



## **Family Handbook**

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*Kids 'R' Kids Learning Academy exists to develop the academic foundation of children by challenging each child in a developmentally appropriate environment, empowering them to become life long learners.*

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## Welcome!

Welcome to our family at Kids'R'Kids. 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!

Our School is open to you any time your child is present in the school. However, for the safety of all children, we do request that you make your presence known to your child's teacher or the front office.

Each Kids'R'Kids school is individually owned and operated with the franchise providing guidance and support.

Our goal is for Kids'R'Kids families 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,

*Jeff & Mercedes Gilbert*

Owners

## **Our Philosophy**

To provide an enjoyable, safe, educational and positive environment for our children, families, staff, and community we serve. We believe children should be “Hugged First, Then Taught.”

## **Our Mission**

Kids‘R’Kids Learning Academy provides a secure, nurturing, and educational environment for young children; a place for children to bloom into responsible, considerate, and contributing members of society.

Kids‘R’Kids wants all children to have the opportunity to grow physically, emotionally, socially, and intellectually by playing, exploring, and learning with others in a fun, safe, and healthy environment.

As a family- owned and operated organization, Kids‘R’Kids welcomes family involvement and encourages a family-teacher approach where the needs of every child comes first to obtain a successful early childhood education.

## **Kids‘R’Kids History**

After twenty-six 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 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, Incorporated was then formed and Pat and Janice Vinson sold their first franchise in the fall of 1988, Kids‘R’Kids #4 Georgia. Kids‘R’Kids International, Incorporated has since blossomed into a nationwide corporation serving owners and their businesses throughout the United States.

## **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. The handbook contains information about child privileges and responsibilities. Therefore, 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 students and parents. This handbook is not a contract, nor is it intended to be construed as such. Our School 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 the Director.**

## **What Makes Us Different**

- Kids‘R’Kids Curriculum for every age meets or exceeds all state and national requirements
- Advance-Ed Certification- Kids‘R’Kids is Advance-Ed Certified
- Glass walls- allow all children and staff to be visible to others at all times
- Internet viewing- parents are able to view their children online at any time during the day through “Watch Me Grow”
- Gym- 2,500 square feet of activity space for after school students, inclement weather activities, and extracurricular activities
- Enrichment Classes- Spanish, Sign Language, Music/ Creative Arts
- Separate Library/ Computer Lab
- 27,000 square feet of playground space divided into age appropriate sections
- Shade structures cover the playgrounds to provide comfort for outdoor play
- Splash Pad for water play during the summer
- All staff certified in CPR and First Aid
- Excellent salary and benefits used to attract and retain highly qualified teachers
- Minimum requirement of 24 continuing education hours annually for each staff member
- On- site owners

## **Equal Opportunity**

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

This School makes its programs and services accessible to individuals with disabilities. The School welcomes request for accommodation. The School will attempt to provide reasonable accommodations to qualified students with mental or physical disabilities, to the extent that such a request does not cause a fundamental alteration to the School’s programs/curriculum and to the extent that it does not create undue hardship for the School or students

The first step in requesting an accommodation is to provide the Director with documentation of the condition from a qualified professional, such as a physician, psychiatrist, or psychologist. Upon receipt of such documentation and recommendations, we will communicate with the family in an interactive process to obtain additional information or discuss the circumstances related to the request.

## **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.

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, administration, or both.

On a daily basis, please check the Family Communication Board in our lobby and classrooms. You will find a copy of our most recent state licensing inspection posted there. If you wish to review previous inspections, please notify the director. Also, be sure to read any correspondence that is sent home with your child. Also, be sure to check your child's cubby box and classroom folder daily for messages, and artwork. Notices and messages sent by you should be written and submitted to the teacher or front desk staff.

Infants through two-year olds will have an electronic daily report completed by the classroom teacher to relate the day's events specific to your child, and emailed at time of pick up. Preschool classes will have weekly folders with work completed, etc. that the parents can check for updates and information.

There are daily opportunities to get involved in your child's day, so feel free to come and have lunch with your child in our Kids Café. Many additional activities will be provided to encourage interaction between families, teachers, and children such as carnivals, holiday parties, and field trips.

Another way to participate in the education of your child is through donations. Please check with your child's teacher for the items of need for special activities. Some general items used in the classroom are magazines, newspapers, greeting cards, dress up clothes, hats, paper, books, wrapping paper, ribbons, and many other household items.

We welcome any questions and suggestions. If there are family situations that affect your child, please discuss them with your child's teacher or the Owner. Remember that any information regarding a personal issue is kept confidential and we are glad to help whenever possible.

### ***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. A partnership must be formed the first day, with open communication and understanding that the development and the growth of the 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 must then escort them to their designated class. **You should never leave your child alone in the café or classroom.**
- Supervise your children at all times while escorting them inside the School and in the parking area.
- Drive safely through the parking area. Never park more than 3 minutes in the "Kiss & Go" lane. Also, only park in designated parking spots.
- Have all forms completed promptly.
- Update forms, as needed, when changes occur (i.e., new phone number, address, etc.) using the My Procure App, or emailing the office at [info@kidskidsRR.com](mailto:info@kidskidsRR.com).
- Keep staff informed of special needs or changes that might affect your child's behavior.
- Be sure your immunizations are updated.
- 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 lost clothing or items. Please change clothing seasonally to accommodate the changes in weather and the growth of your child.*

- Children should be dressed properly 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 items to which your child is significantly attached, or show- n- tell items.)
- Participate in the School's special activities.
- Attend scheduled family meetings and conferences.
- Ask questions, make suggestions, or address concerns as they arise.

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

Families are encouraged to schedule family- teacher conferences on the designated days by calling the School's office. However, family/teacher conferences may be scheduled any time during the School year at the request of the family or the teacher. Arrangements should be made directly with the teacher.

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

The question, concern, or complaint should first be addressed to the teacher or individual involved. If the matter is not resolved, the school director may then be contacted to schedule a conference time.

### ***Checking On Your Child's Day***

Please feel free to call 512-310- 1120 and inquire about your child. The front desk can call the classroom teacher for information. Also, log on to the internet viewing system to view your child.

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

Talk directly with the teacher. Our preference is for teachers and families to keep an open line of communication and work together to solve issues.

### ***Concerns with the Center***

Talk directly to the Director or email at [info@KidsrKidsrr.com](mailto:info@KidsrKidsrr.com).  
Texas Department of Family and Protective Services (512) 834-3195; [www.dfps.state.tx.us](http://www.dfps.state.tx.us)  
Child Abuse Hotline 800-252-5400

### ***Harassment, Bullying, or Hazing***

Please contact the Director immediately if you believe you or your child is a victim of harassment, bullying, or hazing 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 your concern cannot be resolved by the parties involved, the matter should be taken directly to the Director.

If we do not know your concern or problem, we cannot help resolve it. So, please contact the Director immediately if you have any concerns or issues.

### ***Web Page***

The School's official website is [www.kidsrkidsRR.com](http://www.kidsrkidsRR.com). The Kids'R'Kids International website is [www.kidsrkids.com](http://www.kidsrkids.com). Families are encouraged to check these websites frequently.

### ***Community Resources***

If you would like recommendations of pediatricians, salons, veterinarians, etc., please refer to the blue folder in the lobby near the family bulletin area.

## **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 is research- based and includes developmentally appropriate activities.

We continue to educate children through the 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 Toddler***

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. In a warm, loving atmosphere based on trust and respect, our staff can provide for these needs.

We recognize that the 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. We encourage families to take the time they need to make this separation as smooth as possible and to let us know how we can support in the process.

### ***Safe Sleep Practices***

1. Infants, less than one (1) year age, will always be placed on their backs to sleep. When, in the opinion of the infant's licensed health care provider, an infant requires alternative sleep positions or special sleeping arrangements, the provider must have on file at the facility written instructions, signed by the infant's licensed health care provider, detailing the alternative sleep positions or special sleeping arrangements. Caregivers will put the infant to sleep as specified in the written instructions.
2. When infants can easily turn from their stomachs to their backs and from their backs to their stomachs, they shall be initially placed on their backs, but shall be allowed to adopt whatever positions they prefer for sleep. The American Academy of Pediatrics recommends that infants are placed on their back to sleep, but when infants can easily turn over from their back to their stomach, they may adopt whatever position they prefer for sleep. We will follow this recommendation by the American Academy of Pediatrics.
3. Sleeping infants shall have a supervised nap/sleep period. The caregiver shall be positioned where he or she can hear and see the infant. The caregiver shall physically check on the infant frequently during napping or sleeping and shall remain in close proximity to the infant in order to hear and see them if they have difficulty during napping/sleeping or when they awaken.
4. Equipment such as a sound machine, that may interfere with the caregiver's ability to see or hear a child who may be distressed, is prohibited.
5. Steps will be taken to keep infants from overheating by regulating the room temperature, avoiding excess bedding, and not over-dressing or over-wrapping the infant. Infants should be

dressed appropriately for the environment, with no more than one (1) layer more than an adult would wear to be comfortable in that environment. Caregivers will conduct physical checks of the infant to ensure the infant is not overheated or distressed.

6. The lighting in the room must allow the caregiver/teacher to see each infant's face, to view the color of the infant's skin, and to check on the infant's breathing and placement of the pacifier (if used).

