

# KID'S RESORT PARENT HANDBOOK

Revised January 2025

***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**

During yearly registration, parents will receive a new rate sheet for the coming school year or summer camp. 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 2<sup>nd</sup> Friday of the month. Full tuition is due regardless the number of days your child attends.

### **1. TYPES OF PAYMENTS**

KID'S RESORT does accept credit cards, ACH, and cash payments. All credit card and ACH can be made by going to [myprocare.com](http://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 requested, there will be a \$25.00 administrative charge. We DO NOT accept American Express.

### **2. 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.

### **3. HOLIDAYS**

We are closed for the following holidays: Fair Day (Friday), Thanksgiving (Thursday and Friday), Christmas Eve and Day. New Years, Good Friday.

### **4. 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 have not been released to us.

## **B. ATTENDANCE ACCOUNT ABILITY**

Childcare 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 at 281-762-8469 before 1:00 pm and let us know if your child will not be attending so that we have time to notify our staff at your child's school.

## **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 aid 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 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 a pencil and any additional tools necessary to complete their homework.

#### **E. CURRICULUM**

Our program uses a self-developed research-based curriculum that engages all learning styles and aligns with learning guidelines and standards for school-age children. We provide the necessary tools for children to allow them to learn by utilizing play, planned activities, and exploration as the foundation. Our Curriculum also provides a social development component to help children learn to properly socialize with others.

#### **F. PHYSICAL ACTIVITY**

Our daily schedule provides opportunities for children to engage in physical activities as part of their daily schedule. Children can play outside as well as utilize the gym promoting more physical activities.

#### **G. CLOTHING GUIDELINES**

Please dress your child in comfortable clothing that is appropriate for the weather. Flip flops or any open toed shoes are not permitted. Please provide children with an appropriate jacket/coat for outside time during the colder months.

#### **H. CELL PHONES AND ELECTRONIC DEVICES AND SCREEN TIME**

The use of cell phones and other electronic devices by children are not allowed in our program. Children may use their electronic devices provided by parents for homework use. 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.

Summer: Children are given 30 minutes in the morning and 30 minutes in the afternoon in our game room daily. The games are age-appropriate and have no advertising. Our children gain social skills, logical thinking, emotional control and other educational topics due to the choice of activities they choose. 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.

#### **I. CHALLENGING BEHAVIORS**

To better help your child build their social development, parents will be informed when their child is having a difficult time in the program. This is a time for the parents to have a conversation with their child and their expected behaviors while in our program. If the behavior continues, the child will write a letter to the parents on what happened, how they reacted and how they will try to handle the situation next time. This method may enhance their ability to think while writing as a way of better retainment of their thoughts. This also leaves the parents a chance to talk with their child on the behavior expectations they have. On the Third incident, Mrs. Gifford will come in and talk with the child and staff and work on a plan. Parents will be informed of our meeting and the plan discussed. If the behavior continues, the child may face suspension and/or termination from our program.



#### **J. 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.

#### **K. 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 thank you in advance for your support. The children have always enjoyed the treats that have been provided.

#### **L. SCHOOL CLOSURES**

When LCISD closes their extracurricular activities, the afterschool program will close as well. The LCISD closure is for the safety of the kids, parents and teachers, an email will be sent to both parents. Please respond when you have received the message.

Summer Camp: parents will be contacted by email if the facility must close. Please respond that you have received the text message. Our decisions are based on the Fort Bend County Emergency Management Services recommendations.

#### **M. PARENT CONFERNECES**

Please do not use drop off or pick up time to communicate lengthy concerns with your child's teacher, as this can distract the care of children in the classroom. Parents and staff may request a conference to discuss any concerns as needed throughout the school year. During conference time, parents will receive information from teacher observations and documentation of behavior concerns and set goals based on the discussion of the conference and the child's developmental needs. The staff will provide daily communication with the parents to ensure we continue to work together in the process.

