



~~~the childcare program of CHOICE~~~

215 Chama Drive  
Hewitt, TX 76643

254-666-9323  
Heather Walker, Director

# *Kidz Zone Playcare*

*We would like to welcome you and your children to Kidz Zone Playcare. Our objective is to provide a safe, secure and homelike atmosphere for your child. We look forward to caring for your child.*

## **OPEN DOOR POLICY:**

We have an Open Door Policy. We encourage our parents to visit their children's classroom and observe their daily activities. However, if you visit the facility, please do not disrupt the class while they are learning. Please feel free to come in any time. We also ask that if you come at naptime, please do not wake your child unless you intend on taking your child with you.

## **NON-DISCRIMINATION POLICY:**

Kidz Zone Playcare does not discriminate against children, parents, staff or volunteers upon the basis of race, color, socioeconomic level, creed, age, national origin, handicap, religion, sex or status as a veteran. We are an Equal Opportunity Employer.

## **EMPLOYEES:**

All employees are certified in CPR, First Aid, SIDS, and Shaken Baby. All employees have passed a criminal history background check and FBI fingerprint check. Employees have completed high school or participate on the work program at the local school. Most employees have some college credit hours. Some of our employees hold degrees from local colleges. Employees will not be subjected to abuse by any child. After three incidents of displayed improper actions (physical or verbal) by your child, you will be asked to withdraw your child(ren) from the center. Parents will be notified in writing concerning the incident involving the employee. Please let us know if your child has special needs. Some special needs children cannot be accepted to our center due to limited insurance coverage protection.

## **FOOD SERVICE PROGRAM:**

We are regulated by the State of Texas. Upon your acceptance into the facility, the State of Texas requires you to sign an application for the Special Nutrition Program. Any information provided will definitely benefit this facility, but you are not required to release any information concerning your income. However, you are required to sign the form. Anyone alleging discrimination based on race,

color, national origin, age, sex, disability, political beliefs or religion has the right to file a complaint of the alleged action with the Management or Staff of this agency and/or The Civil Rights Department of the Texas Department of Human Resources, PO Box 149030, Austin, Tx 78714-9030. The Agency will then advise the appropriate steps to take during the process of a complaint. If you have any other questions regarding this program, information is to be kept at the front office of this facility and will be available upon your request.

### ENROLLMENT:

Kidz Zone Playcare is licensed to serve 50 children: Newborn through 12 years old. Applications for admission to Kidz Zone Playcare are available at the center. If a waiting list occurs, parents will be notified of vacancies as their names reach the top of the list. Children will be placed into groups of infants, toddlers, pre-k and afterschoolers. Enrollment forms need to be filled out on each child attending Kidz Zone Playcare. Enrollment is completed when medical and social history information has been provided and all initial fees have been paid. These forms must be turned in BEFORE your initial fees have been paid. These forms must be turned in BEFORE your child can attend any classes. All shot records must be kept up to date and turned in immediately upon admission to the center. Any changes such as immunization updates, change of address, custody, or parental rights, emergency numbers and contacts should be reported as they are verified. If you have any changes, please advise the Director so that these changes may be made in a prompt and orderly manner. Our enrollment process requires parents to complete a number of forms and furnish information on their child and themselves. All information given is held confidential. This information helps insure the safety of your child and includes:

- An admission form with information from the child's physician, emergency contacts, special needs and other important information
- A health statement for all preschool children
- A current immunization record
- Copy of each parent's drivers license, as well as any other authorized person to given permission by you to pick up your child (copy of driver's license, as well)

Please give us updated information whenever there is a change. We will ask you to complete a new enrollment packet every September to insure that we have the latest information possible. We will also ask you to sign a statement acknowledging receipt of a copy of this parent handbook, which contains

our operational policies. If we need to change any of these policies/procedures, you will be notified in writing before the changes take place. Ten days will be given in which to comply with the changes. New changes will be posted on the bulletin board or on the front door.

**TUITION AND FEES:**

*All tuition is due in advance on Mondays by 5:30p.m.* If the tuition is not paid by that time, then there will be a \$45.00 late fee per incident. If you choose to pay biweekly or monthly, payments are to be made in advance on Monday (prior to the service period) by 5:30 p.m. Failure to pay tuition and late fees in full by Friday at 5:30p.m. will result in automatic withdrawal of your child(ren). Your account will be assessed fees according to the Withdrawal Policy and forwarded to a collection agency.

