarship Program-** KingCare offers a scholarship program. Scholarships are available to students who qualify for reduced or free lunch. The number of scholarships available each year will be determined by the KingCare board of Directors. Scholarships will be given out on a first come, first serve basis to those who qualify for reduced or free lunch (These could be full or partial scholarships). Applicants who do not qualify for reduced or free lunch may also apply based on extenuating circumstances. Applications can be found on KingCare's website at [www.kingchildcare.com](http://www.kingchildcare.com). Parents who qualify for reduced or free lunch must provide proof of this qualification by including a copy of their letter along with the application. Scholarships do not cover KingCare fees charged for late pick-ups, early drop-offs, no call fees, or late payment fees. Applicants may still be required to pay all or a portion of KingCare's registration fees.

## Scheduling and Attendance Policies

**Schedule Changes-** KingCare requires notification of any change in a child's schedule. **Parents must give notice both to KingCare and the child's teacher when they wish to change a child's schedule. These changes must be submitted in writing.**

**Routine Absences-** **Parents must notify KingCare when a child will not be in attendance** so no KingCare or King School staff will have to search for them. If a child is routinely absent or at a special class on a specific day, parents must be sure to provide this information in writing so the child can be placed on a "no call" list.

**Sign-In/Out Procedures-** Parents are required to walk children inside and sign them in using the book located on the sign-in table for AM KingCare. Parents are also required to come in and sign children out when picking up from PM KingCare. **The sign-in and sign-out sheets are legal documents. They must reflect the time and initials of the person who is bringing or taking the child; KingCare is not responsible for the child before they are signed in or after they are signed out. A child cannot sign himself/herself in or out.** If a student is going to leave KingCare to go to another event on school grounds, KingCare cannot be responsible for telling the student when it is time to go to the event. If the parent cannot come to get the student, arrangements should be made with another parent or with the coach/leader of the group/team/class to come to the gym and sign the child out of KingCare.

**Court Orders:** King Care is required, by law, to release children to either of their parents even if one of the parents is not the custodial parent. To deny a parent pick up, we must have a copy of a court order clarifying that said parent may not pick the child up.

**Authorized Adults-** Afternoon students are required to be signed out by a parent or authorized adult. Children will not be released to an unauthorized adult. Parents may list other authorized adults on the Registration Form, in the Notes from Parents section of the sign-in book, or notify us via email or phone. All adults will be asked to show photo ID when they pick up for the first time and each time thereafter until the King Care staff become familiar with each pick up person. Adults should bring in ID each time they pick up a child just in case it is requested. After a child is signed out they must remain supervised by the parent/adult who signed them out. They should not be left unattended in the building or on the playground.

**Call Ahead Policy-** Parents cannot "call ahead" to request that KingCare have a child ready for pick-up, as it takes away from the supervision of groups of children to monitor one or two children who are getting ready to go. Occasional exceptions are made only if a staff member is available to accommodate the request.

**Inclement Weather/ Emergency Days-** Any time AAPS cancels school or evening activities, KingCare will also be closed. On a rare occasion it may be necessary to cancel KingCare after the school day has begun due to building problems, severe weather, or other unforeseeable circumstances. In this event, KingCare will attempt to contact all parents. Parents **must** have an emergency contact person and back-up plan in place in the event that KingCare must close. If relocation is required for any reason, parents will be notified as soon as possible by KingCare staff or what is deemed to be the appropriate authority for the circumstance.

## Food and Health Policies

**Food Policy-** Snack will be provided each day, breakfast will be served on Full days, activities will occasionally be planned which include food, and unless written notice is given to the contrary; children will be allowed to eat this food. King Care also provides prizes in the form of small toys, school supplies and candy for Homework Club and contests. Parents should notify the staff if they prefer to have children receive only non-food items.

**Food Allergies-** If a child has a food allergy, KingCare must be notified. KingCare makes every effort to provide nut free snack, but **cannot** 100% guarantee that food will be free of any ingredient. For this reason, any child with a severe food allergy should bring their own snack each day.

**Allergies and Medical Conditions-** Parents must notify the director and staff of any severe allergies or life threatening medical conditions their child may have and have planned for special emergency measures. **King Care does not have access to Epi-pens or other emergency allergy medications stored in the school office.** If a child has a severe allergy that may necessitate immediate emergency medication, medications must be provided as instructed in the **Medication Policy** below. Parents are responsible for any medical/dental emergency treatment that a child might need. By leaving children in our care, parents give permission to KingCare to secure any emergency care deemed necessary or advisable including emergency medical transport. Parents will be responsible for any and all costs associated with medical care or emergency transportation.