7. All caregivers will receive in-person or online training on infant safe sleep based on AAP safe sleep recommendations. This training must be completed within 30 days of employment or volunteering and will be completed every three years.

### **Safe Sleep Environment**

1. Room temperature will be kept at no less than 68°F and no more than 85°F when measured two feet from the floor. Infants are supervised to ensure they are not overheated or chilled.

2. Infants' heads and face will not be covered during sleep. Infants' cribs will not have blankets or bedding hanging on the sides of the crib. **We may use sleep clothing (i.e. sleep sack, sleepers) that is designed to keep an infant warm without the possible hazard of covering the head or face during sleep/nap time.**

3. No blankets, loose bedding, comforters, pillows, bumper pads, or any object that can increase the risk of entrapment, suffocation or strangulation will be used in cribs, playpens or other sleeping equipment.

4. Toys and stuffed animals will be removed from the crib when the infant is sleeping. **When indicated on the *Infant and Toddler Feeding and Care Plan* or with written parent consent, pacifiers will be allowed in infants' cribs while they sleep. The pacifier cannot have cords or attaching mechanisms.**

5. Only an individually-assigned safety-approved crib, portable crib, or playpen with a firm mattress and tight-fitting sheet will be used for infant napping or sleeping.

6. Only one infant may occupy a crib or playpen at one time.

7. Sitting devices such as car safety seats, strollers, swings, infant carriers, infant slings, and other sitting devices will not be used for sleep/nap time. Infants who fall asleep anywhere other than a crib, portable crib, or playpen must be placed in the crib or playpen for the remainder of their sleep or nap time.

8. No person shall smoke or otherwise use tobacco products in any area of the child care facility during the period of time when children cared for under the license are present.

9. Home monitors or commercial devices marketed to reduce the risk of Sudden Infant Death Syndrome (SIDS) shall not be used in place of supervision while children are napping and sleeping.

10. All parents/guardians of infants shall be informed of and given the facility's written Safe Sleep Policy at enrollment.

11. To promote healthy development, infants who are awake will be given supervised "tummy time" for exercise and for play.

### ***Two through Three***

Two and three year olds are naturally curious. Building off this natural curiosity, children are given 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***

The concept that the children learn best through play is reflected in the environment 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, holidays, 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 an individual, and expand their social skills.

### ***Extracurricular Activities***

Based on the interest of families enrolled in our center, we offer a variety of extracurricular opportunities from outside providers. These activities might include such things as dance, gymnastics, sports classes, piano, etc. The fees for these programs are separate and are paid to the outside provider.

## **Admission and Related Processes**

### ***Enrollment Process***

Families are encouraged to have their children with them the first time they visit the School. It is important that the child and the parent feel absolutely comfortable with our staff and the facility.

To reserve space in our program you must submit a completed application as well as the non-refundable registration fee. Amounts of all fees are found on the fee schedule.

### ***Age Ranges of Children Accepted***

We accept children ages 6 weeks through 12 years of age. All children must be observed by the School prior to admission to assure that our program can effectively meet their needs.

### ***Enrollment/ Paperwork Procedures***

Before enrollment, you will need to complete all forms provided by Kids'R'Kids. The following are especially important:

- You are asked to provide a list of people who are permitted to pick up your child. Your first emergency contact must be someone local who can pick up your child in case of an emergency or any other situation that prevents a parent from picking up. Please add at least 2 more contacts to your list to ensure that there are plenty of people available to your child should you get caught in traffic or have to arrive late for any reason. Please plan for unforeseen circumstances and provide ample contacts on your pickup list. We will not release a child to anyone not on the pickup list unless we have received written authorization. Phone authorization is not permitted. You may add or delete contacts on your pickup list at any time. At 7:00pm, we are required to call CPS and the police if we cannot get in touch with anyone on the pickup list.

- Anytime there is a change of contact info for one of your pick up contacts (address, phone number, or email address), remember to inform the front desk so records can be updated.
- Current immunization records must be furnished before a child can attend (Please see the “Immunization Requirements” page in this handbook.) Anytime your child is given a new immunization, please bring the updated record to the School and we will make a new copy for our files. Suspension or denial of care may occur if immunization records are not kept up to date and on file.
- At the time of enrollment, we must have an updated doctor’s health care statement for each child.
- At the anniversary of your child’s enrollment, Kids‘R’Kids will require updated enrollment paperwork to be filled out. A new enrollment package may also be required if your child returns after a period of disenrollment.

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

Admission and, as applicable, re- enrollment is dependent on the following:

All deposits, registration and other required forms, teacher references, and interview must be submitted, completed, and evaluated. Any false or misleading statements made during the interview or on any submitted documents shall be grounds for denial of admission or immediate dismissal. 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 Director reserves the right to revoke acceptance or to dismiss a child at any time.

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

## **Financial Policies**

### ***Registration Fees***

An enrollment fee is required upon enrollment. This fee is non- refundable and will hold a space for your child for up to two weeks. The annual supply fee for non-school age will be billed each January.

New enrollment registration fees are payable upon registration and are non-refundable. These fees serve to insure your child’s placement in addition to covering the cost of processing the application for admission, supplies, and educational materials. If space is not available at the time of registration, your child will be placed on our waiting list. We will contact you when space becomes available. Please feel free to contact us as well.

Once a student has dis-enrolled and they re-enroll, another full rate registration fee is required. If an afterschool student dis-enrolls or only attends half of the summer camp weeks or less, another full rate registration fee is required.

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

Tuition includes educational programs, internet viewing system, breakfast, lunch, afternoon snack, computers, tadpoles, ABC mouse subscription (Suite 300- 600), and Fitness Adventures.

Program options are Infants, Toddlers, Pre-School, School Age, and Kindergarten.

Families are responsible for any special diet required for their child with no adjustment in tuition given (refer to Meals and Snacks) and must sign a dietary restriction form bi-weekly. Tuition is paid weekly, bi weekly, or every four weeks in advance with no deductions for absence, holidays, teacher workdays, and days the School is closed for inclement weather or major virus outbreak. Monthly tuition is calculated by determining the number of Mondays in the month and multiplying by the weekly rate. 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 of \$15.00 will be assessed. An additional charge of \$10 per day starting Thursday at 6:30 will be added to the account daily until the balance is paid. If the balance is not paid in full by Friday of that week, your child will be denied care until your account is paid in full with applicable late fees. There is no guarantee of reserving a space for your child.

### ***Outstanding Accounts***

Families with outstanding accounts upon leaving Kids'R'Kids will be reported to a local collections agency/attorney for collections if payment arrangements have not been made. Annual Tuition Account Summaries (usually used for tax purposes) can be withheld from parents with an outstanding balance.

Accounts with an outstanding balance may not participate in the monthly Parent's Night Out (PNO) until the account is current.

### ***Tuition Billing***

Tuition is charged for your child's space and is due whether or not your child is present. Fees are based on enrollment, not attendance. Since the expenses of KRK are based on fixed enrollment levels, the center cannot give credit for days absent, illness, vacation, or holidays. The current tuition rate will be charged to your account on Monday for the week. Tuition is due on Friday for the upcoming week and is not refundable. Applicants authorize KRK, or its agents or representatives, to obtain such credit reports as KRK deems responsible and necessary, and regardless of whether the credit reports are obtained before, during, or after applicant's enrollment, if any, at the center.

### ***Multi- Child Tuition Discount***

A discount of 5% of the oldest child's tuition is provided for families with two children enrolled. For families with three or more children, a 10% discount off of the oldest child's tuition is provided. The multi- child discount does not apply to all part time programs. ***A copy of the Parent Financial Agreement tuition sheet is provided to you.***

### ***Tuition Rate Changes***

Families will be notified of any changes in tuition within four weeks of the change. We reserve the right to change tuition and/or program fees due to unforeseen increases in expenses. Any additional services such as late pick-up, field trips, etc. must be paid the same day the services are rendered.

Tuition rates change on a child's birthday. The new tuition rate will become effective on the first Monday after the child's birthday.

No portion of your weekly paid outstanding tuition will be refunded or canceled in the event of absence, withdrawal, or dismissal from School. **Should it become necessary to withdraw your child for any reason, a two- week notice must be given to the administration.** If the notice ends on a Monday, Tuesday, Wednesday, or Thursday, tuition for the entire week is due. We reserve the right to dismiss any student at the discretion of the School's Director or Owner.

### ***Part time***

We offer both full time and part time programs for families. We offer a 3 day program scheduled on Monday/ Wednesday/ Friday or a 2 day program on Tuesday/ Thursday. If your child is enrolled in a part time program, they may not attend on unscheduled days except on a space available basis only. If there is space for your child to attend on an unscheduled day, a drop-in fee will be required.

If you would like to change your enrollment status at any time (from full time to part time, etc.) you must notify the center in writing *two weeks in advance*. That enrollment change can only happen on a space available basis. For instance, if a full time student wishes to go part time Mon/ Wed/ Fri and the only space we have available for part time is Tues/ Thurs, we cannot accommodate you until that opening becomes available.

