



## Kids R Kids of Lakeshore

16325 West Lake Houston Pkwy  
Houston, Tx 77044

## Operational Policies



## Parent/Guardian Agreement with Kids R Kids #35

1. Kids R Kids #35 agrees to provide childcare for my child during the hours of 6:00a.m. to 6:30 p.m.
2. I agree to pay the tuition fee as designated by the school. Payments are due on Friday or Monday for the upcoming week.
3. If my child is currently on medication prescribed for long-term use and/or has the following pre-existing illness, allergies, or health concerns, I will inform the director in writing and agree to provide the school with all required information pertaining to the administering of medication; date, prescription #, doctors notes, direction, medication in original pharmaceutical container, etc.
4. I agree to follow all requirements of the schools medical policy.
5. If my child has any special needs that may affect participation in school activities, I will inform the director in writing.
6. If a special accommodation is required, I will inform the director in writing, so that my child's needs will be met in the most effective way while attending.
7. I understand that my child will be provided breakfast, a.m. snack, lunch, and p.m. snack during his/her hours of attendance.
8. I understand I am responsible for any special diet required by my child. If my child's diet requires breast milk or formula taken from a bottle, I understand I will provide Kids R Kids with the appropriate number of bottles containing breast milk/formula necessary for the each day. Each bottle must be clearly labeled with child's first & last name.
9. I understand I will provide diapers, clothing, pacifier, diaper cream, toothbrush, and any other personal item my child will need during school hours.
10. Transportation is provided to and from public school and on planned field trips with signed parent/guardian permission. A separate form and signature is required for this service. A school age transportation agreement form must be signed each school year. A field trip agreement form must be signed before each individual trip.
11. Should my child become ill during the time he or she is in the care of Kids R Kids or suffers an accident of any nature, the school will contact me immediately and is authorized to secure such medical attention and care for my child as necessary. (parent/guardian will assume responsibility of payment).
12. I understand that if my child is ill, including, but not limited to, a severe cough or sore throat; undetermined rash or spots; temperature over 100 degrees; severe headaches; upset stomach or diarrhea; he or she cannot be in attendance until symptom free for 24 hours and/or released with a physicians note that they are not contagious. If your child is diagnosed with a contagious illness you are required to notify Kids R Kids as soon as possible. We will then take measures required by the CDC/Health Dept to prevent further spread of the illness within the school.
13. I understand that Kids R Kids #35 is individually owned and operated. that Kids R Kids International, Inc. nor any other Kids R Kids is responsible for the actions or obligations of this school.
14. I understand that it is my responsibility to escort my child into and out of the school. To sign my child in and out of the school. I understand that a staff member will escort my child into and out of the school when being transported from public school or Kids R Kids transportation.
15. I understand that as a parent of Kids R Kids Lakeshore, I must always have a respectful relationship with all other families, students, and guardians, both inside and outside of our school.
16. I understand that Kids R Kids of Lakeshore is a private preschool and may disenroll any student at any time to ensure the safest learning environment at our school.
17. If I have not picked up my child 30 minutes after closing, and all attempts to contact listed contacts fail, Kids R Kids will contact the proper authorities.
18. We open at 6:00 and close at 6:30 pm. I understand that if my child is picked up after 6:35 a \$15 fee is assessed. Calling will not waive the late fee. Every 10 minutes after 6:35 another \$15 will be added. (6:45, 6:55, 7:05 etc.) If you are late picking up more than once per week, a \$25 late fee will be added at 6:35 pm and every 10 minutes after that another \$15 fee will be added.