**Medication-** If a child needs medication while attending KingCare, prescriptions must be in the original container with the pharmacy label which must include physician's name, child's name, instructions, name and strength of medication. Non-prescriptions must be provided in the original package. A medication form must be completed. Parents must make sure that the medication is sufficient in quantity, properly identified, current and available with special instructions, especially for half and full days. KingCare must follow label instructions unless a physician's written instructions say otherwise. KingCare will try to help parents to distribute medicine; however, KingCare's first obligation is to the entire group of children. KingCare may be unable to dispense on schedule or at all. Any medicine distributed is done without liability. KingCare will abide by the Ann Arbor Public Schools guideline for dispensing medicine. KingCare will not store medicine over the summer. At the end of each school year, parents must pick up any medication that is left over. Any medication not picked up by 6:30pm on the last day of school will be disposed of by proper methods

**Health Information-** A copy of the school health form must be on file at the school. By signing and submitting registration forms, parents give permission for the school to share this and any other information that may be helpful to KingCare for the care of their child.

**Special Needs-** It is a parent's responsibility to make KingCare aware of any special needs, medical needs, behavioral concerns, or other extra care their child may require. KingCare does not have access to agreements made between AAPS/ King School and families. KingCare does not have access to student's IEPs. Parents should not assume such details will be communicated to KingCare by the school. Dependent on the need of the student, additional documentation and meetings may be requested including a planning form/ planning meeting. KingCare will make reasonable accommodations to meet the needs of all students and will work with parents to make all attempts to allow all students access to child care. There could be a delay in the start of care to allow KingCare reasonable time to make possible specific accommodations.

**Change in Condition-** Parents must notify KingCare in writing if a child begins a new medication, or discontinues use of any current medication, has any medical procedure or medical situation that will create any physical or emotional limitations or has had any other physical or emotional change that would affect ability, limitations, or behavior.

**Contagious Illness-** Any child that does not attend school due to illness may not attend KingCare that day. Parents must notify KingCare if their child has a contagious illness. Any child with evidence of lice must be treated and verified to be lice-free prior to returning to the program. Families will not be reimbursed for days missed due to contagious illness. If a parent knowingly sends a child to KingCare with any contagious illness or a known exposure and withholds this information, KingCare reserves the right to remove the family from care indefinitely as this puts all other children and families in harm's way and cannot be tolerated.

**Children Illness/injury during KingCare-** Parents will be notified if their child seems ill or health changes are perceived, or if they have an accident or injury needing immediate attention. A child too ill to remain with the group will be supervised in a separate area until parents arrive. If staff feels it may be necessary or if parents request, emergency services will be called and child may be transported to the hospital by ambulance. A parent or Emergency contact must be available by phone to be reached during program time if a child becomes ill or injured. If KingCare deems that a child must be picked up from care, someone must be able to pick them up within one hour. Multiple instances of parents not being able to be reached may result in a student being removed from care as this is a safety concern. If it is deemed by a staff member that a student can safely remain in care until pick up time, parents will be informed of illnesses/ injuries at pick up time either by a staff member speaking with them or by written report.

**Cleaning and Sanitizing-** To help prevent spread of infection, illness or germs in general, King Care sanitizes toy bins after each use, vacuums rugs daily, requires children to wash hands before eating, and requires staff to stay home anytime they are ill. The school custodial staff cleans and sanitizes daily as required by AAPS.

## Outdoor Play, Outerwear and Sunscreen Policies

**Outdoor Play-** Outdoor play will be offered each day as long as weather and schedule permit. On occasion special events, school events, or playground maintenance may prevent the outdoor play option. Outdoor play will take place on the school playground and playground equipment after a basic walk around safety inspection by King Care staff. Public school building may not meet all licensing requirements for playground safety. On occasion, play may also be offered on rented inflatables. All play will be supervised.

**Outerwear-** KingCare warns children of mud and puddles, but cannot keep children from getting dirty. If your child tends to be adventurous and goes in the mud, gets cold/wet easily or has bathroom accidents, please send extra clothes. Children are required to wear all outdoor clothing that they bring. If it is below 60 degrees, parents must send a coat with their children. If the KingCare staff feels that a child's clothing is not appropriate for the weather, they reserve the right to keep the child inside. If the temperature is at or above 60 degrees F., children will not be required to wear a coat. Outdoor play will not be allowed if the temperature is below 20 degrees F. Snow pants and boots are required for snow play. The KingCare staff will attempt to remind children, but it is each child's responsibility to wear the appropriate outerwear for recess.

**Sunscreen** - On hot days, KingCare staff will provide and apply sunscreen to all children. Parents should provide sunscreen if their child has a special sunscreen requirement. KingCare must be notified in writing if parents prefer their child not wear sunscreen or the parents must note on the registration form that they do not give permission for the child to have sunscreen applied.

## Communication/Parent Concerns/ Open-Door Visiting

**Communication with School Personnel-** Parents agree to allow KingCare staff and King School personnel to communicate about students relating to discipline, special needs, special circumstances, educational needs, social concerns, or any other issue that either party may deem is in the best interest of the student.

