



# Family Handbook



of **Round Rock Teravista**

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## Contents

Welcome! .....	1	<i>Outstanding Accounts</i> .....	6	<i>Supervision of Children</i> .....	12
Our Philosophy .....	1	<i>Tuition Billing</i> .....	6	<i>Promotion of Indoor and</i>	
Our Mission.....	1	<i>Multi- Child Tuition Discount</i>	6	<i>Outdoor Physical Activity...</i>	12
Kids 'R' Kids History.....	1	<i>Tuition Rate Changes</i> .....	7	<i>Playground Safety</i> .....	13
Purpose of this Handbook ...	2	<i>Part Time Programs</i> .....	7	<i>Sick Policies</i> .....	14
Concerns with the Center ....	2	<i>Drop In Care</i> .....	7	<i>Infectious Diseases</i> .....	15
Web Page.....	2	<i>Vacation</i> .....	7	<i>Medication</i> .....	16
What Makes Us Different.....	2	Before- and After- School		<i>Prescription Medications</i> ...	16
Equal Opportunity.....	2	Care.....	8	<i>Over-the-Counter (OCT)</i>	
Supporting Inclusive Services		<i>Fees</i> .....	8	<i>Medications</i> .....	16
to Children with Special Care		<i>Holidays</i> .....	8	<i>Nebulizer Treatments</i> .....	17
Needs.....	3	<i>NSF Charges</i> .....	8	<i>Allergies</i> .....	17
Parent Responsibilities .....	3	<i>Withdrawal</i> .....	8	<i>EpiPens and other</i>	
Classroom Experience.....	4	<i>Dismissals</i> .....	9	<i>Emergency Medications</i> ....	17
<i>Curriculum</i> .....	4	<i>Behavior</i>		<i>Topical Creams and</i>	
<i>Infant through Toddler</i> .....	4	<i>Probation/Suspension</i> .....	9	<i>Ointments</i> .....	17
<i>Two through Three</i> .....	4	<i>Parent's Night Out (PNO)</i> ....	9	<i>Emergency Medical Care</i> ... 17	
<i>Four through Five</i> .....	4	Attendance.....	10	<i>Immunization Requirements</i>	
<i>Kindergarten through Fifth</i>		<i>School Hours</i> .....	10	.....	18
<i>Grade</i> .....	4	<i>Holiday Schedule</i> .....	10	<i>Adult Immunization</i> .....	18
<i>Extracurricular Activities</i> .....	5	<i>Checking In and Out</i> .....	10	<i>Accidents and Boo- Boo</i>	
Admission and Related		<i>Arrival</i> .....	10	<i>Reports &amp; Parent</i>	
Processes .....	5	<i>Attendance</i> .....	10	<i>Notifications</i> .....	18
<i>Enrollment Process</i> .....	5	<i>Departure</i> .....	11	<i>Boo- Boo Room</i> .....	19
<i>Age Ranges of Children</i>		<i>Late Fee</i> .....	11	<i>Standards of Care</i> .....	19
<i>Accepted</i> .....	5	<i>11-Hour Policy</i> .....	11	<i>Reporting Abuse and Neglect</i>	
<i>Enrollment/ Paperwork</i>		<i>Inclement Weather/ Major</i>		.....	19
<i>Procedures</i> .....	5	<i>Virus Outbreak</i> .....	11	<i>Types of</i>	
<i>Admission and Re-</i>		Emergency Preparedness		<i>Abuse/Neglect/Exploitation</i> 20	
<i>Enrollment</i> .....	5	Plan .....	11	<i>Health Checks</i> .....	20
Financial Policies.....	6	Health and Safety .....	12	<i>Reporting of Accidents and</i>	
<i>Registration Fees</i> .....	6	<i>Vision &amp; Hearing Screening</i> 12		<i>Hazards</i> .....	20
<i>Tuition and Other Fees</i> .....	6	<i>General Safety Statement</i> . 12		<i>Emergency Preparedness..</i>	20
		<i>Classroom Safety</i> .....	12	Child Conduct .....	21
				<i>Basic Expectations</i> .....	21

<i>Discipline</i> .....	21	<i>Field Trips</i> .....	27	<i>Student Celebrations</i> ..	<b>Error!</b>
<i>Biting Policy</i> .....	23	<i>Lost and Found</i> .....	27	<b>Bookmark not defined.</b>	
<i>Harassment, Bullying,</i>		<i>Meals and/or Snacks</i> .....	27	<i>Telephones</i> .....	33
<i>Hazing, or Gangs</i> .....	24	<i>Sippy Cups and Bottles</i> .....	29	<i>Toilet Training</i> .....	33
<i>Gang Free Zone</i> .....	24	<i>Pest Control</i> .....	29	<i>Transportation</i> .....	33
<i>Family Cooperation</i> .....	24	<i>Parking</i> .....	29	<i>Water Activities</i> .....	34
<i>Dress Code</i> .....	25	<i>Naptime</i> .....	29	<i>Visitors</i> .....	34
Other General Policies and		<i>Infants Safe Sleep Practices</i>		<i>Policy Changes</i> .....	34
Procedures.....	25	.....	30	<i>Part Day Pre-K</i> .....	34
<i>Computer and Systems</i>		<i>Safe Sleep Environment</i> ....	30	<i>Conflict of Interest</i> .....	34
<i>Usage Policy</i> .....	25	<i>Personal Belongings</i> .....	31	<i>Procurement Fee for Hiring</i>	
<i>Confidentiality</i> .....	25	<i>Pets</i> .....	31	<i>Our Teachers</i> .....	35
<i>Custody Issues</i> .....	26	<i>Photo Release Policy</i> .....	31	<i>Babysitting</i> .....	35
<i>Parent's Rights</i> .....	26	<i>Prohibited Items</i> .....	31	<i>Communication</i> .....	35
<i>Diapering</i> .....	26	<i>Safeguarding Valuables</i> .....	32	Final Statement.....	37
<i>Breastfeeding Policy</i> .....	26			Parental Financial Agreement	

## **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.**

## **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

## **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).

## **What Makes Us Different**

- Kids 'R' Kids Curriculum for every age meets or exceeds all state and national requirements
- Cognia Accrediation- Kids 'R' Kids International Curriculum
- 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 any time through "Watch Me Grow"
- Gym- activity space for after school students, inclement weather activities, and extracurricular activities
- Enrichment Classes
- Separate Computer Lab, kids Café for breakfast and lunch
- 27,000 square feet of playground space divided into age-appropriate sections
- Shade structures cover the playgrounds to provide comfort for outdoor play
- All staff certified in CPR and First Aid, and minimum of 30 annual continuing education hours
- Excellent salary and benefits used to attract and retain highly qualified teachers
- 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.

