

# Family Handbook



*of Jersey Village*

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## **Welcome!**

Welcome to our family at Kids 'R' Kids of Jersey Village. Thank you for choosing our Learning Academy.

We look forward to sharing the upcoming years with you and your family as we partner in helping your child build a strong foundation for a bright future!

Each Kids 'R' Kids Academy is individually owned and operated with the Kids 'R' Kids International, Inc. Franchise Support Center providing guidance and support. Although we are a franchise of Kids 'R' Kids International, Inc., Kids 'R' Kids International, Inc. does not control or make any decisions regarding our Learning Academy's practices or policies.

Our goal is for Kids 'R' Kids family to achieve maximum value for their early educational investment and for each child to enjoy attending school while experiencing our nurturing teaching staff and developmentally appropriate curriculum during their fundamental years.

Sincerely,

*Miguel & Yelitza Morales*

Owners

## **Our Philosophy**

**HUG FIRST, THEN TEACH®**

## **Our Mission**

Kids 'R' Kids Learning Academies strives for every child in our care to feel safe, loved, and inspired. We are committed to providing a solid educational foundation, well-trained teachers, and a secure environment where children can flourish intellectually, socially, emotionally, and physically.

By fostering strong connections between families, our schools, and communities; we pledge to challenge and prepare all children for a positive impact in every step of their lives.

## **Kids 'R' Kids History**

After twenty-four years of operating Kiddie City, a very successful childcare and kindergarten located near Atlanta, Georgia, Pat and Janice Vinson decided to build a preschool from the ground up. They sold their business and moved closer to the city where they designed, built, and opened the very first Kids 'R' Kids in May of 1985. With a growing need for quality care and the overwhelming success of their first school, another Kids 'R' Kids opened fourteen months later, and yet another two years after that.

Business was booming but it was also becoming complicated to stay on site in three different locations; therefore, the concept of franchising came into practice. Kids 'R' Kids International, Inc. was formed, and Pat and Janice Vinson sold their first franchise in the fall of 1988, Kids 'R' Kids #4 Georgia. Kids 'R' Kids International, Inc. has since blossomed into a nationwide corporation serving owners and their businesses throughout the United States.

## **Kids 'R' Kids Family Engagement**

Family engagement is defined as the mutual responsibility of families, schools, and communities to build relationships that support student learning and achievement, family well-being, and the continuous learning and development of children, families, and educators. Family engagement is fully integrated into the child's educational experience, supports the whole child, and is both culturally responsive and linguistically appropriate.

**The Family Engagement Plan at Kids 'R' Kids of Jersey Village** creates a foundation for the collaboration of mutual partners, embraces the individuality and

uniqueness of families, and promotes a culture of learning that is child-centered, age-appropriate, and family-driven.

**Our Family Engagement Plan shall facilitate family-to-family support using strategies such as:**

- Creating a safe and respectful environment where families can learn from each other as individuals and in groups.
- Inviting former program participants, including families and community volunteers, to share their education and career experiences with current families.
- Ensuring opportunities for continuous participation in events designed for families by families such as training on family leadership.

## **Purpose of this Handbook**

This handbook was developed to answer many of the commonly asked questions that children and families may have during the school year. Because the handbook contains information about parent and child privileges and responsibilities, families and children are responsible for knowing its contents. Please take the time to become familiar with the handbook and keep it accessible for your use. It can be a valuable reference during the school year and a means to avoid confusion and misunderstandings when questions arise.

The School reserves the right to interpret the content of the handbook, including the rules and regulations governing the conduct of children and parents. This handbook is not a contract, nor is it intended to be construed as such. Our School reviews these policies annually, and reserves the right to modify and/or amend the content of this handbook at any time during the year as we deem appropriate.

**If you have any questions about the handbook or any of its policies, please contact a member of our management team.**

## **Statement of Expectations**

At the heart of our Learning Academy is a culture defined by respect, balance, integrity, curiosity, leadership, as well as our commitment to the safety and health of our children. All members of the community have an obligation to know and uphold the School's values and strive to embody them in word and deed.

We therefore expect that all members of the community will:

- Respect other people and their privacy and property, both within and beyond the School.
- Treat all human beings with dignity, refraining from behavior that intimidates, insults, threatens, bullies, coerces, abuses, exploits, harasses, humiliates, or demeans, acting with tolerance, courtesy, and thoughtful regard.
- Have an open mind and heart to the views and experiences of others, creating space for all to belong and thrive.
- Support and promote a school climate that does not discriminate against any individual or group.
- Use words constructively, avoiding gossip and other inappropriate or unproductive sharing of information.
- Maintain high standards of honesty, avoiding deception, half-truths, and deliberately misleading words or behavior.
- Exemplify principles of responsibility and fairness in daily life.
- Observe safe behavior and report unsafe conditions or practices.

- Cultivate caring and compassion, seeking to serve others, both within and beyond the School.

Our School cultivates a school environment in which all members of the community feel valued and safe. Part of living our values includes every member's responsibility to support a safe school environment by refraining from harmful and unsafe behavior and reporting such behavior when observed. In addition, we prohibit all boundary crossing behavior between adults and Children (as outlined in our Children/Adult Interaction and Communication Policy) and sexual misconduct (whether between children or adults and children). Adults are expected to identify and report suspicions of harassment, abuse, and sexual or other misconduct and will not engage in such behavior themselves. In addition, School employees are mandated reporters of suspected abuse as specified by Texas law. The School has conducted and will continue to conduct training for adults on these important issues and encourages all children and their parents to report any concern about boundary crossing behavior, sexual misconduct, or any other situation that impacts the safety, health, or security of any member of our community to the Director.

All adults have an obligation to model through both language and behavior the values and expectations we have as a school, being especially conscious of their actions at times and places when our children can observe them. Children must be mindful of the power they have in various roles at school. They must use their roles constructively, always avoiding intimidation and abuse of authority. Older and returning children must take seriously the power of their example on younger and newer children, accepting the responsibility to model and transmit our School's values.

These community standards apply to our words and behavior not only in personal interactions, but also in all forms of electronic media and communications.

All members of the community help others to develop a sense of belonging, encourage empathy and compassion, and promote an environment that is safe, kind, and inclusive. As members of this community, we acknowledge that our actions reflect not only on ourselves, but also on the School as a whole and therefore strive to live in a way that is consistent with our values.

## **Non-Discrimination Policy**

This School does not discriminate on the basis of race, color, religion, ethnic or national origin, sex, citizenship, handicap or disability, or any other legally protected status with regard to admissions or in the administration of its educational policies and administered programs.



## **Medical Needs and Accommodation Requests**

We understand that there may be circumstances in which a parent may request that the School provide an adjustment or accommodation for a child's medical needs or physical, mental, or learning disability. As the range of requests has grown over the years, the School believes that it is appropriate at this time to outline the School's policy and general guidelines for addressing such requests.

### ***General Policy***

In general, it is our School's policy to provide accommodations or adjustments for a child's minor needs in circumstances in which the administration determines, in its sole discretion, that doing so is within the reasonable ability of the School and/or its staff and will not result in a significant disruption to the teacher's ability to instruct other children, to classroom or school order and discipline, will not require a threat of harm to the safety of other children or employees, will not require a fundamental change to our educational environment or mission, and will not impose responsibilities on school employees for which they are not trained. We also ask parents to realize that, given the size of our school and our available resources, we may not be able to provide all requested accommodations. To the extent we agree to provide accommodations, we may require a sharing of responsibility for the accommodation.

### ***Request and Documentation***

For any type of accommodation (including administration of medication at school), the parent must contact the Director to discuss the need. The Director will then advise the parent of the type of medical documentation needed, which generally will state the child's diagnosis, how the condition limits the child, the recommended accommodations, and the length of time that the accommodation(s) will be needed.

### ***Release for Communications with Physician***

Sometimes, the documentation received from the physician may raise questions or be unclear as to the recommendations. For that reason, the parent(s) must sign a Release of Information form, permitting the School to contact the medical professional, when necessary. In addition, if there is any cost associated with the physician's cooperation (i.e., to answer a set of questions submitted, etc.), the parent must agree to bear the cost of such process.

### ***Assessment of Request***

Once the parent's request and medical documentation has been received by the School, the Owner will meet with the parents to clarify information and to discuss whether the School will be able to implement the accommodation requested. In some cases, the parent may be asked to provide (at the parent's cost) any special equipment needed, training for the school's staff, or other associated matters. In addition, the School may advise the parent that the School will allow a particular accommodation, but the full responsibility for doing so will rest with the parent. For example, if the child needs to be

tested or have certain types of medicines administered during the day that the School believes are beyond the scope of the School's responsibility, the School may allow the parent to make arrangements to visit the School for the purpose of testing and administering.