### ***Vacation***

Full time families: ***In order to receive vacation credit, a full time family must be enrolled for at least 6 months.*** After 6 months of continual enrollment, a full time family will receive 1 week of credit. If you are enrolled in 6 consecutive months you can borrow one week of vacation. However, if you leave before your year, this week will be charged against your account and may not be used in lieu of notice. Vacation credit may not be used one day at a time, and credit will only be given for a full week of absence. Vacation credit is only extended to those times when child is not in attendance. Vacation credit does not carry over from year to year. Vacation time can only be credited to accounts that are current and paid in full. If you plan on taking a vacation please fill out forms at the front desk **2 weeks** prior to your vacation.

Part time families: **In order to receive vacation credits all part time families must be enrolled for at least 12 consecutive months.** After one year of continual enrollment part time families will receive 1 full week credit. Vacation credit may not be used one day at a time, and credit will only be given for a full week of absence. Vacation credit is only extended to those times when a child is not in attendance. Vacation credit does not carry over from year to year. Vacation time can only be credited to accounts that are current and paid in full. If you plan on taking a vacation please fill out forms at the front desk.

School age and Kindergarten students receive one week of vacation each school year. Vacation credit does not roll over from year to year and cannot be used for summer camp. Please know that if you use vacation and leave before the end of the school year, you may be asked to pay back the vacation credit.

Pre-K students must use their vacation credit while still enrolled in the Pre-K program. Once your child exits the program, any unused vacation credit will not transfer and cannot be used for summer camp.

See Kids 'R' Kids Academic School Calendar for holidays and school closures.

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 as needed and full tuition payment is expected.

Part-day Pre-K students are NOT eligible for vacation weeks.

### ***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 with the front desk staff for additional fees regarding school holidays, early- release days, and seasonal breaks.

### ***NSF Charges***

If your check or draft payment is returned for any reason, a \$30 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 checks must be covered by a cashier's check or money order.

### ***Withdrawal***

Parents may withdraw their child from Kids'R'Kids by giving written notice of intent to withdraw at least 2 full weeks (Monday- Friday) before their child's last day. Charges are incurred until the end of that second full week. If you choose to re-enroll at a later time, we cannot guarantee there will be space available in the same program. If space is available, another registration fee will be required for enrollment. If no notice is given, charges are incurred for two weeks following your child's last day. If your child is absent for two weeks and we have not heard from you, we will dis-enroll your child. Tuition for those two weeks is charged to your account.

Vacation weeks may NOT be used in place of tuition payments during the withdrawal weeks.

Forms are available at the front desk for withdrawing your child and must be given to a member of management. Notifying your child's teacher does not satisfy the requirement of this policy. Please keep us informed of their enrollment.

### ***Dismissals***

Kids'R'Kids reserves the right to discontinue enrollment of a child. Reasons include, but are not limited to:

- Parents failing to cooperate reasonably with Kids'R'Kids in the provision of educational services to their child, in the payment of tuition and fees, or in picking up their child promptly.
- The child representing a danger to himself or others.
- The child being destructive of school property or disruptive in a way that impairs the education of other students.
- The child requiring another educational setting more appropriate to his/her needs such as one on one care.

### ***Parent's Night Out (PNO)***

Parent's Night Out (PNO) is offered once a month from 6:30 p.m. until 10:30 p.m. The cost is \$20 cash per child and is due no later than the Monday before the PNO. To be eligible to participate, your account must be current.

The fee is only refundable up until and including the Monday before the scheduled PNO. After Monday, the fee is non-refundable. There will be no exceptions to this rule, as we have already scheduled our staff to work and planned for food.

If you are running late, you **MUST** contact the school immediately. At 10:35 p.m. there will be an additional \$20 late pick-up fee.

## **Attendance**

### ***School Hours***

The School is open Monday through Friday, 12 months per year, from 6:30am to 6:30pm. Since we are licensed only for specific hours of operation, no early drop-off or late pick-up can be allowed.

If a holiday falls on a Saturday, the center will be closed on the Friday prior to the holiday. If a holiday falls on a Sunday, the center will be closed on the following Monday. Occasionally depending on how the Christmas holiday falls in the week those two days may change.

### ***Holiday Schedule***

See Kids 'R' Kids Academic School Calendar for holiday schedule.

### ***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 and out, please let a manager know immediately. When picking your child up, please be sure to check him/her out first. Once you have made contact with your child, you are responsible for him/her until you leave the premises. Please be sure all children stay with you when inside the school. Do not allow your child to walk alone through the building or in the parking lot- please hold the hands of younger children to ensure they stay by you.

Parents are welcome to visit at any time and may participate in all center activities. 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. Please keep your child by your side at all times in the building. Do not allow them to wander to another classroom or the front desk.

### ***Arrival***

We recommend all children arrive by their classroom's morning group time (8:30am -10:00am.) Morning activities usually begin at this time and this will help your child to be a fully participating group member. Please do not drop your child off after 10am while class may already be in transitions. Leaving your child at this time makes it difficult for him/her to quickly adjust to the things that the classroom is doing at this time. The School must be contacted if your child will be arriving after their classroom morning group time. All children must be escorted into a classroom by an adult. Upon arrival into the classroom, we ask that you wash your hands as well as your child's hands. This will help us minimize the spread of illness. 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 the scheduled breakfast or lunch time, we will not be able to provide this service.

### ***Attendance***

If you are going on vacation, or your child is ill, please contact the school and let us know. An unexplained absence of two weeks may mean that your child will be dis-enrolled, your account will be billed for the final two weeks, and your child's spot will be given to another child on our waiting list. To re-enroll, the full registration fee would be required.

### ***Departure***

To pick up a child from our School, an adult must come into the building, sign the child out, let the teacher be aware of your presence, and escort the child out of the building. The family or guardian must supervise the child at all times after leaving the classroom, both inside the building and in the parking area. If someone other than a family member is picking up the child, they will be asked for a picture ID to match the person to the name given by the family.

### ***Late Fee***

Because our specific hours of operation, we cannot care for children any earlier than 6:30am and no later than 6:30pm, unless a special event has been scheduled. If you will be late arriving to the School for pick up, please call and notify the administration. There is a charge of \$10 at 6:35pm plus \$1 for each additional minute. The late charge is due the same day. Please understand that under these circumstances, we have to pay our teachers overtime. 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 including the Child Protection Agency (CPS).

### ***Inclement Weather/ Major Virus Outbreak***

This School takes into consideration several factors when making a judgment as to whether we will close, open late, or close early due to inclement weather. We do our own assessment of the conditions including local authority recommendations, RRISD school district, local road conditions, and forecast temperatures. Please call the School, check our website and Facebook page, listen to the radio or watch television for announcements about closings due to inclement weather or unforeseen circumstances like a major virus outbreak. If there are no indications in any of these places that we are closed, then we will be open. Please note that we may have a late opening. In this case, please note that no morning bus runs will take place. No tuition adjustments will be made for closing/ delayed openings due to inclement weather.

## **Emergency Preparedness Plan**

In the unlikely event that we need to evacuate the school for the day, all children will be safely relocated to the Teravista Elementary School Cafeteria located east of our building.

Children with limited mobility, and children who otherwise may need assistance in an emergency, including a child who is mentally, visually, or hearing impaired will be escorted or carried by a staff member to the designated safe area or alternate shelter.

Infants 12 months and younger will be transported in designated cribs.

The complete Emergency Preparedness Plan is located behind the front desk in the lobby.

## **Health and Safety**

### ***Vision and Hearing Screening***

In compliance with the special Senses and Communication Disorders Act, Texas Health and Safety code, Chapter 36, KRK requires children to have a screening or a professional examination for possible vision and hearing problems. Children, who are enrolled for the first time, four years of age or older, must be screened within the first 90 days of enrollment. Children who are in the first, third, or fifth grade must complete a screening or examination within the school year. You may sign a statement for our files stating that your child's screening is current and on file at either the public or private school they attend. This statement must be dated and include the name, address, and telephone number of the school.

### ***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 by three sides by tempered glass walls for easy viewing.
- Frequent observations of the classrooms are performed by the administration.
- 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 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 setup 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.

### ***Supervision of Children***

All staff are responsible for the supervision and whereabouts of the children assigned to their care at all times; this includes conducting regular and accurate headcounts any time a group moves from one area to another.

Classroom teaching staff are aware of where children are at all times and remain in sufficient proximity at all times in order to intervene quickly if/when necessary. Classroom teaching staff do not engage in any other activities or tasks that could unnecessarily divert their attention from the supervision of children.

Classroom teaching staff supervise Infants and Toddlers (2 months – 2 years 8 months) by sight and sound at all times, including when children are sleeping. Classroom teaching staff supervise Preschoolers (2 years 9 months to entry to Kindergarten) by sight and, for brief intervals, by sound (e.g. when a child walks to the restroom because child can use the toilet independently).

### ***Playground Safety***

A safe, age- appropriate outdoor environment is provided for our children. 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.
- To safeguard our children from dangerous conditions, the front desk staff will monitor weather.com for temperature, heat index, and wind-chill factors, to include pollution and allergy levels, to determine the safe outside time.
- On a case-by-case basis, if any child is allergic to outdoor air pollution, the staff will monitor the pollution and allergy levels and take appropriate action.

