

KID'S RESORT 2017-2018
PARENT HANDBOOK Revised April 2017

Please keep this fact sheet for your reference. There are a few policies that I must inform you of so that the operations of the program run smoothly and so that you are informed in advance.

A. TUITION

Your child's tuition is due in full on the last Friday of each month, for the upcoming month. Full payment is due regardless the number of days your child attends.

a. CREDIT CARD PAYMENTS

KID'S RESORT does accept credit card payments. The payments are processed on the card you place on file the last Friday of each month for the tuition amount only. You will receive a confirmation the day that your payment is made. If there are any additional charges for the month (i.e. Early Release days, All Day care, Holiday Care), the extra charges will have to be paid in either cash or check as needed. A \$10.00 convenience fee will be added to each monthly credit card charge.

b. LATE PAYMENT

Payments are due on the last Friday of the month for the following month. Payments not received by Friday at 6:30 PM will incur a \$20.00 late fee. An additional \$5.00 will be added for each day of non-payment, beginning Monday at 6:30 PM. Late payments must be made with cash, money order, or by credit card. Please be sure to get your receipt. If payment is not received on Monday, your childcare services will be suspended until payment is paid in full.

c. HOLIDAYS

We are closed the following holidays: New Year's Day, Good Friday, Memorial Day, 4th of July, Labor Day, Fair Day(Friday), Thanksgiving (Thursday and Friday), Christmas Eve and Day.

d. INSUFFICIENT CHECKS

All NSF checks will be handled by Merchant Services. Merchant Services will electronically debit its customer's bank account for the amount of the check if the customer's check is returned for NSF or UCF, and if applicable, to charge and collect from its customer's bank account, in addition to any fees the customer's bank may charge, an additional processing, service, or similar fee (the "Returned Check Fee") equal to the stated amount of such fee, but not to exceed the maximum fee, if any, permissible under applicable state law.

KID'S RESORT will charge an additional \$30.00 for NSF checks. KID'S RESORT's policy is after the second insufficient check you will need to make cash only payments.

B. ATTENDANCE ACCOUNT ABILITY

For after school care only: Child Care Licensing requires that we show accountability for each child absent. If you do not notify us that your child will be absent, we must contact the school to find out where your child is. If we are unable to locate your child then we must contact you. PLEASE contact our staff and let us know if your child will not be attending.

C. HOMEWORK

For after school care only: Homework is the parent's responsibility. To help the parents out we offer homework for one hour a day and provide assistance to each child as needed. The parent can request that we work on certain subject areas with their child. The staff will look over the homework and point out the ones that need to be rechecked but they will not check each and every problem unless the child does not understand the assignment. It is the child's responsibility to write down their assignments and bring their work. Each child should also bring paper and pencil and any addition tools necessary to complete their homework.

D. CELL PHONES AND ELECTRONIC DEVICES

The use of cell phones and other electronic devices that record audio or video, by children, are not allowed in our program. Any of these devices that are brought in and become lost or damaged will not be the responsibility of KID'S RESORT or its staff.

E. MOVIES

FOR AFTER SCHOOL CARE ONLY: Occasionally on early release days or long bouts of inclement weather we will show G or PG movies. The movies will be pre-approved by the director before showing to the children.

F. PARTIES

We celebrate all holidays with the children. For each party, we will have a list for you to sign-up to bring goodies. For the children's safety, all items must be store bought. I thank you in advance for your support and compliance. The children always enjoy the treats that are provided.

COMMENTS

If you have any comments, suggestions, or complaints please contact Cindy Gifford (owner) at 281-762-TINY (8469).

Child Care Licensing required information to be provided to parents

1) HOURS OF OPERATION

FOR AFTER SCHOOL CARE ONLY: KID'S RESORT is opened from the first day of school in August until the last day of school in May. Our hours are 2:30 till 6:30 p.m. Monday through Friday. On early release days we will open at LCISD designated release time.

BEFORE SCHOOL ONLY: KID'S RESORT IS OPENED FROM 6:00 AM – 8:00AM.

KID'S RESORT SUMMER CAMP is open during the months of June, July and August, Monday thru Friday from 6:00 AM - 6:30 PM.

You are welcome to visit the center at any time without prior approval.

There is a late pick-up charge, per child, for parents arriving after 6:30 PM. After 3 late pick-ups, your childcare will be suspended for one week. You will be charged for the week.

Late Pick-Up Fees: 10 minutes - \$20, 11-20 minutes - \$30, 21 minutes or more - \$50

2) RELEASE OF CHILDREN

Each day, the person picking up your child must sign out the date, time and their name. If it is their first time picking up your child please let them know that a picture Id. will be required. This is suggested by the State for the safety of your child. Your child will only be released to the people you have designated on their enrollment form. This includes teachers and coaches. A Sibling, under the ages of 18 picking up your child must be noted on the enrollment form.

3) ILLNESS

We are governed by the State that any child with fever, vomiting, and/or diarrhea may not attend childcare for the safety of the other children. Therefore, if you are called by the school that your child is ill, they will not be allowed to attend the after-school program. If your child becomes ill during our care, you will be called to pick your child up.

4) HEALTHY ENVIRONMENT

Toys and equipment that are placed in children's mouths, or are otherwise contaminated by body secretion or excrement, are to be sanitized before handling by another child.

5) MEDICATION

Medication is not administrated at our program. If the need arises, you must contact Cindy Gifford at 281-762-8469 for approval. Medications will then be accepted with proper paperwork only, and the form must be updated every 6 months. Staff giving the medication will maintain documentation of dates and times given.