A nonrefundable supplemental fee is payable in September and February. The supplemental fee is \$45.00 per child. At times, there are area sponsors who have coupon booklets or coupons for discounted child care. These discounts can only be used by new enrollees to the day care. This also goes for any media advertising. Present or former students of the daycare cannot use the coupons for discounts.

We accept check, cash, money orders and credit card for payment. There is a \$35.00 fee for returned checks (regardless of the reason). After the 2<sup>nd</sup> incident of a returned check on your account, check writing privileges will be suspended for a length of ninety (90) days. No checks can be written during that time.

Enrollment fee \$45.00.

Re-enrollment fee \$45.00.

Supplemental Fee \$90.00 per child (\$45.00 due in September and \$45.00 due in February)

Late Fee - After 5:30 pick up, a late fee of \$45.00 per incident will be accrued and payable at the time the child is released to you THAT DAY.

**REFUNDS FOR ABSENCE ARE NOT GIVEN:**

Absences due to illness or weather conditions are automatic days of attendance. Tuition is charged as full price regardless of attendance.

**WITHDRAWAL POLICY:**

If a child is to be withdrawn, a written notice to the center's Director is required two weeks in advance of withdrawal of a child. Payment of fees during this two (2) week period is required. If you are

planning to withdraw your child for any reason, a re-enrollment fee of \$45.00 per child will be required upon re-entry into the daycare. Upon withdrawal, all promotional and discounted tuition is null and void. Upon re-entry into the daycare, you will be required to pay the current rate according to your child's age.

#### **FAMILY DISCOUNTS:**

Families with more than 1 child enrolled will receive a \$5.00 discount on weekly tuition provided that tuition is paid according to our tuition policy. Late payments will result in loss of the family discount program.

\*Child Care Service clientele and Kidz Zone Playcare employees are not eligible for this discount.\*

#### **DELINQUENT ACCOUNTS AND WITHDRAWALS:**

Failure to pay tuition on or before the due date results in the account becoming delinquent. Delinquent accounts, including all fees, are to be paid by Friday at 5:30p.m. A late fee of \$45.00 will be charged in addition to the amount for regular tuition.

#### **HOURS OF OPERATION :**

We open at 6:30a.m. and close at 5:30p.m. – Monday through Friday, year round. We realize that an unexpected event may delay your arrival in the evening. A late fee of \$45.00 per occurrence is strictly enforced. The late fee must be paid immediately. The time is determined by the clock at this facility. In the event of a child not being picked up, C.P.S., along with the Hewitt Police Department, will be notified. If being late becomes excessive then the child will be terminated from the center.

#### **SAFETY/DAMAGES:**

All classrooms have security cameras. The cameras are taping at all times. Kidz Zone Playcare repairs and maintains the building, playground and equipment to protect the safety of all children. There are first aid supplies at the facilities and during transportation which are readily available for the staff. All staff at Kidz Zone Playcare is trained in First Aid and CPR. Parents will be held responsible for damage to the property at the center done by your child, such as broken windows, holes in the wall, etc. or personal injuries to other people.

#### **IMMUNIZATIONS:**

Physical examination done within the past twelve months, showing evidence that the child is physically able to take part in the center's program.

1. Immunizations (complete or in progress):
  - a. Polio
  - b. DPT/TD
  - c. Measles (rubella)
  - d. Mumps
  - e. HIB
  - f. Hepatitis A
  - g. PCV (pneumoccal vaccine)
  - h. IVP
  - i. RV
2. Vision and Hearing Screenings

State law requires vision and hearing screenings for four year old children. Please provide copies of your child's screening results within four months of the child's fourth birthday.