Temperature in Fahrenheit with Heat Index/Wind-Chill	Time Allowed Outside
85-55	unlimited
85-90	30 minutes max
90-95	15 minutes max
95+ and above	No outside time
50-55	30 minutes max
45-50	15 minutes max
45+ and below	No outside time

### ***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 you to assume care for your 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 in the “Boo-Boo Room” by a member of our administration while the family members are contacted to pick up **within two hours** in the event of (repeat violation may result in additional fees):

- For infants: fever of 100.4 degrees or higher (99.4 underarm reading)
- Children ages 1-12: fever of 100.4 degrees or higher (99.4 underarm reading)
- Diarrhea episodes
- Skin rashes that are not diagnosed by a physician’s note
- Vomiting episodes
- Nose drainage that is thick and green or excessive for the comfort of the child
- 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, must be excluded from care until 24 hours after antibiotic treatment has begun
- Chicken pox or measles sores are suspected
- Scabies symptoms are suspected
- Respiratory problems including uneven breathing or severe coughing with wheezing or croup
- Sore throat, especially if swollen glands are suspected
- Strep throat symptoms are suspected
- Head lice are found, child must be excluded from care until treatment has begun and no live lice are apparent
- 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, confused, irritable behavior
- Unusual color is noticed in the child such as jaundiced eyes or skin, pale in the face, stool or urine is an unusual color.

All of these conditions (except fever) will require 24 hour treatment or a doctor’s note 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 School, we will contact you and isolate your child from other children in the Boo-Boo Room until she/he is picked up from School. If your child is absent, please contact us and let us know the reason. We will need this information to prevent the spread of contagious diseases in the facility. If your child is well enough to attend school they must be well enough to participate in all activities including outdoor time.

Kids'R'Kids #59 reserves the right to send a child home or not admit a child into the School based on illnesses that are not included in our handbook.

### ***Infectious Diseases***

If a child or staff member is diagnosed with an infectious or communicable disease, you will be notified by a sign on your child's classroom door. The sign 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. It is your responsibility to report to the School any infectious or communicable disease for which your child is diagnosed.

The school should be notified by the family if a child or sibling has contracted a communicable disease such as measles, pink eye, strep throat, head lice, hepatitis, meningitis, mononucleosis, or any other communicable diseases. The student with the communicable disease must be cleared by a doctor or nurse before returning to School, regardless of the time the child is away from the school.

### ***Medication***

Please understand that Kids'R'Kids is NOT required by law to administer medicine. However, as a convenience to parents, we will give medications to children at the center under certain conditions. Please understand that these medication policies are in place for the protection and well-being of your child while he/she is in our care.

Whenever possible, it is best that medication be given at home. Dosing of medication can frequently be done so that the child receives medication prior to coming to school and again when returning home and/or at bedtime. The parent/guardian is encouraged to discuss this with the child's health care provider.

Children are not allowed to bring any type of medication to the School to administer themselves.

- Medicine is administered twice daily- at 11:00am & 3:00pm
  - Because of the possibility that numerous children in the facility may need medicine during medication time, all medications will be complete within a one hour time frame of 11am and 3pm
- A physician's note must accompany ALL medication
- All prescribed medications are left at the front desk with the person in charge (no medications can be left in the classroom, in diaper bags, or backpacks).
- Parents sign-in any needed medications by filling out the Medication Authorization Form at the front desk. (A complete form is required before medications can be administered).
- The medication log is signed by the parent daily which must include the last time the medication was administered (prior to arriving at school) in order to ensure we are following all time constraints.
- All medications are taken home after they are no longer being administered (if not picked up after one week of ending date, medication will be thrown away).
- Medications are in the original container. We cannot give a medication that is not in an original container or is prescribed to someone other than your child.
- Medicine is not expired.

Staff cannot administer medication unless all written permission forms are completed with the signature from the parent AND office staff. The medication log must be filled out daily as well. If the office staff has any uncertainty about whether this medication is able to be administered to the child at the facility, we will deny administering medication until receiving detailed instructions from the child's doctor.

*We reserve the right to refuse to administer any medication without a prescription from a physician, including over-the-counter medications. If there is any doubt regarding whether a child is healthy enough to be in attendance, we may require a doctor's note stating he/she does not need to be excluded from the center.*

### ***Prescription Medications***

We will follow the directions on the bottle. If the bottle says to give the medication twice a day, Kids'R'Kids will not administer it. In this case, the medication may be given by the parent in the morning and at night.

"As needed" medications may be given only when the child's doctor provides a note with specific reasons and/or symptoms which may be observed to know when such medication should be given.

### ***Over-the-Counter (OTC) Medications***

These can only be administered if we have written instructions from your child's doctor explaining:

- The name of the child to receive the medicine
- The name of the medicine to administer
- The dosage to give to the child
- The date and doctor's signature must also be included unless the OTC bottle shows the dosage for the child's age.

All over the counter medications can be signed in for up to two weeks at a time. We reserve the right to request a doctor's note each time the medication is signed in.

### ***Nebulizer Treatments***

If your child needs a nebulizer treatment, we need a signed note from your physician stating:

- The type of medication to be given
- The amount to be given
- Any other specific instructions

Nebulizer treatments will not be administered more than two times a day. If your child requires two treatments while at Kids'R'Kids, treatment will be administered at 11:00am and 3:00pm. If only one treatment is required during the day, treatment will be administered at 11:00am. These times are based on the notion that the parent may administer the treatments before dropping the child off and after picking the child up. Because of the possibility that numerous children in the facility may need medicine during medicine time, all medications will be complete within a one hour time frame of the above time.

### ***Epipens and other Emergency Medications***

If your child has severe allergic reactions, you may leave a prescribed Epipen at the school. Written instructions from a physician on administering it must be provided, as well as written permission from the parent for us to administer it in an emergency situation. Benadryl must be signed in and left at the school as well.

If a child required long-term treatment of a condition (i.e., Asthma, sickle cell, allergies) that requires medication or a child requires emergency medication, the parent may authorize the administration of the medication for a defined period of up to one year, providing a current medical management plan that defines the conditions for administration is provided. This plan must be updated every year, and a Food Allergy Research and Education (FARE) plan is required.

### ***Topical Creams and Ointments***

Any topical, non-medical ointment, repellent, lotion, sunscreen, cream, or powder needed to be applied to a child must:

- Complete a topical ointment form at the front desk
- Child's first, last name, and date of birth are labeled on the ointment/creams

The front desk will provide the classroom teacher with a copy of the topical ointment form along with the cream/ointment.

Do not leave any topical ointments or creams with the child's teacher or in the child's cubby/backpack.

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

Each child, upon enrollment, must have emergency care information on file. It is the family's responsibility to keep this information current. In case of a medical emergency, you will be notified immediately. Our nearest hospital is:

Scott & White, 302 University Blvd., Round Rock, TX 78665

If warranted, emergency medical personnel will be contacted to provide transportation to the nearest hospital specified on the Health and Emergency Information form. If possible, a member of the School administration or the child's teacher will accompany the child.

### ***Immunization Requirements***

Each child enrolled at Kids'R'Kids #59 must meet applicable immunization requirements specified by the Texas Department of Health. This applies to children in early care from birth through school age. The documentation must be validated by a physician or other health care professional and include:

- A signature or rubber stamp
- Child's first and last name
- Child's birth date
- The vaccine type and number of doses
- The month, day, and year the child received each vaccination

This documentation may be the original record or a photocopy

Any exemptions from the immunization requirements must meet criteria specified by the Texas Department of Health. For more information, check out [www.tdh.state.tx.us/immunize](http://www.tdh.state.tx.us/immunize).

For children enrolled in public school, an immunization record does not have to be on file at Kids'R'Kids. However, parents must provide the child's school information in the enrollment package.

### ***Adult Immunization***

Staff is not required to have immunization in order to maintain employment.

### ***Accidents and Boo- Boo Reports***

*Even in the highest quality preschools, accidents can and do happen as children explore the world around them.*

Many precautions are taken to ensure a safe environment including routine staffing that exceeds the minimum state standards. If an incident or injury occurs, first aid is administered and a Boo-Boo report is filled out and turned into the front office. The teacher and/or front desk staff can share with you more details of the report, which will describe the nature of the incident and the follow-up care that was provided. Please understand that in a group-care setting, we do witness most incidents, but *occasionally, there may be an incident we do not see*. Our teachers simply cannot see everything. If your expectation is that your child will never have any accidents while under our care and that we will see everything, then your expectations of what can be accomplished in a group care setting may be unrealistic. One-on-one care (i.e. a nanny) may be the best for your family. Please see our Director if you have any concerns about this matter.

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 received any injury other than a minor one.

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

In the event a trained staff member feels a child has been abused or neglected, that staff member has a responsibility to report his/her suspicion to the School Administration. At that time the administration will determine if the suspected abuse or neglect is accurate. If the administration then feels that the suspicion is founded, they will contact social services to begin a formal investigation. All activity will be documented, including the initial report by the staff member. The staff member may choose to remain anonymous.

All allegations of abuse or neglect will be received by the state agency overseeing child care as well as Kids'R'Kids International, Inc. The county department of social services will determine if an investigation is needed within 24 hours of the complaint. To contact the state visit their website at [www.dfps.state.tx.us](http://www.dfps.state.tx.us). The telephone number is 512-438-4800. To report child abuse contact 1(800) 252-5400. Even if the county department of social services determines the allegation does not warrant investigation, the complaint shall be investigated by the state child care services and Kids'R'Kids International, Inc.

We take our responsibilities to report suspected child abuse, neglect, and abandonment seriously and will cooperate with governmental authorities in connection with their investigations. If you have any questions regarding the School's mandatory reporting obligations, please consult the Owner.

