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## PARENT HANDBOOK

### Operational Policies

Including our discipline and child guidance policies



#### **“Leaf” it to KidsPark to meet your needs.**

Our hourly childcare centers are for preschool and school age children, ages 2 through 12. We are a unique childcare solution that offers a safe and fun play space that is available without reservations so you can drop in days, evenings and weekends, whenever you need childcare.

Our play space offers many entertaining and learning activities through a mix of teacher-organized and child-initiated activities in both group and individual settings. Kids choose. Play components are selected to promote cooperation, socialization, listening skills and motor development. Each month there are featured activities that include cooking, arts and crafts, sensory exploration or hands-on science.

Use us for regular care, or when you need to keep appointments, run errands, attend school or meetings, tend to business or an ailing family member, go shopping, see the doctor or dentist, enjoy an evening out for dinner or a show, ... or just to relax and re-energize.

Parents are encouraged to contact our center director or owner if there are any questions or concerns. We are always striving to improve and welcome your questions, feedback and ideas.

#### **How to Enroll**

We are open all year long and you may enroll anytime. Simply fill out our registration forms either online or in the center and pay a one-time registration fee of \$35 per family. **Families must visit at least once a year to remain active.** If you have not visited in more than a year, you will need to fill out the forms again and pay a \$17.50 reactivation fee.

**The registration form must be in the name of the child's primary guardian/guardians.** All guardians must be listed. **Only siblings may be listed on one registration.** Cousins must be on separate accounts under their primary guardians. If there are any court orders on custody please provide current copies to KidsPark. KidsPark will comply with the most recent court orders we have on file. In the absence of a court order, per Texas state law, parents have equal rights, equal access to the child, to their records and equal ability to designate authorized pickups and emergency contacts. KidsPark insists on cordial communication between all parties and does not become involved in custody disputes. If a custody issue creates a disturbance or risk at our center, KidsPark has the right to deny service.

Each parent assesses their child's appropriateness for KidsPark and fully discloses if their child has any medical, psychological, physical or mental condition for which special attention is required. KidsPark is an active environment and children must be able to be cared for in a group with a teacher to child ratio of 1:11



### **Times to fly in.**

Monday-Thursday 8:00am - 10:00pm  
Friday 8:00 am - midnight  
Saturday 10:00 am - midnight  
Sunday 1:00 pm – 6:00 pm

- Close at 6pm on Halloween, Thanksgiving Eve and Christmas Eve
- Closed New Year's Day, Easter, Mother's Day, Memorial Day, Father's Day, July 4<sup>th</sup>, Labor Day, Thanksgiving and Christmas.

### **If we must close due to inclement weather**

- Decisions regarding opening, closing, or delaying the center's opening will be made by 7:00am. If the center is open, the day will continue normally, unless extreme circumstances necessitate closing early. In such an emergency, the Director will telephone parents for early pickups.
- We will post information about opening or closing times on our website: [www.kidspark.com/the-woodlands](http://www.kidspark.com/the-woodlands) and Facebook page [www.facebook.com/KidsParkTheWoodlands](http://www.facebook.com/KidsParkTheWoodlands)



### **Tasty Treats.**

- Snacks are complementary and are served with 100% apple juice at 10:00 am, 3:00 pm, and 8:00 pm daily.
- Meals are served at noon and 6:00 pm.
- Meals can be brought from home or purchased. Menus and meal prices are posted in our lobby. We will feed your child based on your specific instructions. Licensing requires that children in care for 5 or more hours must be served a meal. If you have not ordered or cannot be reached, one may be provided for your child and you will be charged.
- **All meals ordered must be paid for, without exception.**

- Nutritional needs meet the state of Texas minimum standards 746.3305. Meals include the following:
  - .5 cup fruit or vegetables
  - 1 cup 2% milk
  - Either a corndog (1/2 serving bread or bread alternative, 1.5oz meat), Chicken Nuggets (3-6pcs=2 oz meat) or Pizza (2 slices=2.3oz dough, 1.8oz cheese, .5oz meat, 8oz tomatoes).

