



**PARENT HANDBOOK
AND
OPERATIONAL POLICIES
& PROCEDURES**

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Revised 1/2024

MISSION STATEMENT

KinderClub Learning Center TOO is a developmental early childhood program that provides a rich learning environment in which children can explore, interact and learn through the many facets of their play. We aim to promote a loving, caring, safe and secure center at all times, while nurturing growing children and provide engaging, stimulating learning experiences.

OUR PHILOSOPHY

It is our philosophy that children learn through playing, exploring their surroundings and interacting with each other- all within a structured environment. KinderClub Learning Center TOO provides a safe, nurturing, loving, and clean environment to foster children's development. We are committed to showing and modeling respect to each child through a warm, encouraging, and caring attitude.

Our program is individualized to meet the needs of the children as they move through the center. The schedule allows for independent play, group play, social interaction, activity exploration, outside and indoor play and movement.

It is our goal to help children develop positive self-esteem, a sense of trust, and respect for others. We want to facilitate this by providing quality care, a foundation for future learning, and an exceptional experience while at KinderClub TOO. Parents are always welcomed. Communication between your family and the center is vital. We practice an "Open Door" policy and welcome your visits, comments and suggestions. It is important that we work together as partners and that we feel comfortable discussing your child's needs. We look forward to a long and rewarding friendship with your child and family.

HOURS, DAYS AND MONTHS OF OPERATION

Monday - Friday 7:00am - 6:30pm

(Extended opening hours will be available 6:45am) **Extra fee applies**

The center will operate year round except for the following:

Holidays Observed:

New Year's Eve	Friday after Thanksgiving
New Year's Day	Memorial Day
Day after New Year's Day	Fourth of July
Good Friday	Christmas Eve
Thanksgiving Day	Christmas Day
Easter Monday	Day after Christmas

Parent Initials _____

**Abbreviated hours for New Year's Eve. If one of these major holidays falls on a weekend, the day the center will be closed will correspond with the day that the majority of our families have off. Two days of Summer Break will also be observed in late May or June. **Please Note: Calendar is subject to change.

OUR STAFF

Administration

Owner: Mrs. Veronica Valdez 956-462-8782

Director: Mrs. Guie Lopez 956-206-4455

Asst Director: Mrs. Patty Dominguez

Office Email: kinderclubtoo@outlook.com

Staff

Tere- Infant Teacher

Jennifer- Infant Co-Teacher

Loli- Toddler 1 Mini Teacher

Alexandra- Toddler 1 Mini Co-Teacher

Kayla- Toddler 2 Mini Teacher

Noemi -Toddler 2 Mini Co-Teacher

Esmeralda- Toddler 2 Giants Teacher

America- Toddler 2 Mini Assistant

Fatima- Pre K 3 Teacher

Carolina- PreK 4 Teacher

Celeste- School Age Teacher Asst/Floater

Diana- Teacher Asst/Floater

Vanessa- Driver/Floater

TEACHING STAFF & STAFF TRAINING

We believe that our teachers/caregivers are the foundation to our success. Our teachers/caregivers are carefully selected and come to us with high recommendations. Each Lead Teacher must have a minimum of 2 years childcare facility experience and child development courses. Our Pre-Kindergarten teachers must also have completed an Associate's degree in the area of Early Childhood or Child Development. Each teacher/caregiver must maintain 30 clock hours of training per year and must be CPR/First Aid Certified. Our staff is carefully trained and yearly evaluations are conducted. Training is scheduled according to areas of needed improvement.

CURRICULUM/ENRICHMENT PROGRAM

Our curriculum utilizes a combination of Infant/Toddler **Frog Street Curriculum** to create an active learning environment to meet the demands of our growing infants and exploring toddlers, and the **Scholastic Big Day Early Childhood Program** and to enhance the, pre-kindergarteners early literacy needs, so they can become successful readers. This program provides explicit instruction in early language, reading, and math skills. In addition, we will incorporate shared resources and materials to our curriculum recommended by CLI ENGAGE in efforts to continue *Texas School Ready!* The design of *Texas School Ready* increases

children's school readiness through five evidence-driven components: research-based curriculum, technology-driven child progress monitoring, facilitated teacher professional development, ongoing teacher mentoring, and participation in the [Texas School Readiness Certification System](#).

Effective Jan 2018, our center has been in the process to become "TEXAS RISING STAR CENTER." A Texas Rising Star (TRS) provider is a child care provider that has an agreement to serve Texas Workforce Commission (TWC)-subsidized children and that voluntarily meets requirements that exceed the State's Minimum Child Care Licensing (CCL) standards.

Our enrichment/summer program includes fitness, t-ball, Basketball, dance, cheer, music, and computer classes.

CLASSROOMS

KinderClub TOO provides care for children ages 6 weeks through 12 years old. The center is divided into 6 classrooms. We have 2 infant rooms which cares for infants 6 weeks to 17 mths. Infant 1 class cares for 1-12 mths and Mini Toddlers Class cares for 12-17mths. In the infant 1 room the ratio is 1:4 and the Mini Toddlers room the ratio is 5:1. Next, we have our 2 toddler classrooms; one is the Giant Toddler Room for ages 18 mths to 23 mths and the ratio is 9:1. The other Toddler Class is Toddler 2 with ages 2 yrs and the ratio is 11:1. These classes may also be combined while following 18 month rule. KinderClub Too also has 2 preschool program classes, Preschool is designed for 3 to 4 $\frac{1}{2}$ yrs old. These classrooms introduces a more structured preschool environment. The ratio is 1:15 or 1:18. This class continues to offer a structured preschool program including pre-writing, pre-reading, and pre-math skills, as well as large and fine motor activities. Our Afterschool Room is designed for our 5yr olds to 12 yrs old. The ages assigned to these groups are approximate. We recognize that children develop at different rates, and use these ages only as a guideline.