## Center Policies

1. Hearing and Vision Screening: When your child turns 4 yrs. old, the health department in conjunction with the school district requires all children to participate in a hearing and vision screening. You may choose to do this through your pediatrician.
2. Enrollment Procedures are as follows: Complete the Pre-Registration Packet and Enrollment Application. Leave your first week's payment and your registration fee to hold your spot for the date of enrollment. By the start date your child must have all paperwork filled out and signed, a copy of the Admission Statement signed by a doctor, and a copy of the child's updated immunization record turned in to the director. We will notify you by letter or phone of any policy changes.
3. Parents are required to provide immunization records and updates as required.
4. Parent/Teacher conferences to discuss academic progress are available anytime. Reports Cards are handed out every three months.
5. If you have any questions or please feel free to discuss it with a director at any time by calling the school, sending an email, or making an appointment for a conference.
6. We welcome parents to join us for any activities or special events, and you can do so by letting the front desk know at any time. Parents are always welcome to participate in special events, party days, field trips, or to schedule a classroom observation, visitation, or parent/ teacher conference anytime. Please see a director to arrange this for you.
7. If your child does not attend for 2 weeks or more with no communication between you and a director you will be dis-enrolled and your spot will not be secured.
8. You are always welcome to review a copy of the Minimum Standards and the centers most recent Licensing inspection report. (form 2936)
9. If you would like to contact the local Licensing office or Abuse Hot Line you can call 713-940-5200; [www.dfps.state.tx.us](http://www.dfps.state.tx.us)
10. \*\*\*Kids `R` Kids #35 of Lakeshore will require that there is no gang activity allowed within 1,000 feet of our facility. Any gang activity within 1,000 feet of our facility is breaking the law and will result in increased penalty.
11. Parents are required to provide their child with an extra set of clothes. On field trips students must wear tennis shoes, NO sandals or flip flops. Please send children to school with shorts on under their dress.
12. Kids `R` Kids of Lakeshore #35 communicates with all parents by signage, letters, emails, Kid Reports <sup>TM</sup>, or broadcast messages on our childcare software management system.
13. Kids `R` Kids of Lakeshore #35 allows breast feeding on site, if the mother covers up and nurses in an area that is not viewed by cameras. A director will designate a comfortable place for nursing to occur.
14. Our school offers physical activity 2- 3 times per day depending on the age of the students in each class. We most often have free play on our age appropriate playgrounds for 30 minutes each morning and afternoon. If weather does not permit, we have an alternate indoor activity such as cosmic yoga, ball play, tunnel play, or parachute play. We recommend socks and tennis shoes be worn daily to school to ensure best support for active times.



## Tuition Policies

1. Tuitions are due on Friday or Monday for the upcoming week. Accepted methods of payment are cash, debit card, check, or ACH withdrawal system.
2. A \$25 late fee will be applied to any account with an unpaid balance as of close of business on Monday evening.
3. Families on vacation or out for general illness are still required to pay tuition on time to avoid late fees.
4. Payments made after the close of business Monday must include the \$25 late fee.
5. Payments asked to be held must include the \$25 late fee to be accepted for posting.
6. Late fee charges cannot be waived for any reason outside of immediate family medical emergencies and can only be discussed with the accounts director or owner. This does not include general illness.
7. If an account is still unpaid by the close of business on Wednesday we have the right to suspend your child's attendance until the balance is paid in full. On Thursday any unpaid accounts will be called to either come and pay the balance or remove your child from school until the balance is brought to zero.
8. We require at least one week notice and the last week paid in full, for any families dis-enrolling from the school.
9. Families who plan not to attend for 5 consecutive business days will receive a vacation week credit upon filling out the vacation form. This means you will pay half of your normal weekly tuition. Vacation payment is due on Friday or Monday, before the vacation week, or it will be considered late and incur a late fee.
10. If you are enrolled full time then your weekly tuition charge will remain at full time. Tuition rates will not be adjusted on a week to week basis. This includes absences due to illness, inclement weather, partial week vacations, etc.
11. Tuition rates will remain at your regular tuition rate during closures such as, but not limited to, severe weather closures, holiday weeks such as Thanksgiving, Christmas, New Years, July 4<sup>th</sup>, MLK Day, Labor Day, Memorial Day, Good Friday, etc. Unless you utilize a vacation week.
12. School age child tuitions will be adjusted during weeks they need care for extended time, such as but not limited to, holiday weeks, public school closure, severe weather, etc.
13. Annual Registration Fees are billed every January and are due by January 31st. Cost for single child is \$100 and cost for multiple children \$150. Any payment made after that date will incur a \$10 late fee weekly until paid. Registration fees are non refundable.