**\*\*Any meals or snacks from home MUST be free of nuts and nut products!\*\***



### **Who is sleepy?**

Naps are not scheduled since children arrive at various times. If a child is tired, they are encouraged to rest in our theater which is typically a quiet area. If you do not want your child to nap, please try to schedule visits around naptime. We provide nap mats in the theater area. We ask parents to supply clean pillows and blankets if needed.



### **Our daily schedule is something to sing about.**

Action Games are offered hourly, such as parachute play, relay races, jump rope, balloon volleyball and ribbon dancing. The chosen activity is based on the interest, age and energy level of the children present.

Mountain of Energy is a safe outlet for jumping, climbing and sliding, is available throughout the day on a rotational basis between preschool and school age children. When both age groups are present, each is allowed to play for about 15 minutes before the age group is changed.

Sensory Exploration like play dough, shaving cream, goop and gak is available throughout the day.

Group Times are offered at least 5 times a day and incorporate music, dance, drama and imagination. There is a group time before each snack and meal: 9:45am, 11:45am, 2:45pm, 5:45pm and 7:45pm.

Art is offered throughout the day and exposes children to various mediums and processes, like cutting, gluing, sculpting, beading, painting, stamping and folding.

Fitness Let's Move! KidsPark offers a fun fitness program daily that includes warm up, fun exercise, stretching, cool down and fitness facts.

School Age schedules follow the school calendar. On a daily basis there are offerings of various art and games, as well as homework support. During school vacations special activities are planned.

Diapers and Toilet Training are tended to every 2 hours, or as needed. If your child is in the process of being toilet trained, let the staff know to remind them.



### **Join the fun!**

**KidsPark only accepts healthy children between the ages 2 through 12.** We take every precaution to safeguard other children against illness. All toys and equipment are sanitized on a daily basis. Please keep your children at home if they are ill. At check-in, KidsPark will visually inspect to be sure they do not have a fever, rash, sore throat, cold, diarrhea, or pink eyes.

If a child does become ill while in our care, the parents will be contacted. Depending on the severity of the illness, if the parents do not respond within a half hour of the call the child's emergency contact may be called. A child cannot remain in care if they have a communicable disease, or if their fever is 101 degrees or higher, if they vomit one or more times, if they have two episodes of diarrhea, or if they experience any behavior changes such as lethargy, or show other signs that may indicate illness. A child cannot remain in care if illness results in a greater need for care than caregivers can provide without compromising the health, safety, and supervision of other children in care. In addition, employees of KidsPark are not permitted to work when experiencing illness or communicable diseases. KidsPark employees are recommended to receive immunizations for vaccine-preventable diseases.

An ill child is isolated from the other children and made as comfortable as possible. KidsPark will not administer any medications that are not prescribed by a physician. Attention is given to the toys the child may have put in their mouth – each must be disinfected with a bleach and water solution.

**We provide a healthy environment.** The State of Texas requires immunization, medical assessment, hearing and vision screening for attendance at a drop-in childcare center. Please provide these with the health form provided. If a child attends school at another facility and these records are on file with them, please list, on the registration form, the name, telephone number, and address of the school or childcare facility.



### **You are the star. Our Discipline and Child Guidance Policies.**

KidsPark strives to create a safe, positive environment and to partner with parents to provide the best possible experience for all children in care.

**KidsPark Staff will:**

- Follow KidsPark positive discipline philosophy, child development training and KidsPark procedures
- Be polite, respectful, professional and open to communication and feedback
- Be a partner with parents in addressing behavior issues
- Communicate behavior issues at checkout, solicit parent insight and feedback and discuss future steps as appropriate

#### **Parents will:**

- Understand that KidsPark is a unique environment and not suited to every child every day
- Be polite, respectful and open to communicating with KidsPark staff
- Be a partner with KidsPark in addressing behavior issues
- Be able to pick up their child within 30 minutes in the event of sustained behavior challenges or need for 1 on 1 care.