***Limitations on Requests***

Please understand that the School is not a medical facility and does not have the personnel, training, or equipment to handle certain types of medical procedures best left to the parent or physician.

# Communications

## ***Family-School Involvement***

We welcome family input and encourage you to visit your child's classroom and speak with your child's teacher. We have an open-door policy at our School and families are encouraged to get involved in their child's classroom. Please see our Visitor and Volunteers policy for additional information.

If you would like to request a conference, please call during School hours to set up a convenient time. Conferences can be requested at any time and may include the teachers, management staff or both.

On a daily basis, please be sure to check your child's cubby box and classroom folder for messages, reports and artwork. Notices and messages sent by you should be written and submitted to the teacher or front desk staff.

There are many opportunities to get involved in your child's day and to encourage interaction between families, teachers, and children such as carnivals, family picnics, holiday parties, and field trips.

We welcome any questions and suggestions. If there are family situations that affect your child, please discuss them with your child's teacher, director, or the owners. Remember that any information regarding a personal issue is shared only on a need-to-know basis and we are glad to help whenever possible.

## ***Family Supervision***

The School expects that when a parent or guardian or adult family member is in the room, he or she is in charge of their child. Parents, guardians, or adult family members are not responsible for other children in the room. In general, the teacher assumes you will care for your own child while in the room, but if for some reason you wish the teacher to do so, please make sure this is clearly communicated to the teacher.

## ***Role of Families or Other Caregivers: Our General Expectations for You***

The relationship between families and School staff is vital to the success of a child's experience. We hope to form a partnership with you where open communication and the development and growth of your child is our top priority.

Families can assist and help ensure a smooth transition by doing the following:

- Sign children in and out at the front desk and then escort them to their designated class.
- Supervise your children at all times while escorting them inside the School and in the parking area.
- Drive safely through the parking area.
- Have all forms completed before your child's first day.

- Update forms, as needed when changes occur (i.e., new phone number, address, etc.).
- Keep staff informed of special needs or changes that might affect your child's behavior.
- Notify the School if your child is ill.
- Notify the School if your child will be absent.
- Notify the School if you will be later than usual picking up your child.
- Provide two changes of clothes marked with your child's name. *This request is for all ages. Our School is not responsible for the lost clothing. Please change clothing seasonally to accommodate the changes in weather and the growth of your child.*
- Dress your child appropriately for weather and play.
- Do not allow children to bring in toys. (This rule does not include special transition toys such as a blanket or other security to be used at naptime.)
- Participate in the School's special activities.
- Attend scheduled family meetings and conferences.
- Ask questions, make suggestions, or address concerns as they arise.

### ***Parent/Family Cooperation***

As stated elsewhere, the School believes that a positive and constructive working relationship between the School and family member (defined as parent, child, or other person associated with the child) is essential to the fulfillment of the School's educational purpose and responsibilities to its children. If the parent's or other family member's behavior, communications, or interactions on or off campus (including during school-sponsored events) is disruptive, intimidating, overly aggressive, or reflects a loss of confidence or disagreement with the School's policies, methods of instruction, or discipline, or otherwise interferes with the School's safety procedures, responsibilities, or accomplishment of its educational purpose or program, the School reserves the right to dismiss the family or family member from the community. In addition, the School reserves the right to place restrictions on parents' or other family members' involvement or activity at School, on School property, or at School-related events for reasons that the School deems appropriate.

### ***Family-Teacher Conferences***

Family/teacher conferences may be scheduled any time during the school year at the request of the family or teacher. Arrangements should be made directly with the management staff.

### ***Problem Solving or Grievances***

Differences between individuals in our community should be addressed directly whenever possible. The nature of your concern or issue will determine the person at the School that you need to contact first, as explained below:

### ***Billing Questions***

Contact the Directors.

***Checking on Your Child's Day***

Call 281-807-0999 and you will be transferred to your child's class. We also have the **Watch Me Grow** internet viewing system for families to view their child's activities throughout the day.

***Concerns with Your Child's Classroom or Teacher***

Talk directly with your child's teacher. Our preference is for teachers and families to keep an open line of communication and work together to solve issues. If you do not feel comfortable in talking with the teacher, please talk with the Director, who will work towards addressing your concerns.

***Concerns with the Center***

Talk directly to the Directors or Owner or send us an email at [director@krk4.com](mailto:director@krk4.com)

***Harassment or Bullying***

Please contact the Directors or Owner immediately if you believe you or your child is a victim of harassment or bullying, or any other serious misconduct.

***Ideas and Suggestions***

We are always open to your input. Our goal is to team up with our families to make Kids 'R' Kids the best preschool it can be.

If we do not know of your concern or problem, we cannot resolve it. Please contact the Directors or the Owner immediately if you have any concerns or issues.

***Web Page***

The School's official website is [www.krkjerseyvillage.com](http://www.krkjerseyvillage.com) The Kids 'R' Kids International, Inc. website is [www.kidsrkids.com](http://www.kidsrkids.com). Families are encouraged to check these websites regularly. You can also follow us on Facebook and Instagram for school updates and information:

<https://www.facebook.com/KidsRKidsofJerseyVillage>

<https://www.instagram.com/kidsrkidsjerseyvillage/>

## **Classroom Experience**

### ***Curriculum***

Educational priorities are well defined at Kids 'R' Kids Learning Academy. Our comprehensive curriculum materials are designed specifically for each stage of development.

The Kids 'R' Kids Curriculum establishes a solid foundation for educational growth beginning with a child's first day. Each of our curriculum programs are research-based and include developmentally appropriate activities.

We continue to educate children through preschool years and beyond with theme based, academically stimulating, hands-on units. We provide teachers with the curriculum materials they need to create a positive learning environment that will challenge children and move them toward mastering new skills.

### ***Infant through One-Year-Old's***

Taking care of infants is demanding but rewarding and we recognize that each infant has individual needs. We believe that once a trusting relationship is built, teachers can better assist children in reaching developmental milestones. Our staff can cater to these needs in a warm, loving atmosphere based on trust and respect.

We recognize that physical separation from baby and family is always difficult. Our School strives to help families and children experience a calm transition of physical and emotional separation through our safe and loving environment.

### ***Two through Three-Year-Old's***

Two and three-year old children are naturally curious. Building off this natural curiosity, we give our children the opportunity to explore their world safely. Children are encouraged to develop their self-help skills, such as feeding themselves and toilet training. Each child is treated as an individual during this important time as a way to help them develop their independence and self- management skills.

### ***Four through Five-Year-Old's***

The concept that children learn best through play is reflected in the environmental design of each classroom. Our environment encourages experimentation and freedom of choice. The atmosphere also encourages independence and the building of self-management skills. In addition, the use of a daily schedule helps children feel secure and independent as they anticipate activities and the opportunity of making choices on an individual basis.

### ***Kindergarten through Fifth Grade***

At our School, we understand the changing needs of older children and their families. A variety of programs are available: before and after School care, holiday camps, and summer camp. Each program is designed to allow for free choice as well as teacher-

facilitated activities. Children are encouraged to increase their knowledge, develop as individuals, and expand their social skills.

### ***Assessments***

Each and every day, teachers observe children's strengths, needs, and progress and report these findings in their weekly assessment form. The weekly assessment form is an instrument linked to the weekly unit. Assessments align with the Curriculum Map and Scope and Sequence and are specific for each developmental level.

Quarterly, our School sends home to the parents a formal assessment tool called "Look What I Can Do". The "Look What I Can Do" checklist is an instrument designed to communicate the summation of assessment information. It can become a keepsake for parents. The information must be based on several pieces of evidence from each of the following: work samples, anecdotal notes, photographs, recordings, Weekly Assessments, and other developmentally appropriate instruments.

### ***Transitions to a New Classroom***

As your child grows and matures, he/she will become ready to transition to a new classroom. We look at several factors when deciding if a child is ready. Some components of the decision are based on maturity level, developmental level and the age of your child.

Transitioning a child is a decision made collectively by the teacher, parent, and the administrative staff. Although we have a plan for transitioning a child, there are also times where the transition time is lengthened or shortened based on how the child is adjusting.

Our signature glass walls also help with transitions as they allow the child to continually see into the next classroom making the change a lot less challenging.

## **Procedures and Guidelines**

### ***First Day***

On or before your child's first day of School, the following forms must be completed, signed, and reviewed by the administrative staff to allow for enrollment:

- Enrollment Application
- Parental/Guardian Agreement
- Health and Emergency Form
- Release
- School Transportation Form
- Infant/Child Profile
- Beyond Meals Enrollment Form
- Acknowledgement of Receipt of Family Handbook
- Acknowledgement of Receipt of Discipline and Behavioral Management Policy
- Banking Information to process tuition payments

Please provide the most recent immunization record and a health statement signed by your pediatrician. Additionally, please make the management staff aware of any allergies or special dietary requirements ***prior*** to your child's first day.