**HEALTH:**

TB test (as required by county health department). Each day the child must be in good health to participate in the center's programs. If the child becomes ill during the day, the parent will be notified immediately to come for the child. If a child leaves the center with a fever he/she should be "fever free" before returning unless authorized to return by a physician. Same applies to such things as vomiting, diarrhea, conjunctivitis (pink eye), etc. Please remember, when your child is ill, he/she will be more comfortable at home. A child should be kept at home when any of the following exist:

1. Fever
2. Sore throat
3. Vomiting and/or diarrhea
4. Croup
5. Any unexplained rash
6. Any skin infection-boils, ringworm or impetigo
7. Conjunctivitis or other eye infections. Any symptom of unusual childhood diseases

Medication will be administered to a child only when instructions have been properly recorded on the center's medication form. The form must be dated and signed. Prescription medications must be in the original bottle with a current date and the name of the specified child to whom it is to be given. Non-prescription medicines must also be in the original container and labeled with the specified child's name. The label on a non-prescription medication must provide age and appropriate directions. We may not exceed recommended dosage on scripted and non-scripted medicine. If there are no directions on the label for the appropriate dosage, written instructions from your child's physician as to the correct dosage are necessary if the center is to dispense the medication. The center does not furnish Tylenol, Advil or

Motrin. No medication will be given at naptime. Only an arm pit or ear temperature will be taken. You will be contacted for a temperature for of 100.4 degrees or above under the arm pit, a fever of 100.4 degrees or above, or a combination of another sign of illness, uncontrolled diarrhea, vomiting more than twice in a 24 hour period, head lice or nits, severe coughing or wheezing, conjunctivitis/pink eye, sore throat, stiff neck, a rash or skin infection or excessive fatigue. The parent is required to pick up an ill child within thirty minutes of notification from facility staff. Children may be re-admitted if fever free for 24 hours without the aid of fever reducing medication, if free from vomiting/diarrhea for 24 hours while on a normal diet, or with a written statement from a physician that the child is free from a contagious illness. All parents will be notified when there is an outbreak of a contagious illness such as head lice or other infestation at the center.

**CRITICAL ILLNESS, INJURY OR MEDICAL EMERGENCIES:**

Children often receive minor injuries (small cuts, scrapes and bruises) during the course of their active play. Staff members complete an "ouch" report for each minor injury and will give you a copy of the report. You will be asked to sign the report. We will contact you immediately in the unlikely event that your child sustains a more serious injury or is put at risk in any way. Licensing rules require us to complete a written report on serious injuries and incidents. You will receive a copy of this report and will be asked to sign the report. If a critical illness or injury requires immediate attention of a physician, the center must:

1. Contact emergency medical services (911) or take the child to the nearest emergency room
2. Give the child first aid and/or CPR
3. Contact the physician noted on the child's enrollment form
4. Contact the child's parent
5. All incidents happening while the child is in facility care, the child's primary parental insurance must be filed on first

Children that have a critical illness or serious wound injury that required the immediate attention of a physician will not be treated by child care staff.

**OUTSIDE PLAY:**

We do go outside when it is cold so it is important to bring appropriate apparel for your child. Rain, snow, or extreme heat will exclude the classes from outside recreation. Please be sure that your

child is healthy enough to go outside when attending the center. We cannot care for children who cannot participate comfortably in the center's activities. Please label all belongings with a marker.

### WEATHER CLOSINGS

Weather closings will be in accordance to Midway ISD. Information about closing will be on the local TV and radio stations beginning at 6:00a.m. Days missed due to inclement weather count as automatic days of attendance.

### ATTENDANCE:

The parent/guardian must sign the attendance sheet upon arrival and departure. CCS clients must swipe their card and sign in and out on the attendance sheet every day. Please sign YOUR INITIALS/NAME on the roll sheet. **DO NOT PUT MOM/DAD.** Three days of no swiping CCS card is automatic termination by CCS. Regular attendance is important to your child in developing camaraderie with teachers and peers and for a sense of security that enables he/she to grow and develop in a stable environment. Failure to sign your child in or out will result in dismissal from the center. Please call the daycare if your child is absent, ill or will not be attending daycare. CCS clients can call the 1-800 number on the back of the card to report absences. Please call the daycare if your child is going to be late. This is especially urgent if your child needs to eat at the center. All children coming into the center after 8:30a.m. will not be counted in the lunch count. If your child does attend daycare after this time and no late call is made, you must feed your child before coming to daycare. **Please do not bring your child into the center between 9:30a.m. and 2:00p.m. due to the preparation of lunch and nap time.**

All classes start their daily activities at 9:00a.m. Please have your child here before that time in order to get them on a familiar daily routine that their classroom follows.