## **Supporting Inclusive Services to Children with Special Care Needs**

Kids 'R' Kids is proud of our history of working with the individual needs of our children and will work with the parents whose children may need additional support or have special care needs. When applicable, we will make referrals to outside support services including but limited to, early intervention, speech, occupations, and physical therapy and other types of services, and participate in IEP (Individual Education Plan) or ISFP (Individualized Family Service Plan) meetings when appropriate to best meet the needs of the child.

Kids 'R' Kids will make appropriate accommodations for a child with special care needs as recommended by the child's healthcare provider and/or qualified professionals affiliated with the school district or an early childhood intervention program. Accommodations may include, but are not limited to adapting equipment, procedures, and methods to meet the child's needs in the classroom setting.

Kids 'R' Kids will allow outside resources/therapists into the program to work with any child as needed, provided those services are communicated in advance, the provider of the services has the appropriate clearances to be in the building, the behavioral/therapeutic plan is shared with the administration and the resource/therapist works cooperatively with Kids 'R' Kids employees to meet the needs of the child. Presence of the resource/therapist must mitigate any and all safety risks the child presents to themselves and to others and must be collaborative and complimentary to the program. Should the resource/therapist be disruptive to the program or not have authority or ability to mitigate, through appropriate therapeutic methods, the child's dangerous behaviors, the child may be excluded from the program.

Kids 'R' Kids will utilize any recommended adaptive equipment that has been provided by the parent or resources/therapists.

Kids 'R' Kids does not provide separate classrooms for children with special care needs. Research has shown that children with disabilities benefit from learning alongside their peers in an inclusive environment. Inclusive classrooms promote lifelong skills such as empathy and compassion as well as increase social-emotional development for all children.

## **Parent Responsibilities**

We believe it is imperative to have a good working relationship between parents and staff. In order to accomplish this, we ask that:

- All students arrive on or before 8:30am daily
- All students must be picked up before 6:00pm day
- If parents will be later than 6:00pm, parents are required to contact the school to give us their arrival time.
- Excessive late pick-ups will terminate care
- Signing children in and out using the app and ensuring their child is never unsupervised in the school
- Parents are responsible to of knowing, understanding and complying with all policies in the Family Handbook.
- All diapering students must be provided with diapers and wipes. Teachers will message parents when a student is low on diapers.
- Parents must communicate first with their child's teacher if there is an issue or misunderstanding. Parents that are not satisfied with the response, parents will then contact administrators/directors.
- Parents are required to have completed and returned requested paperwork from the school to ensure Kids 'R' Kids compliant with Texas Minimum Standards and other governing officials.
- Parents unable to provide the required forms within the requested timeframe, enrollment for the student will be suspended until the forms have been given to the front desk.
- Parents will maintain a courteous attitude, refraining from foul or demeaning language. This includes, but is not limited to parent/teacher meetings, Procure messages, daily conversations, and phone calls.

- Parents or guardians who are unable or unwilling to abide by the parent’s responsibilities may face end of care for their children, dependent on the severity of the offence and at the director’s discretion.
- Driving safely through the parking area, and if utilizing the “Kiss & Go” lane, not parking more than 3 minutes.
- Notifying the school if your child is ill, will be absent, or running later than normal.
- Student immunizations are updated and documentation is given to the front desk.
- Extra clothes are provided for students in case of accidents.
- Students dressed properly for weather and play.

## **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.

### ***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 by the parents 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 tuition fee schedule.

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

We accept children ages 6 weeks through 5<sup>th</sup> grade. 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:

- 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. 2 more contacts to your list will 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. Anyone not listed as an authorized pick up, will not be able to pick up until Kids 'R' Kids has 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), 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.
- Once a year, 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 Kids 'R' Kids requirements.

## Financial Policies

### **Registration Fees**

An enrollment/registration 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 August.

New enrollment registration fees are payable upon registration and are non-refundable. These fees serve to ensure 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, Procure, ABC mouse subscription (Suite 400- 600), etc.
- Program options are Infants, Toddlers, Pre-School, and School Age.
- 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 bi-weekly, or every four weeks in advance with no deductions for absence, holidays, teacher workdays, and days Kids 'R' Kids 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 Monday, 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. Disenrollment forms are provided at the front desk.
- We reserve the right to dismiss any student at the discretion of the School's Director or Owner.

### ***Part Time Programs***

- Students younger than 3 years old, do not have the option of part time schedules.
- 3-day program scheduled on Monday/ Wednesday/ Friday
- 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.

- Change of enrollment schedule forms are provided at the front desk.

### ***Drop In Care***

- Kids 'R' Kids does not offer Drop In Care for our preschool programs.

### ***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 for 6 consecutive months you can borrow one week Monday through Friday of vacation. However, if you leave before your year anniversary, 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, Monday through Friday. 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 the "Vacation Notice" form provided 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 (Monday through Friday). 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 the "Vacation Notice" form provided at the front desk **2 weeks** prior to your vacation.
- 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.

- School age 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.**
- 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.

## **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.

- Kids 'R' Kids will assume your child will need to be picked up according to the schedule you signed up for, unless you call and notify us by 1:00 pm the day pick up is not needed.
- There will be an additional charge for failure to notify Kids 'R' Kids that your child will not need to be picked up from school that day. Please understand that the bus drivers must wait at your child's school until they are on the bus or until we make contact with you. This in turn make our buses late picking up other children from their schools.

