



**“Educating Tomorrows’ Leaders the Fun Way
Today”**

Parent Handbook

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EDUCATION AND CLASSROOM PHILOSOPHIES



Mission Statement

Kids' Clubhouse believes that building positive childhood experiences is the foundation for future success. We are committed to delivering a safe and healthy learning environment that supports the care, education and enjoyment for children by partnering with families, employees and the community.

Kids Clubhouse:

... **BELIEVES THAT CHILDREN** are unique and bring diverse cultural experiences to our schools. We provide an active learning environment where children are allowed to make choices, pursue their interests and share their cultural heritage with others.

... **BELIEVES OUR FAMILIES** are the child's first teacher. We encourage and invite open communication between the families and our staff to partner in the child's care and education.

... **BELIEVES OUR STAFF** is a critical resource in each child's development and educational experience. We provide continuous developmental programs for staff and are committed to ensuring they are treated with the respect deserving of their position.

... **BELIEVES OUR SCHOOL** provides an ideal educational environment that is both safe and fun. We are committed to the continued enhancement of educational materials, safety systems and our facilities.

... **BELIEVES EARLY CHILDHOOD EDUCATION** sets children up for future success. We are committed to providing an enriched, fun-loving center-based learning environment that supports the social, emotional, cognitive and physical development of children.

Education at Kids Clubhouse

Kids Clubhouse is committed to providing children and their families with high quality early childhood education and care in a home-like setting. The early years are the most critical years in a child's life; experiences during this time have a lasting impact on a child's development and future academic success. Our purpose is to provide children with the tools they need to succeed during the school years and throughout life.

Our program is designed to encourage each child to reach his/her full potential and to approach learning with enthusiasm, perseverance, and joy. Our job is to make sure that each child has numerous successful experiences every day to give him/her a positive self-concept and to ensure a lifelong love of learning.

Your child's classroom is arranged into learning centers that encourage exploration within a predictable daily routine, including small and large group times. In our infant rooms, for instance, you will note there is plenty of room for our crawlers and state-of-the-art equipment designed for our emerging walkers. In our toddler rooms, we offer space for push-pull toys and the opportunity for toddlers to do their favorite thing - fill and dump! In our preschool rooms, you will frequently see a group of children developing their social skills by dressing up or pretending to cook dinner in the Home Center. Other children may be developing their emerging literacy skills in the Writing and Reading Center, while a child in the Science Center is discovering what sinks and what floats.

Our School Age Program is designed to complement the school day rather than replicate it. School-age children are given opportunities to design, implement and evaluate group projects, visit with friends, perform in a play or create a work of art.

Accreditation

Kids Clubhouse is in the process of accreditation and is a strong proponent of the accreditation programs sponsored by the National Association for the Education of Young Children (NAEYC), National Accreditation Commission for Early Care and Education Programs (NAC) and National After School Association (NAA). These are the most comprehensive accrediting bodies overseeing early education and after school programs. As a result, you will find that many of the practices and policies used by Kids Clubhouse are based directly on the standards and guidelines established by these accrediting institutions.

Classroom Environment: Our school environment is clean, safe, and well planned. We place children in groups by age

and developmental level and provide activities and learning experiences specially designed for each child's needs and abilities.

Your child will feel safe and secure in our classrooms, which are designed for learning. The child-sized furniture, equipment, sinks and toilets will help your child develop self-reliance in taking care of his/her personal needs. Your child's learning experiences will be enriched by the toys and equipment we provide, such as blocks, computers, dolls, music items, games, and books. Children are encouraged to work and play together in small groups around the classroom. In this environment, you will see your child involved in meaningful and self-directed activities, as well as teacher-initiated instruction.

Classroom Transitions: A positive daily transition from home to school for your child is a collaborative effort between you and our staff. Children react differently to the separation from their parents when coming to school in the mornings. Some children are full of confidence and are excited to be with other children. Some children are frightened or angry and they show it. Others hide their feelings and seem self-sufficient but avoid becoming involved with either children or materials. Your child may react in any or all of these ways.

If this is your child's first time in a group setting, please make every effort to spend additional time in the beginning to help your child become comfortable in his/her new environment. Sit with your child or move around the room as she/he explores the classroom. Young children have little experience with change and often need extra time to adjust. A security item that your child finds comforting, such as a stuffed animal, can help ease the transition from home to school.

Please take the time to come into the classroom with your child every day. Your child will feel more secure while at school if she/he knows that you value his/her teacher, friends, and environment.

When your child is developmentally ready to move to a new classroom, we do all we can to make this transition a smooth and successful one. We will contact you when we feel your child is ready to move. The move will always be a collaborative decision among parents, teachers, and administrative staff.

Lesson Plans: Staff in each classroom will develop and post weekly lesson plans that provide you with information on the week's activities and skills to be developed through the activities.

Program Assessment: We continually assess all aspects of the quality of our programs in a variety of ways, including classroom observations, audits, quality assurance checks and parent surveys. We encourage your active involvement in assisting us with this process, as the most important assessment tool at our disposal is the progress of your child and how s/he learns and masters new skills and abilities.

Staff Training: We have identified certain skills and competencies teachers must have to meet the childcare and early education needs of children. Following a careful selection process, each staff member receives ongoing training, beginning with our orientation process. Management staff observe the teachers and provide feedback to ensure appropriate child interactions. We strongly support the professional development of our staff. Teachers are provided with a wide variety of in-service training and other resources to develop, maintain and update their teaching skills.

Television and other Passive Media Sources: We limit television/passive media in our school because we focus on interactive learning experiences. When media is used, each program is previewed and approved by the management team before the children see it. After viewing, the teacher will discuss the program with the children to help them develop critical thinking skills. Parents are given advance notice of the title and date the media piece will be shown to allow them time to decide whether their child may see the program. Children are not required to view a program, and other activities are always available.

FAMILY INVOLVEMENT AND COMMUNICATION



Collaborative Relationship between Families and Staff: Parents are the most significant adults in each child's life, as they are the child's first teacher. Because you know your child better than anyone, we depend on you to help us learn about your child, starting with your initial visit when we gather information from you about your child. Our goal is to collaborate with you to ensure your child has the best experiences possible while in our care.

We seek your active involvement and input in the school's programs, particularly in ensuring your child's progress, and to assist us in determining program goals and improvements. Further, there are many activities in which parent volunteers are both needed and welcomed; if you wish to participate as a volunteer, contact your Center Director for additional information.

We want you to feel comfortable coming to us if you have concerns, questions or need clarification of any issues. Please consult with the Center Director or your child's teacher if any problems concerning your child occur, whether at home or at school. Other staff with responsibility at the school are also available to speak with you. Their names and contact information are available from the Center Director.

Community Resources: There are a variety of community services that support the needs of families whose children have disabilities, behavioral challenges, or other special needs. Your Center Director can assist you in accessing these

types of services. If you are interested in family education opportunities specific to the needs of your child, we will be happy to share information with you regarding what community services are available in your area. There is a Parent information table located in the front of the building that provide resources for parents.

Calendar: To keep you informed of what we're doing at the school, we publish and distribute a monthly calendar with important information, such as upcoming activities and events, introduction of new teachers, parenting issues and other news items. We also post a variety of flyers in the school with information on any special events, programs or reminders. Calendars are made available to all parents of enrolled children.

Open Door Policy: You are always a welcome visitor in our program. We encourage you to visit, unannounced, at any time. Stop in, visit your child, and join us in our activities. We strongly encourage parent participation and hope you become involved whenever possible.

Parent Conferences: We encourage you to schedule meetings with your child's teacher whenever you have questions or concerns. In addition, we offer parent-teacher conferences twice a year. This gives you the opportunity to discuss your child's program, progress, and any other issues you may have. We hope you will take advantage of these opportunities to visit with the teacher to discuss your child's interests and progress. Your director will inform you regarding when these conferences are held for your child's class.

Communication Log: Our teachers keep parents informed daily of classroom assignments, upcoming events, classroom needs, issues or ongoing behavioral challenges via our communication log located on the front of each child's folder.

