



## PARENT HANDBOOK

### Operational Policies

#### Including our discipline and child guidance policies

Our hourly childcare centers are for preschool and school age children, ages 2 through 12 years old. 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-directed 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, fitness, sensory exploration and hands-on science.

Parents are encouraged to contact our center director and or owners 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 online registration forms and pay a one-time registration fee of \$39.95 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 \$20 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.

The State of Texas requires immunization, medical assessment, hearing and vision screening for attendance at a drop-in childcare center. Please provide these by the date of your first visit. 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. In the city of Arlington, TB testing is not required for children.

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**

Open year round.  
Monday-Thursday 7:30am - 8pm  
Friday 7:30am -10pm  
Saturday 7:30am -10pm  
Sunday 10am - 8pm

- Visits can be up to 5 days in row and up to 15 days a month
- Close at 6pm on Halloween, Thanksgiving Eve, Christmas Eve and New Year's Eve.
- Closed Easter, Memorial 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](http://www.kidspark.com) and Facebook page [www.facebook.com/KidsPark\(Arlington\)](http://www.facebook.com/KidsPark(Arlington))

### **Tasty Treats**

- Snacks are complimentary and served at 10am, 3pm and 8pm. We serve crackers and water.
- Parents are responsible for meals. You may either bring in food or place and order through us with one of our restaurant partners. As parents are responsible for providing meals (whether brought from home or purchased), KidsPark is not responsible for the nutritional value of the meal. **Please clearly communicate your meal order to a teacher at check-in.** 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
- Meals from home or outside must be peanut-free and ready to eat. **We are a peanut-free facility. We cannot microwave or refrigerate.** Per health department regulations, **leftovers cannot be saved.**
- Sunday –Thursday lunch is ordered at 11am and served at noon. Cost is \$5.95
- Dinner is ordered at 5pm and served at 6pm. Cost is \$5.95.
- Friday and Saturday pizza is served at noon and at 6:00 pm. Cost is \$5.95. You do not need to pre-order, but you must be checked in 15 minutes prior to serving time and clearly communicate your order to the front desk.
- **All meals ordered must be paid for, without exception.**

### **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. **For very young children, please try to schedule visits around naptime.** If a child needs to sleep, we do provide mats in the theater area. We ask parents to supply pillows and blankets.

### **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**, 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, and goop 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 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. We recommend bringing spare clothes just in case, too.

### **Health and Wellness Policy**

**KidsPark ONLY accepts healthy children between the ages of 2 and 12 years old.** 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. Additionally, at check-in, KidsPark will visually inspect children to be sure they do not have a fever, rash, sore throat, cold, diarrhea or pink eyes and will exclude them from care.

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, at the discretion of the Director or Shift Lead, 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 100 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. Attention is given to the toys the child may have put in their mouth – each must be disinfected with a bleach and water solution.

If a child is sick, they cannot be in our care until they are symptom free for at least 24 hours or as otherwise indicated on our Get Well instruction sheet sent home with sick children.

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

**Check children in** by registering with our front desk and confirming on our sign-in tablet: name of person checking the child in, parent's emergency contact number, name of child, time in, and a signature. Clearly communicate all meal information to the teacher at check-in. Before leaving the child, please inform our front desk if there are any special needs for the visit.

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

**Personal Electronics** KidsPark does not allow personal electronics except for school needs. We will keep them so busy they won't even notice! If parents would like their child to have their phone, it must be kept at the front desk.

**Lunch boxes or home meals** Lunch boxes or meals brought from outside or home must be labeled with child's first and last name and be placed in silver bin at front desk. All meals must be peanut-free and ready to eat. We cannot microwave, refrigerate or save leftovers due to health department regulations.

### **Hygiene**

- **If your child is in diapers**, bring disposable diapers for changes and a change of clothes just in case. Write your child's name and last initial on a provided Ziploc bag, fill with their diapers and deposit it in the Diaper Bin at the counter. KidsPark provides wipes. We do not use any powder or ointment unless provided by parent.
- **If your child is toilet training, please bring a change of clothing.** Extra clothing should be marked with the child's name and last initial and kept in a labeled Ziploc bag the silver bins on the front counter.
- There is a small fee if KidsPark has to provide diapers or spare clothes. If you wash and return the spare clothes we will credit your account.