### ***Holidays***

We welcome our school age students to attend additional days and times when needed, such as:

- Teacher in-service days
- School holidays
- Seasonal breaks
- Early Release days

There are additional fees for attendance outside the program time the child is enrolled in. Siblings of other children enrolled may also attend, as long as the full enrollment package must be on file at the school.

### ***NSF Charges***

If your check or draft payment is returned for any reason, a \$35 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 a notice is not provided, 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.
- *Disenrollment 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 management reserves the right to discontinue enrollment of a child. Reasons include, but are not limited to:

- The child's behavior does not improve/continues after a behavior plan has been implemented.
- Parents fail to cooperate reasonably with Kids 'R' Kids in the provision of educational services.
- A child has not adjusted to group care.
- Parents fail to pay tuition on time.
- Kids 'R' Kids cannot meet the needs of a child.
- Parents does not pick up their child before our closing time.
- Failure to complete, update, or bring required paperwork.
- Parent's behavior/language in the school is not appropriate for a child-friendly atmosphere.
- Custody disputes between parents become an issue.
- The child represents a danger to himself or others, this includes biting.
- The child is destructive of school property or disruptive in a way that impairs the education of other students.
- The child requires another educational setting more appropriate to his/her needs such as one on one care.
- Any personal belongings will be placed together for the family to pick up at the front desk. Parents will be required to pick up their items within 5 days after the care has ended. Any items remaining after the 5 days will be donated.

## ***Behavior Probation/Suspension***

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. It is important that we collaborate with our parents to ensure that the children in our program promote good manners and ethical values. Reasons for suspension include, but are not limited to:

- Persistent, disruptive behavior/defiance
- Persistent disregard for the rules
- Persistent biting
- Hitting, pinching, spitting, kicking, throwing objects, etc.

On any given day, if a child exhibits any of the above-mentioned behaviors, parents will be notified in the following way:

- 1 incident = Parents will be notified
- 2 incident = Phone call from director/management immediately after the incident
- 3 incident = Child will have to be picked up from school and a parent conference will be scheduled

Please note that depending on severity, Kids 'R' Kids has the right to move through steps in a quicker manner or skip steps.

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

- Parent's Night Out (PNO) is offered once a month from 6:30 p.m. until 10:45 p.m.
- The cost is \$30 cash per child and is due no later than the Wednesday before the PNO.
- To be eligible to participate, your tuition account must be current.
- The fee is only refundable up until and including the Wednesday 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 10:50 p.m. there will be an additional \$20 late pick-up fee every 30 minutes.
- Students that have been exhibiting challenging behaviors (included students that are having a difficult time to adjusting to childcare) may not participate in PNO.

## **Attendance**

### ***School Hours***

Kids 'R' Kids is open Monday through Friday, 12 months per year, from 6:45am to 6:00pm. Since we are licensed only for specific hours of operation, no early drop-off or late pick-up can be allowed.

### ***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 QR code 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.
- All students should be in their classroom ready to learn by 8:30am. When dropping off your child, please drop older students off with their teacher first.
- Please do not enter the classrooms. Allow a teacher to come to the door and greet you.
- At pick-up, once you have made contact with your child's teacher, you are responsible for your child 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.
- A child will not be released to anyone without written consent on your child's enrollment packet. When the alternative designated pick-up person arrives, the visitor will need to provide a driver's license to the front desk.
- If we suspect a person picking up a child is under the influence of alcohol or drugs, we will not release the child. We will either contact another person on the pick-up list or call the local police.
- The front desk is always monitored, and a faculty member will be available at the front desk and will assist in approving all visitors.

### ***Arrival***

Kids 'R' Kids opens daily at 6:45am, with a few delayed starts due to inclement weather.

- All children should be in their classroom by 8:30am. Morning announcements are provided and immediately following students gather together for their morning curriculum activities.
- To avoid learning disruptions, children dropped off after 8:45am will be dropped off at the front desk so a member of management can escort them to class.
- Parents should share information that might be relevant to the care of their Procure Messenger. Examples of things to inform your child's teacher would be:
  - Injured themselves at home and a mark may be noticed at school
  - Diaper rash/skin irritation
  - Restless sleep
  - Constipation
  - Teething
  - Parent is out of town and child maybe a little moodier than normal
- Drop off is prohibited between 10:00am and 2:00pm daily, unless previous permission is provided.
- When dropping off, please try to refrain from using electronic devices to keep from being distracted while in the school.
- If drop off is after 8:15am, breakfast will not be provided.

### ***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:

- Enter 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***

Kids 'R' Kids closes daily at 6:00pm daily, with a few early closures throughout the year. Because our specific hours of operation is only licensed for specific hours, we cannot care for children any earlier than 6:45am and no later than 6:00pm, 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.
- Late fees: a charge of \$10 at 6:05pm plus \$1 for each additional minute.
- Late charge is due the same day. Please understand that under these circumstances, we have to pay our teachers overtime.
- If contact with the parent is not established, the school will call the emergency contacts from the child's registration paperwork.
- In the event that parents and emergency contacts are not reached one hour after closing, Kids 'R' Kids will contact legal authorities including the Child Protection Agency (CPS).
- Excessive or repeated late pick-ups could result in termination of care.

## ***11-Hour Policy***

Although Kids 'R' Kids is open from 6:45am to 6:00pm Monday through Friday, children may not be left in our care all day. Our hours of operation are extensive to meet each family's needs. However, we ask that no child should be in attendance for more than 11 hours on a regular basis.

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

We will make all efforts to stay open during inclement weather. We will follow Liberty Hill ISD closing/delayed openings. Eblasts, text messages, and social media posts will be sent to inform parents of closing or delayed openings. 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 or unforeseen circumstances like a major virus outbreak.

## ***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 Santa Rita Elementary School's Cafeteria located west of our building at 532 Santa Rita Blvd, Liberty Hill, TX 78642.

All parents/emergency contact persons will be notified of the situation. Notification may occur via Procure Messenger, email, or phone calls. As with the sick child policy, all children must be picked up within 45 minutes of notification.