Comment Box: Parents are encouraged to share ideas, concerns, recognition etc. on an ongoing basis, in our comment box located in the Parent section at the front of the building.

Resolution of Disputes: If a dispute arises out of or relates in any way to the services provided by Kids Clubhouse, we encourage you to attempt to resolve such matters in good faith directly with management. Your Center Director can provide you with the contact information for additional management personnel who will be happy to work with you to resolve any issues you may have.

Staff Profiles: To help you become better acquainted with the staff involved in the care of your child, information on each staff member is posted, including their experience, education and/or specific qualifications, as well as hobbies and interests. We encourage you to take some time to get to know your child's teachers.

Visitors: Parents may visit our school at any time. With your approval, we also welcome other relatives or friends to visit your child here at Kids Clubhouse. For the safety of all children enrolled in our school, visitors must register with the office upon arrival at the school. A staff member will accompany the visitor(s) at all times.

ENROLLMENT AND TUITION GUIDELINES



Enrolling Your Child: When you enroll your child with us, the following forms are required:

- ←• Admission Information
- ←• Tuition Agreement

Uniform

Kids' Clubhouse wear uniforms and they are **MANDATORY, not optional** for students 3 years to 5 years (depending on their birthdate). We begin wearing uniforms on the first day of school. The uniform policy is as follows:

Monday – Thursday

Boys & Girls

Khaki- pants/shorts/skirt/dress

Baby Blue polo shirts

Shoes must be slip on or Velcro **NO LACES (Exception- If your child is able to tie laces).**

Friday

Boys & Girls

Lime Green School T-shirt (**Available at KCH**) and Denim pants/shorts

Tennis Shoes/Sneakers

During the cold season, your child may need to wear extra undergarments. All undershirts, turtlenecks, or anything that is visible **MUST BE WHITE ONLY**

Field Trip
Girls and Boys

Lime Green school t-shirt and denim pants/shorts – Required for all field trips **No Other Green T-shirt Will Be Permitted.**

Health Requirements:

These forms give us vital information about your child so we can give him/her the best possible care. The forms are required by the Texas Department of Social Services, the state agency that licenses and monitors child care centers. It is imperative for your child's health and safety that all forms are accurately and completely filled out and submitted to the center's management for review before your child's first day. There may be other Company-specific forms that will need to be completed as well. You will be asked for telephone numbers where you can be immediately reached. Please notify us as soon as any of these numbers change.

For your child's health and safety, we must be able to quickly reach you while your child is in our care. You will be required to provide us with the names and telephone numbers of at least two other persons that you authorize to pick up your child from school. Please inform these persons that they are required to come to the office before they go to your child's classroom, and they must bring a valid driver's license/ state ID for identification. For your child's safety, call us if someone other than you is picking up your child.

Drop Off & Pick Up Procedures: Kids Clubhouse uses the Brightwheel app to check children in and out daily. Upon arrival, scan the QR code provided in the front and follow the steps to check your child in. Prior to departure, scan the QR code provided in the front and follow the steps to check your child out.

Tuition: At the time of enrollment and perhaps at other times, you will be asked to sign a Tuition Agreement that explains the terms and conditions of enrollment and our fees. In addition to tuition, we require a nonrefundable annual registration fee. Tuition payments are due every Friday for the upcoming week or the first day of attendance. For your convenience, tax statements are provided every January for tax filing purposes.

Late fees: Late fees will be assessed if all tuition and charges are not paid on/before the due date. Charges will be assessed to parents who leave their children beyond regular closing time. If you are unable to pick up before the school's scheduled closing time, please call us as soon as you know you will be late. If we do not receive a call from you, we may be required to call local authorities (police and/or Child Protective Services) to assist with the situation. Parents who are habitually late may have their child's enrollment voided from the school.

No-Call Fee: Parents are required to notify us when their child does not need a ride from elementary school. If you do not notify us in a timely manner, you will be charged a no-call fee **(\$5)**.

Returned Check Fees: There will be a **\$40** returned check fee assessed to your account for any check that is returned to us for any reason. The fee and the amount of the original check must be immediately paid in cash, money order or cashier's check. If you write 3 checks to the school that are returned for any reason, you will be required to make all future payments for all charges via credit/ debit card, money order or cashier's check.

Absences: If your child is going to be absent, please notify us; if your child is ill, you should notify us as to the nature of the illness, particularly if it is contagious. Few of the operating costs of our school are eliminated when a child is absent, so tuition must still be paid in full without deduction for absences. Staffing and other operational expenses are based on fixed enrollment levels. We know you will understand our position, and we appreciate your cooperation in this effort.

Parent Referral Bonus: If you refer another family to Kids Clubhouse, and they enroll their child with us, you may be eligible to receive **\$100** in tuition credit. The referred family must remain enrolled with us for 30 days and both their account and yours must be current before a credit can be applied to your account.

Vacation Credit: Vacation credit is given to allow you and your child to have time together, away from work and school. When your child is enrolled full time (4-5 days) and your account is current, you will receive vacation credit equal to five days after six consecutive months and every six-month period thereafter. Please see your Tuition Agreement for further information about this credit. Let us know 2 weeks in advance in writing when you plan to use your accrued vacation days; we **cannot apply** vacation credits against tuition owed for days that your child is in attendance at the school. Vacation credit will become null and void upon withdrawal.

Multiple Child Discounts: When multiple children from the same family attend the school on a full-time basis, a discount from the usual tuition fee is typically granted once a second child begins attending full-time. To take advantage of this discount, full tuition must be paid for the child with the highest tuition base. The discount is then applied to the other child enrolled from the same family. In most cases, the discount will apply to the tuition for the oldest child. You are only entitled to one form of discount, which cannot be combined with other discounts offered by the Company or other sources (such as state discounts). See your Center Director for details.

Additional Fees: Based on the interest of families in our school and the availability of resources, we offer several extracurricular opportunities during the traditional school year that you may choose for your child. These activities may include soccer, basketball, art, gymnastics, and Spanish.

Our summer curriculum includes special activities every week. Calendars describing the plans for your child's classroom will be provided. The summer activity fee is mandatory. Please check with your Director if you have questions.

We welcome our school-age children to attend additional days, such as in-service days and school holidays, as space permits. Please schedule these days in advance with our management team. An additional charge is assessed for this care.

Refunds: If you feel you are owed a refund, please bring your concern to the Center Director, who can assist in determining whether monies are owed to you.

Withdrawing Your Child: Two weeks notice is required if you decide to terminate care with us. If notification is not provided, you will still be responsible for all tuition and fees for the two weeks, whether or not your child is in attendance. If you choose to withdraw your child, s/he will only be eligible for readmission based upon space availability and all other enrollment criteria being met. If an outstanding balance existed when your child was withdrawn, you must bring your account current before we can consider you for re-enrollment. If your child is eligible to re-enroll, you must pay a new non-refundable registration fee and activity fee. There is no transfer of vacation credit from prior enrollment, vacation credit will be accrued based on the new enrollment period.

OPERATIONAL POLICIES



Hours of Operation: Our schools are open from 6:30 a.m. to 6:30 p.m., Monday through Friday, all year long. We are closed in observance of these holidays each year:

New Year's Eve	Labor Day
New Year's Day	Memorial Day
Good Friday	Christmas Eve
Ash Wednesday	Christmas Day
MLK Day	Independence Day
Thanksgiving Day	President Day*
Day after Thanksgiving	

** On President's Day, our center will be closed for a day of paid in-service training for all preschool employees and center staff.*

If any of the above observed holidays fall on a Saturday, we will be closed the preceding Friday. If an observed holiday falls on a Sunday, we will be closed on the following Monday.

Holidays and Birthdays: Celebrating holidays and birthdays is a meaningful and fun experience for children, parents and teachers. Holidays are a reflection of the cultural and ethnic diversity of our families and are an opportunity for children to learn about each other. As a part of our curriculum, we include traditional celebrations from the many cultures present in our society, such as Cinco de Mayo, Hanukkah, Los Posadas, Christmas and Kwanzaa. We ensure that the holiday experiences are appropriate for very young children (e.g., no scary Halloween images) and leave religious symbols and traditions to the parents' discretion.