If the information in these forms change during the child's enrollment, families are responsible for notifying the School in writing of the changes. Please use one of the emergency contact cards located at the check in station to update your information, deposit it in the red box and a member of management will update the information in our system daily. This includes but is not limited to phone numbers, emergency contacts, work locations, or child's physician.

### ***Records and Information***

Requests for records must be directed in writing to the management staff. The School reserves the right to withhold records for non-payment of tuition or fees.

The School makes reasonable efforts to ensure that both natural parents (or legal guardians) receive substantially the same information (records, appointments, etc.). The School must rely upon the correctness and completeness of parental information when the child is enrolled. In situations of divorced or separated parents, if one parent believes that the other parent is not entitled to receive certain information, the parent wishing to restrict information provided by the School must provide the School with a court order that is still in effect that specifically restricts the other parent from receiving such information.

### ***Admission and Re-Enrollment***

Admission and/or re-enrollment is dependent on the following:



1. All deposits, registration and other required forms must be submitted, completed, and evaluated.
2. All financial obligations must have been met in a timely manner.

Occasionally, formal acceptance may be given on a probationary basis. In such case, **the Owner reserves the right to revoke acceptance or to dismiss a child at any time.**

With regard to re-enrollment, if the above conditions are not met, re-enrollment may not be offered. In some circumstances, as determined in the School's sole discretion, parents may receive a letter of conditional re-enrollment from the Director or Owner. In such case, a meeting will then be scheduled to establish a course of action.

The Owner reserves the right to place children in a classroom, to determine the teachers for a child, and to determine whether a particular child continues to meet the School's requirements.

### ***Standards of Care***

We are licensed by the Texas Department of Family and Protective Services and meet or exceed all licensing requirements. Our license, as well as the Director's License, is always displayed in the front lobby. A copy of the minimum standards is available at our school for parents to review. A copy of our latest inspection report from licensing is always posted and also available for parents to review.

For information about local day care licensing offices look on the DFPS website at: <http://www.dfps.state.tx.us> or call for questions or concerns 713-940-3009.

Texas Law requires caregivers to report suspected child abuse or neglect to the Texas Department of Protective and Regulatory Services or law enforcement. Failure to report suspected abuse or neglect is a crime. Anyone suspecting abuse or neglect should call 1-800-252-5400.

### ***Baby-Sitting***

Kids 'R' Kids expects parents and employees to avoid activities that create a conflict of interest to the company. Our staff members are not allowed to provide off-premises care for any or our currently enrolled children. Kids 'R' Kids employees are prohibited from transporting children who do not belong to them, to and from the center.

## Financial Policies

### ***Registration and Supply Fees***

- **New Families:** The initial registration fee of \$150 per child, and \$250 per family is due once the child has been officially accepted by the School.
- **Returning Families:** If the child is returning after being withdrawn for a period, must repay the registration fee as if it were a new family.
- **All Enrolled Students:** Our School applies an ***Annual Supply Fee*** due the first week of September each year and is non-refundable and non-transferable. This fee is \$130 per child, and \$190 per family and it serves to cover the costs of supplies and educational materials.

### ***Tuition and Other Fees***

- Tuition is paid weekly or monthly in advance with no deductions.
- Monthly tuition is calculated by determining the number of Mondays in the month and multiplied by the weekly rate.
- Tuition is charged for your child's space and is due whether or not your child is present.
- Since the expenses of Kids 'R' Kids are based on fixed enrollment levels, the center cannot give credit for absence, vacation, holidays or closed days due to inclement weather.
- If our School must close due to unexpected circumstances, such as inclement weather, then full payment of tuition is required. We reserve the right to close any additional days needed and full tuition payment is expected.
- When an account is delinquent for one week, the space can no longer be reserved for your child. Your child will not be permitted to attend School as of Monday of any week that tuition is not paid in full.
- We reserve the right to change tuition and/or program fees due to unforeseen increases in expenses. Families will be notified of any changes in tuition within four weeks of the change.
- Any additional services such as late pick-up, field trips, etc. must be paid the same day the services are rendered.
- Should it become necessary to withdraw your child for any reason, a two-week written notice must be given to the administration. No portion of your weekly paid outstanding tuition will be refunded or canceled in the event of absence, withdrawal or dismissal from School.
- We reserve the right to dismiss any student at the discretion of the School's Director or member of management.
- Tuition includes educational programs, internet viewing system, breakfast, lunch, morning snack and afternoon snack.
- Family discount includes a 10% discount for the oldest sibling. The child must be enrolled full time.
- Teacher discount includes a 10% discount for the oldest sibling. The child must be enrolled full time.

- Military Discount includes a 20% discount. The child must be enrolled full time.
- Only one discount at a time will be valid.

### ***Late Payment Fee***

Tuition is due Friday for the upcoming week. If the tuition and fees are not paid in full by close of business the following Tuesday, a late fee will be assessed and the child will be subject to dismissal.

### ***NSF Charges***

If a payment, check or ACH, is returned for any reason, an NSF (Non-Sufficient Funds) charge will be applied to your account. This will be due in addition to any late charges prior to the beginning of the next week. Returned payments must be covered by a cashier's check, or money order. Contact the Director or member of management for information about the NSF fee.

### ***Late Pickup Fee***

If you will be late arriving to the School for pick up, please call and notify the administration. There is a charge of \$1 per minute per child after 6:30 p.m. The late pickup fee is due on the same day. If children are left at the School one hour after closing and no attempt to contact the School has been made, legal authorities will be contacted.

### ***Vacation and Absent Policy***

Each child enrolled full time at Kids 'R' Kids, including School Age, will receive one free-tuition week and three half-tuition week per calendar year.

### ***Vacation Credit***

The following rules apply:

- The child must have been enrolled at Kids 'R' Kids for at least 6 months to be eligible for the free-tuition week of vacation.
- The child must have been enrolled full time, Monday through Friday. Vacation Credits are not allowed for part time students.
- You have notified the front desk prior to the absence by filling out a "Vacation Notice" form and giving it to the Director or member of management at least two weeks before the vacation will be taken.
- The child must be absent the entire week for the free week to be allowed.
- The week vacation must be taken 5 consecutive days (Monday through Friday).
- Discounts are not given on a per day basis.
- Vacation credit cannot be carried over to the next year.
- Accounts must be current and paid in full.

### ***Absent Credit***

The following rules apply:

- The child must have been enrolled at Kids 'R' Kids for at least 6 months to be eligible for the half-tuition week of absent.
- The child must have been enrolled full time, Monday through Friday. Absent Credits are not allowed for part time students.
- You have notified the front desk prior to the absence by filling out a "Absent Notice" form and giving it to the Director or member of management at least two weeks before the vacation will be taken.
- The child must be absent the entire week for the half-tuition week to be allowed.
- The week absent must be taken 5 consecutive days (Monday through Friday).
- Discounts are not given on a per day basis.
- Absent credit cannot be carried over to the next year.
- Accounts must be current and paid in full.

### ***Withdrawal***

Families are responsible for initiating the child withdrawal process. Families will need to see the Director or member of management who will start the required paperwork process for withdrawal. A two-week notice must be given to a member of management by filling out a withdrawal form. Once the withdrawal form is properly completed and signed, the family must ensure that any School property in the possession of the child or child's family is returned, and any outstanding financial obligations are met. The financial obligation payable and due at the time of withdrawal will be based on the timing of the withdrawal.

No portion of your weekly paid outstanding tuition will be refunded or canceled in the event of absence, withdrawal or dismissal from School. We reserve the right to dismiss any child at the discretion of the School's Director or Owner. **Should it become necessary to withdraw your child for any reason, a two-week written notice must be given to the management staff.** The notice must (a) be dated, (b) state your child's name, (c) provide a reason for the withdrawal, and (d) be RECEIVED BY a member of management. The Director or Owner will reach out to you to discuss the reasoning for the withdrawal and what issues (if any) may have contributed to it. The family is responsible to pay full tuition for those two weeks. In addition, if the notice ends on a Monday, Tuesday, Wednesday or Thursday, tuition for the entire week is also due. For example, if your written notice is provided on a Tuesday, you are responsible that full week's tuition (Monday through Friday), as well as the following two weeks' full tuition. Upon separation (whether a withdrawal or a dismissal), the family must ensure that any School property in the possession of the child or child's family is returned, and all outstanding financial obligations are met.

### ***Before- and After-School Care Fees***

Before- and After-School Care is available for all children attending local public and private elementary schools. We provide transportation using Kids 'R' Kids School Buses equipped

with seat belts. Fees for this program vary according to the school calendar. Please check the fee schedule for additional fees regarding school holidays and seasonal breaks.

***Optional/Extracurricular Programs***

There are optional/extracurricular programs offered at our school that your child may wish to be a part of. Please see a member of the management team at the front desk with a list of programs offered and fees associated with them.