ENROLLMENT, REGISTRATION AND FEES

Upon enrollment, a **non-refundable** registration fee of **\$30** per child or **\$50** per family (if siblings). We also have **\$80** Building/Maintenance fee (individual) and **\$100** per family, both per semester January & August, is due and payable. For our Summer Program (June) there is a Building/Maintenance fee of **\$80** due upon enrollment as well. Per family Building Fee/Maintenance fee is **\$100**. Late fees of **\$5.00** a month will be added to building/maintenance fees if not paid on time.

These fees also apply to parents receiving **CCS services**. In addition, parents receiving **CCS services** and have a monthly Co-Pay, co-pays are due by the 1st of the month.

Any **CCS Co-Pays** paid after the 4th day of the month are assessed a \$10 late fee and reported to **CCS** for non-payment. **NO REFUNDS are given for any reason.**

Due and payable before child's start date.

Once the entire enrollment information packet has been submitted and fees have been paid, child is enrolled and can start class.

The Enrollment Packet includes the following:

- Parent Orientation
- Online Registration / Admission Information
- Enrollment Agreement Form
- Signed Agreement of Operational Policies & Parent Handbook
- COVID Policies and Pandemic Tuition Policy
- Current Immunization Records
- Statement of the child's health from a health-care professional
- 2 week withdrawal notice reqd
- Infant Care Instruction (If necessary)
- Authorization for Emergency Medical Care Form
- Child Assessment Form
- Discipline and Guidance Policy Form
- Child Food Program Application
- Permission forms for after school pickup (If necessary)
- Mandatory Fundraisers
- Tuition-Express ACH Auth Form

TUITION FEES

Tuition is due and payable on Friday, before close of business, or no later than Monday the following week, before services are rendered. Effective August 2021, all enrolled students will be required to enroll in ACH autopay or Credit card

autopay. ACH fee is \$1 per draft and CC convenience fee is 3% of transaction. **No reduction or REFUNDS of fees for absences, illnesses, or center holidays/closings.**

<i>Ages 18 mths and up</i>	<i>Ages 0-17 mths</i>
\$150 p/wk Full-time	\$160 p/wk Full-time
\$130 p/wk Part-time	\$140 p/wk Part-time

Full-time (over 25 hours per week but not to EXCEED 10 hrs a day)
Part-time (5 hours a day only, AM or PM shift)

<i>Drop-In Services</i>	<i>After-School Services (5-12YRS)</i>
\$50.00 a day providing space available	\$70.00 per week (3:00pm- 6:30pm)

After-School Transportation Pick-up
\$25.00 a week added to tuition

FEEA RECIPIENTS

This applies to Federal employees awarded FEEA for childcare expenses only. Tuition must be paid before services are rendered. We do not wait for FEEA payment to be used for tuition or fees. Once FEEA payment is received, we credit your account for future use. We do **NOT** reimburse parents for any unused funds.

If any overage in FEEA payment or private payments occurs, it can be utilized for last 2 weeks of service or any other services we provide.

LATE PAYMENT FEES

A \$10 late fee will be assessed to tuition if payment is not received by Tuesday morning. Also, a service charge of 1 ½ per month (18% APR) will be added to all overdue accounts and are liable for all legal and collection fees. And for parents receiving **CCS services** and have a monthly Co-Pay, co-pays are due by the 1st of the month. Any Co-Pays paid after the 4th day of the month are assessed a \$10 late fee and reported to CCS.

LATE PICK UP FEES

After Hours: Your account will be charged \$2.00 for each minute you are late beginning at 6:31pm.

FT Overage Hours: Your account will be charged \$1.00 a minute for exceeding 10 hours a day.

Illness Related: You have 1 hour to pick up your child from the time of illness notification. After 1 hour a rate of \$2.00 per minute will be assessed to your

account. Late fees are assessed regardless of circumstances and should be paid at the time of pick up. Unpaid, accumulated late pick up fees may result in enrollment termination.

TUITION ASSISTANCE POLICY

KinderClub TOO offers \$5 OFF sibling discount to families with more than one child enrolled. This applies to Full-Time enrollment only. To apply for the discount, speak to the director or email owner at kinderclubtoo@outlook.com Other discounts offered through Child Care Relief Fund. Contact owner to see if you qualify.

RETURNED CHECKS AND DELINQUENT ACCOUNTS

A \$30.00 returned check charge is assessed on any returned checks or insufficient funds for direct debit. If more than 2 returned checks in a 6-month period, cash or money order payments will be required. Any unpaid balances or delinquent accounts will be referred the Webb County Court for collection and services will be suspended. You will be responsible for court fees and any court costs. Contact Owner/Director for more details.

GENERAL, ABSENCE, HEALTH, SAFETY POLICIES

DAILY ARRIVAL and PICK UP

Upon arrival, all students must be accompanied by an adult and be SIGNED IN/OUT electronically using the tablet located in the lobby, or by scanning the posted PROCARE APP QR code posted outdoor. Parents are required to SIGN IN and SIGN OUT everyday as per licensing standards. DROP OFF persons must always leave the child(ren) in the care of a KC2 staff member.

Your child must arrive by 9:00am; any child not dropped off by 9:00am will be unable to stay for the day. Instruction starts at 9:00am. Help us maximize your child's educational experience at Kinder Club TOO and bring them on time. **Late arrivals disrupt learning time from your child and others.** Exceptions are only approved by Owners/Directors.