6) MEDICAL EMERGENCY

If there is a medical emergency with your child, we will provide the necessary care and treatment while contacting emergency personnel. We will then attempt to contact the parents first, and then the emergency contact person on your list. We will explain the situation and medical emergency. At this time, we will make arrangements to meet at the

designated medical facility and if medical personnel are on site, you will be given the opportunity to talk to them. A staff member will remain with your child until you arrive, and will be available to the parent as long as necessary.

7) PARENT NOTIFICATION

All parent notification will be attached to your child's sign-out sheet. Please take the notes and read them for upcoming events and information. Parents will be notified of changes to our policies at the time they enroll for the upcoming school year or when the need arises by attaching a written notification to each child's sign out sheet.

8) DISCIPLINE & GUIDANCE

It is our policy to help children with their social skills. Each teacher is trained to help individual children, as needed. We provide an opportunity to discuss a situation that may arise with the child and will redirect their activities, if applicable. If it becomes necessary to sit your child out, they will be allowed to return to the group when they demonstrate they are ready to interact in a positive way. **If a child becomes violent with another child by striking, kicking, biting, or throwing objects at others, they may be removed from our program for the safety of themselves and the other children.**

9) SNACKS

Our menu is posted for your review in the lobby. A copy can be provided at your request.

10) IMMUNIZATIONS

All children's immunization records are kept on file at the school your child attends therefore not needed by KID'S RESORT

11) TUBERCULIN TESTING

Not applicable to KID'S RESORT.

12) ENROLLMENT PROCEDURES

Child Care Licensing requires that a complete enrollment form must be filled out before childcare services can be rendered. Every line must be filled out. When this form is complete it must be returned with the registration fee for child care to begin. You must register your child to attend the after-school program each year. Registration for the following year occurs between March 1 and the Friday before Spring Break begins. If we have not received a new rate sheet with your registration fee, childcare may not be available. We open registration to those not enrolled the Monday we return from Spring Break.

13) TRANSPORTATION

Child Care Licensing requires anyone who drives a van take a transportation course each year. Each driver is also cleared through our insurance company.

14) WATER ACTIVITIES

Water activities are provided with parent notification. On site, we have non-submerging activities and we take the children to LCISD Natatorium as well as Splashway during summer camp.

15) FIELD TRIPS

All field trips are posted in the lobby with the date, location address, expected time of arrivals and departures as well as staff attending.

16) ANIMALS

I have a love for animals. My children absolutely love them as well, so I want to bring that to your child. All animals have been handled by me and my children and absolutely no animals that we are not able to be handled will be on the premises. Each animal has their own cage and if required are up-to-date on their shots. If you prefer your child not to handle the animals, please let us know.

17) ABUSE AND NEGLECT

Kid's Resort requires preventing and responding to abuse and neglect of children, including: (A) Required annual training for employees; (B) Methods for increasing employee and parent awareness regarding child abuse and neglect, including warning signs that a child may be a victim of abuse and neglect; (C) Methods for increasing

employee and parent awareness of prevention techniques for child abuse and neglect; (D) Strategies for coordination between the center and appropriate community organizations; and (E) Actions that the parent of a child who is a victim of abuse or neglect should take to obtain assistance and intervention.

We are required by law to report suspected child abuse.

18) POLICY AND PROCEDURES

Parents may contact Cindy Gifford with any questions or concerns about the policies and procedures of operations.

19) PARENT VISITS

Parents are welcome to come in at any time and observe their child, the child care center's operation, and program activities, as long as they limit time to 15 minutes in a class. This is to ensure the safety of all the children and help the teachers maintain the schedule and stay on task with their curriculum. A parent may not bring food or drinks into the center, nor give a child permission to leave the classroom.

20) PARENT PARTICIPATION

We would love to have our parents participate in our special events. Please let the staff know if you would like to come so that they can give you all the details. If you would like to participate in the daily activities it is required by Child Care Licensing that you meet certain requirements. Please contact Cindy Gifford at 281-762-8469 for more details.

21) PARENT'S RIGHTS

You have a right to review a copy of the minimum standards and our most recent licensing inspection report. This document as well as other parent information can be found posted in the lobby.

22) PHONE NUMBERS

CHILD CARE LICENSING: 713-940-5200

PROTECTIVE & REGULATORY CHILD ABUSE HOTLINE: 1-800-252-5400

PROTECTIVE & REGULATORY SERVICES WEBSITE: WWW.TDPRS.STATE.TX.US

23) EMERGENCY PREPAREDNESS PLAN

KID'S RESORT has an emergency preparedness plan for each site. Please see Attachment 1 that is posted in the lobby to fully understand where your child's school will be relocated in case of an emergency.

24) CHILDREN'S PRODUCTS

At KID'S RESORT I certify that there are no unsafe children's products in the center except for the following: A products that is an antique or collectible children's products and is not used by, or accessible to any child and/or An unsafe children's product that is being retrofitted to make it safe and the product is not used by, or accessible to any child. Our products are reviewed each time a recall alert is sent via-email from CPSC recall website.

25) GANG-FREE ZONE

All of KID'S RESORT's facilities are gang-free zones. There is to be no such gang-related criminal activity or engagement in organized criminal activity within 1000 feet of any of the KID'S RESORT's facilities as this is a violation of the law under House Bill 2086 and therefore will be subject to increased penalty.

26) HEALTH CHECK

A visual or physical assessment of each child will be made 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 date of attendance.

27) VACCINES FOR EMPLOYEES

KID'S RESORT does not require employees to get vaccines for preventable diseases.

IT IS MY GOAL THAT OUR PROGRAM PROVIDES AN ENVIRONMENT THAT PROMOTES EMOTIONAL,
EDUCATIONAL AND SOCIAL SKILLS THAT WILL ENHANCE YOUR CHILD'S LIFE.

PLEASE KEEP THIS FOR YOUR RECORDS