Your child's birthday is a special day for him/her and for us. Although we do not host birthday parties onsite and outside food made at your home (such as cupcakes) cannot be brought into the school, we are happy to acknowledge your child's birthday within his/her classroom, and will gladly pass out hats, noisemakers or other such items should you wish to

provide those to us. Please coordinate your plans with school management.

Personal Items to Bring to School: To help keep your child happy, safe, healthy, clean, and comfortable while in our care, please bring at least two complete changes of clothing. Accidents and spills can happen at any age. Please place your child's name (in permanent ink) on each article of clothing and all other personal items you bring to the school.

A nap mat is required with a blanket for naptime. Keep in mind the small size of your child's cubby, which precludes us from storing larger bedding items. Infant and toddler parents should talk to school management before bringing bedding items to the school.

Personal Items to leave at Home: Please do not bring any valuables that you and your child treasure, such as favorite books, jewelry, or toys from home. Other examples include any kind of electronic devices, including cell phones, games, CD's, and DVD's. Please help your child understand why it is not wise to bring toys or other objects to school that they may not wish to share with the group. In classrooms of young children, we cannot be responsible for lost or damaged articles. Our classrooms are filled with a variety of exciting age-appropriate equipment and materials that are always available to children.

Lost and Found: if your child is missing anything, please inquire at the school as soon as possible. It is much easier to return a lost item if it is labeled with the owner's name, so remember to label everything.

Naps and Quiet Time: These times are important for preschool-age children. Our daily schedule incorporates a balance of active and quiet play, including a two-hour rest period for preschool-age children. During this time, children are encouraged to rest, but not required to sleep. Children who do not sleep are allowed to get up and participate in quiet activities after one hour, while still respecting the quiet time so others can nap. Your child is welcome to bring a favorite small blanket to rest with during nap and quiet time.

Outdoor Activities: Outdoor play is an essential part of your child's day. Because your child's safety is our primary concern, we ensure that s/he is not subjected to conditions that are either too hot or too cold. We monitor children for signs of heat exhaustion and dehydration, and we provide plenty of cool water while children are outside during summer months. If children demonstrate signs that they are uncomfortable with the weather, we will return to the classroom.

Children who are well enough to attend school must be well enough to participate in all activities, including outdoor play. Texas Minimum Standards requires us to take all children outdoors each day. Please be sure your child has adequate outdoor clothing. We do not take children outdoors if the temperature/wind chill is lower than 20° F

Special Information for parents of Infants and Toddlers

All items must be labeled with the child's first and last names. Infant belongings (soiled clothing, used/unused bottles, etc.) must be taken home nightly and laundered or sanitized.

Infants are fed, changed, and placed in a crib to sleep on demand. Infants are held while being bottle fed and are placed in their cribs only to sleep. They are removed from the crib for feeding, playing and nurturing during their waking hours. Parents are encouraged to visit the school to feed, play and interact with their infant. You are welcome to breast feed your infant at any time.

Breastfeeding Education: Breastfeeding education resources and brochures are provided to parents in the parent information area. Breastfeeding parents can sit comfortably and hold their infants while feeding or breastfeeding in the designated breastfeeding area at any time.

Safe Sleeping Position: In accordance with the recommendations of the American Academy of Pediatrics, we place infants on their backs to sleep. Infants' naps are assigned according to their individual schedule. If you request that your infant sleep in a different position other than on his/her back, a physician's note that explains why your baby cannot use a back sleeping position is required.

Diapers, Formula and Food: Families whose children wear diapers must supply a full, unopened package of disposable diapers (labeled) and a box of baby wipes (labeled) to accommodate the child's needs. We require the use of disposable diapers; cloth diapers can only be used if prescribed by the child's health care provider and if laundered by a commercial diaper service. All items must be replenished as needed. Any ointments or topical products to be used must be labeled with the child's first and last names.

Families are required to provide a nutritional diet for their infants. All foods, including formula, must be supplied and labeled by the parent (with the exception of Federal Food Program schools). Food will be stored in the appropriate location in the child's room. All bottles must be prepared by the parent, labeled with the child's first and last names, contents and date (except for schools participating in the Federal Food Program). Unused portions of bottles will be

discarded within one hour from the beginning of the feeding. Please fill bottles only with the amount of formula/breast milk your child will drink at each feeding. Please do not leave any bottles, open food or formula at the school at the end of the day. All leftover open food items not taken home will be discarded at the end of the day.

Toilet Training: It is best to start toilet training when your child recognizes their diaper needs to be changed. At this point, children may be ready to learn and able to control their bowels and bladder movements. Beginning to toilet train too early will cause frustration for the children. Toilet training is recommended for children between the ages of 2 and 3 years old.

For health and safety reasons, soiled clothing will not be washed or rinsed by the school. All soiled clothing will be placed in a sealed plastic bag and returned to you at pick-up at the end of the day.

Emergency Closing and Inclement Weather Information: It is our intention to be open and provide childcare services every weekday of the year, excluding holidays. However, situations out of our control such as inclement weather, natural/national disasters or a major building issue may disrupt service from time to time.

We ask that parents call the school to ensure it is open during periods of inclement weather or other unusual situations. In the event of an emergency closing and/or inclement weather, Kids Clubhouse will notify the local TV stations so parents may use that as a resource to determine the status of the school. We will also post relevant information on Kids Clubhouse website: www.kidsclubhouseacademy.com, our Facebook page (Kids' Clubhouse Preschool & Childcare Center), send messages via text messages and messages via Brightwheel.

If the school must close after you've dropped off your child, we will attempt to reach you first to arrange for pick up. If staff are unable to reach you, the persons listed as the emergency contacts will be contacted for pick up arrangements to be made. Staff will notify the contacted person of the pick up location, should the children need to be evacuated from the school. Parents or the emergency contact person reached should report directly to the alternate location if one is indicated. If the school is unable to open or must close early, tuition will not be refunded or reduced.

Animals at School: Your child may have a class pet or have the opportunity to interact with a pet as part of specialized programming. We comply with all regulations outlined by the Texas Department of Social Services in relation to having animals in our schools. We will post information when animals are or will be present, we will ensure animals do not create unsafe or unsanitary conditions, and that children do not handle any animal that shows signs of illness. We will also ensure that caregivers and children practice good hygiene and hand washing after handling or coming into contact with an animal and items used by animals, such as water, food bowls and cages. Parents must notify us if their child has an allergy to certain types of animals.

There will be documentation at the school showing dogs, cats and ferrets have been vaccinated as required by Texas Dept. of Health and Human services. There will be a statement of health at the school from a local veterinarian for dogs, cats, ferrets and other animals, with the exception of small rodents, such as guinea pigs, mice and hamsters.

Challenging Behavior: Parent will be kept abreast of issues with ongoing behavioral challenges through direct communication with their child's teacher and with notes via our communication log and Behavior Record form. If the challenging behavior continues the Director and parents will have a conference to discuss and outline strategies, expectations and school readiness. This will continue until the desired result is achieved or it is determined that Kids Clubhouse environment is no longer conducive for the child.

Guidelines for Immediate Disenrollment: Certain behaviors may cause significant risk to the health and safety of other children or staff. Examples are physical assault which results in serious bodily injury, an attempted physical assault which if completed, would result in serious bodily injury, setting or attempting to set a fire, bringing in weapons to the school or substantial damage to real or personal property.

At its discretion, Kids Clubhouse may disenroll any child whose behavior creates a significant risk to the health and safety of other children or staff, without following the guidance steps previously outlined. Your signature on the Admission Form serves as verification that you have read and received a copy of this discipline and guidance policy as required by the Texas Department of Social Services.

Suspension from the Center: Occasionally a child is suspended from his/ her center due to behavior or discipline issues, and parents have asked us to allow their child to attend our school full-time during the suspension period. We work diligently to support the elementary schools and will honor their decision to suspend, as one of the intended outcomes is to allow the parent and child to work together on the issue in question and resolve it prior to returning to elementary school. We will respectfully decline a parent's request to care for their child during the suspension period.