#### **Children must be able to:**

- **Follow directions**
- **Respond to teacher redirection**
- **Be able to be cared for as part of a group.** Our child to teacher ratio is most of the time 11 to 1. KidsPark cannot provide 1 on 1 care.
- **Behave in a safe way** that does not hurt self, others, property or teachers.
- **Behave in a way that is not disruptive** to other children in care or KidsPark staff's ability to supervise other children or run the program.
- **Behave in an appropriate manner for a child environment.**

Positive discipline and child guidance procedures will be exercised when one child's behavior does not comply with any of the above requirements for care including but not limited to aggressive behavior, hitting, biting, pushing, fighting, head banging, bullying, throwing, climbing, inability to be redirected, inconsolable crying, opening gates, drawers or doors without teacher permission, inability to keep hands or feet to self, inappropriate language including inappropriate subject matter, cursing, insulting or disrespecting others. **IN NO CASE WILL THERE BE ANY PHYSICAL CONTACT!**

The following disciplinary steps will be taken:

1. **Positive Redirection:** interest the child in another activity
2. **Limit setting:** not allow the child to participate in the activity he/she was abusing.
3. **Limit choices:** the child may only do the activity chosen by a staff member or may choose from the activities presented.
4. **Parent call:** if a child is not responding or has two incidents during one visit, we will give parents a courtesy call, requesting suggestions for behavior modification.

5. **Visit limitation:** If a child's behavior is not manageable, is overly disruptive, requires sustained 1 on 1 care, or after we have put parent suggestions into place the behavior continues, we will call for pick up. Parents must be able to pick up within 30 minutes
6. **Service Limitation:** After a child has been sent home three times, future visit duration and/or frequency may be limited until the child adjusts to KidsPark's environment and behavior improves.
7. **Care Break:** If visit limitations are not effective or if behavior is serious, the child may be required to take a break from KidsPark's services for a period of time.

### **KidsPark Good Citizenship Pledge**

Be a good KidsPark Citizen. When you visit KidsPark, please have your child(ren):

- enter calmly and let them know they need to stay in the play area
- keep their hands to themselves
- use toys as intended
- be friendly, use kind words and actions
- take turns and share
- be respectful and a good listener

1. We recognize everyone has bad days. Tell us if your child's routine has changed or if something has impacted their behavior. It may help us make their visits successful.

2. **KidsPark has 0 tolerance for fighting and bad language.** We may call if a child acts inappropriately and does not change their behavior or attitude. If requested, **please return within 30 minutes of a call or have another authorized person pick-up.**

3. If this type of behavior occurs routinely, or the incident results in a child being hurt, children are suspended or expelled. We strive for a safe, friendly and respectful environment that everyone can enjoy.



### **We take care of all the details.**

Before your child's first stay at KidsPark, you will need to fill out the registration and licensing forms, accessible in the center or online. Both the family's registration form and our software maintain all of State Licensing's required information provided by the parent.

Check children in by registering with our receptionist and completing the following into the sign in tablet: name of emergency contact for the day, emergency contact phone number, first and last name of child, time in, meal status (brought from home, will purchase, or is not eating) and signature. Before leaving the child, the person will also tell our receptionist if there are any special needs or any new allergies for the visit.

## Hygiene

- If your child is in diapers, bring disposable diapers for changes and a change of clothes. Write your child's name and last initial on a Ziploc bag, fill with their diapers and deposit it in the Diaper Bin at the counter. KidsPark provides wipes. Ointment, powders and creams cannot be applied without parents' written permission in the medication authorization form.
- If your child is toilet training, please bring a change of clothing. Extra clothing should be placed in Ziploc Bag and be marked with the child's name and last initial and deposit in the bin for extra clothing.
- There is a small fee if KidsPark has to provide diapers or spare clothes.

**Personal Items** Shoes as well as any other personal items can be stored in cubbies in the lobby. **KidsPark is not liable for any lost, broken, or misplaced personal items.**

**Personal Electronics** KidsPark does not allow personal electronics. We will keep them so busy they won't even notice! The only exception is if the child is attending distance learning, then he will be able to have one electronic device.

