



KidsPark The Woodlands

Parent Handbook and Operational Policies

Discipline and Child Guidance Policy

Our hourly childcare centers are for preschool and school-age children, ages 18 months through 13 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 a mix of entertaining and educational activities through both teacher-organized and child-initiated activities in group and individual settings. Play components are selected to promote cooperation, socialization, listening skills and motor development. Our curriculum features activities that include cooking, arts and crafts, sensory exploration or hands-on science.

KidsPark the Woodlands offers hourly, daily, and weekly care. Use us for occasional drop-ins like attending an appointment or meeting, running errands, or a night out, or use us as your full-time child care provider. The list of ways to use KidsPark is endless!

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 online 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 sign 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.** Other family members must be on separate accounts under their primary guardians. If there are any court-ordered custody agreements please provide the most current copies to KidsPark. KidsPark will comply with the most recent court orders we have on file provided by the custodial guardian. In the absence of a court order, per Texas state law, parents have equal rights and equal access to the child, 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 should assess their child's appropriateness for KidsPark and fully disclose 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

Time to fly in.

Monday - Thursday	7:00am - 8:00pm
Friday	7:00 am - 10:00 pm
Saturday	10:00 am - midnight
Sunday	Closed

- Close at 6pm on Halloween, Thanksgiving Eve and Christmas Eve
- Closed New Year's Day, Easter, Mother's Day, Memorial Day, Father's Day, 4th of July, 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 and notice will be sent out via the Remind app.
- We will post information about opening or closing times on our website: www.kidspark.com/the-woodlands and Facebook page www.facebook.com/KidsParkTheWoodlands

Tasty Treats.

- Snacks are complimentary and are served with water 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. Licensing requires that children in care for 4 or more hours must be served a meal. If you have not ordered or cannot be reached, one will 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 milk
- Meat and meat alternates must be served in the main dish, or in the main dish and one other menu item.

****Any meals or snacks from home MUST be nut and shellfish free!****

Who is sleepy?

Naptime Monday-Friday is at 12:30 in our Blue Crew area. If you would like your child to have a nap, please provide them a nap mat to sleep on and let the teacher know any specifics at drop off. Each child's nap can not exceed more than three hours. Children between the ages of 18 months - 5 years old are required to have a nap or quiet time if in care for more than 5 hours. Children who are not napping/resting have the option to play in the big kids' area.

On Saturdays, we do not have a specific naptime due to the higher numbers of older children and varied arrival/departure times. If a child is tired, they are encouraged to rest in our theater which is typically a quiet area. If you know there is a chance your child will nap or rest, please supply them a nap mat. If you do not want your child to nap, please try to schedule visits around naptime.

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, 5:45 pm 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. We have an exterminator come out every 3-6 months. We set aside any toy that gets dirty during the day and sanitize it before another child plays with it. We machine wash all washable products at least once a week or before another child uses it, we maintain all sensory play buckets on a regular basis, and overall keep the center in good condition and clean. Our teachers wash their hands on a regular basis and after any of the required times we have the children do the same. Teachers also use gloves when required.

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 100.4 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. If your child is sent home they are not allowed to come but until being 24 hours symptom-free.

In addition, employees of KidsPark are not permitted to work when experiencing illness or communicable diseases. KidsPark also follows the CDC guidelines closely.

If your child is hurt/ ill and is in immediate danger we will contact emergency medical services.

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 elementary school and these records are on file with them, please list, on the registration form, the name, telephone number, and address of the school.

As of right now the state of Texas does not require TB testing or immunization for staff or students, although they may in the future. If the state does change and it becomes a requirement we will notify all parents.

All employees of KidsPark are encouraged to have all immunizations although they are not required.

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's 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's 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. Unacceptable behavior includes but is 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 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 an 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 if 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 zero 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, which you can access 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 an emergency contact for the day, emergency contact phone number, first and last name of the 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 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 a 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 an 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, Parent's 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 the 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 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 (936)539-1161 or you can visit the Texas Health and Human Services Commission website at <https://hhs.texas.gov/>

Field Trips and Transportation: KidsPark the Woodlands does not provide transportation although we sometimes do field trips in our strip center. When we do, parents will be notified ahead of time and parents must sign a permission slip in order for their child to participate. This is for children ages 4 and up. When we do have a field trip please bring/include the following items:

- Closed toed shoes
- Clothing they can move easily in
- Extra pair of clothing
- Extra undergarments

Water Day: When the weather is nice we may do water day activities. When we do these activities parents will be notified ahead of time and parents must sign a permission slip in order for their child to participate. When we do a water day please bring the following items with your child:

- Towel
- Extra clothing
- Extra undergarments
- A swim cap if you would not like your child's hair to get wet

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 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: 8:00 pm Mon-Thurs, 10:00 pm Fri & midnight on Sat.
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**.

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.