Biting: If you are the parent of an older infant or toddler, we know it is distressing to learn your child has been bitten or has bitten a friend. Experts in the field of child development agree that biting is within a range of expected behaviors among toddlers 13 months to 3 years of age. Common reasons cited for biting are: need for autonomy and control,

exploration, teething, attention getting, frustration (frequently due to lack of language or unmet needs), anxiety, mimicking, self defense and lack of experience interacting with children in a group.

At the first sign of biting, we evaluate the environment and activities at the time of the bite. If warranted, adjustments in the environment, routines or the transitions in the classroom may be made.

If a bite occurs, the teacher will first attend to the bitten child by comforting the child and gently cleaning the bitten area with soap and water. Staff will complete an incident report for the bitten child.

The biter will be removed from the immediate area and staff will explain that the behavior is not acceptable. We will complete an incident report for the biting child and discuss the incident with the child's parents to determine ways to redirect the behavior, the biting child will be closely supervised, and the child's identity will be kept confidential. Staff cannot discuss with either parent the identity of the other child involved in the incident, nor can staff discuss the medical history of any child involved in a biting incident with the other parent. We recommend a child involved in a biting incident be seen by their family physician if the parents are concerned about communicable diseases possibly resulting from the biting incident.

Most children stop biting soon after these actions are taken. For children who continue to bite, it may be necessary to remove them from the school, either for a short period or perhaps permanently. Each case will be assessed on an individual basis.

Children with Special Needs: We will comply with the Americans with Disabilities Act and applicable federal, state or local laws in providing services to children with disabilities, including transportation. Our goal is to meet the individual needs of the child within the structure of our program, while maintaining a healthy and safe environment for all the children and staff.

Any child may have a special need from time to time. Some children with special needs may have disabilities. We will make reasonable efforts to meet the special needs of children with disabilities in our program. We work closely with the parents and elementary school staff in this endeavor. Prior to enrollment, we will gather information from the child's parents regarding the child's physical, social, emotional, and cognitive levels in order to assess our ability to meet the child's needs. With the parents' permission, we will collaborate with community resources, our own special education experts, as well as elementary school specialists, if available, to ensure we can meet the child's needs.

The State of Texas requires that children who need special care due to disabling or limiting conditions receive the care recommended by a healthcare professional or qualified professionals affiliated with the local school district or early childhood intervention program. These basic care requirements must be documented and are on file for review by DFPS at our school. What this typically means is that we will ask you to provide us with the most recent IEP (Individualized Education Plan) and/or pediatrician's evaluation that includes any other criteria necessary to understand the specific needs of your child.

Enrollment of your child is conditional upon our ability to make reasonable accommodations without adversely affecting the health and welfare of your child or the other children in the classroom. Enrollment of any child with disabilities cannot put us in a position that would require us to make a fundamental alteration in the program we offer to the general public.

Termination of Enrollment by Kids Clubhouse: In certain circumstances, it may be necessary to discontinue a child's enrollment. This decision is based on the best interest of the child concerned, other children in the classroom and the well being of everyone at the school. Termination of enrollment may be a result of the following: Mistreatment of other children, staff or property by a child or parent.

- ←• Continued violation of Company policies by a child or parent
- ←• Disruptive or dangerous behavior by a child or parent
- ←• The school's inability to meet the child's need or the parent's expectations
- ←• Non-payment of tuition

Kids Clubhouse reserves the right to disenroll a child at any time for any reason deemed appropriate. If possible, prior notification will be provided to the parent.

LICENSING AND LEGAL REGULATIONS



Mandated Reporting of Suspected Child Abuse and Neglect: Employees have an affirmative responsibility to report

to the appropriate authorities any suspicion they may have regarding the abuse or neglect of a child. Failure to report suspected abuse or neglect can result in staff being charged with a misdemeanor and can subject them to criminal penalties or civil litigation.

In some cases, we are directed by the state's Abuse/Neglect agency not to notify parents of the report. Please understand that we are legally obligated to comply with these guidelines. The State of Texas defines abuse as the mental, emotional, physical or sexual injury to a child, or the failure to prevent such injury to a child. Texas defines neglect as failure to provide a child with food, clothing, shelter and/or medical care; and/or leaving a child in a situation where the child is at risk of harm. The Abuse and Neglect Hotline telephone number is 1-800-252-5400. To contact your local licensing office, please call **713-940-5200**.

We encourage open communication with all parents, so if you have concerns in this area as it relates to any child in our care, please feel free to bring those concerns to the attention of campus management, so we can work together toward an appropriate resolution.

State Licensing Requirements: State licensing requirements and strict enforcement of standards are in the best interest of all children. All of our schools meet or exceed applicable licensing regulations and standards. These standards relate to our facility, staff, health and safety procedures, nutrition, teacher/child ratios and record-keeping. Our schools are subject to inspection by state, county and city health, fire and licensing officials.

Interviewing Children and Inspecting Records: Please be aware that Licensing, Department of Social Services and local police authorities have the authority to interview children (privately) or staff, inspect and audit child or facility records, observe the physical condition of children in the school and make provisions for an independent medical examination by a licensed physician of any child. These entities can also contact and instruct any other appropriate authority to do the same, without prior notice or consent of parents or Kids Clubhouse.

Texas Department of Social Services Childcare Licensing Standards: A copy of the Texas DSS Minimum Standards is available at the school, along with the latest inspection report. You may also review the minimum standards on the DFPS website at www.dfps.state.tx.us. Your Director will be happy to share a copy of the standards with you if you wish to review the rules. The standards are also available for review at our website. You may contact your local licensing office in the telephone book under the State listing for the Texas Department of Social Services Bureau of childcare licensing. The state requires us to post (in a prominent place) the letter/form from the most recent Licensing inspection or investigation. Please visit the website or ask your Campus Director for contact information.

Non-Discrimination Policy: It is the policy of Kids Clubhouse to provide an environment that is free from unlawful discrimination of any type, including discrimination based on race, color, religion, sex, national origin, age, disability, Vietnam era veteran status or any other characteristic protected by law. This policy governs all aspects of the Company's operations. If you require the Parent Handbook or other documents in an alternate language, please notify the Center Director of your need.

Confidentiality of Information: Much of the information you provide us is confidential or sensitive in nature, and we want to assure you it will be treated accordingly. We will share confidential or sensitive information with employees who have a need to know, in order that they can safely and appropriately care for your child. Our teachers are trained in the NAEYC Code of Ethical Conduct which ensures that all confidential information is handled with the utmost professionalism.

Confidential and sensitive information about staff, other parents or other children will not be shared with parents or others unless Kids Clubhouse determines there is a bona fide "need to know."

Employees cannot discuss any information with you concerning other children who attend the school. Nor will employees discuss your child with the parents of other children who attend Kids Clubhouse. Parents who share confidential information with others or who pressure employees or other individuals for information that is confidential in nature will be asked to immediately discontinue those actions. Violations of this nature can lead to a family being required to seek care for their children elsewhere.

Questions Concerns and Policy Changes: We are here to build a partnership with you to provide the best possible care and education for your child, so we welcome your questions and concerns. We encourage you to talk to your Campus Director if you require clarification on any topic. Management and staff are happy to make themselves available for informal conferences in order to address any aspect of Kids Clubhouse program. Contact information for our Management Team is available in the office.

Our Policies are revised annually and updated if necessary. The Parent Handbook is designed to promote an understanding of the programs offered by Kids Clubhouse and to foster a spirit of collaboration between parents and staff. While the handbook describes current programs, policies and practices of the Company, the early care and education

industry is a complex and dynamic business. As such, there may be times when we have to revise our practices and programs with little or no notice. We reserve the right, in our sole discretion, to modify or change policies, procedures or programs, in whole or in part, at any time. Nothing contained in the Parent Handbook shall be construed as a contract between Kids Clubhouse and any one or all of its customers or students.

Because policies and practices may change from time to time, the Campus Director will notify you as soon as possible, either verbally or in writing, of any significant changes to the operation of our school.