# **Attendance**

## ***School Hours***

This School is open Monday through Friday, 12 months per year, from 6:00 a.m. until 6:30 p.m. Please refer to the tuition fee schedule for holidays the School is closed, as they may change from year to year. Since we are licensed only for specific hours of operation, no early drop-off or late pick-up can be allowed.

## ***Holidays***

Generally, we will be closed the following holidays: New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, day after Thanksgiving, and Christmas Day. Please see the annual closing schedule as the holidays may change from year to year.

## ***Part-Time Attendance***

Part-Time programs are available only for kids enrolled in suite 300 and up. Children who are enrolled in part-time schedules will only be allowed to come to school in those days in which is enrolled. If for some reason a child needs to attend some other day out of his/her regular schedule please consult the Director or a member of management for availability. If approved, a drop in fee will be charged to your account. Tuition discounts of any kind are not allowed for part time students.

## ***Arrival***

We recommend all children arrive by their classroom's morning group time. Morning activities usually begin at 8am and this will help your child to be a fully participating group member. All children must be escorted into a classroom by an adult. Your child's arrival must be acknowledged by the classroom teacher before you can leave your child. Please note that if your child arrives after breakfast time, we will not be able to provide this service. We ask parents to refrain from dropping off their children between 11am and 2:30pm since it conflicts with lunch and nap time schedules and present a challenge to the teachers in the classroom.

## ***Departure***

To pick up a child from our School, an approved pick-up adult must come into the building, sign the child out on our computer system, let the teacher know of your presence and escort the child out of the building. The family or guardian must supervise their child at all times after leaving the classroom, both inside the building and in the parking area. To ensure safety and security, all family members as well as approved pick-up individuals may be asked for a picture ID.

## ***Late Fee***

If you will be late arriving to the School for pick up, please call and notify the School. **After 6:30pm there will be a charge of \$1 for every minute until the time of pick up.** The late charge is due on the same day. This payment is made in cash. If

children are left at the School one hour after closing and no attempt to contact the School has been made, legal authorities will be contacted.

### ***Inclement Weather***

This School takes into consideration several factors when making a judgment as to whether we will open late or close early due to inclement weather. We do our own assessment of the conditions including local authority recommendations, local road conditions and forecasted temperatures. Please call the School, check our website, listen to the radio or watch television for announcements about closings due to inclement weather or other unforeseen circumstances.

### ***Checking In and Out***

Parents must sign their children in and out each day using the computer at the front desk. This is very important, because state regulations require that we know who is in the building at all times. If you forget to check your child in or out, please let a manager know immediately.

Parents are welcome to visit at any time and may participate in all center activities and field trips. Please be sure to escort your child into the center and into their classroom, making sure that you leave them in the direct care of a faculty member. If you have more than one child at our center and a baby in the infant room, we ask that you take your older child to their classroom first. It can be unsafe for our infants and toddlers to have older children in their rooms.

The paperwork you fill out upon enrollment regarding your child lists family members or friends who you authorize to pick up your child. When friends or family come to pick up, we will ask them to present a picture ID and compare the name to the names in the child's file. We will then release your child to them. Please make sure that only those people whom you are comfortable with having this privilege are on that list. The front desk is always monitored and a staff member should admit visitors. This helps to maintain the security of our facility.

### ***Custody Issues***

Please let the school know if there are custody orders concerning your children. We do not have the right to withhold a child from any parent having custody or joint custody. In order to deny a parent from picking up their child, there must be a current, signed court order stating that they should not have access to the child and we must have a copy of the order in the child's file. The center cannot become involved in custody disputes; we cannot mediate or keep track of which parent can pick up on which days. We would be forced to dis-enroll a child if the school has to become involved in such disputes.

# **Health and Safety**

## ***General Safety Statement***

All of the policies, rules and regulations presented in this handbook are designed to make the time your child spends at our School safe and rewarding. We have taken a number of steps to promote the safety and protection of your child while in our care. They are as follows:

- All exits and entrances are locked and only accessible by keypad code entry or key.
- Classrooms are surrounded on three sides by tempered glass walls for easy viewing.
- Frequent observations of the classrooms are performed by the management staff.
- All common areas of the School are able to be viewed via the closed-circuit internet camera system which is password protected.

## ***Classroom Safety***

Our School is located in an area which is free from conditions which are deemed hazardous to the physical and moral welfare of the children. Our School provides equipment and furnishings that are child-sized, sturdy, safe and in good repair. Individual teachers are responsible for the set-up of their classroom. It is part of their daily routine to wash and sanitize toys and furniture and to watch for and eliminate any hazards present in the classroom. Teachers are provided with guidelines as to what equipment and toys should exist in each classroom and health and safety checks are conducted regularly.

## ***Playground Safety***

A safe, age-appropriate outdoor environment is provided for our children. Outdoor play is a requirement for our enrolled children and may only be skipped with a doctor's note. The following rules are enforced for indoor and outdoor play areas:

- When a class has outdoor time, all children must stay with their class.
- Teachers will supervise the children on the playground at all times.
- In case of an accident, one teacher may bring a child in for first aid.
- At no time will the class be left on the playground without appropriate supervision.
- The administration and the teachers will inspect the playground daily and report any unsafe conditions immediately

## ***Sun and Heat Safety***

We ask that parents apply sunscreen in the morning to all children over the age of 6 months before coming to School for the child's morning outside activity. Parents who wish that the teacher apply sunscreen to their child for afternoon outdoor time, and/or that their child wears a hat for outdoor play at any time, must complete a Topical Ointment Form and submit it to the front desk. Parents must supply the hat and sunscreen



they would like to be used on their child. Teachers will apply sunscreen to the child before any afternoon outdoor activity and provide your child with his or her hat prior to going outside. Children under 6 months old are kept in the shade; however, parents are invited to bring a hat or other protective sun wear.

Ideally, children will have an opportunity to play outside at least twice a day. However, there are some days where it could be unsafe for children to be outside for any period of time due to the heat index. Our School follows the National Health and Safety Performance Standards composed by the American Academy of Pediatrics and where these guidelines determine that it is unsafe to be outdoors, indoor play time will be provided.

### ***Sick Policies***

Our ultimate goal is to provide a place where your child can learn, develop and have fun in a safe and healthy environment. The School is not equipped with the staff or facilities to care for sick children for an extended length of time. We depend on families to assume care for their sick child. The following guidelines for excluding children help us to keep many communicable illnesses out of our facility and thereby maintain regular attendance from the majority of the children and staff.

A child will be excluded from the classroom and comforted by a member of our management team while the family members are contacted to pick up within two hours in the event of:

- Fever of 100 degrees or higher
- Three diarrhea episodes in a day
- Skin rashes that are not diagnosed by a physician's note
- Three vomiting episodes
- Eye drainage of any type accompanied by red eyes or mucus crusted around the eyes
- Pink eye or symptoms similar to those of pink eye
- Respiratory problems including uneven breathing or severe coughing with wheezing or suspected croup
- Sore throat, especially if swollen glands are suspected
- Head lice are found
- Unusual color is noticed in the child such as jaundiced eyes or skin, pale in the face, stool or urine is an unusual color
- Appearance or behavior is unusual, and the teachers agree that the child is not feeling well enough to participate with the rest of the class including lack of appetite, confusion or irritability

All of these conditions will require the child to be away from the school for 24-hours. If the child has seen a doctor and that doctor has determined that the child is not contagious and allows for entrance back to school before the 24-hour period, a doctor's note will be

required for the child to resume their normal attendance schedule. Children must be completely fever-free for 24 hours without the aid of medication before returning to School.

If your child becomes ill at the School, we will contact you and remove your child from other children until she/he is picked up from School. If your child is absent, please contact us and let us know the reason. We would like to send your child well wishes and prevent the spread of contagious disease in the facility.

### ***Infectious Diseases***

The School has a responsibility to provide a safe and healthy environment for employees, parents, children, and visitors. If a child or staff member is diagnosed with an infectious or communicable disease, you will be notified by email. The communication will contain the name of the disease, the date it was diagnosed, and any symptoms that would alert you to the presence of the disease. In the case of global or local threats of a communicable disease, the School will take all reasonable measures that may be necessary to protect the safety and health of members of the school community. These may include implementing infection control guidelines designed to stop or slow the spread of infectious diseases. The School will apply guidance from the School for Disease Control (CDC) and its affiliate, NIOSH, state and local health departments, and World Health Organization (WHO), and other agencies and resources as appropriate. Each communicable disease is unique. The School's response depends on public health guidance for the specific communicable disease, the nature and stage of the disease, whether mitigation methods are or can be used, and public health guidance on the risk and exposure. Response may include, without limitation, a determination that no risk exists or that no action is required, immunization programs may be put into place, mandatory health screening may be implemented, mitigation steps may be needed such as a child refraining from some activities, utilizing bandages or other barriers, enhanced housekeeping, cancellation of field trips, a medical exam and release, and being sent home from school. Depending on the event, the School may require parents to disclose upcoming travel plans and to self-quarantine their child upon return. The School may need to close or may need to modify its curriculum, schedules, length of the school year, and/or means of learning and teaching methods. During certain communicable disease events, threat levels may change rapidly, and the School may need to modify various measures as additional information becomes available.