### ABSENCES:

You are purchasing a reserved space for your child, regardless if your child attends or not. We sympathize with you when your child has to absent. However, each space in the center is reserved for a particular child. Our staffing requirements are determined by the number of spaces reserved. When your child is not using his/her space for the day, these expenses do not decrease. This includes, but is not limited to times such as, Spring Break, Christmas Break and holidays. Kidz Zone Playcare asks that you give us the courtesy of knowing that your child will be absent for the day by giving us a call no later than 8:30 a.m. of the day they are to be absent. If we have not heard from you after three (3)



consecutive days of absences, we will assume that your child has been withdrawn and the rules for withdrawal will apply.

### ARRIVAL AND DEPARTURE:

Please do not drop your child off in the parking lot, at the door or in the office area. All children are to be escorted by the parent (guardian) to the classroom. Upon your leaving the classroom, PLEASE shut the door behind you. When picking your child up, please settle all business before picking your child up from their classroom. When your child is not in direct supervision of their teacher, the parent or other authorized person is totally responsible for the actions and safety of the child. Direct supervision occurs after a child is safely in their classroom and is enforced until their child is signed out for the day.

### VACATION:

All children enrolled full time are eligible for a ½ vacation week during the year. Eligibility will begin one year from the date of enrollment. The center must be notified at least two weeks in advance in order to schedule your child's absence in the classroom. If this child attends the center during this "vacation time", full priced tuition will be assessed. There will be no "carry over" of unused vacation.

\*This vacation clause excludes Child Care Services clients and Kidz Zone Playcare employees.\*

### CLOTHING:

Please label all extra clothes. In all seasons, please send articles of clothing for your child's comfort, mittens, gloves, hats for the cold and a change of clothes that are in season should always be available. Also, an extra set of clothing should be on hand at all times. Please do not dress your child in name brand clothing! The children paint and this paint can stain clothes. Some foods and juices can stain clothes. The center is not responsible for stained clothing. All girls (regardless of age) are required to wear shorts under their dresses or skirts.

### SHOW AND TELL:

Show and Tell is conducted on each Monday. Items restricted from entering the daycare facility are:

- Violent toys (shooting toys, knives, swords)
- Anything unlabeled

Please mark your child's item before entering the center. We are not responsible for lost, stolen or broken toys.

### NAP TIME/REST TIME

For sleeping or rest times, each child has their own kinder mat. The mats are to be supplied by the parent/guardian and are to be replaced as needed. Children will nap or rest quietly for developmentally appropriate periods each day. Children in the infant area will nap as needed and older children will nap or rest after lunch. Soft music is played and a teacher is in the room with the sleeping and resting children. Your child needs to bring a blanket/towel for cover. The blanket/towel will be sent home each Friday and is to be washed and brought back on Monday. The facility WILL NOT provide mats or towels. Although a child is not required to sleep at this time, they are required to lay down at rest/naptime.

### TRANSITIONAL ITEMS FROM HOME:

You may bring a small blanket or towel for nap time. Please do not bring sippy cups to the daycare. We cannot be responsible if they were to get lost.

### PARTY DAYS:

Kidz Zone Playcare celebrates the following special days with parties:

Valentine's Day

Easter

Cinco de Mayo

July 4<sup>th</sup>

Halloween

Thanksgiving

Christmas

Party notifications and sign up lists will be posted prior to parties.

### BIRTHDAYS:

You will be allowed to bring a cake, cookies, etc. for your child's birthday. Notice must be given to the office. Your child will be able to celebrate their special day in their classroom at snack time.