SAFETY AND SECURITY



Security Entrance System: We have installed keypad entry systems to protect the children in our care. This system ensures that only people with the access code will be allowed to enter the school. You will be given the code so you have free access to the school during business hours. Please do not share this code with individuals who are not authorized to enter our campuses. To ensure continued security, the code may be periodically changed.

Please do not allow other persons to “piggyback” into the building when you enter our school. While we all want to be polite and hold the door for others, the security system cannot be enforced if parents allow others to enter at the same time they do, with no knowledge of whether that person has legitimate access to school property.

Arriving at the School: Please always keep your children with you, especially when exiting your vehicle in our parking lot. Do not leave children, regardless of their age, unattended in your car when dropping off or picking up. Lock your car, as we cannot be responsible for any personal belongings taken from your vehicle while it is on Company property.

Each parent must accompany their child into the classroom and let the teacher know your child has arrived. This provides a smooth transition and allows you a brief exchange with the teacher to convey information about your child and to learn of the day’s plans. If you have more than one child at our school, take your older child to his/her classroom first. It is unsafe for our infants and toddlers to have older children in their rooms. Our responsibility for your child begins when you place your child directly in the care of our staff member.

When we first open for the day and attendance is low, children may be gathered into one/ several rooms before moving to their respective classrooms. This provides an opportunity to get settled and gives children of different ages a chance to interact. Likewise, at the end of the day as children are picked up, remaining children may be placed in a room other than their assigned classroom. The daily cut off time for infants is 10:30 am and for toddlers and up 9:15 am. This allows the teachers to better transition the children and minimizes class disruption. Exception allowed for doctor’s appointment.

Reporting Absences: If your child is going to be absent, please notify a member of management as soon as possible. If your child is ill, please notify us as to the nature of the illness, particularly if it is contagious.

If your child is enrolled in our school-age program, please let the School-Age Manager know about any changes to your child’s schedule. We ask that you notify us at least 2 hours in advance of the scheduled pick-up time if your child is not to be picked up at the elementary school. This will give us adequate time to change the bus rosters and notify the appropriate bus driver.

When we are not notified regarding a cancellation to pick up your school-age child, please understand that our bus driver cannot leave the premises of your child’s elementary school until he/she determines where your child is. The buses are on very tight schedules as they pick up children at 4-6 elementary schools each day. You can see how easy it becomes for a bus to miss its scheduled times at other schools if the driver has to call the center to find out where your child is, or take all the children from the bus into the elementary school office to see if personnel there know the whereabouts of your child. No-call fees will be assessed and repeated incidents of failure to notify the school of your child’s absence will result in permanent withdrawal of your child from our program.

Sign in and Out Procedures: Parents are required to sign their child in and out each day, using the Brightwheel program on the tablets provided at the front desk. It is imperative that you sign your child in upon arrival and sign your child out upon departure every day as this is state law, and also serves to provide us with accurate classroom attendance lists.

Picking up Your Child: When you arrive to pick up your child, allow time for your child to complete whatever activity s/he is participating in. Taking a few moments to let your child transition from school back to your care often relieves stress. Our schools close at 6:30 p.m. so we must ask you to make every effort to pick up your child before that time. If you are going to be late, call our office immediately. A late fee (\$25) will be assessed for arriving at the school after 6:30 p.m., **regardless of the reason why.** We understand there are times children will need to be picked up for appointments and special services, any child picked up after 2pm for appointments and services will be dismissed for the remainder of the day. If you are needing your child to return to care, please make appointments for the morning half of the day (prior to nap).

Releasing Your Child: We will only release a child to his/her parents and the authorized persons listed on your child's Admission form. We require photo identification be shown for any person not positively known to us who comes for your child. It's helpful to call the school and let us know if someone other than you is picking up your child. We will not release a child to anyone (other than a parent) under the age of eighteen (18), including siblings.

We cannot accept authorization over the telephone from you, asking us to allow an individual to pick up your child who is not on your list of authorized persons to pick up. We require this information be given to us in writing prior to releasing your child.

If you are involved in a true emergency (like an automobile accident) and you call to authorize an individual to pick up your child, we can:

- Call you back at the number we know to be your home/work/cell phone number in order.
- to verify who you are (remember, we have many parents at the school)
- We may ask you some identifying questions regarding your child.
- We may ask you some identifying sending to pick up your child
- If we release on a one-time basis to an individual not on you're authorization list, you will be required to give us written authorization as soon as possible, which will be kept in your child's file.

Under no circumstances will children be allowed to leave the school unsupervised for another location. We cannot release a child to walk to a bus stop or walk home.

Student Accidents: If your child is injured at the school, first aid will be administered. If treatment by a doctor is needed, we will make every effort to contact you. In the event of an emergency, we will ensure that your child receives the necessary emergency treatment until we can reach you.

We will complete an Incident/ Illness form and will have it ready for you to sign when you pick up your child. In cases involving less serious injuries, you will be notified upon your arrival to pick up your child. We will provide you with an incident or accident report, which requires your signature.

Transportation to and from School and on Field Trips: Transportation is provided for children three years of age and older and over 36" in height. We follow the transportation guidelines set forth by the Texas Department of Social Services, including:

- Following all proper loading and unloading procedures
- Ensuring that all children three years of age and older are fitted with a seat belt
- Only one child is placed in each seat belt
- Shoulder harnesses are made to fit properly across the child's chest

State regulations require us to carry specific equipment on our vehicles, including:

- A list of all children being transported
- Emergency medical transport and treatment authorization forms for each child being transported
- The name of the school, the Director and the telephone number inside the passenger compartment or on the outside of the vehicle
- Parent names, telephone numbers and emergency telephone numbers for each child being transported
- A fire extinguisher approved by the local or state fire marshal, secured in the passenger compartment and accessible to the adult occupants
- A first-aid kit
- The driver must have a current driver's license

We have a plan in place to handle transportation emergencies, and all of our teachers are trained on these procedures. Further, because your child's safety is our priority, our teachers pass both a written and a road driving test administered by Kids Clubhouse before assuming any transportation responsibilities. We receive and review motor vehicle reports on each of our drivers on an annual basis. Drivers always practice defensive driving techniques. Directors or other management staff are in communication with the drivers through a communication device, and each vehicle follows a strict transportation route and schedule. All our buses and vans receive regular maintenance and records are kept on file. If your child is transported to and/ or from school by a local school authority, a separate release form must be signed.

We ask for your assistance in keeping your child safe by ensuring that all emergency contact information is current. If your school-age child is not to be picked up at their elementary school, it is imperative that you notify us at least two (2) hours in advance of their pick-up time. This will allow us to notify our drivers of the change. Failure to notify us will result in a no-

call fee being assessed. The Campus Director can assist with further questions regarding transportation procedures.

Field Trips: Field trips are a part of our curriculum, beginning with three-year-olds in our Early Pre-Kindergarten programs. You will be notified of a planned field trip at least 48 hours in advance by a posting in the classroom or on the sign in/out sheet. You will be asked to sign a separate authorization form to include the date, time, location, special instructions, or items to bring, and the anticipated time of arrival back at the school.

The following procedures are followed when taking your child on a field trip:

- We must have signed permission from you to take your child on a field trip, including permission to transport
- One or more teachers will carry emergency medical consent forms and emergency contact information for each child on the field trip
- Teachers will have a written list of all children on the field trip and will check the list frequently to account for the presence of all children
- Teachers will have a first-aid kit immediately available on field trips
- Each child must wear a shirt, nametag or other identification listing the name and telephone number of the school
- Each teacher must be easily identifiable by all children on the field trip by wearing easily spotted identification and/or clothing
- Each teacher supervising a field trip will have a communication device such as a cellular phone, message pager or two-way radio available or an alternate plan for transportation at the field trip location in case of emergency
- Teachers with training in CPR and first aid with rescue breathing and choking will be present on the field trip
- We will not release children to their parents while on a field trip; all children must return to the school before being released to their parents

The school may schedule field trip activities that your child has either never experienced or the activity may be one in which your child lacks proficiency, such as roller skating or swimming. As the parent, we ask that before you give permission for your child to attend the field trip, you assess your child's ability to safely participate in the activity. If you have concerns about the scheduled event, it would be best for your peace of mind and ours, if you decline to send your child on the field trip until you're confident s/he can safely perform the activity. Our goal is to make field trips a safe and fun part of our curriculum. We invite parent participation in all aspects of our program, and you are welcome to join us on field trips. Please see your Director for a Parent Volunteer Orientation Form, or if you have any other questions regarding field trips.