### ***Types of Abuse/ Neglect/ Exploitation***

**What is abuse?** Abuse is mental, emotional, physical, or sexual injury to a child or person 65 years or older or an adult with disabilities or failure to prevent such injury.

**What is neglect?** Neglect of a child includes 1) failure to provide a child with food, clothing, shelter, and/or medical care; and/or 2) leaving a child in a situation where the child is at a high risk of harm. Neglect of a person 65 years or older or an adult with disabilities results in starvation, dehydration, over- or under- medication, unsanitary living conditions, and a lack of heat, running water, electricity, medical care, and personal hygiene.

**What is exploitation?** Exploitation is misusing the resources of a person 65 years or older or an adult with disabilities for personal or monetary benefit. This includes taking Social Security or SSI (Supplemental Security Income) checks, abusing a joint checking account, and taking property and other resources.

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

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

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

### ***Emergency Preparedness***

We strive to maintain a safe environment for all children and make every attempt to be prepared to handle emergency situations. Our staff is trained in first aid and CPR. We conduct monthly fire, quarterly severe weather, and quarterly lock-down drills. The local Fire Department makes annual inspections with recommendations to improve safety. An emergency evacuation plan is posted in each classroom. Parents will be notified of the emergency evacuation either by phone, email, or both. Information will be given as to why we needed to evacuate, the location your child was evacuated to, and the next steps you should take. We need to have current contact information on file in the event we need to vacate the property. We require that you keep us updated with home, work, and cell phone numbers as well as email addresses for both parents.

If the family cannot be reached, the emergency contact will be called (this person should be local to the School).

The school is equipped with a fire alarm system, a sprinkler system, fire extinguishers in each room, and a weather radio alert system.

### ***Boo- Boo Room***

The Boo- Boo Room is located in the lobby, near the front desk, for any child needing to be removed from the classroom due to illness or a minor injury needing first aid. This room provides a safe, healthy environment for the child while families are contacted.

In the case of sick children, the room is completely sanitized after each use. Once the parent is or authorized person is contacted they must pick up child in a **maximum of two hours**.

## **Child Conduct**

### ***Basic Expectations***

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. We use positive behavior management techniques such as positive phrasing and "I" statements as ways to further develop self- discipline. In situations where children are having a difficult time managing negative emotions, they may be removed from the over- stimulating environment to a quiet area where a teacher or member of the administrative staff can work one- on- one to resolve the situation. Families will always be informed if a situation such as this has continuously occurred. If a child continues to have a difficult time, a team meeting with the

family may be requested. This meeting will consist of the team developing a plan of action to best meet the needs of the child and the family.

### ***Discipline***

Praise, positive reinforcement, and redirection are 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 the Kids‘R‘Kids Parent Handbook and the NAEYC Code of Ethics.

At Kids‘R‘Kids Learning Academy 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 appropriate behavior. The teacher and/or director may have ongoing conversations with parents to express concerns and discuss strategies in addressing challenging behaviors. Conversations are framed around the objective of the program. Parents are kept informed as to their child’s progress.

“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.” (NAEYC Code of Ethics- Principle- 1.1). If we feel that our program is not suitable for a child or that a child requires more attention than we are able to provide, then we reserve the right to dis-enroll a child at any time.

### ***Child behavior***

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

- Abuse or damage of School property
- Bullying/ Harassment/ Hazing
- Committing a serious breach of conduct inside or outside of the School
- Disrespect
- Disruption of School functions
- Fighting
- Hitting, kicking, or throwing things at the staff or other students
- Lewd or obscene behavior
- Possession or sale of tobacco, alcohol, drugs, or drug related items
- Possession or use of a weapon, among other things
- Profanity or vulgarity
- Sexual or other misconduct
- Stealing
- Threatening behavior
- Verbal or physical assault
- Violation of School’s “Computer/ Network Policy”
- Inappropriate use of the Internet
- Willful disobedience

### ***Biting Policy***

In even the best preschool settings, periodic biting occurs among infants, toddlers, and sometimes even among preschoolers. When this happens, it can be very scary, frustrating, and stressful for children, parents, and teachers. Understand that this is not an unusual phenomenon among children who are going through the oral stages of development. *It is also not something to blame on children, parents, or teachers. There are no quick and easy solutions to it.*

The primary reason that children bite is because they have no way to communicate verbally or to get someone's attention. Kids'R'Kids believes that by teaching children to communicate to teachers and other children, some biting incidents will be eliminated. Therefore, we practice the following daily in the classroom:

- Sign language
- Affiliation Skills
- Attention Getting Skills
- Calming Down Activities
- Sharing Skills
- Teacher Shadowing (teacher has close proximity control to children who are likely to bite)

When biting does occur, the biting child will be closely supervised, and the child's identity will be kept confidential. Staff cannot discuss with either parent the identity of the other child involved in the incident. Most children stop biting after actions are taken. If it becomes an ongoing issue, the child that bites may be asked to be picked up by the parent and/or disenrolled from the school.

### ***Harassment, Bullying, Hazing, or Gangs***

Our School is dedicated to fostering an environment that promotes kindness, acceptance, and embraces differences among individuals. Therefore, we will not tolerate any type of harassment, bullying, or hazing. Harassment includes, but is not limited to, slurs, jokes, and other verbal, graphic, or offensive conduct relating to race, religion, color, sex, national origin, citizenship, or disability.

Bullying includes, but is not limited to, physical or verbal aggression (hitting, kicking, taunting, name-calling, teasing, threatening, ridiculing, etc.), relational aggression (harming or threatening to harm relationships or acceptance, friendship, or group inclusion), and emotional aggression (teasing, threatening, intimidating others). The School also prohibits cyber-bullying (creating websites, instant messaging, emails, text messaging, using camera phones or other forms of technology to engage in harassment or bullying).

Any of these types of offensive conduct can create an uncomfortable learning environment. All concerns relating to harassment, bullying, or hazing should be reported immediately to the Director. When the School administration becomes aware of harassment, bullying, or hazing, the situation will be promptly investigated. Any child found to have violated this policy will be subject to disciplinary action, including immediate dismissal from School. No retaliation or adverse action will be taken against a person who makes a good faith report of harassment, bullying, or hazing.

### ***Gang Free Zone***

A gang-free zone is a designated area around a specific location where prohibited gang related activity is subject to increased penalty under Texas law. The specific locations include preschool centers. The gang free zone is within 1000 feet of Kids'R'Kids. Similar to the motivation behind establishing drug-free zones, the purpose of gang-free zones is to deter certain types of criminal activities in areas where children gather by enforcing tougher penalties. Gang-related criminal activity or engaging in organized criminal activity within 1000 feet of the center is a violation of this law and is therefore subject to increased penalty under state law. The area that falls within a gang-free zone can vary depending on the type of location. The local municipal or county engineer may produce and update maps for the purposes of prosecution. Parents may contact their local municipality or court house for information about obtaining a copy of a map if they choose to do so.

### ***Behavior Probation***

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

### ***Family Cooperation***

A positive and constructive working relationship between the School and its families is essential to the fulfillment of the School's educational purpose. Thus, the School reserves the right not to extend the privilege of enrollment or re-enrollment to a child if the School reasonably concludes that the actions of the child's family make such a positive and constructive relationship impossible or otherwise seriously interferes with the School's accomplishment of its educational purpose. Moreover, the School reserves the right to expel a child at any time if, in the judgment of the Owner, the conduct of anyone directly associated with the child, including but not limited to the child's family, in or out of the School, is not in keeping with the School's accepted standards or principles. There will be no refund of tuition where such enforced withdrawal occurs and any unpaid balance is payable in full according to the terms of the child's enrollment contract.

### ***Dress Code***

Please dress your child in comfortable, washable play clothes that are okay to get dirty. We do lots of messy, fun activities such as gardening, painting, playing in the sand and water table, and outdoor play.

Clothing also needs to be easily managed by the child. Please avoid belts, snaps, or buttons if your child cannot manage them, this includes onesies and overalls. Shorts and pants with elastic waist are best.

Young children are still working on large and small motor skills. Therefore, they need sturdy footwear like close toes rubber soled shoes that Velcro or zip. Closed toed water shoes are required for days when the classroom will use the splash pad. Sandals or flip flops expose children's toes to injury, so we strongly advise against them.

Each child should have two changes of clothing, labeled with his/her name left at school in a zip lock bag. Please make sure this set of clothing is appropriate for the season. When a soiled set of clothing is sent home to be washed, please send a new set the following day. If for any reason your child is sent home in a spare shirt or pair of pants, please wash and return them to the center.

## **Other General Policies and Procedures**

### ***Computer and Systems Usage Policy***

All persons using the School's computers, the computer system, or personal computers on School property or over the School's systems are required to abide by this policy. Failure to do so will result in appropriate disciplinary action determined by the School's Owner. All computers should be used in a responsible, ethical, and legal manner. Violations of the guidelines given by teachers may result in the revocation of access privileges or possible disciplinary actions.

- **Computer Care:** Members of the School community will not abuse, tamper with, or willfully damage any computer equipment, use the computers for other than appropriate work, or bring food or drink into any computer area. Any intentional acts of vandalism will result in discipline and children will be held responsible for replacement or repairs.
- **Screen Time:** Will not be permitted for children under the age of two years old (e.g., television, movies, video games, computers), and children age two and older will not be permitted more than 30 minutes a day, unless communicated otherwise to families.