No children will ever be admitted during our center nap/rest period. (12pm-2:30pm)

During departure, children will only be released to persons designated on enrollment forms unless the center is notified in advance of a change. Anyone unfamiliar to the childcare personnel will be asked to show picture identification.

NOTE: Parents, guardians, or other authorized adults are required to sign the child out of the center electronically. Once this person signs the child out, they are solely responsible for supervising their child while on facility property. At no time, are children permitted to wander through the hallways, bathrooms, other classrooms, and/or the playground. Pick up persons are required to handle all business issues prior to signing the child out of care for the day.

Parents, guardians, or designated pick-up persons are required to sign any incident/accident reports from the day at the time of pick up. The classroom teacher will be able to **briefly** discuss the matter with you or another authorized adult at pickup. However, should you feel it necessary to have an in-depth conversation or meeting, it is most appropriate to schedule a conference because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

HEALTH CHECKS

Health checks will be conducted every morning upon a child's arrival. A visual OR

physical assessment of the child will be conducted every morning to identify potential concerns about the 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. In the event any markings, bruises, scratches, etc are found, a written statement will be documented as well as a picture will be taken and sent via text.

LATE PICK UP

Our facility is licensed to care for children from 7:00 am to 6:30 pm. Parents must pick up their children no later than 6:30 pm. A parent is late picking up their child at 6:30 pm. All measurements of time are to be according to the KC2 clock located at the front desk. If your child is present at 6:30pm, a \$2 a minute fee will be applied to your account. These fees will be due before the following Tuesday by 11 am. After 30 minutes, at 7:00pm, we are required by DFPS to contact the police to come and pick up the child. State Law and the Department of Human Resources claim a child may not be in the center for more than 12 hours in a day. Please obey the law and help maintain this policy.

PERSONS APPEARING TO BE IMPAIRED BY DRUGS/ALCOHOL AT PICK UP:

The staff at KC2 will contact local police and/or the other custodial parent should a parent appear to the staff of KC2 to be under the influence of drugs and/or alcohol. The Parent's Right to Immediate Access does not permit the facility from denying a custodial parent access to their child even if the parent is or appears to be impaired. However, KC2 will delay the impaired parent as long as possible, while contacting the other parent, the local police, and Child Protective Services. Any other authorized person who attempts to pick up a child and appears to the staff of KC2 to be under the influence of drugs and/or alcohol will be denied access to the child. The staff of KC2 will contact the child's parents, local police, and Child Protective Services to notify them of the situation.

Should a parent or authorized pick-up person appear to be impaired or under the influence of alcohol and/or drugs, this will also result in termination of services.

NOTIFICATION OF ABSENCE POLICY

We monitor absences daily. Parents are required to notify the center by 9:00am if your child will be absent on any given day. This will enable our center to more effectively maintain appropriate staff to children ratios. If a child is absent for 2 consecutive days teacher and/or administration will call parent to follow up the child and reason for absence. If tuition is not paid, child runs the risk of losing his/her enrollment spot and be terminated. **For CCS students 5 consecutive absences are reported to CCS.** If you know in advance that you child will be absent, please notify the office at 956-701-3568 or via Parent PROCARE APP.

Messages may be left on voice mail 7 days a week, 24 hours a day. There is no refund for absences.

SEPARATION:

It is hard to say goodbye

- Mastering separation is a life-long process.
- Separation can be sad and painful and cause anger and fear for both parent and child.
- Any change in experience (new baby, bedtime, moving, illness or starting childcare) awakens separation feelings.

What you can do:

- Your child can visit center the day before start date to get acquainted with teachers and staffs for 30 minutes.
- Get acquainted visits are essential.
- Assure your child you will return "I will be back after lunch/nap."
- Avoid telling the child, "Don't cry." or "Be good!"
- Encourage your child to put feelings into words. Say things like "I know this is a hard time." "I'll miss you too."
- Though you may be anxious, your positive attitude will give your child a feeling of confidence.

Please Note: If you want the staff's involvement when dropping off your child; please let them know how they can assist you.

PARENT COMMUNICATION PROCEDURE

We believe that cooperation and a positive relationship between home and the Center builds the foundation of quality care. It is important that parents and staff communicate freely with each other. There are many events in the life of your family that may have a positive or negative effect on your child. We can respond to and accommodate changes in your child's behavior if we are kept informed about them. Please be aware that teachers keep information shared with them confidential. When you have a concern about your child, please refrain from a lengthy conversation at pick up time. The teacher's responsibility is for the remaining children. For situations that require a longer conversation, conferences can be set up during naptime via telephone or a personal meeting. If you would like to set up a meeting with a teacher please contact the office and we will help find a time for a conference. If you are having a problem with a particular teacher, please discuss it with them first. If you see no improvement or feel the conversation was not productive, please contact the office.

PARENT CONFERENCES

Effective communication between center and parent is our goal. We offer a

scheduled conference to exchange information, teacher observations, and /or written assessments a minimum of 2 times a year. (Beginning of the year and end of year)

Formal conferences can also be held on an as needed basis at the request of the parent or teachers. There are conference slips in the LOBBY for you to fill out if you would like to set up a private time to meet with your child's teachers.