Fire/ Emergency Drills: Kids Clubhouse conducts fire and emergency evacuation drills on a monthly basis. Staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the success of fire and emergency/evacuation plans.

During a fire/emergency drill, parents may not sign children into or out of the program, but must wait until the drill is complete and children have returned to the building. Parents can wait with their child's class in the designated safe zone outside of the building until the drill is complete.

In the event of a real fire/emergency situation, the Center Director will inform the classroom staff that the school will be evacuated. Parents will be notified of the situation as soon as practicable.

Each school has an emergency evacuation system designed to meet the needs of that specific location. Emergency evacuation and relocation plans are posted in each classroom.

Fire arms and Weapons Ban on Property: At no time is any person permitted to possess firearms, ammunition or other weapons on Kids Clubhouse property, or at events sponsored by Kids Clubhouse. For persons authorized to carry concealed weapons, we respectfully request that any/all weapons be left in your vehicle during the period of time when you are in the school. Any violation of this policy will result in immediate dismissal from the program as well as criminal prosecution.

Water Activities: Your child may participate in water activities with us during our warmer summer months. We allow school-age children to attend public swimming facilities as part of the summer activity program, as long as that facility meets all requirements. As outlined in the Texas Department of Social Services standards. We follow all regulations in regard to maintaining lower staff/child ratios in relation to water activities and ensure that all staff on the field trip is capable swimmers themselves.

All children may participate in "Splash Days" during the summer months. The children will have the opportunity to run and splash in sprinklers and use water toys. We do not, however, allow wading pools or Vinyl slide toys. You will be asked to send your child to school with sunscreen, a swimsuit and towel on these days. In addition, we require a signed

authorization for the application of sunscreen and/or insect repellent, along with an annual water authorization permission slip.

FOOD AND NUTRITION



Meals: Meals at our school are served family style in a relaxed setting. For children eating table food, we serve a morning breakfast a nutritious lunch, an afternoon snack and dinner. Our menus are posted in the classroom and are available to you upon request. There may be times when we have to substitute one food for another, while maintaining the nutritional content of the overall menu; this will be posted where the menu is typically posted, in order to keep you apprised of what has been served.

If there are religious reasons or severe allergy concerns that would prohibit your child from eating what we're serving, we may be able to substitute certain foods for your child. Please discuss the specifics with your Campus Director.

For those children not yet eating table food, please bring a day's supply of meals, including prepared bottles that are labeled and capped.

We encourage children to sample new foods and to taste what is being served; however, we cannot require children to eat or in any way punish them if they choose not to eat all foods served.

Nut-free Environment: We have removed nuts of any kind, including peanuts, peanut butter, and peanut oil from our menus, due to the increased incidence of young children who have severe allergies to these products. We must ask that parents and their guests refrain from bringing any type of nut products into the school. We apologize for any inconvenience this may cause you, but know you'll understand that we strictly enforce this policy in order to ensure that we meet the best interests and safety of the children entrusted to us.

Bringing Food to School: The number of children with severe and potentially life-threatening allergies continues to increase. Kids Clubhouse supports the criteria of the National Association for the Education of Young Children (NAEYC) related to the nutrition of children, specifically with respect to prohibiting any food prepared or purchased outside of our schools from being brought onsite.

The NAEYC Performance Criteria (Section 5, 5.18, Nutrition) requires schools serving meals and snacks to follow the USDA Child and Adult Care Food Program (CACFP) requirements. All food served in our schools must be prepared, stored and served in compliance with these guidelines. Further, the USDA CACFP requires each school to monitor the food that children are consuming to ensure that it meets or exceeds their daily nutritional needs.

When food is brought in from the outside, we cannot guarantee these requirements are met. To ensure the menus we serve are in compliance with NAEYC program standards, they have been planned and approved by a registered dietitian, who reviews them every 6 months.

Due to numerous obstacles associated with monitoring food brought in from the outside, Kids Clubhouse does not allow food purchased or prepared outside of our schools to be brought onto our campus. The only exceptions are when a child's pediatrician provides written information requiring that for specific health reasons, a parent must provide food for his/her child. Talk to your Campus Director if you feel your child has a medical condition that would require you to send food from home. This policy includes all school-age children, who frequently want to bring the remains of their sack lunch to our school; we ask that you work with your children so they are aware that they cannot bring their lunch, candy, snacks, or other items onto our campus. Please know that this policy was made with the safety of all of our children in mind. We ask you to support us in this effort to keep children safe and healthy.

Additional Nutrition Practices

- a) Liquids and food hotter than 110 degrees F are kept out of reach of children.
- b) All Staff are educated on food allergies and they take precautions to ensure children are protected.
- c) On days that providers serve meals, prepared food that is brought into the program to be shared among children is commercially prepared OR prepared in a kitchen that is inspected by local health officials.
- d) That healthy snacks (as listed by the Texas Department of Agriculture) are available for school aged children as children arrive.
- e) On days that providers serve meal, milk, fresh fruit and vegetables are available for children who bring lunches

from home.

HEALTH AND MEDICAL ISSUES



Maintaining a Clean and Healthy Environment Our commitment to a clean and healthy environment compels us to take precautionary steps to prevent the spread of colds and communicable diseases. Our schools are designed to be easily cleaned and maintained at high standards of sanitation and are cleaned daily by professional janitorial services. We implement and post daily cleaning and disinfecting schedules in our classrooms. Toys in the infant and toddler rooms are sanitized, as they are mouthed by children. Tabletops are disinfected several times a day, including before and after meal and snack times. At least one person in the school is required to have a food sanitation permit, so the preparation and service of our meals and snacks can be monitored by trained health personnel. We promote cleanliness and good hygiene with children on a regular basis. Frequent hand washing is practiced by staff and children and is always required before eating and after toileting.

Immunization Requirements: All children must first be up-to-date on their immunizations before being admitted to our schools. The Texas Department of Health requires certain immunization requirements be met. This applies to children in early care from birth through school-age. Acceptable documentation for records of immunizations must be validated by a physician or other health-care professional with a signature or rubber stamp, and include your child's name and birth date, the number of doses and vaccine type and the month, day and year the child received each vaccination. This documentation may be the original record, a photocopy or a handwritten copy that the Campus Director has signed. If your child's records are on file at a public or private school, the Director may choose to have you sign a form verifying the immunization record is on file, as well as the address of the school at which the health record may be obtained if necessary. Validated proof of immunizations should be submitted as your child receives new immunizations or booster shots.

Any exemption from the immunization requirements must meet criteria specified by the Texas Department of Health rules (Relating Exclusions from compliance). Please find the recommended childhood immunization.

Department of State Health Services Immunization Schedule
January 1, 2006

Vaccine	Age	Birth	1 month	2 months	4 months	6 months	12 months	15 months	18 months	24 months	4-6 years	11-12 years	13-18 years
Hepatitis B ¹		HepB #1		HepB #2			HepB #3				HepB Series		
Diphtheria, Tetanus, Pertussis ²			DTaP	DTaP	DTaP			DTaP			DTaP	Td	Td
Haemophilus influenzae type b ³			Hib	Hib	Hib	Hib							
Inactivated Poliovirus			IPV	IPV		IPV					IPV		
Measles, Mumps Rubella ⁴							MMR #1				MMR #2	MMR #2	
Varicella ⁵							Varicella				Varicella		
Pneumococcal ⁶			PCV	PCV	PCV	PCV				PCV	PCV		
Influenza ⁷							Influenza (Yearly)				Influenza (Yearly)		
Hepatitis A ⁸											Hepatitis A Series		

Dispensing medication: We will give your child medication while at the school as a convenience to you, in accordance with the Kids Clubhouse policies and guidelines by the Texas Department of Social Services.