When picking up, the person will identify themselves to the front desk and be verified as authorized for pickup either by their name and password or name and picture ID. After being approved, the person will sign out on the tablet which shows the time out and the duration of the child's visit. Payment is expected at the time of pick up by cash, Visa or Mastercard. **Failure to provide payment at pick-up will result in a \$35 open invoice fee and future service to any KidsPark will not be provided until the bill and fee have been paid.** Before leaving, check for unused diapers, and any soiled clothing in sealed plastic bags with your child's name on it, as well as any other personal items such as lunch boxes.

The family's registration form includes all of State Licensing's required information provided by the parent. Our Registration Form includes the following information: Personal Rights, Parents Rights, Child's Health History, Parent Identification and Emergency Information, Acknowledgment of Parent Handbook, Medical Release and Admission Agreement.



## Come with “watering” instructions?

We do not administer any medications to children, except those medications required for life threatening emergencies or chronic health conditions. Medications are stored in a locked area and will only be given by the director or shift lead. A written order from the child's physician is needed for the medication to be dispensed. The medication needs to be in the original container and must be labeled with the child's full name, date of birth, physician's

name and instructions. Medication can only be administered in amounts according to the physicians' instructions. Parents must sign the medication authorization form, which will be kept in file.



### **Emergency Preparedness**

Parents are required to provide a current working phone number at each check in where they can be reached by KidsPark staff in the event of an emergency as well as an emergency contact if they cannot be reached.

#### Medical Emergency

If a child sustains an injury that we determine constitutes an emergency or life-threatening situation, we will take the following steps.

- Apply appropriate first aid
- Call 911
- Contact the parent or the Emergency Contact to ask them to pick-up the child immediately or to give us further instructions
- If no one responds, we will act as an agent for the Parent to authorize medical care and have the child taken to the closest Emergency Room. We will be sure to take their Registration and Medical Release Forms.
- The incident will be documented, and the Director will be notified so the Extended Incident/Injury Report can be completed.

#### Onsite emergency.

The safety of children in our care is very important to us. We have an emergency plan that considers severe weather, fires, intruders, and release of children. Drills are conducted regularly by employees and children.

- **Evacuation**

If we need to evacuate the building, the children will be guided to the nearby vacant lot. In case of an extreme emergency, we may need to evacuate the shopping center. Magic Oak Preschool and French Elementary School will be the places of relocation. Once the safety of the children is ensured, parents will be contacted from the evacuation site and staff will remain with the children until all are picked up. A sign must be placed on the door if possible, letting parents know where we are.

- **Loss of Power**

The Director will determine the steps for the staff to take, giving consideration to the best interest of the children, parent's needs and safety. KidsPark will close if no power is available during evening hours. If we close early, a sign will be posted on the door to let prospective customers know why we are not open and what time we will be reopening on the following day. Contact parents to let them know the situation and closing time.

- **Severe weather and Tornado sirens**

In a severe weather situation and/or tornado sirens we will “shelter in place” by moving the children to the back of the center, away from the windows.

We will not accept children for care while sirens are sounding. We strongly discourage checkouts while the sirens are sounding and encourage parents to shelter in place until the sirens stop. Parents may enter KidsPark to shelter in place with the children until the sirens stop or the storm clears.

- **Emergency Notifications**

In the event of unusual circumstances or emergencies, parents will be contacted by phone. Additionally, if circumstances allow, information will be posted on our website and Facebook page:

[www.kidspark.com/The-Woodlands](http://www.kidspark.com/The-Woodlands)

[www.facebook.com/KidsParkTheWoodlands](https://www.facebook.com/KidsParkTheWoodlands)

### **Licensing:**

KidsPark The Woodlands is licensed childcare by the Texas Health and Human Services Commission. We will comply with the Minimum Standards for Child-Care Centers. A copy of the Minimum Standards is available at the center for parents to review or you can visit the website: <https://hhs.texas.gov/>

The most recent licensing inspection report is available and at any time, you may contact the local licensing office at (713) 940-3009 or you can visit the Texas Health and Human Services Commission website at <https://hhs.texas.gov/>

**Field Trips and Transportation:** As a drop-in center, KidsPark is not licensed to provide any form of transportation or field trips for children.

