

**KID'S RESORT
PARENT HANDBOOK**

Revised March 2023

Please maintain this fact sheet for your reference. These are a few policies that we 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 advance of services and in full on the last Friday of each month for the upcoming month. Monthly and bi-monthly payments are due on the last Friday of the previous month and bi-monthly second payment is due on the 2nd Friday of the month. Full tuition is due regardless the number of days your child attends.

a. TYPES OF PAYMENTS

KID'S RESORT does accept credit card, ACH and cash payments. All credit card and ACH can be made by going to myprocare.com or filling out a Tuition Express form to keep on file. CALLING IN TO PROCES A PAYMENT WILL HAVE A \$15.00 SERVICE CHARGE ADDED. Once a charge is made to a credit card or ACH and a refund is request, there will be a \$25.00 administrative charge. We DO NOT accept American Express.

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 \$10.00 will be added each day for non-payment starting Monday at 6:30 PM. Late payments must be paid in cash, money order, or 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: Fair Day (Friday), Thanksgiving (Thursday and Friday), Christmas Eve and Day, New Years, Good Friday.

d. INSUFFICIENT FUNDS

There will be a \$30.00 NSF charge for all declined credit cards, ACH, and checks. The late payment policy will also be enforced since the funds were not released to us.

B. ATTENDANCE ACCOUNT ABILITY

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. WITHDRAWAL

A two-week notice is required before withdrawal. If no notice is given, a charge for two weeks will be made on your payment preference on file on the day of withdrawal.



D. HOMEWORK

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.

E. CELL PHONES AND ELECTRONIC DEVICES

The use of cell phones and other electronic devices 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.

F. MOVIES

Occasionally on early release or long bouts of bad weather days we will show G or PG movies. The movies will be pre-approved by the director before showing to the children.

G. PARTIES

We celebrate all the 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 am thanking you in advance for your support. The children have always enjoyed the treats that have been provided.

H. SCHOOL CLOSURES

When LCISD closes their extracurricular activities, the afterschool program will close as well. The closure that LCISD is in concern for the safety of the kids, parents and teachers,

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

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 care only: KID'S RESORT IS OPENED FROM 6:00 AM – 9:00AM.

2) Late Pick-up Fees

There is a late pick-up fee, per child, for parents or their designated pick-up person arriving after 6:30pm. After 3 late pick-ups, childcare will be suspended for one week. You will be charged tuition for the week.

Late Pick-Up Fees: 10 minutes - \$20.00, 11-20 minutes - \$30.00, 21 – 30 minutes - \$50.00 There will be an additional charge of \$1.00 for every minute after 7:00 pm.

Late pick-up fees are due in cash at the time the child is picked up or the payment method on file will be charged the next day with an additional \$5.00 administration fee on credit cards.



3) 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.

4) 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 within 30 minutes. Your child must be 24 hours free from the symptoms they were sent home with before returning.

5) MEDICATION

Medication may be administrated at our program. If the need arises, you must contact our staff 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 important and Child Care Licensing required parent notifications will be emailed to both parents if emails have been provided. Please read the emails promptly and respond within 48 hours. Please take notes by the sign out sheets 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 email.

8) DISCIPLINE & GUIDANCE

It is our policy to help children with their social skills. Each teacher is trained to help each child as needed. We provide an opportunity to discuss the situation with the child and redirection of their activities if applicable. If it becomes necessary to sit your child out, they will be allowed to return to the group when they feel and show they are ready to interact in a positive way.

9) SUSPENSION & EXPULSION

If a child becomes violent to another child by striking, kicking, biting, or throwing objects at others, they may be removed from our program for the safety of themselves or other children. The first incident depending on the severity, the staff will talk to the child and parent about support and proper behavior techniques that need to be used. After the second incident, the parent will be called to pick up the child and suspend for 2 days. After the third incident, the child will be expelled from our program. If the severity warrants, the child may be expelled on the first or second incident for safety reasons.



10) MEALS & FOOD SERVICE PROCEDURES

A copy can be made for you at your request.

[After School Care](#) – snack menu is posted in the white state binder by the sign out book. All snacks must be pre-packaged and served with water.

[Before School care](#) – Breakfast menu is posted in the lobby.

11) IMMUNIZATIONS

All children's immunization records are kept on file at the school your child attends therefore not needed by Kid's Resort. Please provide a letter informing us if your child is not up to date or has opted out of the immunization program.

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 childcare 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. Transportation is not provided for those children who remain on LCISD campus after school.

14) WATER ACTIVITIES

Water activities are provided with parent notification. On site we have non-submerging activities

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. Field trips are not provided for those children who remain on LCISD campus after school.

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 handle 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. Animals are not provided for those children who remain on LCISD campus after school.

17) INSECT REPELLANT AND SUNSCREEN

Parents are responsible for providing insect repellent and sunscreen for their child. Staff will apply insect repellent before going outside and sunscreen will be applied before going outside and attending water activities. Both will be reapplied as needed. Insect repellent and sun screen will be kept out of reach from children.



18) POLICY AND PROCEDURES

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

19) PARENT VISITS

Parents are welcome to come in at any time and observe their child, the childcare 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 stay on schedule and 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. If your child/ren remain on LCISD campus after school, this will be found in the white state binder by the sign out book.

24) 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.

25) VACCINES FOR EMPLOYEES

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



26) 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.

27) LCISD PLAYGROUND

The playground located on LCISD's elementary campus does not meet Child Care Licensing standards. The children will be allowed to play on such equipment supervised by staff.

How to contact the Director at your child's school.

Adolphus – 832-223-4799

Campbell – 832-223-1399

Carter – 832-223-5520

Dickinson – 832-223-1499

Kid's Resort – 281-762-8469

Phelan -

Thomas – 832-223-4699

Williams – 832-223-2799

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