## **Policies Regarding Health & Medication**

In our school we have very specific guidelines regarding health. These policies are intended to be very clear on what health issues would make it necessary for your child to be kept out of school. It is our hope that these policies address all concerns from parents and staff. Administered correctly and fairly, they are in place to protect the best interest of all our children, well or ill, as well as our staff. As you are reading our guidelines please understand they are not intended harshly. It is our intent in the school to be healthy and germ free, we ask that you follow these guidelines and policies to work with us in achieving that.

To preserve the health of ALL children we ask that you not send a sick child to school. Small children in particular are prone to illness and infection because their immune system is not fully developed. One sick child in the classroom places all other children at risk. In addition the child usually has a miserable day, and bottom line should be seen by the doctor.

### **According to state guidelines a child may not be admitted for care if one or more of the following exists:**

1. Under arm temperature of 100 degrees or higher
2. Lethargy
3. Abnormal breathing
4. Excessive diarrhea (3 or more)
5. 2 or more vomiting episodes in a 24 hour period
6. Undiagnosed or spreading rash
7. Mouth sores with drooling
8. Child exhibits symptoms of or has officially been diagnosed with a communicable disease (Pink eye, Strep, Thrush, RSV, Lice, Impetigo, Flu, Mono, Ringworm, Rotavirus, Scarlet Fever, Meningitis, Scabies, Croup, etc.)

If a child presents with any of the above while attending our facility a parent or guardian will be contacted to pick up the child immediately and have them seen by a physician.

A **child can return to school when** fever free for 24 hours without medication and active signs of illness are no longer present. Children do not have to remain away from the center until all secondary symptoms disappear since some nasal and bronchial congestion may linger for several days following a cold or flu, but the child generally is not contagious. Consult your physician if you have any questions. If a child was diagnosed with a communicable disease, they must have a doctors release to return to school.

**A health check will take place upon the child's return to ensure that sick symptoms are gone.**

**Medications administered by the school** follow very strict guidelines. **You MUST sign in all medications on our sign up sheet daily and indicate the dosage clearly. You must sign a new medication authorization each time you bring a new medication.** All medications must be taken home every day. We only give medications when it is required within the time they will be attending school. For example: if the prescribed medication is to be taken twice daily then it can be given at home. If it is prescribed for 3 times a day then we can give it here with the proper forms completed and only at the times of 11:00 a.m. & 3:00 p.m. this is to keep us on a schedule so that we don't miss any medications to be given. We will not give medication at any other times. If you have any special medication need you must discuss it with the director. If medication is over the counter, we will need a note from the physician in order for us to administer the medication. With a doctors permission form, we will give Tylenol or Motrin for up to 7 days for pain or fussiness due to an illness. We will only administer a prescribed medication to the child to which it is prescribed and only as prescribed by the physician. We cannot give expired medication or medication as needed. All emergency medications kept at our facility, must be accompanied by a doctor's note and the note must be renewed every six months.

The Medical Facility the school will use is Northeast Medical Center Hospital Phone: 281-540-7000

Address: 18951 Memorial North, Humble, TX 77338

In the event of an emergency involving my child, and if Kids `R` Kids cannot get in touch with me, I hereby authorize any needed emergency medical care. I further agree to be fully responsible for all medical expenses incurred during the treatment of my child and to hold harmless and release Kids R Kids #35 and Kids `R` Kids International, Inc. from all liability.



## Policies Regarding Child Pick-Up

The following guidelines are regarding the pick-up of your child from our center by someone other than yourself or your spouse. These guidelines might very well be the most important for you and your designated alternates to understand. Please make sure that we have a current Drivers License Number for any person, including parents, on file with us at all times for anyone listed on file as an alternate pick-up.