### **Abuse and Neglect of Children:**

As a State of Texas licensed facility, our staff are mandated to report suspected physical or sexual child abuse to Child Protection Service. If abuse is suspected, staff will take the following steps: (1) Consult with their Director or Shift Lead (2) While child is still at KidsPark, contact Child Protection Services (3) Complete a Suspected Child Abuse Report and submit it to CPS. KidsPark employees are required to receive annual training in order to increase awareness on issues regarding abuse and neglect, including warning signs and factors that a child is at risk. If your child is a victim of abuse or neglect, you can obtain assistance and intervention by contacting the DFPS at 1-800-252-5400.

**Notifications:** Our daily schedule and special events will be posted in the lobby to keep you, the parent, informed as you check in and out of our center. Important information about

special events will be sent home with children in attendance as well as mailed and/or emailed to all registered families. In addition, important information and special events will be posted on our website: [www.kidspark.com/The-Woodlands](http://www.kidspark.com/The-Woodlands) and also on our Facebook page <https://www.facebook.com/KidsParkTheWoodlands>. Regular email newsletters will serve to inform and remind parents of our schedule, calendar of events and special notices such as communicable disease exposure and outbreaks.

**Parental visits:** If parents have any questions or concerns about our policies and procedures, our center Directors have an open-door policy. Directors can also be reached by calling the center. Parents are welcome to visit our childcare center at any time during our hours of operation to observe your child, our childcare center's operation, and program activities without an appointment. If you are interested in participating in a particular activity, please make arrangements in advance by contacting the Director for permission.

**Security and Safety:** We are committed to the safety and security of our children, employees, and visitors. We are a gang-free, weapons-free, drug-free, and tobacco-free zone. This center may conduct video, audio, and/or other electronic surveillance of any portion of its premises at any time, except those prohibited by law. Per sections 71.028 and 71.029 of the Texas Penal Code, the area within 1000 feet of a childcare center is designated as a gang-free zone. As such, certain gang-related criminal activity or engaging in organized criminal activity within 1000 feet of KidsPark is a violation of this law and is therefore subject to increased penalty under state law.

Firearms and weapons are not allowed on the premises except for Peace Officers as listed under SS2.12 of the Code of Criminal Procedure and security officers commissioned by the Texas Private Security Board and acting pursuant to this code.

**Photos:** Out of respect for all of our parents' wishes, we ask that you do not take photographs or videos of the children in our care.

**Policy Changes:** KidsPark The Woodlands reserves the right to make changes to this Parent Handbook at any time and without notice to comply with governmental requirements or for any other reason necessary. In the event of a policy change, parents may be notified in writing.

By signing your name during registration, you agree to the following KidsPark policies and procedures:

1. **Meals** will only be provided if specified. If a child who was not to eat is hungry at mealtime, we will either (1) contact the parent or (2) give the child a meal and charge the parent.
2. **Late Pick-ups** will be charged \$1/minute. Closing times are: 10:00 pm Mon-Thurs, midnight Fri & Sat and at 6:00 pm on Sun.
3. **Pay** by cash, VISA or Mastercard. A \$35 service charge is added to unpaid balances.

4. **Lobby Cubbies/Bins** are provided as a convenience. We do not take responsibility for personal items left in the bins.
5. **Socks** are required. Dress for play. We do not take responsibility for clothes that are soiled.
6. **Bring Diapers** for changes. Diapers we supply will be added to your bill.
7. **KidsPark good Citizenship Pledge.**
8. My signature verifies receipt of KidsPark's **Parent Handbook**.
9. Occasionally we will do **cooking activities** with the children or outside food is brought in by parents for birthdays or other special occasions. Your signature gives us permission for your child to eat the food made or brought in during these times. If your child suffers from any food allergies, they must be clearly noted on the registration form.