Examples of communicable diseases include seasonable influenza; tuberculosis; measles; chicken pox; mumps, scarlet fever, hepatitis A, C, and D; meningitis; antibiotic-resistant staph; Severe Acute Respiratory Syndrome (SARS); H1N1 Flu; Swine Flu; Avian Flu; Ebola; COVID-19. Lice, ringworm, pinworms, impetigo, pink eye, strep infection, hand, foot and mouth disease, mononucleosis, and other similar childhood illnesses are covered by this policy. We recognize that some diseases may not be infectious under certain circumstances.

Parents who know or have a reasonable basis for believing that their child has a communicable disease that may pose a threat to other children, parents, School employees, visitors, or the public should immediately contact their health provider. Parents have a “reasonable basis” for believing that a child has a communicable disease when they show or feel signs or illness, such as coughing, sneezing, fever, joint aches, have an overall ill feeling, or when they know that the child has been exposed to someone with a known communicable disease or suspected communicable disease. For the health and safety of the school community, parents should report to the management staff if their child has a confirmed communicable disease that poses a risk to others in the community. In case of child absence due to the reportable communicable disease, a letter from the family physician indicating that the regulations have been fulfilled must be presented when the child returns to the School (indicating that the child is no longer infectious).

The School will generally not identify an infected child or employee to employees or other children or their parents, although public health guidance will guide the School’s communications. It may be necessary to alert others in the community who were in certain areas or at certain times that exposure could have occurred. The School will disclose sensitive medical information of children no further than is necessary to ensure the health and safety of our employees, children, parents, and visitors in a manner consistent with applicable law. The School will comply with all federal and state laws in regard to confidentiality and privacy requirements.

### ***Medication Policy***

In order for the School to administer medication to your child, you must complete the Medication Authorization Form available at the front desk. This form is valid for one week at a time. Additional forms will need to be filled for additional weeks.

- When filling out the medication form, you must include:
  - The full name of the child
  - The name of the medication
  - The date, time and amount of the medication to be administered
  - The prescription number
  - Any potential adverse reaction to the medication so that the child can be properly monitored, and families notified accordingly.
  - The duration of the medication (this authorization is required at the beginning of each calendar week.)
- We will not administer any non-prescription, over the counter medication without written authorization from a health care provider.
- We will not apply any topical, non-medical ointment, repellent, lotion, cream or powder without written authorization from the child’s parent in the form of a Topical Ointment and Cream Authorization.

- Medicine is administered by a member of the management staff.
- We will not administer any medication after its expiration date or for non-medicated reasons.
- We will not accept a Medication Authorization Form that states the medication to be given "as needed." Parents and physicians must indicate the exact conditions under which the medication should be given and a date and time.
- Only ONE medication can be listed on each Medication Authorization Form.
- If your child receives a prescription from his/her doctor that specifies a 2 times per day dosage, those doses should be administered both before and after School. If the medication should be given 3 times per day, we will gladly include it in our afternoon medications.
- Prescription medication must be in its original container bearing the pharmacist's label and labeled with the child's first and last name and date.
- All medications must be dropped off and picked up at the front desk, each day (life-saving medications such as an epi-pen or inhaler can be left on-site for emergencies). These medications will be stored in a locked secure area inaccessible to the children. Medication may not be transported to the classroom by families. NO MEDICATION MAY BE PLACED IN THE CHILD'S BAG OR TAKEN INTO THE CLASSROOM FOR ANY REASON.
- Medication should not be sent with a child to administer themselves.
- Any child needing life-saving medications such as breathing treatments or epi-pens for allergies will be required to submit an "Medical Action Plan" completed by the child's doctor. Any "Medical Action Plan" currently in use will remain so until renewal time (one year from the day originally signed).

### ***Food Allergy Emergency Plan***

If your child has a known food allergy, you will need to provide a food allergy emergency plan prepared and signed by the doctor. A food allergy emergency plan is an individualized plan prepared by the child's healthcare professional that includes the following:

- List of food(s) that the child is allergic to;
- Possible symptoms if exposed to a food on the list; and
- The steps to take if the child has an allergic reaction

### ***Emergency Medical Care***

Each child, upon enrollment, must have a Health and Emergency Permission Form on file. It is the family's responsibility to keep this information current. In the case of a medical emergency, you will be notified as soon as possible.

If a medical emergency happens to your child while at the school, 911 will be called, followed by the parent/emergency contact. If it is necessary to seek immediate medical attention for your child, he/she will be transported to:

**HCA Houston ER 24/7 – Cypress Fairbanks.  
10655 Steepletop Dr, Houston TX 77065.  
281-890-4285**

The child's emergency medical permission form as well as the health information on file will accompany the child. If possible, a member of the School administration or the child's teacher will accompany the child also.

### ***Health Information Sharing***

Parents are required, and as a condition of continued enrollment, to consent to the release of any of their child's health related information, including information relating to drug treatment, testing, medical and mental health records to the School's management staff, to meet the medical or safety needs of the child and the community or the legal responsibilities of the School.

The School will maintain appropriate administrative, technical, and physical safeguards to protect the security of all health-related information within its care or custody. While it is the obligation of the School to safeguard child medical information, we must also balance matters of privacy and confidentiality with safeguarding the interests and well-being of our children and our community. Thus, parents/guardians' consent to allow employees and agents of the School, who have a need to know, to receive and/or share medical and/or psychological information necessary to serve the best interests of the child and/or community. In the event of a disclosure required by law, every effort will be made to notify the parents/guardians in advance.

### ***Immunizations***

The School must have on file the Immunization Records for each child. This is required for children in early care from birth through pre-kindergarten age. These forms are obtained from a private physician or the local Health Department. If a child is not immunized due to a medical condition, religious preference, or personal preference, an affidavit approved by the state and verified by a notary is required and must be in the child's file. Please see the front desk staff with any questions in relation to immunization requirements.

### ***Accident Reports***

Staff members may apply simple first aid at the School for minor injuries such as cuts, abrasions, bruises, and insect bites. If any of these occur and first aid is administered, a "Boo-Boo Report" will be completed. This report will state the nature of the injury, the cause, and the treatment. It will be signed by the teacher who completed the report and the family. The School will then log the incident in the child's file. If an accident is caused by or involves another child, that child's name cannot be given out and will not appear on the report. Families will be notified immediately if a child receives any injury other than a minor one.

### ***Reporting Abuse and Neglect***

School teachers and staff are mandatory reporters under the state's child abuse reporting laws. Please understand that we must take our obligations seriously and if we assess that a situation requires it, we will make a report to child abuse authorities of situations that we reasonably suspect constitute abuse, neglect, or abandonment. We will also make a report to Kids 'R' Kids International. Depending on the circumstances, we may not be able to communicate with parents about the report until authorized by child abuse authorities to do so. We ask for your understanding as we do our best to protect the children under our care. If you have any questions regarding the School's mandatory reporting obligations, please consult the Director.

### ***Children/Adult Interaction and Communication***

Our children and adults (teachers, administrators, staff members, parents, and visitors) are expected to interact with each other in a professional and respectful manner based on mutual respect and trust with an understanding of appropriate boundaries between adults and children. Although our adults can and should be friendly with the children, becoming too friendly with each other sometimes results in confusion and anxiety.

If a child or the child's parents become aware of any adult's communications or actions toward one or more children that seems unusual, overly friendly, or otherwise inappropriate, such information should immediately be reported to the Director or a member of the management staff.

Further, children and their parents should promptly notify the Director if they believe an employee has engaged in any of the following prohibited behaviors or similar activities:

- Initiating or continuing communications with children for a non-school matter, including oral or written communications; telephone calls; electronic communications (emails, texts); social media communications, etc.
- Touching children or their clothing in non-professional ways or inappropriate places, or touching a child with aggression or in frustration;
- Making comments that are too personal (about a child's clothing, hair, personal habits, etc.);
- Giving gifts to a child or exchanging cards and letters;

- Inviting a child into their home;
- Taking children off school property other than for approved field trips and school activities;
- Excessive attention shown toward a child or children or calling or referring to children by pet names or inappropriate nicknames;
- Asking children to sit on a teacher's lap;
- Telling secrets or telling the child not to tell something that's a secret; or
- Swearing, making inappropriate sexual, racial/or ethnic comments.