1. Please update your child's file with any persons you wish to add to the pick-up list.
2. You **MUST** have their current driver's license number and the person picking up must have their license with them for us to release your child to them.
3. Person must be at least 16 years of age with a photo id and on the pick-up list.
4. If you have to call us during the day with alternate pick-up instructions, we will need the first and last name of the person as it appears on their driver's license as well as the number on the license. We will then hang up and call you back, with the number we have listed for you, to verify that you did call us and request this.
5. The alternate must stop at the front desk or we will stop them in order to verify who they are here to pick-up.
6. We will notify the classroom teacher if there will be an alternate pick-up for the day. If the teacher has not been notified they will contact a director upon pick-up of the child to get approval.
7. Non-Custodial parent concerns are handled as to the letter of the law. For example, if we have a parent come to us and say that they do not want a natural parent whom they are separated or divorced from to pick-up their child, we cannot enforce this without a copy of the court order that states these instructions.
8. Random Non-Parents pick-ups such as grandparents or aunts and uncles must be listed or added to the pick-up list.
9. If someone comes to the center to pick-up your child and we have not heard from you to verify prior to the pick-up, we will attempt to contact you. If we cannot contact you we will not release the child to the person and we will ask them to leave.
10. If we have any uncooperative alternate we will treat this as a 'full security situation'. If that situation gets out of hand we will treat it as a possible abduction. In any event, we will not hesitate to call the local authorities for back up in the event the situation deems necessary.
11. If anyone attempts to visit the school or pick up a child without securing proper approval, they will remain at the front desk until a parent can be reached to validate the identity of the alternate.
12. Our number one priority is to protect your child.



## **Discipline and Behavior Management Policy**

At Kids `R` Kids, we use a method of “redirection” to guide children toward appropriate behavior. If a child is engaged in a behavior that is not conducive to a safe and happy learning environment, the teacher will “redirect” the child toward the appropriate behavior.

Parent/Teacher/Director communication is ongoing to express concerns and discuss strategies to encourage your child has a successful academic experience.

*Kids `R` Kids #35* reserves the right to dis-enroll any child without notice that displays behavior that is harmful or disruptive to the other children’s ability to learn in the classroom.

\*Any child showing excessively harmful behavior will be sent home immediately for the day.

\*Any child showing 2 or more disruptive behaviors the day before or day of a field trip will not be allowed to attend the field trip.

### **Disruptive behaviors include:**

1. Kicking
2. Pushing
3. Scratching/Pinching
4. Hitting/Punching
5. Requiring more than 10 minutes of one on one direction
6. Outbursts that require removal from the classroom in order to protect other children and teachers.
7. Wrestling
8. Head Butting
9. Biting or Spitting
10. Throwing toys
11. Inappropriate language
12. Running from class or school
13. Getting on top of tables or shelves
14. Refusing to follow directions
15. Choking

**Step 1** - If a verbal child displays these behaviors repeatedly during the school day, the 2<sup>nd</sup> occurrence will yield a phone call to a parent, and 3 or more times, they will be sent home for the day. We define a verbal child, as a child who communicates with words 75% of the time.)

\* If a nonverbal child is hurting anyone else in a way that causes a mark, hurts the head, or involves choking, his or her parents will be notified and we will follow the same steps that would be followed for a verbal child due to the severity of the harm being done.

**Step 2** - If a verbal child in our program is exhibiting these behaviors 8 times in a 5 day attendance period, a parent/ teacher conference will be held and any relevant suggestions we can make will be discussed. An action plan will be implemented at home and school to result in the elimination of these behaviors.

**Step 3** - If a child repeats step 2, a second parent/teacher conference will be arranged within 24 hours, and a time will be scheduled for the parent to come and observe the child at our school to help resolve any disruptive behavior. If step 3 is not completed, step 4 will be implemented.