KEEPING EMERGENCY CONTACT INFORMATION CURRENT

It is important that parents keep the office apprised of changes in contact numbers-home, work, and cell- as well as changes of address or email addresses. We will also need updated emergency contact numbers, changes in designated pick-up people, or pertinent medical or educational information. This information can be updated through our parent portal or Procure Engage app. Or these changes may also be given to the office in writing or by email. Change of information parent emergency contact forms may be found outside the center lobby and turned into the office mailbox. Because of our need to contact you immediately concerning the well-being of your child it is essential all information be kept current. Continued failure to update information may result in termination of services.

WITHDRAWAL POLICY

KinderClub TOO requires a **two week withdrawal written notice** prior to withdrawing your child from our center. Parent is still liable for tuition until notice has been received in writing. Withdrawal forms are located in our lobby or on our website.

CCS clients/parents must also adhere to this policy before termination of services. CCS clients/parents are also responsible for reporting any changes, transfers, or terminations directly to CCS. Do NOT assume that by notifying center, your CCS services are closed. We recommend you report to CCS 2 weeks before the end of month. If CCS termination is not received before the 1st of the month, copay will still be due, if any. Copy of email sent to CCS of Termination and/or Transfer is required to be submitted to KC2.

PARENT AND CHILD CODE OF CONDUCT

Parents are the primary role models for their children. As parents we must be aware of how our behavior will be viewed by not only your child, but also other children. While on program property, parents and children must conduct themselves in a manner that conveys respect for themselves and others. As well as in a manner that does not place children or staff at risk of harm or recipients of threats of harm, rather perceived or real, intentional or unintentional.

The following will result in immediate removal from the program and possible legal actions:

- Any act of violence
- Any harassment or threats against staff, children or other parties on program property
 - Verbal or physical abuse of any child (including your own)
 - Profanity
- Any lewd acts or comments directed to or in front of staff or children

RIGHT TO REFUSE ADMISSION:

KinderClub TOO Learning Center, LLC reserves the right to refuse admission at any time to any child with or without cause. Possible reasons for the refusal of admission may include...

- The need to remain compliant with State Minimum Standards
- Staff deems the child(ren) too ill/sick to attend our program
- Domestic situations that present a safety risk to children and/or staff and other parents
- Parents failure to maintain accurate, up-to-date records
- Parent's failure to complete and return required documentation in a timely fashion.

Families will not at any time be reimbursed tuition for days when their child is refused admission to our facility.

TRANSPORTATION, WATER ACTIVITIES AND FIELD TRIPS

No child will be transported on a school van or general purpose vehicle without a signed consent. Parents will be notified in advance and in writing of any field trips or water activities. Please notify center in advance if your child will not need after-school transportation pick up service. Only children that weigh 40 lbs or more are allowed to be transported.

FOOD AND NUTRITION

KinderClub TOO serves the following healthy meals and supplements: Breakfast is served from 8:00am to 9:00am; Lunch is served at 11:30am-12:15pm; Afternoon Healthy Snacks is served at 2:30pm. Afternoon healthy snack is extended to accommodate after school children arriving at the center. And supper is served from 4:00pm to 6:00pm. Please make sure your child is fed if arriving after 9:00am. Our center participates and is in good standing with Child and Adult Care Food Program (CACFP). All meals served at the center meet healthy nutritional guidelines from the USDA Child Nutrition Program (CACFP) and are prepared in house and inspected by local health officials. Menus for the week are posted in our front lobby parent board and available for parents upon request. Only Pre-Kinder class meals are served family style.

Liquids and foods hotter than 110 degrees F are kept out of reach. All staff are educated on

food allergies and any allergies are posted on our kitchen meal production bulletin, as well as lobby area. Staff DOES NOT REWARD good behavior or clean plates with foods of any kind.

Home lunches are allowed at our center, however they must meet USDA Child Nutritional Guidelines AND our personnel must be informed of any refrigerated food items so we can store at appropriate temperatures. Milk, fresh fruit, and vegetables are available for children who bring lunches from home. Healthy menu samples are provided upon request. Healthy Nutrition Education is offered to parents and families through parent meetings, flyers, parent postings in lobby resource center and brochures. Food allergies literature is also given to parents.

Our center is Peanut Free

We value the safety of our children and ask that you avoid sending peanuts and peanut products to school.

INFANTS:

Breast Milk: Can only be stored for a 24 hour period or 3 months if frozen. All breast milk must be dated and labeled with the child's name.

Breast Feeding: KinderClub TOO does support breast feeding. Parent may consult with the Director in order to make reasonable accommodations. Breastfeeding education and support resources in the community is provided to parents upon request and posted in our front lobby parent board as well.

Sippy Cups and Cups: Sippy cups are prohibited during crawling and walking

When a teacher feels that a child is developmentally ready to use a cup, the family is included in decision to offer fluid from a cup.

Due to space and storage limitations, Infant car seats or booster seat storage is NOT allowed at center.

SAFE SLEEP:

We do not allow an infant to sleep in a restrictive device. If an infant falls asleep in a restrictive device, the infant will be removed from the device and placed in a crib as soon as possible. Infants may sleep in a restrictive device if you have a completed Sleep Exception Form that includes a signed statement from a health-care professional stating that the child sleeping in a restrictive device is medically necessary. We do not allow stuffed animals. If brought in, we will turn in to the office and be returned at the end of the day. (Please refer to attachment).

IMMUNIZATION AND OTHER MEDICAL RECORDS

At **KinderClub TOO LC** each child must have a current immunization record. You must provide a copy of your child's current immunization records required by the Texas Department of Family and Protective Services and must be submitted to the **KinderClub TOO LC** at least 5 days before your child's first day, but no later than date of admission. **Children who are not current with their immunization will not be allowed to stay at the KinderClub TOO LC.** For the safety and health of all the children enrolled at **KinderClub TOO LC**, it is imperative your child is up-to-date with his/her immunizations. Any updated immunizations, must be turned in at time of update.