**When picking up**, the person will identify themselves to the front desk and be verified as authorized for pick-up either by their name and password or name and picture ID. Children will only be released to individuals listed on the registration form. After being approved, the person will sign out the child by writing their signature and time out next to where the child was checked in. Payment is expected at the time of pick up by cash, charge or debit. Before leaving, check for unused diapers, and any soiled clothing or cloth diapers in sealed plastic bags with your child's name on it. **Any bill not paid by the close of business will incur an open invoice fee of \$25 and future service will not be provided until the bill and fee has been paid.** Please respect our hours of operation. **Late pickups will incur a \$1 a minute charge.** Repeat late pickups will also incur a \$25 late fee in addition to the \$1 a minute charge.

Both the family's registration form and our Center Management program maintain all of State Licensing's required information provided by the parent. Our Registration Form includes the following information: Child's Health History, Parent Identification and Emergency Information, Medical Release and Admission Agreement.

### **Medicine**

If your child requires any medication during their visit, the medicine must be in its original container, is not expired and labeled with the child's first and last name. Parents must sign a Medication Authorization form. We will administer the medication as needed per the directions on the label if prescription, or as listed on the bottle for the child's age if non-

prescription if the child is in our care at that time and the parent signs a Medication Authorization form. The parent will then be informed about the medication administration at check out.

### **Field Trips and Transportation**

KidsPark is a center for short-term care; therefore, there will be no transportation to or from the center at any time. Nor will we take field trips or participate in water activities.

### **Animals and Pets**

KidsPark is a sanitary environment and as such there will be no animals or pets allowed in the center in order to prevent accidents and allergic reactions.

### **Licensing**

A copy of the Texas Minimum Standards and most recent Licensing inspection report can be viewed in the Director's office at any time. At any time, you may contact the local Licensing office (817.321.8000), DFPS child abuse hotline (1.800. 252.5400), and DFPS website ([www.dfps.state.tx.us](http://www.dfps.state.tx.us)).

**Reporting Child Abuse** As a State of Texas licensed facility; our staff is 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 817.321.8000.

**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, policy changes and 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](http://www.kidspark.com) and our Facebook page [www.facebook.com/KidsPark\(Arlington\)](http://www.facebook.com/KidsPark(Arlington)). 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. We will post in center and online 2 days in advance of pest control services.

**Parental visits:** If parents have any questions or concerns about our policies and procedures, please do not hesitate to contact our director. She can also be reached by email to set up an appointment. ([arlingtondirector@kidspark.com](mailto:arlingtondirector@kidspark.com)) 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 make arrangements in advance by contacting the director for permission.

**Breastfeeding:** KidsPark recognizes the right of mothers to breastfeed and will make available a comfortable, private place to nurse as needed.

**Gang-Free Zone:** 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.

### **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 Unusual Incident/Injury Report can be completed.

### **Evacuation**

If we need to evacuate the building, the children will be guided to the nearby vacant lot or, in inclement weather, the Studio Movie Grill or Improv located nearby in the shopping center. 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 at dusk or sunset; 4:30 pm during Day Light Savings Time (Fall and Winter) and 8:30 pm during Standard Time (Spring and Summer). If we close early, post a sign 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 most interior location of our center, the theater area or Creation Station bathrooms.

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.

### **Notification**

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](http://www.kidspark.com)

[www.facebook.com/KidsParkArlington](http://www.facebook.com/KidsParkArlington)



## **Parent and Teacher Partnership and Communication Agreement**

### **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 mins in the event of sustained behavior challenges or need for sustained 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 average child to teacher ratio is 6-1 and can be up to 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.**

### **Discipline and Child Guidance Procedures**

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.

### **The following child guidance 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 or disrupting.
3. **Limit choices:** the child may only do the activity the teacher chooses
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 1 hour.
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 service for period of time.