### NUTRITION:

Parents/guardians must provide formula and/or bottles of milk for your child. All bottles must be plastic or other nonbreakable materials. Bottles, pacifiers must be labeled. All bottle fed children are

held when fed and never propped. Written feeding instructions are required for all infants 11 months and younger. These instructions must be updated as changes occur. When your child reaches four (4) months old, the center will provide infant cereal, if you choose. When your infant reaches eight (8) months old, the center will provide infant cereal and infant food. The center will supply Isomil at no cost to parents. For those older than one (1) year old, the center provides breakfast, lunch and afternoon snack. Breast feeding mothers are more than welcome to come to the center and feed their child at any time. We will provide a comfortable place for you to feed your child. If you choose for us to store the milk for your child, then frozen breast milk can be brought the center for us to bottle feed your infant. Please notify your child's teacher or the center Director of food allergies or foods your child cannot eat. A physician's statement for food allergies is required. Water is always available to each child and is served at every snack, mealtime and after active play. Breakfast ends at 8:00a.m. PROMPTLY. Please do not bring your child in after 8:00a.m. with breakfast from outside. It will be thrown away. This is a big distraction to the other children. Please bring your child to the center before 9:30a.m. This enables us to get an accurate lunch count. Weekly menus are posted in the reception area.

#### TRANSPORTATION:

Transportation is provided to area schools and in the event of field trips. Our staff will drive the children to and from area schools/field trips in one of the company vans. Staff and children must wear seatbelts when they are in the van. Only one child per seat belt. A booster seat must be provided (by the parent) for your child, if necessary. We do not provide booster seats. The vans are equipped with fire extinguishers and First Aid kits. The staff carries cell phones so the center can be contacted in case of a flat tire, mechanical trouble, etc. The staff person also carries a notebook with emergency numbers and other important information for each child. Your child must be at the center by 7:00 if he/she is to be taken to schools by the center's staff. Please call as early as possible if your child will be absent. Please let the center know before 1:30 if your child will not be riding the van from the school to the center.

#### FIRE DRILLS:

Fire drills are held once a month at different times and a disaster drill every six months. Please explain to your child why we have these drills. Some children get very upset during fire drills because of the vague nature and unfamiliarity of the drills. Please be ready to discuss these drills with your child.

### **EMERGENCY PREPAREDNESS**

An emergency preparedness plan is designed to ensure the safety of children during an emergency by addressing staff responsibility and facility readiness with respect to emergency evacuation and relocation. Our plan addresses the types of emergencies most likely to occur in our area including, but not limited to, natural events such as tornadoes, floods or hurricanes, health events such as medical emergencies, communicable disease outbreak, and human-caused events such as intruder with weapon, explosion or chemical spill. In an emergency, the first responsibility of the staff is to move the children to a designated safe area or alternate shelter known to all employees, caregivers or volunteers. The children will be relocated to the designated safe area or alternate shelter by daycare van. We will relocate to 210 Chama (Hewitt Police Department). The phone number is 254.666-1661.

### **FIELD TRIPS:**

Children from the age of 4-12 years old are permitted to go on field trips at designated times during the week. Parents are to be notified in advance with details of the field trip. A permission slip must be signed prior to your child's leaving the center. However, children are not required to go on field trips. We do encourage volunteer parents to join us on field trips. Let your child's teacher or the Director know if you are interested in attending. A criminal history background check must be done upon volunteering. Please supply the facility with the necessary information well in advance to insure that there are no complications. We also ask that you complete a notarized affidavit about your background and attend a short orientation session. We arrange a number of field trips for our schoolers in the summer/holidays. There will be an additional fee for most field trips.

### **SCHOOL PICTURES:**

School pictures are taken at the center at least two times a year. The pictures may be purchased at your discretion. You are not required to buy them even though your child has been photographed. The center does ask for parent volunteers to help with photographing children.

### **FOOD FROM HOME:**

We do not allow outside food to be brought into the daycare. This causes problems with other children because your child cannot share it with all the other children.

### **W-10 STATEMENT:**

Upon request, parents may receive an itemized statement at the end of the year for income tax purposes. The fee for the statement is \$15.00. To avoid this fee, please keep up with your weekly

receipts! Any past due accounts must be paid in full by CASH before any statements are released. Checks will not be accepted on a past due balance.

### **DISCIPLINE AND CONFERENCES:**

The center believes that discipline and guidance of children must be consistent and based on the understanding of the individual needs and development. Positive methods that encourage self esteem, self control and self direction will be used.