Parents should not address, for the purpose of correction or discipline, a child that is not their own. If a parent should witness another parent's child behaving in an inappropriate manner or is concerned about behavior reported to them by their own children, it is most appropriate for the parent to direct their concern to the classroom teacher and/or Director in a private setting.

Furthermore, it is inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the classroom teacher or Director's attention in a private setting. At that point, the teacher and/or Director will address the issue with the other parent. Although you may be curious as to the outcome of such a discussion, please do not ask us to disclose that information to you. We would not discuss consequences/discipline of your child with others and expect that you understand that same principle applies to all of our children.

### ***Child Safety from Sexual Offenders and Predators***

According to the National Center for Missing and Exploited Children (NCMEC), sexual perpetrators are commonly people the parents/guardians or children know, and these people may be in a position of trust or responsibility to a child and family.

Because of our concern for child safety, all employees, and those parents who volunteer for School activities with unsupervised access to our children, are screened through the School's criminal background process. Although the School performs such screenings, the School cannot attest to the background of the various parents whom their child may associate with away from School. To keep their children safer, parents should talk openly to their children about safety issues. Parents should know their children's friends and be clear with their children about the places and homes that their children visit. Children should be taught that they have the right to say no to any unwelcome, uncomfortable, or confusing touching or actions by others and to get out of those situations as quickly as possible.

Parents should regularly visit the public registry to check out individuals for prior criminal records and sex offenses. Information concerning registered sex offenders and predators in Texas may be obtained by visiting

<https://publicsite.dps.texas.gov/SexOffenderRegistry>

To view a map of registered sex offenders living within a five-mile radius of any given address, parents should visit <http://www.familywatchdog.us>

### ***Reporting of Accidents and Hazards***

All accidents, including those which do not involve serious injury, must be reported immediately to the management staff by the staff member. Only through full knowledge of accidents can we strive to maintain a safe and healthy school.

Immediately report any unsafe conditions, defective equipment or other hazards. Children are expected to assist in maintaining safe conditions. Safety is a state of mind and requires constant vigilance and common sense and is everyone's responsibility.

### ***Inclement Weather Information***

This School takes into consideration several factors when making a judgment as to whether we will open late or close early due to inclement weather. We do our own assessment of the conditions including local authority recommendations, local road conditions and forecasted temperatures. Please call the School, check our website and Facebook page. We will be informing you through email, Procure messages, Facebook, and our Website.

### ***Emergency Procedures***

If an emergency situation develops such as severe weather (hurricane, snowstorm, etc.), fire, physical damage or problems with the building, power failure, or any other situation that poses a threat, the children's safety is our first concern. Evacuation route diagrams are posted throughout the facility and the School is equipped with a fire alarm system, a sprinkler system, fire extinguishers in each room, and a battery-operated weather alert radio. Safety drills are performed on a monthly basis and all staff members are instructed on proper procedures.

In an emergency situation, if the School determines that the building or premises is unsafe, the children will be transported to: **Starting Point Children's Center** located at 11025 Ranchstone Dr. Houston, TX 77064. Telephone number: 281-970-2125. If there is an emergency situation and the School closes, families will be notified as soon as possible to pick up their children. If the family cannot be reached, the emergency contact will be called (this person should be local living in the state).



***Emergency Contact List***

Kids 'R' Kids of Jersey Village 281-807-0999

Emergency 911

Fire Department 713-466-4073

Police Department 713-221-6000

HCA Houston ER 24/7 – Cypress Fairbanks 281-890-4285

Poison Control 800-222-1222

Child Abuse Hotline 800-252-5400

Kids 'R' Kids Franchise Support Center Region Manager 770-279-7777

If the School's phones are not working, you can reach us on our cellular phones:

Jeannette Encinosa: 281-507-2182

# **Child Conduct**

## ***Basic Expectations***

Our goal is to maintain a secure, challenging, and nurturing school environment. Another equally important goal is to help children mature and learn a sense of self-responsibility. Our discipline policy at Kids 'R' Kids is built around our understanding of child development. Our goal is to allow each child to find and develop their own personal self-management skills. As teachers and staff, we offer children choices, so they feel powerful in their ability to gain self-control. When appropriate, we use positive behavior management techniques to further develop self-discipline. In situations where younger children are having a difficult time managing negative emotions, it may be appropriate to have the child work one-on-one with a teacher or member of the administrative staff to resolve the situation. Families will always be informed if a situation such as this has occurred. If a child continues to have a difficult time, a team meeting with the family may be requested to develop a plan of action to best meet the needs of the child and the family.

## ***General Conduct***

Children and parents should be considerate and show respect toward other children, faculty, all guests, and visitors. Children should respect School property and the personal property of other people. Children and parents, whether as participants or spectators, are required to show good conduct and courtesy at all School-sponsored events (on and off campus). Any person showing negative conduct may be asked to leave the event and may not be allowed to attend future events.

## ***Discipline and Behavior Management Policy***

Praise, positive reinforcement, and redirection are often effective methods for the behavior management of children. When children receive positive, non-violent, and understanding interactions from adults and others, they develop good self-concepts, problem-solving abilities, and self-discipline. Based on this belief of how children learn and develop values, this facility will practice the following discipline and behavior management policy taken from Kids 'R' Kids, International operational guidelines and the NAEYC Code of Ethics.

Where appropriate, we will use positive reinforcement, time-away, and re-direction with children to guide children toward appropriate behavior. Guidance will be appropriate, respectful, not tied to food or toileting and within appropriate developmental expectation. At times a verbal reprimand, parent conference, or more serious discipline, up to and including dismissal, may be warranted. Corporal punishment is not permitted. We follow the NAEYC Code of Ethics – Principle-1.1: "Above all, we shall not harm children. We shall not participate in practices that are disrespectful, degrading, dangerous, exploitative, intimidating, emotionally damaging, or physically harmful to children."

Consistent application of disciplinary policies is sought, although each situation is judged on its merits, and every effort will be made to ensure that decisions are not arbitrary.

In some circumstances, a child may be placed on probation. Children who are placed on behavior probation may be required, at the School's discretion, to have their family sign a Behavior Action Plan with the School as a condition of continued enrollment. Failure to comply with the stipulations in the disciplinary probation agreement may result in dismissal.

Children may be dismissed for serious first offenses; repeat infractions (even if not related); conduct resulting in harm, damage, or disruption to the educational environment; parent or family member causing disruption to the School or the School's educational mission; non-payment of tuition or fees. Any matter taken under consideration by the Owner directly may be grounds for expulsion. **The School reserves the right to dismiss any child at the sole discretion of the School's Director or Owner.**

In addition, the School may report to the appropriate governmental authorities any actions that appear to violate law.

### ***Child Behavior***

Our standards of conduct are designed to provide children with guidance to help them meet the goals and expectation of our community. The list of rules and policies should be read carefully. Violations will result in serious consequences, up to and including suspension or dismissal from School. Children may also be held responsible for any damage or harm that they cause to individuals and/or the School community at large. These policies and standards apply any time a child is enrolled in this School, including when a child is on campus, is participating in or attending a School-sponsored event on or off campus, and in the evening, on weekends, and during school breaks, including summer break. In addition, the School regards any behavior prejudicial to the best interests of the School, whether at School or elsewhere, as sufficient grounds for a disciplinary response. The policies and rules outlined in this handbook should not be read as an all-inclusive description of the School's standards, which are based on **honesty, respect, trust and safety**. Any behavior that constitutes a breach of these School values may be treated as a School rule violation.

Children will be subject to disciplinary action up to and including immediate dismissal for:

- Abuse or damage of School property
- Bullying/Harassment
- Committing a serious breach of conduct inside or outside of the School
- Possession or use of a weapon, among other things
- Use of profane, obscene, bigoted or other type of offensive language
- Sexual misconduct

- Disrespect
- Dishonesty
- Disruption of School functions
- Failure to cooperate with staff
- Fighting or Horseplay
- Hitting
- Lewd or obscene behavior
- Leaving campus without authorization
- Possession or sale of tobacco, alcohol, drugs, or drug related items
- Stealing
- Threatening behavior
- Verbal or physical assault or battery
- Violation of School's "Computer/Network Policy"
- Inappropriate use of the Internet.
- Willful disobedience

### ***Biting***

The School understands that biting is very common among children ages 12 months to 3 years. Biting can reflect not only a toddler's feelings, but also their limited expressive language which is a part of normal early childhood development. The school will make every effort to work with the family and the classroom teacher to provide additional support and help identify triggers, however, **repeated incidents of biting may result in the withdrawal of the child. Our objective is to ensure that our School maintains the highest level of safety for every child enrolled.**

Our Policy is as follows:

- If a child bites three times in one day or makes attempts to bite (as long as the skin on the other person is not broken) then the child will be sent home for the remainder of the day. The goal is to prevent biting and help change the behavior, **not** to send the child home.
- If at any time the skin is broken due to a bite, then the child will be asked to go home immediately for the remainder of the day and possibly the next day.
- If biting is unable to be managed or the child has been sent home three times, then it may be necessary for the child to take a break from class for a week. We know this can be an inconvenience for parents, but we feel that this additional step must be made in order to protect other children in the class.