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 in the lobby/front desk.

## **Health and Safety**

### ***Vision & 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).

### ***Promotion of Indoor and Outdoor Physical Activity***

Kids 'R' Kids strongly believes and supports the need for physical activity each day.

When children participate in physical activity every day, multiple health benefits accrue. Regular physical activity builds healthy bones and muscles, improves muscular strength and endurance, reduces the risk for developing chronic disease risk factors, improves self-esteem, and reduces stress and anxiety. Beyond these known health effects, physical activity may also have beneficial influences on academic performance. In addition, cognitive skills and motor skills appear to develop through a dynamic interaction. Research has shown that physical movement can affect the brain's physiology.

- Infants will be given opportunities for physical activity, including supervised tummy time.
- Toddler age children will participate a minimum of 60 minutes of moderate to vigorous active play each day.
- Preschool and Pre-Kindergarten children will participate a minimum of 90 minutes of moderate to vigorous active play each day.
- School age children who are in attendance for a full day will participate a minimum of 90 minutes of moderate to vigorous active play each day. School age children who are only in attendance after-school will participate a minimum of 30 minutes of moderate to vigorous active play each day.

Opportunities for active play may overlap with outdoor play when weather permits.

Kids 'R' Kids will promote all children's active play every day. Children will have ample opportunity to do moderate to vigorous activities, such as running, climbing, dancing, skipping, and jumping, to the extent of their abilities.

All children will participate each day in:

- Two occasions of active play outdoors when weather permits.
- Two or more structured or teacher-led activities or games that promote movement over the course of the day.
- Continuous opportunities to develop and practice age-appropriate gross motor and movement skills.

Physical activity may take place in the classroom or on the playground, when weather permits.

When participating in physical activity, children's clothing should protect them from sun exposure and permit easy movement (not too loose and not too tight) that enables full participation in active play. Footwear should provide support for running and climbing. Hats may be worn to protect children from sun exposure.

Examples of appropriate clothing/footwear include:

- Gym shoes or sturdy shoe equivalent
- Clothing for the weather, such as a lightweight, breathable jacket without any hood and neck strings.

Examples of inappropriate clothing/footwear include:

- Footwear that can come off while running or that provide insufficient support for climbing.
- Clothing that can catch on playground equipment, such as those with drawstrings or loops.

When weather conditions prohibit outdoor play, Kids 'R' Kids staff will increase the time physical/gross motor activities in the classroom during the scheduled outside time, so the total amount of physical activity remains the same. Classroom teachers have activities planned in advance for "rainy days".

### ***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.

# Child Care Weather Watch

Wind-Chill Factor Chart (in Fahrenheit)										
		Wind Speed in mph								
		Calm	5	10	15	20	25	30	35	40
Air Temperature	40	40	36	34	32	30	29	28	28	27
	30	30	25	21	19	17	16	15	14	13
	20	20	13	9	6	4	3	1	0	-1
	10	10	1	-4	-7	-9	-11	-12	-14	-15
	0	0	-11	-16	-19	-22	-24	-26	-27	-29
-10	-10	-22	-28	-32	-35	-37	-39	-41	-43	

Comfortable for out door play
  Caution
  Danger

Heat Index Chart (in Fahrenheit %)														
		Relative Humidity (Percent)												
		40	45	50	55	60	65	70	75	80	85	90	95	100
Air Temperature (F)	80	80	80	81	81	82	82	83	84	84	85	86	86	87
	84	83	84	85	86	88	89	90	92	94	96	98	100	103
	90	91	93	95	97	100	103	105	109	113	117	122	127	132
	94	97	100	103	106	110	114	119	124	129	135			
	100	109	114	118	124	129	130							
104	119	124	131	137										

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

Kids 'R' Kids follows the guidance set forth in the Texas Department Health and Human Services Communicable Disease ([www.dshs.texas.gov](http://www.dshs.texas.gov)). 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 (two years and older) 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 one hour** in the event of (repeat violation may result in additional fees):

- For infants: fever of 100.4 degrees or higher (99.4 underarm or oral reading)
- Children ages 1-12: fever of 100.4 degrees or higher (99.4 underarm or oral reading)
- Diarrhea episodes (this includes a child's diaper whose stool is not contained in the diaper)
- 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.
- If an ill child is not picked up within an hour, a fee of \$25 an hour will be charged to your account.

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 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 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. Even if the doctor’s excused note states that the child may return on a particular day, if that child is still exhibiting symptoms, the child may not return to school.

Only the information in regards to the illness reported by the family will be shared. All measures will be taken to protect your child’s confidentiality.

Written notifications will be posted within 48 hours of becoming aware that a child at the school or an employee has contracted a communicated 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.

Below is a chart of communicable diseases. Please note this is not a comprehensive list, just a resource of some of the more common ones.