**Step 4** - If a child repeats step 2 a third time, parents are asked to make arrangements for a one week furlough from the center to give the child a break from being physical as “a habit.” (1<sup>st</sup> furlough)

**Step 5** - If a child returns from the first furlough and repeats step 2, we must dis-enroll the child for 3 weeks. (2<sup>nd</sup> furlough)

**Step 6** - If a child returns from their second furlough and repeats step 2, we must dis-enroll the child for 30 days. (3<sup>rd</sup> furlough)

**Step 7** - After a child returns from their 3<sup>rd</sup> furlough and repeats step 2, we must permanently dis-enroll the child. It will be at the owner’s discretion if the child may return in the future.



## Biting Policy

Our policy regarding biting is in place for situations that fall into two categories. The first being unprovoked bites; biting that occurs by children over insignificant issues, often children (under the age of three) that have not developed verbal skills. The second being unwarranted bites; biting that occurs in an aggressive nature, when children (age 3 and older) have developed verbal skills enough to use language to express their feelings rather than biting.

### I. Biting Policy for Children under the Age of Three:

**Step 1** - *When a child under the age of three years bites the 1<sup>st</sup> time, we tell them biting hurts, bring them away from friends, and redirect them with a distracting activity and inform parents.*

**Step 2** - If a child under 3 bites a 2<sup>nd</sup> time, we repeat step 1.

**Step 3** - If a child under 3 bites a 3<sup>rd</sup> time, we repeat step 1 and a parent/ teacher conference with a director will be held within 24 hrs. A plan of action for home and school will be discussed and agreed upon.

**Step 4** - If a child under 3 bites a 4<sup>th</sup> or 5<sup>th</sup> time, we will repeat step one and continue implementing the action plan from step 3.

**Step 5** - If a child under 3 bites a 6<sup>th</sup> time, a time will be scheduled for the parent to come observe their child and help with redirection, within 24 hrs.

**Step 6** - If a child under the age of 3 bites a 7<sup>th</sup> and 8<sup>th</sup> time, we repeat step 1 and continue implementing the action plan from step 3.

**Step 7** - if a child under the age of 3 bites a 9<sup>th</sup> time, a parent/ teacher conference will be scheduled within 24 hrs, and A plan of action for home and school will be discussed and agreed upon.

**Step 8** - If a child under the age of 3 bites a 10<sup>th</sup> time, parents are required to make arrangements for a 1 week furlough from the center, to give the child a break from biting as “a habit”.

**Step 9** - If the child returns from the furlough and bites again within 30 days, parents are required to make arrangements for a 3 week furlough from the center.

**Step 10** - If the child returns and bites again within 30 days, we must permanently dis-enroll the student until they reach the age of three.

### II. Biting Policy for Verbal Children for Ages Three and Older:

- 1.) When a child three or older bites the first time; a parent/teacher conference with a director will be held. A plan of action will be discussed and agreed upon.
- 2.) If a child bites a 2<sup>nd</sup> time within a 6 month period, a time, within 24 hrs, will be scheduled for the parent to come observe their child and help with redirection
- 3.) If a child bites a 3<sup>rd</sup> time within a 6 month period, parents are required to make arrangements for a 3 week furlough from the center.
- 4.) Upon return if the child breaks policy again, we will permanently dis-enroll the child and they will not be allowed to return.





## Food & Nutrition Policy

We will provide breakfast, a.m. snack, lunch, and p.m. snack at the designated classroom times. Public school age children are provided with breakfast and p.m. snack when they arrive from school on normal school days. Adjustments are made for holiday schedule.

1. All meals served meet USDA Standards.
2. Liquids and foods hotter than 110 degrees are kept out of reach of children.
3. Each classroom has the classroom allergy list as well as the building allergy list in order to be aware of each students need. Our nutrition specialist monitors the items that are purchased for meals very closely in order to avoid allergic reactions when possible. When an allergy is brought to our attention by the parent, our staff is sure to communicate all precautions that are to be taken. Extra allergy information is available upon request.
4. Any foods that are brought into the school to be shared with the class and/or staff must be prepackaged and store bought. No homemade items are allowed to be shared amongst the students.
5. NO peanut butter, peanut products, or tree nut products are allowed. This includes Almond milk, Nutella, or granola that contains nuts. There are alternatives that are welcome ie. sunbutter, soybutter, rice milk, etc.
6. Food brought from home can be stored in our cafeteria refrigerator and delivered at the scheduled lunch time. The children are offered the balanced meal items we have prepared that day as well. If you have chosen to send lunch from home we require you to send your child with a well balanced meal.
7. Our Menus are posted online each month for you to view and are displayed in our cafeteria. They are within the standards required and suggested by Texas Department of Agriculture.
8. After viewing our menu, if there are items you choose for your child not to have then you will need to provide them with an alternative.