### ***Harassment and Bullying***

The School is dedicated to fostering an environment that promotes kindness, acceptance, and embraces differences among individuals. Therefore, the School will not tolerate any type of harassment or bullying by a child, employee, or any third party (including vendors, contractors, donors, volunteers, parents, and visitors). Children should be aware that their off-campus behavior (on fieldtrips or on the bus) is also covered under this policy, regardless of when and where the conduct occurred or who was affected by the child's inappropriate behavior. Harassment is broadly defined to include unreasonable conduct or behavior that is personally offensive or threatening, impairs morale, or interferes with the educational environment of children and includes, but is not limited to, slurs, jokes,

comments, teasing, and other offensive conduct relating to race, religion, color, sex, gender identity, sexual orientation, national origin, citizenship, or disability. Harassment also includes sexual harassment.

Bullying includes a variety of behaviors, but all involve a person or group trying to take advantage of the power they have to hurt or reject someone else. These behaviors can be carried out, physically (hitting, kicking, pushing), verbally (calling names, taunting, teasing, threatening, ridiculing, spreading rumors, etc.), electronically, sometimes called "cyber-bullying" (posting defamatory remarks or photos, sending threatening emails, creating fake profiles, taking over an account and posting as someone else), or through relational aggression (harming or threatening to harm relationships or acceptance, friendship, or group inclusion) or emotional aggression (teasing, threatening, intimidating others).

For parents of younger children, these words are not always meaningful. Therefore, in explaining the concepts, you should stress that the School needs to know whenever anyone at School makes your child feel uncomfortable. In that regard, you should remind your child that it is not nice or permitted to call other children by mean names or to tease them in ways that are hurtful. It is also not nice or permitted to grab or touch another child's "private parts," to pull down another child's pants, to look up a girl's dress, or to intentionally open the door on a child who is using the bathroom. You should explain that your child should not engage in these types of hurtful behaviors when your child talks, writes, draws, or plays with other children. We like to remind the children of the Golden Rule: "Treat others at the School the same way you would like to be treated."

Bullying or harassment can occur through any type of communications method, including face-to-face communications, phone, text, email, postings on social media (Facebook, Instagram, Snapchat, GroupMe, etc.), camera phones, or other forms of technology. The communications can be direct or indirect, such as through friends or others. Any type of offensive conduct, whether on or off campus, on a bus, or at a School-related event, can create an uncomfortable school environment.

It is the responsibility of all members of the community to ensure that their words, actions, and interactions with others always reflect the intent to promote respect and trust. Attempts to justify behavior as a "prank" or "joke" do not change its harassing or bullying nature if the object of the joke or prank is not a willing participant. Whatever the basis for the harassment or bullying, it is prohibited.

All concerns relating to harassment or bullying should be reported immediately to the Director. We also expect that anyone, whether child, staff or family member who witnesses, or has knowledge of an incident of bullying or harassment, will report the incident to the appropriate individual identified above.

When the School administration becomes aware of harassment or bullying, the situation will be promptly investigated. Any child found to have violated this policy will be subject to disciplinary action, including dismissal from school for serious violations, even in the case of a single expression, act, or gesture. Conduct need not meet the legal definition of harassment or bullying to violate the School's expectations for appropriate behavior and be actionable. No adverse action will be taken against any person who makes a good faith report of harassment or bullying. Retaliation in any form against anyone for making a complaint under this policy or for participating in an investigation is strictly prohibited. Any retaliation should also be reported pursuant to this policy and is itself a cause for disciplinary action.

### ***Drugs, Alcohol, Tobacco***

Although it should go unstated, children must abstain from the use or possession of alcoholic beverages, illegal drugs (which includes medical marijuana), or tobacco products (which includes e-cigarettes and vaping/juuling, whether or not nicotine is present), both on and off School property. In the event that the School becomes aware of a child's involvement in any of the above-mentioned activities, the Owner will determine appropriate action, which may include substance-abuse testing, treatment, suspension, or expulsion.

With the exception of medical marijuana, which is always prohibited, this policy does not prohibit the proper use of medication under the direction of a physician. However, the misuse or abuse of such drugs is prohibited. Children who are taking prescription or non-prescription drugs which could affect their ability to function in a safe manner must notify the School of this fact when they report to School.

Consequences: In addition to determining the appropriate disciplinary action pursuant to the School's Discipline Procedures, the School reserves the right to impose additional or different requirements as appropriate for the circumstances in its sole discretion.

### ***Threats/Weapons***

The School takes all threats seriously, even when children make comments in jest, on the Internet, by text, or away from School toward or about another child, employee, or the School. Children are prohibited from bringing any type of weapon (whether operable or not) to School or School-sponsored events, including knives, guns (all types), fireworks, etc. This prohibition includes, without limitation, pocketknives (even those that are part of a key chain), firecrackers, matches, lighters, smoke bombs, stink bombs, or any type of explosive device. Any such item may be confiscated and, if appropriate, turned over to law enforcement. Any pictorial depictions of weapons, or verbal or written comments that the administration determines in its discretion appear to be threatening in nature, or any behavior that is threatening, will result in disciplinary consequences.

All members of our community are required to immediately report any comment, posting, text, or other form of communication or information that they receive or learn about that

reflects that someone has made a threat toward or about another child, an employee or the School. If there is any communication or behavior that concerns you, report it the Director.

### ***Searches***

Admission to our School is conditional upon consent to searches. Refusal to comply with a request for permission to search a child's possessions may result in suspension or immediate dismissal of the child.

Children must provide any passwords or other access required to inspect such places or items upon request by a school administrator. Inspection of electronic devices includes laptops, phones, cameras, and any other electronics, including the contents of same (texts, emails, photos, images, address books, applications, etc. whether such message or information was sent over the school's system or any personal account such as Yahoo, AOL, Gmail, etc.). Children and their parents' consent to the School logging into the device and its contents and applications, as well as accessing all communications, including, without limitation, stored communications. Further, the parents authorize the School to seize and permanently retain property disclosed by an inspection or search which is considered potentially harmful, dangerous, illegal, or inappropriate, or the possession of which is a violation of the School's rules, community standards, and/or local, state, or federal law.

### ***Dress Code***

All children must be fully dressed and wear closed-toed shoes, no Crocks or sandals. All personal items must be labeled (backpacks, sheets, blankets, coats, etc.).

### ***Screen time***

We offer several activities throughout the day that involve the use of technology like computer classes and smart board activities. We monitor the time children are exposed to a screen as follows:

- Children from birth to 2 years old will not participate in any activities that involve being exposed to a screen.
- Children from 2 to 5 years old may participate in technology activities but the time they are exposed to a screen will no exceed one hour per day.

## **Other General Policies and Procedures**

### ***Computer /Network Policy***

Members of the School community will not abuse, tamper with, or willfully damage any computer equipment; use the computer for other than appropriate work, or bring food or drink into any computer area. Any intentional acts of vandalism will result in the child being held responsible for replacement or repairs. Messages and materials on the School's computer systems or accessed, received, or sent through the use of the School's network are NOT private and the School may access, read, and disclose such messages and materials, as well as take disciplinary action as a result of inappropriate messages and materials. The School reserves the right to monitor its systems and network and to inspect user directories for inappropriate files and to remove them if found and to take other appropriate action if deemed necessary.

### ***Confidentiality***

Information pertaining to the children enrolled at the School and the staff employed at the School is considered confidential.

To set up play dates or send party invitations, etc., families often ask for the phone numbers and/or addresses of other children in the School. We will happily pass along notes or messages from you, but we cannot release confidential contact information.

### ***Provision of Outside Services (i.e. Babysitting services)***

The teachers in our center are professionals or are in training to become professionals. As such, we expect all teachers and all other staff in our center to abide by following principal set forth by NAEYC: "We shall not use our relationship with a family to private advantage or personal gain, or enter into relationship with family members that might impair our effectiveness in working with children." As a result, our teachers and staff members are prohibited from providing babysitting, transportation, tutoring, and other services to our families.

We ask for your cooperation and support by refraining from asking any of our teachers or staff to provide care for your child at any time other than when they are in the center. We understand the level of comfort that you feel with our teachers and staff and how hard it is sometimes to find quality after hours care; but, we also know that you expect excellence and high quality from us and we expect it of ourselves. Your support helps us achieve those goals.

### ***Diapering***

Children are checked at scheduled intervals throughout the day and changed at the first sign of wetness or soiling. No child is knowingly left in wet or soiled clothing. For children who wear diapers or toilet training pants, each family must provide an ample supply for each day/week. We do not supply these items and families will be notified if a child is running low on supplies.