Statement of the child's health from a health-care professional.

A copy of any health-care professional recommendations or orders for providing specialized medical assistance to the child. (If needed)

VISION AND HEARING

Children who are four years of age as of September 1st must have their vision and hearing tested.

CHILDREN WITH SPECIAL NEEDS AND INCLUSION

As parents, you will be responsible to assist **KinderClub TOO LC** and the appropriate resource personnel to determine our ability to provide the childcare services required for your child. The resource team may consist of the director, assistant director, education coordinator, classroom teacher, and registered, licensed or certified resource personnel such as a physician, psychologist, social worker, speech therapist, physical and occupational therapists, educators and other technical and professional personnel, as indicated by the child's special needs. We encourage parents to provide **KCTOO LC** with appropriate information to assist us in providing the best possible care for your child.

A statement of the child's special care needs, which must include:

- (A) Any limitations or restrictions on the child's activities;
- (B) Special care the child requires, including:
 - (i) Any reasonable accommodations or modifications
 - (ii) Any adaptive equipment provided for the child, including instructions for how to use the equipment; and
 - (iii) Symptoms or indications of potential complications related to a physical, cognitive, or mental condition that may warrant prevention or intervention while the child is in care; and
- (C) Any medications prescribed for continuous, long-term use

ILLNESS AND EXCLUSION CRITERIA

If a child becomes ill, a parent will be contacted and the child will be kept separate from the other children until the parent arrives. Therefore, please keep schedules, phone numbers and all records up to date. Please notify the office when you will not be at your scheduled location.

Children **MUST** stay home if:

- they have an oral fever of 100.4, rectal fever of 101.4, Armpit fever of 99.4 or have had a fever in the past 24 hours,
- they have a rash, they have lice, an exposed ringworm or other parasite, they have diarrhea (3 or more episodes in a 24 hour period),
- they have symptoms of a contagious diseases (headache, sore throat, rash, red watery eyes, thick mucus from the nose, eyes, or ears.

****If your child was sent home with a fever, he/she must be free from fever for 24 hours or have doctors release statement before returning to the center.**

BITING POLICY

Biting occurs as a result of a child's inability to communicate. When a child is bit or has bitten, the following procedures will take place:

- The bitten area will be cleaned thoroughly
- An accident report will be filed
- The parent of the bitten child will be notified as well as the biting's child parents
- The classroom environment will be assessed
- The biting child will be closely supervised
- The identity of the biting child will be kept confidential
- Administration determines if child will be suspended or expelled/withdrawn.

****We enforce the 3 limit rule for biting extreme instances.****

POTTY TRAINING

This is a task when teachers and parents need to pull together as partners. When you feel that your child is ready and meets the signs of readiness to begin potty training, we recommend that you bring in at least four (4) extra sets of clothing each day. You will be given a Potty-Training Agreement to be signed by teacher and parent

to begin the process. Each child is a unique individual and has their own pace when it comes to potty training. We all need to have patience and encouragement for your child. By working together as partners, we will see success in time. If your child turns three and is not potty trained, they will not be allowed to move into the three year old class room.

BIRTHDAYS/PARTIES

Our classes have parties for Valentine's Day, Easter, Mother's Day, Father's Day, Fall Festival and Christmas. A sign-up sheet or notice concerning the party will be posted on each classroom door. The teachers may request food or party items and your help are greatly appreciated.

Birthdays are important to children and we are happy to celebrate your child's birthday with them. If you wish, you may bring a cake, cupcakes, cookies, muffins or doughnut holes as a birthday treat. Any treats brought in must be store bought with the ingredient list available due to severe allergies in the center. Remember no foods that contain peanuts are allowed in KinderClub TOO Learning Center. Please make sure you let your child's teacher know ahead of time so they can plan their afternoon snack time. Please keep everything simple. We cannot hand out invitations to home parties unless **all** children in the class are invited. **For safety reasons, balloons are not permitted.**

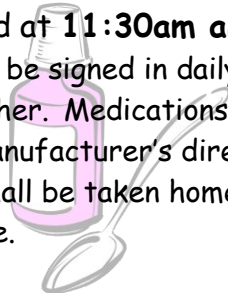
MEDICAL EMERGENCIES

Should an emergency arise, we will attempt to contact the custodial parent/guardian in the order written on your child's enrollment form. If parents not available, we will contact person on the emergency contact portion of child's enrollment form. 911 will be called and/or an ambulance will be called only in severe emergencies and the director will make that determination. CPR/First Aid may be administered if necessary. There is no school nurse at our center.

MEDICATION POLICY

For child safety, all medication must remain in the front office with management personnel or designated (children out of reach) area in child's classroom.

Medications are administered at **11:30am and 3:30pm daily**. All medications must be prescribed to your child and be signed in daily on our Medication Authorization Form and submitted to front office/teacher. Medications must not be expired. We will not deviate from either the physician or manufacturer's directions. Only U.S. prescribed medications will be administered. Medication shall be taken home daily. Please make sure medication is LABELED with your child's name.



DISCIPLINE AND GUIDANCE PRACTICES

Children may be placed in brief, supervised, quiet-times from the group for disciplinary purposes. More difficult problems will be brought to the director and the parents will be notified. Disciplinary problems could result in the need for the parent to pick up their child that day, and ultimately, dismissal from the center if problems persist. (Please refer to Discipline Guidance Policy).