**I understand that if I chose to provide alternate meals/snacks for my child, I am waiving KRK's responsibility to provide a balanced nutritional diet for my child that day.**

**I understand that KRK must always serve my child a balanced meal that meets requirements for the Food Program in addition to food brought in from home.**



### TRANSPORTATION GUIDELINES

1. Your child must be at the center no later than 7:15 a.m. to be transported to school in the mornings.
  2. In the event the designated location is unable to receive children they will be returned to KRK of Lakeshore.
  3. In the event that a KRK of Lakeshore school bus is not drivable due to breakdown, or maintenance we will transport all students on another KRK bus from one of our sister schools.
  4. Children will not be left unattended in any vehicle used for transportation.
  5. Children will wear seat belts.
  6. It is vital that KRK of Lakeshore be notified of any changes in the above scheduled transportation.
  7. KRK of Lakeshore will assume the above schedule of transportation will be followed unless we receive different instructions from parents (instructions should be received by KRK of Lakeshore at the earliest possible time.)
  8. Your child must be at the center no later than 7:15 a.m. to be transported to school in the mornings.
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**Please bring in family pictures for us to post in our classroom so your child can see familiar faces during their school day!!!**



## **Kids R Kids of Lakeshore Emergency Procedures**

**Fire:** Evacuate the school, all restroom and closet doors are left open, name to face roll is called and heads are counted aloud before leaving the classroom and upon reaching the playground

**Severe Weather:** Gather together in our café in your classroom's designated spot, a director will give instructions in the café. Then one teacher will go back to class and gather sleeping mats for children to cover their heads to protect from any falling debris.

**Danger in the area:** All classrooms will be directed to return to their classrooms. Teachers will close and lock windows & blinds and keep children away from the back door, making sure that it is closed and locked also. They will complete a name to face plus out loud headcount and then, continue classroom activities until a director comes to say the "school safe password" to resume normally scheduled activities. While there is danger in the area, our school will be on lock down and no guardian will be allowed to drop off or pick up. Our front door will remain locked until our local police determine that there is no longer a threat.

**Danger in the Building:** 1<sup>st</sup> line of defense: do not let a dangerous intruder in the front door.  
2<sup>nd</sup> line of defense: follow Houston Police Department protocol of Run, Hide, Fight.

**Need for Evacuation:** If our school needs to evacuate, our primary relocation site is Lakeshore Elementary School across the street. If we need to evacuate our neighborhood, we will go to our secondary relocation site at The Overlook Country Club, 20114 Pinehurst Dr. Atascocita, Tx phone number 281-812-0193. We will call our sister schools and the local fire department to send busses and transportation to get all students evacuated safely. All infants who cannot sit up will be held by teachers on busses. All toddlers who can sit up will be buckled into bus seatbelts and supervised carefully by teachers. Teachers and Directors will use designated check lists, procedures, and procedures to ensure that all students and staff arrive safely at our relocation site.

## PB & J Camera System

PB & J is an optional live camera service that is provided to enable you to view your children via the internet while they are at our school.

Please download the PB & J family app and create your new account!

You will receive 4 activations to be used for my child's account.

### Parent Orientation

*Please fill in a good time when you can come in for a brief 30 min. orientation visit with a director before or during your child's first week of enrollment. Discussion notes for this meeting follow on the next page. Appointment times run from **9 -11 am** Monday through Friday. Thank you!*

	Monday	Tuesday	Wednesday	Thursday	Friday
Date					
Time					

We're excited to get to know your little one!