Parents must:

- Request the doctor provide the longest possible duration per dose, as it helps lessen the number of times we're required to administer medication.
- Personally hand over all medication to a member of the management team, not the staff in the classroom.
- Sign in every medication their child will receive on the Monthly Medication Log, which will be kept in the front office area. For campuses with a separate school age building, a Monthly Medication Log will be located in the School Age Manager's office as well.

Any medication brought by parents for their child (ren) must be:

- In the original container
- Labeled with the child's name
- Labeled with the date (if prescription medicine)
- Include directions to administer the medication
- If prescribed, include the name of the physician prescribing the medication
- Current, not expired

Our management staff will record the following information:

- Name of the child to whom the medicine was given
- Name of the medication
- Date, time and amount of medication given

- Name (not initials) of management staff administering the medication

Medications will only be given as stated on label directions and as directed by the Physician. All medications are stored in a locked area inaccessible to children. We will refrigerate medications that require it. Medication is not typically administered on field trips unless it is either a life threatening circumstance (such as allergic reactions to bee stings), or a drug that has a dosage duration shorter than the anticipated time for the field trip.

Over-the-Counter Medications: All over-the-counter medication must be accompanied by a note from the physician with dosage instructions, and must be signed in by the parent or guardian. Over-the-counter medications will be administered as outlined in the above procedures.

Over-the-counter topical lotions (Destin, sunscreen, insect repellent) will be administered with written consent and instructions from the parent that correspond to the manufacturer's directions on the label, and in accordance with state and local licensing. All containers must be clearly labeled with the child's name.

"As Needed" medications (prescription or over-the-counter) must have an authorization form filled out, which is required by Texas licensing standards to be updated every Monday of each week.

Kids Clubhouse requires the use of sunscreen on field trips or other activities where children will be outside for more than just a nominal period of time. If you choose to not provide sunscreen to us, we may determine that it is not safe for your child to participate in the activity, and will require your child to remain at the school.

Illness: If your child is ill, we ask that you make alternate arrangements for his/her care. Because the health and welfare of all our children is our primary concern, we are unable to care for children who are ill. We comply with the Texas' Minimum Standards, and follow the recommendations of the American Academy of Pediatrics and the American Public Health Association in our criteria regarding sick children.

When your child exhibits visible signs of illness while at our school, you will be contacted immediately and asked to pick up your child as soon as possible (within 1 hour of notification). If you cannot pick up your child within that time frame, you will need to arrange for alternate pick-up with someone listed on your child's emergency contact list. If we cannot reach you, we will begin to call the people listed on the emergency contact list. Your emergency contact telephone numbers must be current at all times.

Communicable Diseases: Children will be excluded from participation in the program if they exhibit symptoms of any communicable disease, and will not be permitted to return to the program until they are no longer contagious. Guidelines for determining the contagious period for a specific illness are based on recommendations by the American Academy of Pediatrics. Parents must present a doctor's note stating their child is no longer contagious and can return to a group care setting. Kids Clubhouse reserves the right to refuse to allow a child to return if the Campus Director believes the child is too ill to participate in the program.

We will notify you if we become aware that an employee or a child in our care has contracted a communicable disease that the law requires us to report to the Texas Department Health and Hospital relating to Notifiable Conditions. In addition, you will be notified within 48 hours in writing or through posting of a prominent notice if there is an outbreak of lice or other infestations within the school.

Because we require each of our schools to be a safe and healthy environment for all our families, we appreciate that you would confidentially notify us of any pertinent medical diagnosis or infestation pertaining to your child that may affect other children in our care. We will take necessary measures to protect your child's confidentiality and will only share the information relating to the communicable disease with those that need to know.

Medical Emergencies: Our priority is to keep your child safe while in our care. In the unlikely event of a medical emergency, you will be notified immediately once we have ensured the safety of your child. It is imperative that all enrollment forms contain current contacts, emergency medical information and authorization for medical treatment. If a medical emergency occurs, we depend upon this information to contact you and your designated physician and/or hospital. Please update any pertinent emergency contact or health related information as necessary to ensure the best care for your child. Employees trained and certified in CPR and first aid are always available in case of an emergency.

We will call you if your child requires medical attention by a healthcare professional, if your child has been involved in any situation that placed him or her at risk or if any situation renders the school unsafe, such as a fire, flood or severe weather.

Children with Allergies: Please notify us immediately when you learn that your child has allergies. We will ask your permission to post your child's picture in the classroom and kitchen in accordance with state and local licensing, as this

helps all staff recognize any child with allergies or restrictions. If a child requires medication for life threatening conditions such as allergies, bee stings, etc., the child's prescription may be kept at the site and administered when necessary.

Kids Clubhouse has developed a specific policy related to children with severe and/or life-threatening allergies, as well as forms for the Campus Director, parents and child's treating physician to complete. If your child suffers from allergies, please contact your Campus Director, who can provide you with additional information.

Children with Insulin-Dependent Diabetes: Kids Clubhouse has developed a specific policy related to caring for children with insulin-dependent diabetes, as well as forms for the Campus Director, parents and child's treating physician to complete. Please contact school management if you need further information. As required by the Texas Pest Control Board, Kids Clubhouse periodically applies pesticides indoors and outdoors; information on the application of pesticides is available on request. The certified applicator/technician will supply us with a pest control information sheet and pest control sign, which we will post at least 48 hours prior to any planned treatment.

ADULT CODE OF CONDUCT



Just as we set guidelines for appropriate behavior for children, we also must ensure that parents and other adults who come to our campuses know what our expectations are in terms of their interactions with our staff, other children and parents. Appropriate language in School We have many "small ears" listening around every corner in our schools, and as such, must insist that parents and their guests use appropriate language while on Kids Clubhouse property. Swearing, cursing or using foul language of any type is not permitted on our property, which includes our parking lots and playgrounds.

Disagreements between parents and staff members are inevitable. We know how difficult it is to be told that your child had a tough day and acted out, or was hurt by a friend during the course of the day. The first step in resolving a difference of opinion is to move the discussion into a private office area so that children and others are not subjected to an incident in which strong emotions are evident. Remember, other children do not know who you are and many don't even know you're a parent. Children may assume you're a teacher at their school, so it's very confusing and frightening if they hear you raising your voice to their teacher or a staff member that they do know.

Using loud tones of voice and any form of yelling at staff members, other adults or children is unacceptable. We treat parents in a professional manner and expect the same in return. If you are too upset to talk about a situation without your conversation becoming heated, then we'll insist that the conversation end and be rescheduled at a time when we can sit down and discuss the situation in a more controlled setting.

Threats and Threatening Behavior: We have a zero-tolerance policy regarding threats or threatening behavior in our schools, whether the threat comes from a child or an adult, and regardless of who is the target of the threat. This includes but is not limited to threats to do physical harm to someone, threats to retaliate in any way, threats to take legal action and any threatening or intimidating actions toward another person. These types of behavior will result in immediate termination from our program. We have an affirmative responsibility to provide a safe environment for our employees, the children we serve and other adults. Given today's social climate, we simply will not allow anyone to act in a manner that suggests a threat of harm is imminent.

Physical and Verbal Punishment of Children on School Property: The State of Texas specifically prohibits all types of corporal punishment in a licensed facility. Kids Clubhouse does not allow parents or their guests to use any type of corporal punishment on any child, whether enrolled in our program or not, while on Company property. This includes our parking lots, playgrounds and bathrooms. We work diligently to ensure the children in our care know they are in a safe place when they come to school. If another adult (who they may not know is a parent) is allowed to spank, hit, pinch or otherwise inflict physical or verbal punishment on a child, then young children will assume it's possible that they could be punished in the same manner. Further, while verbal reprimands may be appropriate, it is not appropriate for a parent to verbally abuse their child while on our premises. Doing so can cause undue embarrassment and emotional distress to a child. Violations of this policy will result in immediate termination from our program.