STUDENT DISCIPLINE REFERRAL (SUSPENSION & EXPULSION)

If a student exhibit challenging behaviors on more than one occasion, the student will be given a referral. Prior to receiving a referral, the behavior will be noted in the child's behavior chart and the parent will be notified. After a verbal warning is issued, if the behavior continues, then we will issue out a referral and a parent/teacher conference will be scheduled. If a child obtains 3 referrals or more, we reserve the right to terminate services. *Directors/Owners may also dis-continue services, if the behavior is severe prior to 3 referrals.*

PROCESS FOR ADDRESSING CHALLENGING BEHAVIORS

1. Verbal Warning
2. Staff observations will be documented
3. Parent/Director Notification
4. Referral
5. Parent/Teacher/Director Conference to discuss observations and/or concerns
6. Action Plan will be written with family input
7. Teacher communicates daily through take home communication log and/or verbally on a daily basis.
8. **Follow up meeting with follow up date** will be scheduled with student, teacher, parent and director to discuss progress.
 - If the plan is not working, it may be revised.
 - If, after a determined amount of time, the plan continues to be ineffective, local community support resource services, available to the parent, will be contacted.
 - If after evaluation by the above parties, it is determined a more suitable environment is needed, a plan to transition the child out of our program will be implemented.

"Discipline shall always be:

1. *Individualized and consistent for each child*
2. *Appropriate to the child's level of understanding; and*
3. *Directed toward teaching the child acceptable behavior and self-control."*

POSITIVE GUIDANCE

Our staff focuses on the positive behaviors of the children. We also guide our staff to provide a fair and consistent environment. We feel that when consistent, age appropriate limits are in place, kids will become responsible for themselves. Children will be praised, rewarded and hugged daily. Children will be treated fairly and equally.

PARENTAL INVOLVEMENT/PARENTAL COMMUNICATION

KinderClub TOO strongly encourages family engagement. You may visit the center any time to observe your child in class, observe center operation, and/or program activities during normal business hours. We also extend an open invitation to all parents of any family gatherings, child birthdays, open house, recognition/award ceremonies, meetings (virtual) or events. ***Due to COVID-19, some limitations apply to in-person visits at the moment. Virtual Zoom Meetings available***

Effective communication between center and parent is our goal. We offer a scheduled conference to exchange information, teacher observations, and /or written assessments a minimum of 2 times a year.

Notes of childcare events or gatherings, closings, policy changes, etc will be posted up on our Parent Board in front lobby of the center, as well as shared through our Parent Engage App- Procare and mass emails. Operational Policy changes will be conveyed in writing and a new signed and dated copy will be kept on file. Other written notices may be sent home with your child.

****Our NEW parent engage app-PROCARE is required for each of our enrolled students. The benefits of our app are listed below:**

- Focuses on building our childcare community and instilling trust among our parents by involving parents in your children's day-to-day activities
- Share's milestones in real time to engage parents in your child/children's ongoing development
- Help parents reinforce what is taught in the classroom by providing insight into their children's curriculum and learning objectives
- Enable contactless check-in and pick-up with GPS-enabled technology or QR codes

We encourage every parent to share his or her questions, concerns, or comments with us, therefor we offer annual surveys. Annual surveys are sent via our Procure app and/or mass email outlet.

In addition, in order to facilitate better communication between parents, children, and teachers it is best if parents are not distracted by use of electronic devices while at our center.

****Limiting Technology Use On Site: No Cell Phone Usage on site while dropping off or picking up your child.****

Our Program supports families and children who may need additional accommodations, to include home language, special needs/differing abilities, and/or cultural backgrounds

PARENT VOLUNTEER POLICY

KinderClub TOO is always looking for parent volunteers. If interested, please notify front office and complete a Parent Volunteer application. Criminal background checks are required.

PARENT ORIENTATION

Parents are encouraged to attend the monthly Parent Teacher Meetings. (Exact dates are listed in your calendar of events) for the school year.

In the summer, before we begin the new school year, we will offer a Parent Orientation for parents of returning and new students. If enrolled during the school year, orientation will be offered individually to parents prior to the child's first day of class. We will go over the parent handbook, curriculum, minimum licensing, state accreditation, TRS, and will meet the staff. Families are strongly encouraged to attend.

** Due to COVID, some limitations will apply such as, ZOOM virtual meetings.

CHANGING CHILDREN'S CLASSROOMS

Administration and teachers take into consideration the following before transferring children to the next age-appropriate classroom:

- Space availability
- Age
- Maturity
- Social skills
- Communication skills
- If the child is fully toilet trained

This applies for children who attend 12 months a year. Your child's classroom assignment will remain the same for the entire semester, unless necessary to meet enrollment demands and/or teacher recommendation with parent participation.

Class transition letter is distributed prior to transferring a child.

DRESS CODE

Children 1 year and up will be required to wear school logo uniform. Girls wear school logo jumper and boys wear button down shirt with khakis bottoms. Due to injuries, thongs, sandals are discouraged. No jewelry. The center and its employees are not responsible for any jewelry lost at the center. **The center and its employees are not responsible for any lost items.**

MANDATORY FUNDRAISERS

Two fundraisers are scheduled for the year. Center will notify parents of the dates. All proceeds are to benefit the center. Planning is needed for Christmas and end of year graduation/awards celebration. Fundraiser money is mandatory and must be paid. (Private payers and CCS Students)

OUTSIDE AND INDOOR PLAY, SCREEN TIME, AND TECHNOLOGY USE

Outdoor Play: We do spend 30 minute sessions outside every day, weather permitting. You are welcomed to bring jackets, sweaters, and/or extra clothes. Please make sure all belongings are LABELED with your child's name. In addition, insect repellent and sunscreen can be brought in and will be applied on child. (must be labeled with child's name.) This item cannot be shared.