**COMMUNICABLE DISEASE CHART  
(SHORTENED VERSION)**

CONDITION	SYMPTOMS	READMISSION
Chickenpox	-Fever & rash -Crops of blisters	Either (1) lesions are dry or (2) lesions are not blister-like and 24 hrs passed with no new symptoms
Common cold	-Runny nose, watery eyes, fatigue, coughing, and sneezing	Fever free for at least 24 hours without the aid of medication
Conjunctivitis (Pink eye)	-Red eyes, usually with some discharge or crusting around eyes	Permission and/or permit is issued by a physician or local health authority or until symptom free
COVID-19	-Symptoms vary from asymptomatic to critical -Fever or chills, cough, shortness of breath, fatigue, muscle or body aches, headache, loss of taste or smell, congestion or runny nose, nausea or vomiting, diarrhea	-If symptomatic, exclude until at least 5 days have passed since symptoms onset, fever free, and other symptoms have improved. -Children who test positive but do not have any symptoms must stay home until at least 5 days after the day there were tested
Coxsackie Virus Disease (Hand, Foot, & Mouth)	-Rash in mouth, hands (palms & fingers), and feet (soles) -Rash in diaper area	Fever free for at least 24 hours without the aid of medication Sores are healed
Diarrhea	-Exceeds two or more loose stools in a 24 hour period	Symptom free without the aid of medication for 24 hours
Fever	-A temperature of 100 or higher -Measured when no fever suppressing medications are given	Symptom free without the aid of medication for 24 hours
Head lice	-Itchy and scratching of scalp -Presence of live lice or pinpoint-sized white eggs (nits)	Nit-free
Impetigo	Blisters on skin which are open and become covered with yellowish crust	Blisters and drainage must be contained and maintained in a clean, dry bandage.
Influenza (Flu)	-Rapid onset of fever, headache, sore throat, dry cough, chills, lack of energy, muscle aches -Children can also have nausea, vomiting, diarrhea	Symptom free without the aid of medication for 24 hours
Pertussis (Whooping cough)	-Low-grade fever, runny nose, mild cough, followed by coughing fits, whooping sound, often vomiting after coughing	Completion of five consecutive days of appropriate antibiotic therapy
Pinworms	Perianal itching	Symptom free without the aid of medication for 24 hours
Ringworm	-Slowly spreading flat, scaly, ring shaped lesions	Infected area can be completely covered by clothing or bandage or treatment has begun
Respiratory Syncytial Virus (RSV)	-Cold like symptoms, irritability, poor feeding -May present with wheezing and episodes of turning blue when coughing	Symptom free without the aid of medication for 24 hours
Sinus infection	Fever, headache, greenish to yellowish mucus for more than one week	Symptom free without the aid of medication for 24 hours
Streptococcal Sore throat & Scarlet fever	-Fever, sore throat -Scarlet fever-producing strains of bacteria that cause a fine, red rash that appears 1-3 days after onset of sore throat	Effective antibiotic treatment for 24 hours and symptom free without the aid of medication for 24 hours

## **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 once a day at 12:00pm
  - 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 12pm
- 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 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.
- Written reason for the need for the medication must be provided.

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 name of the child to receive the medication
- The type of medication to be given
- The amount to be given
- Any other specific instructions

Nebulizer treatments will not be administered more than one time a day. If your child requires two treatments while at Kids 'R' Kids, treatment will be administered at 12:00pm. 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.

### ***Allergies***

If your child has any allergies or special needs, they must be noted in the enrollment package. 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 the case of the child ingesting or coming in contact with that item.

### ***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 **six months**, 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

Kids 'R' Kids will apply sunscreen and/or insect repellent to a child according to the following guidelines:

- Parents must sign in and leave these items at the front desk
- Items cannot be expired. Once an item expires, the parent will be notified to bring a new bottle, and the old one will be send home with the parent or thrown away if not picked up in a reasonable amount of time. The new, unexpired bottle must be signed in before it will be applied to the child.
- Parent must apply these items to their child before dropping off in the morning. Teachers will apply these items to the child once a day after naptime before going outside.

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***

If a child becomes injured or ill while at the school, the parent will be notified immediately. If parents cannot be reached, emergency contacts will be notified. If it is necessary to seek immediate medical attention for a child, 911 will be called to transport an ill or injured child to an emergency medical facility.

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:

Cedar Park Regional Medical Center, 1401 Medical Parkway, Cedar Park, TX 78613

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 #77 must meet applicable immunization requirements specified by the Texas Department of Health. This applies to children in early care from birth through school age. This documentation must be provided to Kids 'R' Kids **before** the child enrolls. 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***

Kids 'R' Kids encourages, but does not mandate, that employees receive recommended vaccinations for their protection and for the protection of others. We specifically ask them to check with their primary care physician about the recommended vaccinations.

### ***Accidents and Boo- Boo Reports & Parent Notifications***

*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
- Boo- Boo report is filled out and turned into the front office
- If the accident is anything above the neck up or a bite mark anywhere on the body, a phone call to the child's parent will be made.
- 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. A parent signature will be needed.
- 

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.

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.

### ***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 one hours or a fee will be incurred.**

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

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

For information about local day care licensing offices, look on the DFPS website at: <http://www.dfps.state.tx.us> or call 1-800-582-6036. The address for the local licensing office is: 14000 Summit Drive Suite 100, Texas 78728. Texas Law requires caregivers to report suspected child abuse or neglect to the Texas Department of Protective and Regulatory Services or law enforcement. Failure to report suspected abuse or neglect is a crime.

Anyone suspecting abuse or neglect should call 1-800-252-5400. All staff receive annual training on prevention, recognition, and reporting of child maltreatment including abuse, exploitation, and neglect. For more information, see the Family Resource page at the end of the handbook.

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

The law requires any person who believes that a child or person 65 years or older or an adult with disabilities is being abused, neglected, or exploited to report the circumstances to the Texas Department of Family and Protective Services (DFPS) Abuse Hotline. A person making a report is immune from civil or criminal liability, and the name of the person making the report is kept confidential. Any person who suspects abuse and does not report it can be held liable for a Class-A misdemeanor.

Additional reporting requirements apply to teachers and other professionals. A professional must report suspected abuse or neglect of a child within 48 hours of suspecting the child has been or may be abused or neglected. (TFC 261.101 (b))\* A professional cannot delegate this duty to another person to make the report. Reporting suspected child abuse makes it possible to protect the child and for a family to get help.

For life threatening or emergency situations, call your local law enforcement agency or 911 immediately, and then make a report to DFPS.

There are two options for reporting abuse, neglect, and exploitation to the Texas Department of Family and Protective Services:

By Phone: Call the Abuse Hotline, 24 hours a day, 7 days a week, toll-free 1-800-252 5400 from anywhere in the US to report abuse or neglect that occurred in Texas.

By Secure Internet Website: From your internet browser, go to <http://www.txabusehotline.org>. When you get to the web site, there will be directions to the links to report abuse or neglect against children or to report abuse against elderly or disabled adults. Recent improvements to the site include a registration page, ability for the user to print the report, left side navigation, and spell check. If you have trouble or questions about making a report on the website, call 1-800-252-5400 for help.