No child can be spanked at any childcare facility. There will be no harsh, cruel or unusual treatment. The children will not be humiliated or yelled at. Punishment consists of "Sitting Apart". The teacher advises the child to sit apart from the group. When the child may return to the group setting when they feel they are ready to rejoin. It is totally up to the child, not the teacher, as to when they will rejoin the group setting. Parent conferences are always welcome. If you have questions or concerns that cannot be addressed by your child's teacher, please contact the Director to arrange a meeting or call to discuss your concern.

Good communication is important in building a relationship between center staff and parents. Please keep your child's teacher informed about any significant happenings in your child's life. Parent/teacher conferences can be scheduled during the year to share your child's progress. Staff usually cannot converse with you at any length during arrival and departure time, since they must give their full attention to the children in care. If there is a need for a long discussion outside of schedule conference times, please call the center and we can arrange a convenient time for a meeting or phone call. If you have a question or concern that cannot be addressed by your child's teacher, please contact the Director to arrange a meeting or call to discuss your concern with the Director. We complete a daily written report on all children younger than 12 months old. This report includes information on time and length that your child has slept, time and how much your child ate, diaper change times, and information on the child's overall mood for the day. A copy of the report is put in your child's bag at the end of each day.

### **EXCESSIVE PROBLEM CHILD:**

Parents will be informed and given three times to try and reconcile the problem before you will be asked to find childcare elsewhere.

**CHILD ABUSE:**

The center is obligated to report any incident of **SUSPECTED** child abuse to the proper authorities. This is State law. Parental discipline of a child, such as spanking too hard, resulting in bruises on their body parts is considered a suspected incident with a reason to call the proper authorities. Please info us of any unusual birthmarks/scarring/skin pigmentation/blemishes your child may have.

**HOLIDAYS:**

Refunds will not be given for holidays. Holidays count as an automatic day of attendance. Bad weather days count as an automatic day of attendance as well. No pro-rating will be done for any missed days regardless of the reason. The center will be closed on the following days:

|                      |                                    |
|----------------------|------------------------------------|
| New Year's Eve       | Labor Day                          |
| New Year's Day       | Thanksgiving Day AND the day after |
| Memorial Day         | Christmas Eve                      |
| July 4 <sup>TH</sup> | Christmas Day                      |

**\*\*\*THESE DATES ARE SUBJECT TO CHANGE\*\*\*\***

If your child is not planning to attend during holidays and Spring break, please see the withdrawal policy under Delinquent Accounts and Withdrawals.

**RELEASE OF CHILDREN:**

A child will not be released from the premises to a person that is not listed on the current Enrollment Packet. Any parent/guardian wishing to release their child to someone other than those listed on the designated form must notify the center. The person designated by the child's parent/guardian must show his/her driver's license to the teacher/director before the child will be released. We may call local police and request their assistance if we suspect the person picking up a child is under the influence of drugs or alcohol.

**PROCEDURES FOR REVIEWING STANDARDS AND REPORTS:**

A copy of The Minimum Standards is available for review in the office. Our most recent licensing inspection is always posted on the bulletin board. You may also review the standards and our compliance history at <http://www.dfps.state.tx.us>.

***PROCEDURES FOR CONTACTING CHILD CARE LICENSING:***

We are regulated by the Department of Family and Protective Services. You can find out more about the regulation of childcare facilities by visiting their website at <http://www.dfps.state.tx.us>. You may contact the local licensing office by calling 254.750.9366. You may contact the suspected abuse and neglect of children by calling the Child Abuse Hotline at 1.800.862.5252.

Revised: 7-26-12

We welcome you and your child to our facility where your child is not just another face. We treat each child with undivided love and attention to help each student reach their full potential on the road to being that SHINING STAR! Thank you so much for allowing us to care for your most prized possession!

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**Kidz Zone Playcare Staff**

**ACKNOWLEDGEMENT OF RECEIPT OF PARENT'S HANDBOOK:**

By signing below, I verify that I have received the handbook from Kidz Zone Playcare . I have read and agree with the terms, Policies and Procedures and all other pertinent information included in the handbook.

After reading the handbook, I also agree that I have expressed any concerns that I might have that may affect my child while in care at the center.

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Parent's Signature

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Date