Outdoor play is an important part of the curriculum and is essential to children's health. Children are given daily morning and afternoon opportunities for outdoor play. During the summer months, outdoor play is limited when temperatures are in the 100's. Director or Assistant Director will check outdoor equipment prior to outdoor play to ensure it is not too hot for children to play on. All children have water available to drink. Children are encouraged and reminded to drink water throughout outdoor play. In the winter, outdoor play is cancelled if the temperature is **below 40**. KinderClub TOO LC utilizes the weather app on School Tablet/I-Phone.

TV Screen Time and Technology Use is limited to 30 minutes during arrival and 30 minutes during dismissal time. During the day, Screen time or Technology use of Ipads, tablets, or any other handheld devices are also limited to 30 minutes and aligned with lesson plan and educational. Only 2yrs old and above are allowed Screen Time.

AfterSchool Programs/School-Agers: **NO TABLETS OR CELL PHONES ALLOWED.** Only exception is school district tablet and must only be used for homework.

****Very Important:** Please LABEL all of your child's belongings, such as backpacks, extra change of clothing. Electronic games, TABLETS, CELL PHONES, videos, or toys are not allowed. We are not responsible for lost, stolen, or misplaced personal belongings that were not previously labeled properly.

**** No Car seats allowed at center due to insufficient storage space.**

PHYSICAL ACTIVITY

At our center, we believe physical activity could not be more important to a child's physical, mental and emotional development. It benefits children in the following:

- Physical Growth
- Better Fitness
- Refinement of motor skills
- Better posture
- Weight management
- Maintaining cardiovascular health
- Cognitive development
- Better mental health
- Improved self-esteem
- Social skills development

AGE GROUP	TYPE	TIMES DAILY	TOTAL AMOUNT
0-12 months	Outdoor	2	As tolerated by the child
13-23 months	Outdoor	2	1 hour
2 -4/5 years old	Outdoor	2	1 hour
5+ years of age	Outdoor	N/A	As time permits afterschool
0-12 months	Indoor	N/A	0
13-17 months	Indoor	N/A	0
18-23 months	Indoor	Throughout the day	1 hour
2 -4/5 years old	Indoor	Throughout the day	1.5 hour
5+ years of age	Indoor	N/A	N/A

PARENT INCENTIVE PROGRAM

KinderClub TOO offers an incentive program for parents who refer friends, families, and others.

In appreciation, the following incentive program is offered. For each day that a referred parent enrolls, we will credit your account as listed:

- 1 child = 1 day is credited
- 2 children= 2 days credited
- 3 children= 3 days credited

Please Note: Referred Child must have been enrolled for 60 days and tuition must be current. Credit will be issued after the 60 days. Maximum amount of credits is 3 days.

CUSTODIAL/NON-CUSTODIAL PARENTS/ LEGAL GUARDIANSHIP

Custody issues & Court Orders Regarding Divorce/Legal Guardianship

In order to enforce non-custodial visitation and possession, you must provide the center with a certified copy of the Court ordered possession papers.

Custody Issues & CPS Placement Orders Regarding Foster Care

Foster parents must provide CPS placement papers and all mandated documentation regarding enrollment, including immunization records and Child's Health Statement.

TDFPS MINIMUM STANDARDS FOR CHILD CARE CENTERS AND PARENT'S RIGHTS

You are entitled to review a copy of the rules and regulations for childcare centers set forth by the Texas Department of Family and Protective Services, referred to as *Minimum Standard Rules for Child Care Centers*, as well as the most recent *Licensing inspection report*. We have a copy posted in the lobby for your review. You may also access through the website <https://hhs.texas.gov/doing-business-hhs/provider-portals/protective-services-providers/child-care-licensing>.

Texas law requires the director and caregivers to report suspected child abuse or neglect to the Texas Department of Family and Protective Services or law enforcement.

Reports of suspected child abuse may be directed to the Child Abuse Hotline at
1-800-252-5400.

GANG-FREE ZONES

It is mandated by law to advise our parents of the new gang-free zone designation, which includes day care centers.

Any Gang-Related criminal activity or engaging in organized criminal activity within 1000 feet of the center is a violation of this law and is therefore subject to increased penalty under state law.

For more information about what constitutes a gang-free zone, please consult sections 71.028 and 71.029 of the Texas Penal Code.

EMERGENCY PREPAREDNESS

Our center has an emergency preparedness plan in place in case an emergency should arise. This plan is developed to suit several cases of emergencies, such as Natural Disasters, Technological Disasters, and/or Security Emergencies. All parents will always be notified and kept informed in case an emergency of this sort should arise. Parents are highly encouraged to stay tuned to local media for

information during an emergency. If relocation is necessary, parents will be notified via phone, and/or local media. Our center will always make the children's safety a priority.

REPORTING CHILD ABUSE AND NEGLECT

State law requires that suspected child abuse or neglect be reported. The CDC staff is trained annually to prevent and respond to suspected child abuse or neglect and will report to appropriate authorities. *To prevent or respond to child abuse, please call the Texas Department of Family and Regulatory Services child abuse hotline at 1-800-252-5400 if child abuse is suspected.*

Preventing and Responding to Abuse and Neglect of Children

(A) Required Annual Training

All KinderClub TOO employees are required to have annual training on preventing and responding to abuse and neglect of children. KCTOO Learning Center will stay up to date on methods for increasing employee and parent awareness on issues regarding child abuse and neglect.