### ***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 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 32 (Supplemental Security Income) checks, abusing a joint checking account, and taking property and other resources. Information that is helpful to have on hand when filing an abuse report includes (if known):

- The name, age, and address of the child or person 65 years or older or an adult with disabilities
- Your name and contact information
- A brief description of the situation and the child or vulnerable adult
- Current injuries, medical problems, or behavioral problems
- Parents' names and names of siblings in the home (for a child)
- Names of relatives in or outside the home and name of perpetrator (for an adult)
- Explanation of how you know about the situation \* Texas Family Code Chapter 261.101 (b)

### ***Health Checks***

Upon arrival, a visual or physical assessment will be completed on each child to identify potential concerns about a child's health, including signs or symptoms of illness and injury, in response to changes in the child's behavior since the last day of attendance. Staff will keep record of any markings, conversations, or other pertinent information that may amount to suspected abuse or neglect.

### ***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.
- Emergency evacuation plans are 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.
- The school is equipped with a fire alarm system, a sprinkler system, fire extinguishers in each room, and a weather radio alert system.
- If the family cannot be reached, the emergency contact will be called (this person should be local to the area).
- In the event the school needs to be evacuated, children will be transported to Santa Rita Elementary School located at 532 Santa Rita Blvd, Liberty Hill, TX 78642.

## **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.

A caregiver may only use positive methods of redirection and guidance that encourage self-esteem, self-control, and self-direction, which include at least the following:

- Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
- Reminding a child of behavior expectations daily by using clear, positive statements;
- Redirecting behavior using positive statements;
- Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age.

"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.

Discipline at Kids 'R' Kids will not include harsh, cruel or unusual treatment of any child. The following types of discipline and guidance are prohibited:

- Corporal punishment or threats of corporal punishment
- Punishment associated with food, naps or toilet training
- Pinching, shaking or biting a child
- Hitting a child with a hand or instrument
- Putting anything in or on a child's mouth
- Humiliating, ridiculing, rejecting, or yelling at a child
- Subjecting a child to harsh, abusive or profane language
- Placing a child in a locked or dark room, bathroom, or closet
- Withholding active play or keeping a child inside as a consequence for behavior, unless the child is exhibiting behavior during active play that requires a brief supervised separation or time out
- Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age, including requiring a child to remain in a restrictive device If a child's behavior is dangerous to himself/herself or if the child is unable to calm down, the child will be briefly separated from the group until he/she is ready to continue the class activity. While the child is briefly separated, an adult may do calming activities with the child. These may include a walk around the school, reading a book, or cuddling with a stuffed animal or blanket.

Should the behavior of the student interfere with his/her learning or that of the class, the following procedures will be followed:

1. The teacher will make every effort to handle minor discipline problems in a positive, construction manner in the classroom.
2. If the teacher is unsuccessful in redirecting undesired behavior in the classroom, he/she will notify the director and the student will receive interventions in the classroom or be removed from the classroom. The parent/guardian will be notified verbally and/or in writing about the reason for the intervention or removal.
3. In the event the leadership team deems the student's behavior to be a serious disruption to the classroom, students may be suspended for a period of time as determined by the director. Suspensions will begin the day following parent notification of suspension and will continue as long as determined by the leadership team.
4. In the event that a student's behavior continues to be a problem and no solution can be found, the parent will be notified to withdraw the student at the end of the current month.
5. In the event that the leadership team deems the student's behavior to be a serious threat to the safety of other students or staff, the parent will be notified to withdraw the student immediately.

When positive discipline measures do not result in children changing their behavior, corrective action may be initiated by program staff as a tool to improve behavior. Corrective action is an instrument to change an unacceptable behavior and offer direction to positive behavior.

In adherence to the principles of progressive discipline, violations of the code of conduct or behavior standards are categorized into occurrences and each carries its own series of consequences.

#### **Exceptional Needs Behavior:**

- Multiple occurrences of pushing, tripping, hitting, kicking, spitting, fighting and biting
- Uncontrollable/disruptive behavior
- Aggressive behavior towards other children or staff
- Willful destruction of school property
- Leaving designated area or inability to get with class during transition times
- 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
- 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/Inappropriate use of School's "Computer/ Network Policy" or Internet
- Willful disobedience

**Sample Plan of Actions:**

- **Step 1:** Each child and situation will have a set action plan and timeline
- **Step 2:** Action Plan review with parent
- **Step 3:** Break from program (2 full days)
- **Step 4:** Retry or updated action plan
- **Step 5:** Dismissal from school

If a parent is called to come and pick up their student due to needing a "break" from the program, the parent will have 45 minutes to come and pick up their child.

***Biting Policy***

Kids `R Kids recognizes that biting is a developmentally appropriate behavior for children in the infant through toddler classrooms. Parents of this age group should expect that their child may be bit or will bite another child. Kids `R Kids staff understand that parents are concerned and can be upset when their child is involved in a biting incident. We ask that you keep in mind that this is developmentally appropriate behavior, that is not unique to a childcare setting, and that the teachers are working to identify situations which provoke or elicit this behavior so that it can be prevented in the future.

The teachers will not punish or harshly discipline children in the younger classrooms for biting behavior; they will simply redirect the children to different activities in separate areas of the classroom, begin shadowing the child, or offer other stimulation. Parents are expected to work with teachers and directors to identify methods and strategies to curb this behavior. Children of younger classrooms who bite an excessive amount of times may be asked to be picked up for the remainder of the day. Families who are unwilling to work together with KRK may face end of care for their child.

Children older than 3 years of age may occasionally be involved in a biting incident. For children in this age group who bite, the teacher will use the discipline procedures outlined in the discipline section of this handbook under major violations, as well as observe the child to determine what provokes or elicits this inappropriate behavior. Parents are expected to cooperate with teachers and directors to help their child curb this behavior. Families will be notified by the Procure app that a biting incident occurred during the course of the day.

Staff may not discuss with either parent the identity of the other child involved in the incident. This information is considered to be confidential and cannot be disclosed. KRK staff cannot discuss the medical history of any child involved in a biting incident with the other party. It is recommended that any child involved in a biting incident be seen by their family physician if the parents are concerned about communicable diseases possibly resulting from the biting incident.