Parents and their guests are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. Parents or other adults are not allowed to discipline, in any way, another enrolled child who is not their own. If you have a concern about the behavior of another child at our school, please bring your concern to a member of management (Campus Director, Preschool Manager, School-Age Manager), and that person can address your concern and work on a resolution to the issue. It is never acceptable for you to take it upon yourself to discipline someone else's child. If you choose to discipline another child, please be aware that the police and other authorities frequently get involved, and in some instances, criminal charges have been filed against the offending parent. Further, your actions will result in your child being immediately disenrolled from our program.

Interactions with Other Parents/Adults: It is not appropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. This type of meeting is rarely productive and has a tendency to get out of hand very quickly. Bring your concerns to campus management, and allow them to properly address the issue.

Persons appearing to be impaired by Drugs or Alcohol: If a parent/adult attempts to pick up a child while appearing to be impaired or under the influence of drugs or alcohol, we will ask that person to allow us to call a cab, the other parent or someone else on the emergency pick-up list. If a parent refuses our attempts to delay his/her departure, refuses our efforts to call others to assist and insists on taking his/her child, we will be left with no choice but to call the police and Child Protective Services. We will provide those agencies with the adult's name, address, phone number and any other information requested. While none of us want to be placed in this uncomfortable situation, we will take action if our staff feels a child is either at risk from getting into a car with the adult, or can't be properly cared for even if they safely reach their home. We will request that you seek other care for your children under these circumstances.

Smoking: Smoking is prohibited on all property of Kids Clubhouse, including parking lots and playgrounds.

Violations of Safety Policies: Parents are required to follow all safety procedures while on Company property. The procedures are not designed to be inconvenient, but to protect the health, welfare and best interest of our employees, children and other visitors to our program.

Please be particularly aware of entrance procedures. We all like to be helpful, but we need to be careful that we do not allow unauthorized persons into the school. Holding the door open for the person following you may put the school, children, and others in jeopardy, if that person is not authorized to be on our property.

Custody and Visitation Issues: From time to time, issues arise as to the rights of parents and/or the release of a child to the appropriate parent. Kids Clubhouse goal is to comply with valid court orders and parenting agreements regarding custody and parenting time. You can help us by observing the following practices.

Enrollment Forms: At the time you enroll, we require you to complete all portions of the enrollment records. Some parents assume if they leave the "mother" or "father" portion of forms blank, we will not release to that parent. Forms must be filled out in their entirety, and leaving portions blank in an effort to restrict a parent's access to a child is not acceptable. Please explain, in writing (on the form) what the situation is with the child's other parent. At that point we can determine whether or not we need clarifying information.

If you are already enrolled in our school and subsequently divorce or the relationship between you and the other parent legally changes, we ask that you immediately notify us of this situation and revise the enrollment records to reflect this type of change.

It is not acceptable for one parent to remove another parent from the enrollment paperwork as a means of restricting that parent's access to the child. If the courts have not determined that a parent should have restricted access to his/her child, we will not deny a parent access to his/her child simply because the other parent requests it.

If both parents have parenting time that allow them to pick up the child during school hours, both parents must provide us with a list of individuals they authorize to pick up their child on occasions when the parent is unavailable. In the absence of court orders stating otherwise, "Parent A" does not have approval over who "Parent B" authorizes to pick up the child (and vice versa).

Pick-Up Restrictions: If you wish to place any restrictions on the other parent's right to pick up your child, you must submit complete copies of your divorce decree, legal separation agreement, temporary separation orders, restraining orders or the most recent court papers that outline the legal relationship between your child and both parents.

In the absence of court orders, we cannot deny a parent access to his/her child. If current court orders exist and have been submitted to us, and an unsanctioned contact is attempted or occurs at the school, we will promptly notify the other parent and the proper police authorities. Please understand that we cannot endanger the health and safety of children in our care or our staff by attempting to physically stop a parent from taking his/her child from our school. If you feel that someone is going to attempt something of that nature, keep your child out of school, resolve your personal situation through legal avenues, then you may return your child to our care.

Parenting Time Schedule: If there is a court-ordered parenting time schedule (visitation with the child), we will strictly adhere to those court orders. If either parent wishes to allow the other parent additional or different parenting time (more days, earlier pick-up times, different days than specified in the court orders), he/she must provide that in writing to us before we will deviate from the court orders, along with assurances that he/ she has already communicated the changes to the parent being affected. At no time can a parent reduce the amount of parenting time that the courts have granted to the other parent; any requests that have the effect of doing so will be denied.

A Parent Wishing to Visit Their Child at School: Kids Clubhouse have an open door policy and welcomes all parents to visit unannounced and observe and participate in the activities their child is undertaking. If either parent comes to the school to spend some time with his/her child on a day in which he/she doesn't have court-approved parenting time, we will allow the parent to have a short visit with the child, as long as it does not disrupt the classroom or the child's ability to participate in our program. The Campus Director will use his/her discretion as to the length and frequency of the visit. The parent will not be allowed to take the child off school property on a day in which he/ she does not have approved parenting time. The same process will be followed for all school events occurring during or after school hours. This includes parent-teacher conferences, holiday celebrations, festivals, etc. We believe it's important for both parents to attend their child's school functions and fully support each parent's right to do so. If there are court orders that specifically restrict a parent's right to come to school or see their child at times other than those approved by the court, then those orders will prevail.

Parents Wishing to Phone Their Child at School: We allow parents to call our school and speak to their child, so long as the school's telephone is not inordinately tied up, and so long as the child is still able to enjoy full participation in our programs. The Campus Director may use her discretion as to the length and frequency of telephone calls.

Releasing Information or Records to Either Parent: Kids Clubhouse wishes to remain a neutral party when divorced/unmarried parents share parenting time. If we have an issue with either parent, we will address it solely with the parent in question, and will not share the information with the other parent.

At the time you enroll and during your child's attendance at Kids Clubhouse, we provide the parent who picks up for the day with copies of daily notes, incident/ accident reports, artwork, calendars, and reminder notes, etc. If either parent requests copies of documents in his/her child's file or copies of Sign In and Out Sheets, we may be unable to provide those to you without a valid subpoena. All records are the property of Kids Clubhouse and as such cannot be copied for others without legal paperwork requiring the same. Parents will be given equal access to their child's file; what this means is we will allow parents to view the file under our direct supervision, but neither parent can make copies of documents from the file, nor remove any documents from the file.

When parents are granted joint legal custody and/or are required via court orders to share pertinent information with one another regarding their child, it is the responsibility of the parent receiving information to share it with the other parent. It is not the responsibility of Kids Clubhouse to be the conduit between the two parents, nor will we duplicate all paperwork so both parents receive it. We are happy to provide both parents with this Handbook and other generic school information. However, we support the court's decision, which implies that both parents are mature enough to work together in their child's best interest to ensure the other parent stays appropriately informed regarding progress in school, medical information and other information specific to the child.

Payment of Tuition: The enrolling parent (the parent who signed the tuition agreement) is legally responsible for making all tuition payments to Kids Clubhouse, including ancillary fees. We can accept payment from both parents; however if one parent stops paying, the child will not be able to attend until the account is brought current. While one parent may be required by the courts to pay child support or child care costs, our contract is with the enrolling parent only. If an account is delinquent, action to collect monies owed will be taken against the enrolling parent as s/he is the party who is legally responsible for all outstanding balances.

Parent Volunteers: If an off-site field trip falls on a day in which one parent does not have parenting time, we cannot allow that parent to volunteer for the off-site field trip without written permission from the parent who does have parenting time on that day.

Supervised Parenting Time: If a parent is restricted via court order to having only supervised visitation with their child, those visits will have to take place at a location other than our school property.

Unmarried Parties: If parents were never married and court orders do not exist, but the parents agree they will both have parenting time; we will comply with their schedule. The parents need to provide us, in writing, with the parenting time schedule, which both parents must sign. If either party subsequently changes their mind about the schedule, we may have to ask that more formal papers be filed and provided to us.

Legal Guardians: If a person other than a parent has legal guardianship of a child, a copy of the papers granting guardianship must be in the child's file. The guardian authorizes who else may pick up the Child.