### ***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 notes or messages from you, but we cannot release confidential contact information.

### ***Conflict of Interest***

We expect employees to avoid activities that create a Conflict of Interest with their responsibilities to Kids 'R' Kids. The Company also expects that its employees will observe the highest moral and ethical standards in any dealings in which they represent Kids 'R' Kids.

Conflict of Interest is not easy to define. In general, they represent situations in which an employee's activities could conflict with the employee's responsibilities to the company or to others with whom it does business. An actual or potential Conflict of Interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or a relative of an employee as a result of Kids 'R' Kids business dealings.

The Company reserves the right to determine when an activity conflicts with the interests and to take whatever action is necessary to resolve the conflict. If necessary, this action can include terminating the employee.

The following circumstances and relationships constitute a Conflict of Interest, include but are not limited to:

- Outside employment or investment in a business owned by a vendor, client, or Competitor
- Personal dealings with vendors, clients, or Competitors
- Interactions that may damage the credibility or integrity of the Company
- Disclosure or use for personal gain of any information that is unavailable to the public
- Babysitting and personal transporting students enrolled at Kids 'R' Kids
- Tutoring and other for profit activities / dealings

### ***Custody Issues***

Please let the School know if there are custody orders concerning your child. 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. If the parents of a child are separated /divorced and both are authorized to pick up, each parent may add his/her own additional pick-ups and contacts if necessary.

### ***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 of disposable diapers or

pull ups and wipes for each day/week. We do not supply these items and families will be notified if a child is running low on supplies. All diapers should be disposable (not cloth). There is no borrowing of diapers from other families. If diapers or pull- ups have to be borrowed from the school a charge of \$1 per diaper or pull up will be billed to the parent's account.

### ***NURSING MOMS***

We salute the nursing mother! We are willing to go to great lengths to prepare and store breast milk, we unfortunately, do not have a separate area where mothers can come to nurse here at My Bundle of Joy. In order for us to be able to have our nursing mothers onsite, we would need a separate space for them, one where no other children were in the room. Every person that has access to our children must have a criminal background check or be watched by one of our staff. This fact, coupled with the "Visiting Parents" policy, makes it unfeasible to accommodate onsite nursing. The staff has been instructed on this policy so please do not ask them for exceptions.

### ***Breastfeeding Policy***

We are happy to provide a private, comfortable place for our nursing moms here at the FELC. Please let us know if you need this service. You are also able to provide us with breast milk for your child. **You must label each bottle or bag with your child's name.**

### ***Parental Notifications***

In the event a child is injured and the injury requires medical attention by a health-care professional, and/or has a sign or symptom requiring exclusion from the child-care center, an employee will immediately call the parent/guardian listed on the child's health and emergency form.

Written notifications will be posted within 48 hours of becoming aware that a child at the school or an employee has contracted a communicable disease deemed notifiable by the Texas Department of State Health Services, or if there is an outbreak of lice or other infestation in the group.

### ***Field Trips***

Classes may plan field trips during the year to acquaint children with community resources and provide educational experiences that will enhance classroom learning activities. **A signed participation and release form is mandatory for field trips. A child will be unable to attend a field trip unless a signed trip form is received from a designated family member or guardian. We are not responsible for making sure your child is signed up for each trip.** An information sheet and participation release form will be posted for each field trip the child is scheduled to attend.

Children scheduled to go on a field trip will wear a Kids'R'Kids t-shirt and possibly a bracelet identifying the child as a student of Kids'R'Kids. These t-shirts will remain at the school at all times. 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.

Parents may attend field trips as volunteers as long as KRK runs a background check ahead of time and it comes back cleared. The parent is also responsible for their own transportation to and from the field trip location.

Classes will use the School's bus for trips unless another means of transportation is authorized by the owner.

- Children who do not arrive on time for the field trip may not be able to stay at the school while the class is on the field trip. We staff according to the number of each students assigned to each classroom.

### ***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 (from 7:00am-8:30am) and lunch (10:50am-12:30pm) everyday along with a snack in the afternoon. An additional late afternoon snack may be served. Meals and snacks served at our School comply with the Meal Patterns for Children in Child Care Standards which are based on the recommended nutrient intake judged by the National Research Council to be adequate for maintaining good nutrition. Liquids and food hotter than 110 degrees F are kept out of reach. Our menus are structured to provide children with a variety of foods with different colors and textures to include whole grains, fresh fruits and vegetables; less processed items; and foods that meet the Dietary Guidelines for Americans guidelines established by the USDA. Our Sample menu has been provided in your tour packet.

Due to choking hazard and food allergies, Kids'R'Kids #59 does not permit candy, gum or nuts of any kind.

- Infants  
A written feeding plan for children enrolled in our infant classrooms 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 full name and current date. No glass bottles can be used. 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.

Dry Cereal and unopened jar food may be left at the School until consumed. Infant food that is commercially prepared must be unopened. These jars must be labeled with your child's first name and last name. We are unable to accept any food jars which have already been opened. Please bring in foods that have been tried at least two times at home in order to protect against food allergies. Homemade food must list ingredients.

- Preschool  
Meals and snacks are provided by the School and are according to the schedule posted in the Café. Mealtime is seen as 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  
Kids'R'Kids must have a doctor's note for all allergies. This note must explain what the allergy is as well as what our response should be in case of the child ingesting or coming

in contact with that item. All staff are educated on food allergies and they take precautions to ensure children are protected.

We cannot provide food other than the posted menus; if a child requires a special diet that cannot be accommodated by the center, parents may furnish that child's food and we will serve it at snack or lunchtime. In this case, the parent must understand that:

- Kids'R'Kids must have written approval from the child's physician or a registered/licensed dietician.
- Kids'R'Kids is not responsible for its nutritional value or meeting the child's daily food needs.
- All foods must be pre-packaged with a label that shows the item is peanut free (does not contain any traces of nuts, etc.)
- No tuition discount is given for food brought in by families. No food shall be brought in for your child or the class without prior approval from the administration. Vegetarian meals will be supplied.
- On days we provide/serve meals, prepared food that is brought into the program to be share among children is commercially prepared or prepared in a kitchen that is inspected by local health officials.
- On days that we provide/serve meals, milk, fresh fruit and vegetables are available to children who bring lunches from home.
- If your child's lunch needs to be kept cool/cold, please include a store bought ice pack/gel pack. We will check to ensure the safety of your child's food brought from home is stored accordingly.
- To ensure all of our students are provided with adequately well balanced meals, our chef may provide you with sample menus of healthful breakfast and lunch menus.

### Nut Free School

We may have children enrolled in the school with nut allergies ranging from mild to life threatening. Children with life threatening nut allergies can be affected simply by smelling a nut laden product. It is for this reason we have decided to make our school a **Nut Free School**.

Kids'R'Kids will not serve any food that may contain nuts or traces of peanuts/nuts. Anything that contains the wording "peanuts, nuts, peanut oil, or prepared in a facility where other peanut products are processed/ used," is not served at the center.

Please note that for special events such as the Fall Festival, Valentine's Day parties, Egg hunts, etc., we accept donated items that may not adhere to the nut free policy. In these cases, items the child collects are sent home and are not consumed at school. Therefore, it is the parent's responsibility to inspect those items. Events held after hours at Kids'R'Kids may not adhere to the nut free policy.

Your conscientious help to make Kids'R'Kids a safe environment for these children is appreciated by the children, staff, and parents.

### ***Sippy Cups and Bottles***

At no time may a toddler be permitted crawl or walk around the classroom with a bottle or sippy cup. Sippy cups were designed to be safe for babies, but even the softest, most gentle sippy cups can be a hazard to toddler safety. It is recommended that for infants/toddlers/twos, it is better for them to sit down and drink (just like they do for eating) than it is for them to walk around while drinking from sippy cups.

### ***Pest Control***

The TCPCB Act requires childcare centers to post the use of pesticides prior to treating. Our school is treated every other month and additionally as needed. Extenuating circumstances may require unplanned treatments. To confirm treatment dates or methods, please speak to the front desk.

### ***Parking***

*The drive through in front of the School should only be used to park for a maximum of 3 minutes. If you require more time than 3 minutes to escort your child to class or pick them up please make use of the parking lot.*

Please do not pull up and park or sit in your car along the red fire lane. The city of Round Rock is extremely strict with this policy and will not permit blocking the fire lanes at any time. In the event that the Fire Department/Marshal sites and charges the school for cars parked in the fire lane, the owner of that vehicle will be responsible to pay the fee.

When parking in the drive through area, please make sure your car is clear of the crosswalk. This will allow an easy entrance for parents and children who are parked in the parking lot. Never leave a young child alone in a parked car, and never leave your car running while you come inside the building. Do not leave purses or valuable items in your car, and always lock your car. Observance of these rules will facilitate everyone during the busy time of day.

Kids ‘R’ Kids has the responsibility to report improperly or unrestrained children to appropriate authorities. Please ensure that while you are transporting children, that they are restrained in an approved child protective seat and in the proper position in the vehicle, according to their age and/or weight.

Kids‘R’Kids #59TX is not responsible for damage to vehicles or items left in your car.

### ***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 (unless required under state regulations) 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 assigned cubby.