### ***Field Trips***

Classes may plan field trips during the year to acquaint children with community resources and to provide educational experiences that will enhance classroom-learning activities. In addition to the required transportation paperwork, **a signed participation permission signed by the guardian is mandatory.**

Children scheduled to go on a field trip will wear a Kids 'R' Kids t-shirt identifying the child as a student of Kids 'R' Kids. A child may be checked out from a field trip as long as the family has signed a release form. This policy is to help the staff keep an accurate count of the children.

Classes will always use the Kids 'R' Kids bus for fieldtrips.

- Children not attending field trips because of a parent's preference, are required to go into a classroom. If an appropriate classroom is not available for that child, they may be required to stay home that particular day.

### ***Lost and Found***

All items turned in to the Lost and Found will be held for 30 days. If not claimed, they will be discarded or donated to a charitable organization.

### ***Meals and/or Snacks***

Our School will provide a nutritious breakfast and lunch every day along with a snack in the afternoon. Meals and snacks served at our School comply with state and USDA's Child and Adult Care Food Program (CACFP) guidelines.

Our professional chef offers a variety of meal options in a four-week menu rotation. Our most current menu is posted in our website and there is always a copy in our menu board in the cafeteria. We do not allow parents to bring food for their children into the classroom.

We are a nut-free School. Absolutely no peanut products may be brought into our School. This includes food products that are cooked with or near nut oil.

- Infants

A written feeding plan for children under twelve months of age must be completed and submitted by the families. This plan should be updated monthly as new foods are added or other dietary changes are made.

All baby bottles (including the cap) must be clearly labeled with the child's name and current date. Formula or expressed milk must be brought in appropriate

amounts for feeding. Any milk warmed must be used within an hour or it will be discarded.

We provide baby food made from scratch by our chef.

- Preschool

Meals and snacks are provided by the School and are according to the schedule posted in the Café. Mealtime is seen as a part of the learning process. Children are served in the Kids Café and are encouraged to display proper table etiquette. They are also encouraged to taste all the food that is served but are not forced to eat anything. At no time is food withheld as punishment.

- School-Age

Children enrolled in our Before-and After-School program will be served breakfast and an afternoon snack while in our care. Lunch is also provided if the school-age child is present during lunch time (summer and school holidays, etc.).

### ***Allergies and Special Diets***

A weekly menu is posted in the Kids Café including all food that will be served for snacks and meals. Any special diets for food allergies must be discussed with chef and the family needs to provide a physician's note before the child first day in our school.

### ***Breastfeeding***

Families are able to provide premade breast milk bottles for their infants while in care. The bottles will be marked with the child's first and last name and a red label to specify that it contains breast milk. We provide a quiet space (boo-boo room) and nursing covers for mothers who wish to breastfeed in our School.

### ***Naptime***

All younger children are required to have a quiet time following lunch and are encouraged to sleep during this time. Children who are five years of age and older are not expected to nap but are provided with quiet time. Children who fall asleep will be allowed to sleep until the end of the rest period, as designated by the daily schedule. Children may bring a small item to comfort them and help them rest. The item, including pillows, must be small enough to fit into their cubby box.

### ***Personal Belongings***

Upon enrollment in our program you should bring the following for your child:

- At least two complete changes of clothing appropriate for the weather with each item labeled with the child's name or initials, including socks and underwear
- A supply of disposable diapers for children who are not yet toilet-trained

- You may bring a lightweight blanket or soft toy for rest time that is labeled with the child's full name (does not apply to infants).
- All children will be outside during the day, weather permitting. Please make sure your child has adequate clothing for outside play. (This includes a jacket or coat, closed-toe shoes only. No open-toe shoes – flip flops or sandals – will be allowed at School.)
- If your child is too sick to go outside, a physician's note explaining the reason should accompany the child before the exclusion is accepted.

### ***Pets***

Because of health and safety concerns, pets may not be brought to School without the Director's advance consent. When picking up or dropping off your child, please keep pets in the vehicle.

### ***Media Release***

Upon enrollment, you will receive a copy of our Media Release to read and sign. Many pictures will be taken in your child's class and throughout the School during the time that your child is our School. Other families and teachers may take snapshots of parties and special events within the program. If for any reason you do not want your child photographed, please let a member of the management team know as soon as possible. Also, be sure you make the classroom teachers aware of your wishes.

### ***Prohibited Items***

The following items should not be brought to the School by children:

- Cell phones
- CDs, DVDs, iPods, PS2s and similar items
- Wearable technology, such as smart watches
- Cameras and video cameras
- Skateboards
- Electronic games
- Inappropriate reading material
- Any other items that would distract from learning
- Chewing gum or candy

### ***Safeguarding Valuables***

Children should not bring excessive amounts of money (over \$5.00 is considered excessive) or other valuables to the School. Valuables such as expensive clothing, blankets, toys, electronics, jewelry (necklaces, bracelets, earrings, etc.) should not be brought or worn to School. The School will not be responsible for lost, stolen or damaged valuables.

### ***Special Events***

Arrangements should be made with the teachers regarding a birthday or holiday party. If you are bringing a cake or special snacks to the class, they will be served in addition to snack/meals required by the general nutrition policy, and they must be purchased from the store and have an ingredient label (label must not say "nuts" or "nut products" at all). No home-made food will be accepted for School parties due to possible food allergies present in the classroom. No pizza or other food deliveries are permitted.

Holiday parties will take place in the classroom throughout the year. Generally, a note is posted to notify families of an upcoming party and many times families are asked to volunteer to bring food or drink. If at any time you object to a party for religious or other reasons, please notify your child's teacher or a member of management as soon as possible, so they can make arrangements to care for your child during that time. We will assume that all children can participate unless notified to the contrary. Please remember that no latex balloons are permitted, and "goody" bags must be given as the child goes home with their parent.

### ***Telephones***

Children are allowed to use the office phones for an emergency with a note from a teacher.

### ***Toilet Training***

When you believe that your child is ready to begin toilet training, please discuss this with your child's teacher. We will assist by encouraging your child to visit the toilet between diaper changes. With the first signs of success, we will recommend that you send your child to school in training pants. Because toilet training can result in many soiled clothing items at school, please be sure your child comes to school with several (two to three) changes of clothing. Be sure extra clothes are appropriate to the present season and are labeled with your child's full name. All soiled clothing will be sent home the same day for laundering. The School is prohibited from laundering any child's soiled clothing within the School's laundry.

### ***Toys***

The School provides many toys for the children's learning centers. Therefore, we request that toys not be brought from home. Please note this does not include special transition objects such as blankets or other security items to which your child is significantly attached.

### ***Local School Transportation***

Local Elementary Schools Serviced by Kids 'R' Kids of Jersey Village:

- Bang Elementary School.
- Gleason Elementary School.
- Post Elementary School.

- Wilbern Elementary School.
- Danish Elementary School.
- Emmott Elementary School.

Kids 'R' Kids reserves the right to add or delete any of the above schools.

Transportation is provided to and from the school only with parental permission. The Kids 'R' Kids transportation forms must be signed once a year.

You must notify us each time your child does not need transportation to or from school when we normally provide this service to you. If we are not notified that your child does not need transportation from school to Kids 'R' Kids in the afternoon before the bus leaves our facility.

### ***Visitors and Volunteers***

While your child is in our care, you can always be assured that the door is open to you. Parents of children enrolled in our programs are NOT required to call prior to arriving and may visit unannounced at any time during our business hours. Please understand, however, we need to balance our open-door policy with maintaining the safety of the children on our campus - a top priority for our faculty and staff. As such, families and visitors **must** first report to the administrative staff and sign in at the front desk before visiting any class or any other location on School property during School hours. Only parents and Emergency Contacts may remove a child from the School. If you are asking to see your son or daughter, please do not be offended if you are asked to show identification. This is a safety measure intended to protect your children.

Families who want to help in the classroom, Kids Café, playground or during field trips must have a complete comprehensive background check and any additional paperwork required by the state.

### ***Smoking***

For the health of all School employees, children, and other members of the community, smoking and the use of tobacco products is **not permitted anywhere on our** campus (including the parking lot). All individuals are prohibited from smoking or using tobacco products in the buildings, on the grounds, and in the parking lot. Parents who smoke in their cars must dispose of the cigarette prior to entering the parking lot. This policy also applies to electronic cigarettes, also known as e-cigarettes, e-sigs, digital cigarettes, alternative cigarettes and "vaping."

## **Final Statement**

Our goal at Kids 'R' Kids of Jersey Village is to provide you and your child the highest quality care. We believe that nurturing children in a loving and learning environment contributes to their overall success in life, therefore we commit ourselves to providing superior childcare and early education services to your family.