If a child bites more than **two times in one day, or bites a child severely enough to break skin**, the student will be required to be picked up within 45 minutes of notification.

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)

### ***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.

### ***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. Please be sure to put shorts/bloomers under girls dresses.

**Shoes are mandatory for all students** (except for 100 & 150). 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 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.

Please do not allow hair accessories (bows, headbands or scrunchies) or expensive jewelry to be worn; we do not assume any responsibility if it is lost. Other children want to touch and explore these items, this leads to possessive interactions and possible loss of the items when playing outside.

## **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.

## ***Custody Issues***

Kids 'R' Kids cannot become involved in the marital or custody issues of families we serve. If a custody or court order exists, a copy of the order needs to be provided to the front desk to be added in the child's file. The guardian is responsible for providing up to date and accurate information concerning the legal guardianship of the child. Without a custody or court order on file, KRK staff cannot deny access to the non-enrolling parent. If the non-enrolling parent is not listed on the pick-up list, and they provide a birth certificate and photo identification verifying that they are a parent of a child, Kids 'R' Kids must legally release that child to the parent. Kids 'R' Kids will not monitor child visitation or custody schedules. It is up to parents to communicate with one another regarding pick up for a child.

Kids 'R' Kids 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.

## ***Parent's Rights***

A parent or guardian of a child enrolled in a childcare center has the right to:

- Enter and examine the childcare center during its hours of operation and without advance notice.
- File a complaint against the childcare center
- Review the childcare center's publicly accessible records.
- Review the childcare center's written records concerning their child.
- Receive inspection reports and information about how to access the childcare center's online compliance history.
- Have the center comply with a court order that prevents another parent or guardian from visit or removing the child.
- Be given the contact information for the childcare center's local Child Care Regulation office.
- Inspect any video recordings of an alleged child incident of abuse or neglect involving their child provided that: video recordings of the alleged incident are available; the parent or guardian does not retain any part of the video depicting a child that is not their own; and the parent or guardian of any other child in the video receive prior notice from the center.
- Obtain a copy of the childcare center's policies and procedures handbook.
- Review the childcare center's staff training records and any in-house training curriculum.
- Exercise these rights without receiving retaliatory action by the childcare center.

## ***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. 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.

Cloth diapers are not permitted at Kids 'R' Kids

## ***Breastfeeding Policy***

Kids 'R' Kids is happy to provide a comfortable place for our nursing moms in the infant classroom. 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.**

### ***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. Parent are not allowed to pick up their child from the field trip. All students must return to the center on the bus they left the school on. Once the student arrives back at the school, parents may sign their child out for the day.

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 10 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 7:00 am-8:15 am) and lunch (10:50 am- 12:30 pm) 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. Any necessary changes will be posted in the café or sent via Procure Messenger. Our Sample menu has been provided in your tour packet.

Due to choking hazard and food allergies, Kids 'R' Kids #77 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.

Parents will also provide baby food for children not yet on table food. Weekly menus for infants on table food are available for review. All infant items should be marked with the child's name. To help us better meet infants feeding requirements, all infants should be an Infant Care Plan filled out every 30 days.

- 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 Liberty Hill 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 #77TX is not responsible for damage to vehicles or items left in your car.

### ***Naptime***

All younger children are required to have a rest 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 a quiet time.

Children who fall asleep will be allowed to sleep until the end of the rest period, as designated by the daily schedule. Kids 'R' Kids staff are prohibited from waking students up from naptime unless they are leaving for the day or naptime has ended.

Children may bring **one small** item to comfort them and help them rest. The item and top blanket, including small pillows, must be small enough to fit into their assigned cubby.

Nap/rest times are required by the Texas Department of Health and Human Service regulations. Due to these regulations, parents cannot request that their children be exempt from nap or rest time. Parents are welcome to come and pick up their child just before nap time and dropped off after nap time has ended.

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

1. Infants, less than one (1) year age, will always be placed on their backs to sleep. Kids 'R' Kids does not allow alternative sleep positions, even with permission from the infant's licensed health care provider.
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. Steps will be taken to keep infants from overheating by regulating the room temperature, avoiding overdressing 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.
5. 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). Kids 'R' Kids does not allow infant classroom lights off.
6. All caregivers will receive in-person or online training on infant safe sleep based on AAP safe sleep recommendations.

### ***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.
4. 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. This includes e-cigarettes and any type of vaporizers).
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.
12. If sleep sacks are utilized, infant parents are required to have filled out and filed at the front desk, The Texas Health & Human Services, form 2550, *Operational Policy on Infant Sleep Safe*.
13. If an infant is brought into the classroom asleep, parents are required to wake up the infant before leaving the student in the school's care.

### ***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 classrooms. 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 Kids 'R' Kids will follow all the Texas 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.

### ***Prohibited Items***

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

- Cell phones
- Shoes with noise makers when they walk
- Toys from home
- Weapon type toys (guns, knives, swords, sabers, etc.)
- CDs, DVDs, iPods, PS2s or similar items
- Cameras and video cameras
- Skateboards
- Electronic games
- Inappropriate reading materials
- Any other items that would distract from learning
- Chewing gum or candy

### ***Safeguarding Valuables***

Children should not bring money 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.

### ***Student Celebrations***

We are happy to help your child celebrate their special day! To ensure a smooth and safe experience for everyone, please follow the guidelines below:

- **Coordinate with Your Child's Teacher:**  
Please make arrangements with your child's teacher in advance of bringing any birthday items.
- **Celebration Time:**  
Birthday celebrations will take place during the scheduled afternoon snack time only.
- **Treat Requirements:**
  - Provide enough treats for each child and teacher in the classroom.
  - All treats must be store-bought, **single-serve**, and come with a visible ingredient label.
  - Homemade items are **not** permitted, due to allergy and food safety concerns.
- **Allergy Awareness:**  
If any child in the class has an egg allergy, mini cupcakes may not be served. Please check with the teacher or director for approved options.
- **Nutritional Compliance:**  
Birthday treats will be served in addition to regularly scheduled snacks/meals as outlined in our nutrition policy. Any special snacks must be pre-approved by the director.
- **Party Favors:**  
Any gift bags or party favors must be approved by school management prior to distribution.