State licensing requires that we “must provide a supervised sleep or rest period.”

### ***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, disposable wipes, and baby wipes for children who are not yet potty trained.
- You may bring a lightweight blanket or soft toy for rest time that is labeled with the child’s full name and is able to fit in their cubby. **No blankets of any kind are allowed in the infant classroom. A sleep sack may be used in place of a blanket.**
- Any prepared food for infants or toddlers who are not yet able to eat items listed on the weekly menu.

- All children will be outside during the day, weather permitting. Please make sure your child has adequate clothing for outside play. (This includes 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.
- All bottles and Sippy cups must be labeled.

### ***Pets***

Because of health and safety concerns, pets may not be brought to School without the Director's advance consent. Any animals present will be healthy and properly vaccinated. When dealing with animals KRK #59 will follow all the state guidelines. When picking up or dropping off your child, please keep pets in the vehicle.

### ***Animals/Pets***

All animals brought into the school must have the prior approval. Reptiles, amphibians, turtles, ferrets, psittacine birds, exotic or wild animals, and poisonous animals, are not allowed in any classroom as a pet. Visiting animals must be approved by the head teacher and parents/guardians regarding the inclusion of their children in the experience. Any parent not wishing their child to be involved needs to inform the head teacher along with any known pet allergies. The School will notify families prior to an animal/pet coming into the school via email or sign outside of the classroom.

### ***Photo Release Policy***

Upon enrollment, you will receive a copy of our Photo Release Policy 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 at our School. Other families and teachers may want to take snapshots of parties and special events within the program. If for any reason you do not want your child photographed, please let the Owner know as soon as possible. Also, be sure you make the classroom teachers aware of your wishes. We reserve the right to enroll a child if the parent refuses to sign the photo release form.

### ***Physical Activity***

Kids R Kids recognizes the importance of physical activity for young children. Implementation of appropriate physical activity practices supports the health and development of children in care, as well as assisting in establishing positive lifestyle habits for the futures. Daily Outdoor Play:

- Encourage a least restrictive, safe environment for infants and toddlers at all times.
- Provide a designated safe outdoor area for infants and toddlers for daily outdoor play with at least 60-90 minutes of outdoor play across 2 or 3 separate occasions.
- Provide preschoolers and school age children (ages 3 through 12-year olds) with at least 90-120 minutes of daily outdoor active play opportunities across 2 or 3 separate occasions.
- Increase indoor active play time so the total amount of active play time remains the same, if weather limits outdoor time.

#### **Role of Staff in Physical Play**

- Will encourage children to be physically active indoors and outdoors at appropriate times.
- Will provide 5-10 minutes of planned physical activities at least 2 times daily for children age 3 and older.

### ***Prohibited Items***

The following items should not be brought to the school by children, unless given special permission:

- Cell phones
- CDs, DVDs, iPods, PS2s or similar items
- Cameras and video cameras
- Skateboards
- Electronic games
- Beepers
- Inappropriate reading materials
- 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 held responsible for lost, stolen, or damaged valuables.

### ***Special Events***

Arrangements should be made with teachers regarding a birthday or holiday party. Birthday parties will be celebrated during scheduled afternoon snack time only. 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. No home-made food will be accepted for School parties due to possible food allergies present in the classroom. If any children in your child's classroom has an egg allergy, cake cannot be served. Any gift bags/party favors given out at the school **MUST** be approved by management in advance.

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 as soon as possible so we can make arrangements to otherwise care for your child during that time. We will assume that all children can participate unless notified to the contrary.

YES to...

- Planning a party at our School and coordinating with the classroom teacher
- Commercially purchased food may be brought in, but remember, the food:
- Must be commercially made
- Must have an ingredient label
- Must NOT contain nuts
- Must NOT be processed near nut oil
- Must NOT contain raw eggs

NO to...

- Pizza deliveries (as they do not come with an ingredient list)
- Small trinkets or items as party favors
- Latex balloons
- Ceramic plates or glass in classrooms or Kids Café
- Goodie bags in the classroom- these must be delivered to the front office and can be collected at home time

Throughout the year, Kids'R'Kids will have a variety of special events at the school after hours. During these times, we are not responsible for supervising your children. An adult must accompany your child to these events and remain with him/her for the duration of the event.

Kids‘R’Kids is not responsible for monitoring child allergies or nutrition concerns during these events.

### ***Telephones***

Children are allowed to use the office phones for an emergency with a note from a teacher. There is no pay phone at the School. Cell phones may only be used with the permission of administration.

### ***Toilet Training***

When you believe that your child is ready to begin toilet training, please discuss this with your child’s teacher. We require students to have a full 48 hour weekend successful potty training with you prior to the start of School assisted potty training. 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 with several 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. Please do not send your child in onesies, overalls or stockings when potty training. Students must be fully potty trained before graduating up to suites 400-600.

### ***Toys***

The School provides many toys for the children’s learning centers. Therefore, we request that toys not be brought from home with exception of show and tell. Please note this does not include special transition objects such as blankets or other security items to which your child is significantly attached or scheduled show-n-tell days.

### ***Transportation***

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 by 2:00pm on the day of services 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, a \$10 fee will be charged.

Please have your child at Kids‘R’Kids by 7:10am for the morning bus run.

Transportation is provided to and from a variety of elementary schools. Please check with the front desk to see if we pick up from your child’s school. School services may vary, and may be added or dropped depending on enrollment from those schools.

### ***Water Park***

A water splash are is available for summer play for children who have permission to play on it. Children are required to wear water shoes while playing. A designated time and day will be assigned to each class and will be posted as Splash Day. In order to participate on Splay Day, children will need a swimsuit, towel and water shoes, plus a dry set of clothes to change in to. Sunscreen is recommended and we ask a first application be made at home if possible. A permission form must accompany the sunscreen if it is to be reapplied at school.

### ***Visitors***

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 and family come to pick up, we will ask them to present a picture ID, compare the name to the name in the child’s file, and make a copy of their ID to be placed in the child’s file. We will then release the child to them. Please make

sure that only those people whom you are comfortable with having this privilege are on that list. We ask that you do not give the door code to visitors who pick up occasionally. The front desk is always monitored and a faculty member should admit visitors. This helps to maintain the security of our facility.

### ***Policy Changes***

Policy changes are required from time to time; minor changes will be published in our weekly emailed newsletter. Major changes will be emailed or handed out by the front desk. Policies are reviewed annually and updated if necessary.

### ***Part Day Pre-K***

At this time, we do not offer a Part Day Pre-K program.

### ***Procurement Fee for Hiring Our Teachers***

Hiring our teachers is highly discouraged, because it presents a conflict of interest for the teacher. If a parent does hire a teacher for a position (i.e. nanny or caregiver) that competes with Kids'R'Kids during enrollment or for a period of 12 months after withdrawal from the school, then parents shall have 30 days to notify the center and pay the center \$3500 placement fee, since you were introduced to the teacher through the school. Understand that this fee is common within the industry and in line with what many nanny agencies charge for placement.

### ***Babysitting***

*Kids'R'Kids expects parents and employees to avoid activities that create a conflict of interest to the company.*

The Company reserves the right to determine when an activity conflicts with the interests and to take whatever action is necessary to resolve the conflict. If necessary, this action can include terminating the employee.

Kids'R'Kids employees are prohibited from:

- Babysitting
- Tutoring
- Transporting enrolled children who are not their own to and from the center

### ***Communication***

#### ***Daily Reports and Lesson Plans***

Each day in most classrooms, you will receive a Daily Report via Tadpoles that has details about your child's day, including how they ate, slept, played, and what they learned. Please ensure that your classroom teacher has the most up to date email address. For younger children, the report includes information about diaper changes. Since everything about your child's day cannot be put on paper, we encourage you to contact your child's teacher if you have any specific questions. Each classroom also has specific weekly lesson plans posted for parent review. These plans detail the classroom activities for the week.

#### ***Eblast via Email***

Kids'R'Kids requires valid email addresses on file for the primary guardians of each child. It is essential that we are able to communicate with you about school events, curriculum, bad weather closings, and other important items. We ask for your diligence in reading these emails. Doing so will result in a positive relationship and expectation between your family and Kids'R'Kids. If you are not receiving our weekly email, please see the front desk so they can verify your email address.

### Family Information Board

This bulletin board in the lobby contains information about the school and other topics of general interest. You may also post your own business services in this area. Kids'R'Kids #59TX reserves the right to refuse the advertising of your business services. There is also a Family Information Board located at the front of each classroom that provides specific information for that class.

### Parent Teacher Conferences

You can expect two (2) regular, formal conferences with your child's teacher. Conferences happen at least twice a year for all classrooms. A parent/teacher conference may also be scheduled at any time at the request of a parent or teacher.

One of the most important pieces of a successful experience for your child depends on the communication between their teachers and parents. Many parents make the mistake of sitting back and allowing a teacher to come to them with issues. It is absolutely essential that you avoid doing this. In many cases, when an issue is discovered in the classroom, the parent avoids discussing it with the teacher. It is important to make it a point to communicate regularly with your child's teachers. If there are issues that are starting to develop, identifying it to the teacher will help resolve the issue quickly. It is about achieving a fluid exchange of information between both the teacher and parent.