**Homework-** KingCare offers Homework club most days. A Staff person will be available to assist, to the best of their ability, with homework questions. KingCare does not offer one on one tutoring and cannot work one on one with students on entire homework assignments. We are happy to make a list of children whose parents prefer that Homework be done before outside play so we can remind the children. But it is the child's responsibility to attend and complete the homework. We do not check children's homework for accuracy (unless the child asks us to), check their back packs, etc... If we have a special event planned, it is possible that homework time will not be available.

**Open Door-** Parents are always welcome to come to KingCare to observe their child's care, take part in activities, and spend time with the staff. We also welcome all parent input. Parents are welcome to speak with our staff, Director, or Parent Board about anything, be it concerns, questions, recommendations, or new ideas. Our relationship with parents is valued greatly by all of our staff. We ask that parents also treat our staff with the same curtesy with which they would like to be treated. **EDIT: DUE TO CURRENT COVID AND AAPS RESTRICTIONS, WE CANNOT ALLOW PARENTS TO ENTER THE BUILDING. PARENTS ARE STILL WELCOME TO OBSERVE OUTDOORS.**

**Building Access-** Parents must enter the building at the side door closest to the school office. Each parent must buzz and share with the person who answers the buzzer that he or she is there to pick up from child care. This will allow the person to buzz in only that party. Parents may not hold the door for others (even if you know them). Each party entering must be buzzed in separately. Parents may not buzz at the front door of the school. Access to child care will only be granted from the side door closest to the office. (note-this means if someone arrived at the building with you, such as your other children or a friend whom you brought, they may come in with you. But another parents who happens to come to the door at the same time will need to buzz on their own.) One exception to this rule: If another parent arrives at the door at the same time and both are coming into specifically for child care, you can tell the person who answers the buzzer the other persons name. This will grant entry to both at the same time. However at no time may a parent hold the door and allow in someone who is there for something other than child care pick up. **EDIT: DUE TO CURRENT COVID AND AAPS RESTRICTIONS, WE CANNOT ALLOW PARENTS TO ENTER THE BUILDING. PARENTS WILL NEED TO COME TO THE BACK DOOR NEAR THE MULTIPURPOSE ROOM. A STAFF MEMBER WILL RETRIEVE YOUR CHILD AND HAVE THEM MEET YOU AT THE DOOR. OUR STAFF DOES NOT HAVE THE AUTHORITY TO OVERRIDE THIS RULE.**

**Classroom Entry-** Children may not enter their school classrooms unless their classroom teacher is in the room. For this reason, we will not allow children to go down to their classrooms before school or return to them after school unless the teacher requests this. The school custodial staff is not authorized to allow parents or students into classroom.

**Parking-** Parents must follow King School parking guidelines when picking up or dropping off children. The circle drive is a "no parking zone" and, therefore, cannot be used for pickup or drop-off for KingCare. Parents should park in the parking lot or on Waldenwood Dr. Vehicles should not be left running and unattended as this poses a safety risk.

## Discipline, Property Damage and Liability Policies

**Discipline-** Children and families must adhere to the discipline policy of the Ann Arbor Public Schools and children must treat people and property with respect. Every child must stay with the staff in the area designated and may

not leave designated areas without permission. KingCare staff will discuss inappropriate behavior with students and repeated behaviors will be handled by the onsite Director. Discipline methods will have positive focus centered on Self-control, Self-direction. Self-esteem and Cooperation and will always be age appropriate. The following forms of Discipline by staff members is prohibited: Hitting, spanking, shaking, biting, pinching, corporal punishment, restricting child's movement by binding or tying; inflicting mental or emotional punishment, such as humiliating, shaming or threatening; depriving a child of meals, snacks, rest, or toilet use; confining a child in an enclosed area, such as a closet, locked room, box, or similar cubicle. The Director will work with staff, parents, and children to set up an environment that best suits the child as well as to set up reasonable behavior expectations for the child. Every effort and intervention will be utilized by the King Care staff for problem-solving; however, if a child has consistently disruptive or threatening behavior, or if (s)he behaves in a dangerous manner, or injures another child, (s)he may be suspended from the program for at least one day. In extreme case or if the behavior continues, the child will be removed from the program completely. No refund will be given for such suspensions or terminations. Also, any parent that acts in an extremely offensive or abusive way toward children, staff, or board members will be subject to a suspension or termination from the KingCare program as determined by the KingCare Executive Director and Board of Directors.