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:
  - Single serve for quick distribution
  - 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...

- 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
- Small, hard candy

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. 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. Once the child is comfortable on the toilet, and able to pull pants up and down independently, KRK will assist during child care hours.

- Teachers will sit the child on the toilet at frequent, regular intervals. If the child refuses, teachers will not make the child sit on the toilet. We may need to take a break until they are comfortable using it in the classroom.
- Pull ups should be worn during the training process. This makes it easier for your child to practice pulling them up and down on their own, and they are able to feel when they are wet.
- Dress your child in bottoms that are easy for them to pull up and down on their own (no snaps, no buttons, no onesie style clothing).
- Due to sanitary issues, your child must be accident free in their pull ups for 1 full week at KRK before switching to underwear.
- If the child begins to have frequent accidents after switching to underwear, we will begin the process from the beginning with pull ups.
- Pull ups will still need to be provided for nap time, until they are ready to go without one.
- 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.
- Please understand that we do not clean out soiled underwear. Soiled underwear will be immediately disposed of.
- Urine soaked underwear will be bagged and sent home. All soiled clothing will be sent home the same day for laundering.

Students must be fully potty trained before graduating up to suites 400-600. Children who regularly soil themselves cannot be enrolled in suites 400 – 600. For students to be considered fully potty trained, students must be able to:

- Communicate that they need to go i.e. the words "I need to go potty" *before* they need to go.
- Be able to pull up and down their underwear and pants without any assistance. (Pull ups are not underwear. Children who wear pull ups are not eligible for our suites 400 – 600 classrooms).
- Be able to wipe themselves after using the toilet.
- Be able to get on and off the toilet by themselves.
- Be able to wash and dry their hands.
- Be able to wait to go to the restroom when someone is using the classroom or the class is outside.

We cannot hold a spot for an almost potty trained child nor can we keep a three year old in one of those classrooms, regardless of the circumstances.

## ***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 1:00pm** 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.

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 Activities***

During the summer months, splash days are available for children who have permission (completed on their student paperwork) to participate in it. Please help our teachers make splash day the most fun by helping us with the following. Send your child to school:

- With their swimsuit underneath their clothes
- With sunscreen already applied at home. A permission form must accompany the sunscreen if it is to be reapplied at school.
- With close toed water shoes

LABEL EVERYTHING the following with first and last name and put in a bag:

- Clothing to change into afterwards
- Shoes to wear afterwards
- A small towel

Children who do not have close toed water shoes may not participate in splash activities.

In the event of inclement weather, we will cancel splash day and replace with an alternate activity indoors.

### ***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,

- Notify the teachers through the Procure Messenger who will be picking up your child that day
- Will ask them to present a picture ID
- Compare the name to the name in the child's file
- 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 visitors your Procure check-in and out information. 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; changes will be published in our weekly emailed newsletter. 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.

### ***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 school
- 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

### ***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 school.

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 school

### ***Communication***

#### ***Procure***

Each family enrolled in our facility will receive an invitation to join Procure Family via e-mail, with a free app available on smartphones. Procure provides families with a digital platform for receiving their child's "Daily Report" along with photos of their child's day. Procure is the only method of written communication that should occur between teachers and parents. Personal social media is not an appropriate form of communication for KRK business. Using this platform for tracking and assessing children has provided parents with documentation that helped get urgent medical diagnosis and assistance with therapies to support social/emotional development. Teachers use Procure to log children in and out, record meals, diaper changes, nap times, class notes, and send messages to parents, child assessments, behavioral issues, and incident reports. Parents are able to send messages to the teachers directly through the app and can expect to receive a reply, usually during nap time. We ask that parents understand that the teachers first priority is to concentrate on the children and if parents

have a pressing issue, they may call the Kids 'R' Kids to speak with the director. Parents are able to view newsletters or other documents teachers feel are beneficial to parents.

### Face to Face Communication

During student pick up or drop off, questions with lengthy answers or information that should be confidential, should not be discussed. If a parent needs to speak directly to a teacher or director about any issue, plans need to be made ahead so as to not disrupt the daily routine of the classroom. The needs of the children always come first and plans need to be made to ensure that there is coverage in the classroom for the meeting. Drop off and pick up times are simply a great time for greetings.

### Daily Reports and Lesson Plans

Each day in most classrooms, you will receive a Daily Report via Procure Engage 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 newsletters that will be posted weekly.

### 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 will find a copy of our most recent state licensing inspection. If you wish to review previous inspections, please refer to the TXHCCS.

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 at least one formal conference with your child's teacher during the school year. 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. During these conferences, we encourage parents to provide feedback with the teacher regarding observations of their child's growth at home. We will provide parents with a copy of our assessments so that parents can reflect and provide additional information they see with regards to their child's learning and development. Kids 'R' Kids considers all child assessment and screening data to be confidential. Teachers and management staff will have access to this information which will be used in a collaborative effort to enhance the learning environment of the school and individualize lesson plans and activities when necessary.

### Parent Volunteers

Parent participation for events such as class parties, class activities and school events will be communicated through postings in the building, newsletters, emails, or our Facebook page. If a parent would like to volunteer for any services such as reading to the children or helping in the center on a frequent basis, a criminal

background check will be required. A short orientation will be implemented, and certain policies/procedures will be enforced.

### 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. The purpose of this service is to give parents a glimpse into portions of their child's day in real time. Screenshots or videos of camera footage is prohibited from being taken. Please note that camera footage automatically deletes each evening.

### Parent Grievance Procedure

We encourage you to discuss any classroom issue with your child's teacher. 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.

### Checking On Your Child's Day

Please feel free to call anytime to inquire about your child. The front desk can call the child's teacher to gather the information you need and relay it back to you.

## **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. Whenever changes or updates are made to these operational policies, families will be notified by way of the email address we have on file. This reference can also be references on our website where the latest version will always be posted.