#### **N. EMBRACING DIVERSITY**

We do not discriminate against children, parents, or coworkers for any reason. This includes race, skin color, religion, creed, gender, disability, military status, or national origin. All are welcome at our facility.

#### **O. UPDATE CONTACT INFORMATION AND PICK-UP**

You can update the enrollment form by going onto ProCare connect or filling out the form.

requested by email or at the office. The enrollment specialist will immediately input the change into the system and send you a notification of completion by email.

#### **P. HEALTH & NUTRITIONAL PRACTICES**

Children learn through our garden about farming and the nutritional benefits of eating fresh.

#### **COMMENTS**

Parents may use the suggestion box at the front desk to make comments or suggestions. If you have any comments, suggestions, or complaints please contact Cindy Gifford (owner) at 281-762-TINY (8469).



## **Childcare Licensing Required Information To Be Provided To Parents.**

### **1) HOURS OF OPERATION**

KID'S RESORT is open 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) DROP OFF/ PICK-UP PROCEDURES**

Upon arrival, parents walk into the building and sign their child in/out on the tablet, QR Code or the sign out sheet. Please help us stay in compliance with licensing by completing this simple procedure.

### **4) 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 age of 18 picking up your child must be noted on the enrollment form.

### **5) 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 to tell 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.

### **6) MEDICATION**

Medication may be administrated at our program. If the need arises, you must contact our staff on 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.



#### 7) **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 decide 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 parents as long as necessary.

#### 8) **PARENT NOTIFICATION**

All important and Childcare 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 from 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.

#### 9) **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.

#### 10) **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 suspended 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.

#### 11) **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 and are provided when the children arrive to our program.

**Before School care** – Breakfast menu is posted in the lobby.

**Summer Camp** – The children will receive nutritional meals and snacks during the summer camp program. Parents and students are educated on proper nutrition throughout the summer. During summer we provide breakfast, lunch, and snacks. Our menu follows state requirements serving milk with breakfast and lunch. We do not charge extra for meals and snacks. Breakfast is from 6:30-8:30 am, lunch is served between 11:00 – 1:00 pm and snacks are from 2:30 – 3:00.

The office must have a copy of the doctor's report if your child is on a special diet or has a food allergy. An authorized medical physician must complete an emergency food allergy plan. This is required of the state.



Kid's Resort is a peanut free facility. Outside lunches brought in must be of nutritional value. Our facility does not reward good behavior with food.

Birthday and Holiday Celebrations – All food brought in must be commercially packaged.

Menus – All menus are set up for a 4-week rotation.

Professional Development is provided to teachers on nutritional and health best practices.

#### 12) **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.

#### 13) **ENROLLMENT PROCEDURES**

Childcare 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 who did not enroll the Monday we return from Spring Break.

#### 14) **TRANSPORTATION**

Childcare Licensing requires anyone who drives a van to 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.

#### 15) **WATER ACTIVITIES**

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

#### 16) **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.

#### 17) **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.

#### 18) **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 sunscreen will be kept out of reach from children.



19) **POLICY AND PROCEDURES**

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

20) **PARENT VISITS**

Parents are welcome to come in at any time and observe their child, the childcare center's operation, and program activities if 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.

21) **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 Childcare Licensing that you meet certain requirements. Please contact Cindy Gifford at 281-762-8469 for more details.

22) **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.

23) **PHONE NUMBERS**

CHILDCARE LICENSING: 713-940-5200  
PROTECTIVE & REGULATORY CHILD ABUSE HOTLINE: 1-800-252-5400  
PROTECTIVE & REGULATORY SERVICES WEBSITE:  
WWW.TDPRS.STATE.TX.US

24) **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.

25) **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.

26) **VACCINES FOR EMPLOYEES**

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



27) **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.

28) **LCISD PLAYGROUND**

The playground located on LCISD's elementary campus does not meet Childcare 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 -N/A

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.