**Personal Items-** KingCare is not responsible for the loss or damage to toys or personal items that are brought to the program. We ask that children leave personal items and toys at home unless they are needed for a special circumstance (this will require permission from KingCare staff). During special school days such as Pajama day, read to your stuffed animal day, etc... we will occasionally allow students to bring their stuffed animals. However, on these days children MUST keep track of their own belongings. KingCare will not be responsible for lost items. No electronic toy (i.e. one that requires batteries or the use of an electrical outlet) may be brought to KingCare at any time. KingCare will not take responsibility for any item that is left behind. All items left behind will be placed in the school lost and found regardless of the value of the item (including Musical Instruments). It is the responsibility of students and parents to be sure all items are taken home each day.

**Photos and Recordings-** Children may be photographed and/or video-taped for display and promotion of the program and activities at KingCare. If parents do not want their children to be photographed or videotaped, they must inform KingCare in writing.

**Mandatory Abuse/Neglect Reporting-** The KingCare staff is required, by law, to notify Child Protective Services when they observe evidence of or suspect abuse or neglect. If no one arrives to pick a child up at the end of program and no one on the child's emergency card can be contacted within one hour of closing time, child protective services will be contacted and the child will be turned over to their care.

**Liability-** The school system, parent board, director, or staff will not be held liable for any problem or injury that may arise during the program.

**Covid-19-** KingCare will function in compliance with guidance from the Michigan Department of Licensing and Regulatory Affairs (LARA) and the Center for Disease Control (CDC), as well as the Washtenaw County Health Department and the Ann Arbor Public Schools. KingCare will monitor symptoms of COVID-19 as recommended by the State of Michigan. The necessary supplies will be provided daily including wipes, thermometers (touchless if possible), tissues, face masks, etc.

KingCare does not guarantee children will not be exposed to Covid-19 or any other Illnesses. Parents/guardians understand this risk and will not hold KingCare liable if their child should contract Covid-19 or any other illness while in the care of KingCare. Parents and children will be required to follow all AAPS COVID Policies during KingCare.

**Damages-** Parents take full responsibility for any damage or injury to person or property caused by their child. Parents agree to pay the replacement cost as assessed by the KingCare Executive Director and/or the King School Principal.

**Communication with School Personnel-** Parents agree to allow KingCare staff and King School personnel to communicate about students relating to discipline, special needs, special circumstances, educational needs, social concerns, or any other issue that either party may deem is in the best interest of the student. **EDIT: DUE TO**

**THE NEED FOR CONTACT TRACING, KINGCARE AND AAPs WILL NEED TO SHARE INFORMATION ABOUT CHILDREN WHO ARE EXPOSED TO OR TEST POSITIVE FOR COVID-19. I GIVE PERMISSION FOR KINGCARE AND KING SCHOOL TO SHARE THIS INFORMATION WITH EACH OTHER.**

### **Photo/Video/Website**

**Photos and Video-** Photos or video of students may be taken throughout the year by staff members. Staff members often use their personal cell phones to take the photos. They send the photos to the Director or Assistant Director and then immediately delete the photos or video from their phones. The Pictures and videos are used for promotion of the program in the KingCare news, on the KingCare office door, in slide shows etc... Pictures/Video may be shared with PTO or school personnel to further promote the school, the PTO, or the program. Students will not be included in these photographs if their parent has not agreed to give permission for photos on the Registration form. First names of students may be listed. We do not guarantee that a picture of any particular child will be included.

**Website-** Photos and Videos from the above listed policy may also be used on the website only if parents have approved this on the registration form. We will not include first names, last names, ages, grades, or any other personal or identifying information about children on the website without specific parent permission related to that picture. (As an example, if we were posting a photo to say goodbye to our out-going 5<sup>th</sup> graders, we would ask the parents of all the children in the photo before we posted it on the website).

### **Staffing and Volunteer Policies**

**Staff-** KingCare staff meet all state requirements for training, Education, First aid and CPR Certification, Health Screening, Central Registry Clearance and Michigan I-Chat background checks. Director and Assistant Director's also have fingerprinted background checks processed by the Michigan State Police. Annual continued training meets the requirements as stated in the State Day Care Licensing Manual.

**Volunteers-** KingCare periodically has volunteer workers. Adult workers will go through the same background checks as regular staff members. Both adult and minor aged volunteers will have limited responsibility and will not be left alone with children nor will they count as care givers in our adult to child ratio.

**Non-Profit Organization-** KingCare is a non-profit 501(c)3 organization. KingCare rents space within Ann Arbor Public Schools. KingCare staff are employees of King Child Supervision Inc, doing business as "KingCare" and are Not employees of Ann Arbor Public Schools. KingCare holds Board Meetings throughout the school year and offers open session open to the public. Any KingCare parent is eligible to attend meetings and run for a board position.

**Board of Directors-** The KingCare Parent Board of Directors is responsible for setting the rates and the over-all decision making process as it relates to policy. The Executive Director reports to and consults with the Parent Board of Directors. If a parent has any concerns or special situations, they must bring them to the attention of the Executive Director so that these issues can be addressed. If they deem it necessary, parents can talk to the KingCare Board of Directors directly.