### Internet Cameras

Included in your tuition is access via a secure Internet Server to your child's classroom and our café so that you may view the activities and your child's participation in these activities. This is a very popular feature in the center, and it gives parents a peace of mind as well as allowing another way to participate in your child's day. Access to our system is limited by password protection. Parents are prohibited from giving out passwords to anyone else.

### Parent Grievance Procedure

We encourage you to discuss any classroom issue with your child's teacher if needed. We strive to provide the highest quality of care and education to families we serve. We welcome parent input and will make every effort to resolve concerns. However, we ask that concerns always be communicated in a professional and courteous manner and that all our staff be treated with the respect they deserve as partners with you in caring for your children. For concerns that require lengthy conversations, please schedule an appointment/conference with the teacher as well as management. If at any time you feel that issues are not being resolved, please feel free to talk to any member of management. If a member of management is not available to address your concerns immediately, an appointment will be made as soon as possible. The relationship between parents and center staff is vital to the success of a child's experience. A partnership must be formed with open communication and understanding that the development and growth of the child is our top priority.

## **Final Statement**

We at Kids'R'Kids want to provide you with the highest quality care for your child. We believe that nurturing children in a loving, wholesome environment is a community need that we do best, because we commit ourselves to providing superior child care and early education services.

## Parental Financial Agreement

Please familiarize yourself with Kids 'R' Kids policies and procedures outlined in our Family Handbook and this Parent Financial Agreement. Please take time to read these policies and discuss with the center director any questions you may have. A parent initial is required next to each policy as an acknowledgement that you have been informed of these policies and that you agree to comply with Kids 'R' Kids policies, procedures, and terms, including the disciplinary procedures outlined in the Family Handbook.

### **Tuition Policies:**

\_\_\_ All tuition is billed on Friday for the upcoming week. All tuition fees are published and there are no special arrangements for tuition fees. Center Directors do not have the authority to discount published tuition fees. Tuition is due on Friday for the following week or the first day of attendance. All tuition is payable in advance.

\_\_\_ Tuition is considered late if not paid by Tuesday at 6:30 PM. All accounts will be assessed an automatic late fee of \$15.00 and \$10.00 a day thereafter until balance is paid in full. Failure to pay on time is considered serious. Families whose account is in two weeks in arrears will be asked to dis-enroll their child until payment is made in full. Any cost associated with collection of past due amounts will be paid by the customer.

\_\_\_ No tuition credit will be given for days absent due to weather, illness, holidays, or vacation. Children attending part time may not switch days to make up for days absent or closed for Holidays.

\_\_\_ A 5% multi-child discount applies to the fee charged for the oldest child if 2 children are enrolled from a family. When 3 or more children are enrolled, a 10% discount is offered to the oldest child. The multi-child discount does not apply to all part time programs or other discounts.

\_\_\_ Kids 'R' Kids reserves the right to make changes to rate and fees at any time. When there is a rate change, currently enrolled families will take effect the following Sunday after the child's birthday and the most current published tuition rate will apply. If the child's birthday falls on a Sunday, then the most current published rate will apply that Sunday.

\_\_\_ A TWO- WEEK WRITTEN NOTICE is required for all withdrawals: notice must be given in writing to a member of management. Informing teaching staff is not considered adequate notice.

\_\_\_ See Kids 'R' Kids Academic School Calendar for holidays and school closures. Normal tuition will be charged for the week the holiday occurs. If the holiday falls on a Saturday, we will be closed the Friday before. If the holiday falls on a Sunday, we will be closed the following Monday. Children attending part time may not switch a scheduled attendance day because of holiday closures.

\_\_\_ Children attending fewer than 5 days per week are required to have a set schedule of days of attendance. All part time schedules are subject to space availability. Parents understand that if their child attends part time, they will be limited to their children attending only on the days that have been scheduled. Families needing to make a permanent schedule change understand that any change must be approved by the Center Director and can only be done if there is space available in that particular classroom. Two week notice is required.

\_\_\_ Cash is not accepted. Only manual or electronic checks, money orders, ACH, and credit cards paid through our website.

### **Vacation Policies:**

\_\_\_Full time families: In order to receive vacation credit a full time family must be enrolled for at least one year. For any vacation taken prior to 6 months, the family will be charged full tuition. After one year of continual enrollment a full time family will receive 2 full weeks of vacation. Vacation may not be used one day at a time, and will only be given for a full week of absence. Vacation credit is only extended to those times when a child is not in attendance. There are no tuition free weeks given in lieu of not taking an actual vacation. Additional weeks of absence will be charged full tuition. Two week written notice is required for taking a vacation. Vacation forms are at the front desk.

\_\_\_Part time families: In order to receive vacation all part time families must be enrolled for at least one year. After one year of continual enrollment part time families will receive 1 full week of vacation. Vacation may not be used one day at a time, and will only be given for those times when a child is not in attendance. There are no free tuition weeks given in lieu of not taking an actual vacation. All other absences will be charged normal weekly tuition. Two week written notice is required for taking vacation. Vacation forms are at the front desk.

\_\_\_School-age and Kindergarten students received one week of vacation each school year. Vacation credit does not roll over from year to year and cannot be used for summer camp. Please know that if you use vacation and leave before the end of the school year, you may be asked to pay back the vacation credit.

\_\_\_Pre-K students must use their vacation credit while still enrolled in the Pre-K program. Once your child exits the program, any unused vacation credit will not transfer and cannot be used for summer camp.

### **General Policies:**

\_\_\_We close at 6:30 PM and we ask that parents be respectful of that closing time. We ask that if a parent is going to be late they call the center to inform the office staff. All late pickup fees will be charged automatically to families who arrive after 6:30 PM. The child may be dis-enrolled if tardiness is a continual problem. If we are unable to reach a parent or guardian after 30 minutes, we must call CPS.

\_\_\_There is a \$30.00 returned check fee that will be charged for any check returned by the bank. All the fees associated with collection will be the responsibility of the parent. The amount of the returned check and check fee will be added to the parent account. At any time the center may refuse payment by check and require a cashier's check. The family will not be allowed to have their child attend the center until returned check and all fees are paid.

\_\_\_All Enrollment Information and forms must be submitted one (1) week before the child's first day of attendance. It is the responsibility of the family to update this information annually or more frequently if information changes.

\_\_\_All Medical and Immunization forms must be provided on the child's first day of attendance and updated as prescribed by the Texas Department of Human Services.

\_\_\_Parents and authorized persons must escort their child in and out of the center and deliver the child to the proper classroom. EVERY CHILD MUST BE SIGNED IN AND OUT EVERYDAY BY USING THE COMPUTER AT THE FRONT DESK. Each parent will be given an individual pin number, that number will be used to sign the child(ren) in and out.

\_\_\_Kids R Kids hours of operation are from 6:30 AM to 6:30 PM, Monday through Friday, excluding the major holidays identified in this agreement and closing due to inclement weather or virus outbreak.

\_\_\_ Kids R Kids inclement weather and virus policy includes the ability to open late, close early, or not open at all due to severe weather or a major virus outbreak. In case severe weather/virus outbreak notification of delayed opening, or not opening at all will be on our website (KidsRKidsrr.com) and through the voice mail system at the school. If the decision is made to close the school early, the management will contact families by telephone and email. Decisions to close the school will be made by assessing the safety and well-being of the children, parents, and staff. Tuition will not be adjusted due to necessary delays or closures associated with severe weather or major virus outbreak.

\_\_\_ All parents will be required to sign written permission forms for all field trips sponsored by Kids R Kids. No child will be allowed to participate in field trips without a signed permission form.

\_\_\_ Children attending before school program must be dropped off no later than 7:10 AM. After this time they will miss the bus runs and not be bused or taken to their school.

\_\_\_ Parents agree to follow all the Kids R Kids policies outlined in the Family Handbook, including written authorization for dispensing medication including over the counter medicine. Also, it is very important to follow our illness policies.

\_\_\_ Parents will need to pick up your child(ren) within 2 hours of being notified of a sickness or as detailed by the state licensing department.

\_\_\_ Parents of Infants will provide a day's supply of pre-mixed bottles. Every bottle will be labeled with the child's full name and date. In addition, the parents will provide diapers, foods, and other supplies as requested by the staff.

\_\_\_ Policy changes are required from time to time. Minor changes will be emailed in our weekly newsletter.

### **Financial Agreement**

Child(ren) name(s) \_\_\_\_\_ will be attending Kids 'R' Kids

Child(ren) birthdays: \_\_\_\_\_ age(s): \_\_\_\_\_

Monday \_\_\_\_\_ Tuesday \_\_\_\_\_ Wednesday \_\_\_\_\_ Thursday \_\_\_\_\_ Friday \_\_\_\_\_

Full Day \_\_\_\_\_ Part time \_\_\_\_\_

Normal Hours of Attendance: \_\_\_\_\_

Current Tuition Rate\*: \_\_\_\_\_

***I ACKNOWLEDGE THAT I HAVE BEEN ADVISED OF THE POLICIES OF KIDS 'R' KIDS AND HAVE INITIALED EACH POLICY- BY DOING SO I AGREE TO FOLLOW KIDS 'R' KIDS POLICIES. I AGREE TO THE WEEKLY TUITION RATE \*The tuition may change based on the age of the child. Additionally, KRK may have a tuition increase as defined in the Family Handbook.***

Parent Signature: \_\_\_\_\_ Date: \_\_\_\_\_