(B) Warning Signs of Child Abuse and Neglect

Physical Abuse

According to TDFPS, physical abuse is physical injury that results in substantial harm to the child, or the genuine threat of substantial harm from physical injury to the child. Physical abuse consist but is not limited to the following: punching, beating, shaking, kicking, biting, throwing, stabbing, hitting, burning and choking. Here are some of the signs that can indicate a child might be getting abused.

- Frequent injuries such as bruises, cuts, black eyes, or burns without adequate explanations
- Frequent complaints of pain without obvious injury
- Burns or bruises in unusual patterns that may indicate the use of an instrument or human bite; cigarette burns on any part of the body

- Lack of reaction to pain
- Aggressive, disruptive, and destructive behavior
- Passive, withdrawn, and emotionless behavior
- Fear of going home or seeing parents
- Injuries that appear after a child has not been seen for several days
- Unreasonable clothing that may hide injuries to arms or legs

Neglect

TDFPS describes neglect as failure to provide for a child's basic needs necessary to sustain the life or health of the child, excluding failure caused primarily by financial inability unless relief services have been offered and refused. Here are some of the signs that can indicate a child is being neglected.

- Obvious malnourishment
- Lack of personal cleanliness
- Torn or dirty clothing

- Stealing or begging for food
- Child unattended for long periods of time
- Need for glasses, dental care, or other medical attention
- Frequent tardiness or absence from school

Sexual Abuse

TDFPS describes sexual abuse as fondling a child's genitals, penetration, incest, rape, sodomy, indecent exposure, and exploitation through prostitution or producing pornographic materials. Suspect sexual abuse when you see any of the following:

- Physical signs of sexually transmitted diseases
- Evidence of injury to the genital area
- Pregnancy in a young girl
- Difficulty in sitting or walking
- Extreme fear of being alone with adults of a certain sex
- Sexual comments, behaviors or play
- Knowledge of sexual relations beyond what is expected for a child's age
- Sexual victimization of other children

Emotional Abuse

TDFPS describes emotional abuse as mental or emotional injury that results in an observable and material impairment in a child's growth, development, or psychological functioning. It includes extreme forms of punishment such as confining a child in a dark closet, habitual scapegoating, belittling, and rejecting treatment for a child. Suspect emotional abuse when you see:

- Over compliance
- Low self-esteem
- Severe depression, anxiety, or aggression
- Difficulty making friends or doing things with other children
- Lagging in physical, emotional, and intellectual development
- Caregiver who belittles the child, withholds love, and seems unconcerned about the child's problems

(C) Employee and Parent Awareness

To promote awareness to both parents and teachers, the KCTOO LC has posted information regarding child abuse and neglect outside each classroom. Information can be found on the Parent Information Wall.

What must I do if I suspect abuse or neglect of a child?

If a child is in immediate danger, call 911 or your local police first.

Then call the Texas Abuse Hotline to make a report.

The Texas Abuse Hotline is open 24/7/365

1.800.252.5400

www.txabusehotline.org

(Report via the online reporting system for non-urgent situations only. A non-urgent situation means

that intervention is not needed within 24 hours.)

(D) Community Organizations

KCTOOLC will coordinate an outreach between community organizations and our families, when the safety or well-being of any child is compromised. Such community organizations include, but are not limited to Casa Misericordia.

Child and Family Safety:

- Texas Abuse Hotline at 1-800-252-5400
- National Domestic Violence 1-800-799-SAFE
- Texas Abuse/ Neglect Hotline 1-800-252-5400

(E) Action Plan for a Parent of a Child Who Is a Victim of Abuse or Neglect

<https://www.texasattorneygeneral.gov/cvs/what-we-can-do-about-child-abuse-2>

A child's parent or guardian has a legal obligation to protect the child. Anyone who permits his or her child to be in a situation where s/he may be harmed may be prosecuted for child abuse. The fact that the abuser is your husband, wife, or other family member does not affect your obligation to report the abuse, nor does it shield you from being involved in legal proceedings resulting from the abuse. This is also true when parents discover that one of their older children is abusing a younger one (an indication that the older one may also have been abused at an earlier time). In that case, both children need help. If an abuser in your family is violent and you are frightened for your own safety as well as that of your children, call 911, a local battered women's shelter, 1-800-252-5400 (TDFPS), or your local law enforcement agency.

FILING COMPLAINTS

Parents may contact the local licensing office:

Childcare Licensing **Laredo**

1500 N. Arkansas

Laredo, Texas 78043

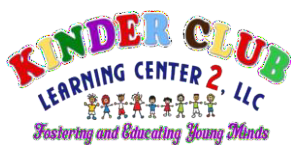
Intake Line (956)316-8275

www.dfps.state.tx.us

Licensing Representative: Thelma Villarreal

KinderClub TOO Learning Center reserves the right to refuse service at any time.

***** Policies are reviewed annually and updated if necessary *****



**Acknowledgment of Parent Handbook and
Operational Policies**

This acknowledgment must be signed and returned to KinderClub TOO Learning Center on or before the first day of your child’s attendance or together with the enrollment packet.

I acknowledge that I have received a KinderClub TOO Learning Center Parent Handbook and Operational Policies and Parent Orientation via email. By signing this form, I understand that it is my responsibility to read the handbook and abide by all policies set forth by KinderClub TOO Learning Center.

Date: _____

Child’s Name: _____

Parent/Guardian Signature: _____

Director/Asst. Director Signature: _____

Updated 1/2024