

All-Star Kids Center Parent Handbook

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AllStarKidsCenter.com



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INTRODUCTION

Welcome to All-Star Kids Center, we are looking forward to sharing our program with you and your child. Our main objective is your child's well-being. Let's review some important information involved in caring for children, so we can work together for the benefit of your child. This information is provided to anticipate any questions and to inform you of our policies and procedures. It may appear to be a lot of paperwork but, remember, the care of a child is a big responsibility. We do not take this responsibility lightly and feel that the more information we know about your child, the better able we will be to provide the appropriate care. If we understand what we expect from one another from the beginning, we will eliminate unnecessary misunderstandings in the future. This is important because children need consistent caregivers who know them as individuals, and with whom they feel comfortable.

PHILOSOPHY

Our philosophy is based on the theory that children learn best through acceptance and understanding. The program is designed to foster the whole child, by meeting their social, emotional, intellectual, as well as physical needs. The small, family-styled grouping offers an interactive, communal environment that promotes self-exploration and discovery. We will encourage the children to test their ideas, develop creatively, and appreciate themselves for who they are. The children are encouraged to make choices that are real, thus allowing them to learn to resolve problems themselves. We consider the parents to have the primary responsibility for their children and view our relationship as a partnership. The views, values, culture, and heritage of the parent are important and respected by the staff members. We value the trust placed in us and we will strive to provide the appropriate care your child deserves. Our goal is to provide an atmosphere conducive to mutual respect between the center and the parents. Such an atmosphere is facilitated by operating an "Open Door Policy" and inviting parents to call and/or drop in at any time.

PROGRAM DESCRIPTION

The daily schedule is posted for viewing. It indicates times for lunch, snacks, supper, naps, toileting, indoor/outdoor play, and activities. All children are given individual attention and made to feel special. They are reassured that they are a valued member of the group. A family styled grouping provides some great nurturing experiences for the older children and lots of loving stimulation for the younger ones. A lot of energy is devoted to direct interaction with the children. We strive to provide activities that will be interesting and challenging for each of them. The materials the children use are intended to help them learn through hands-on experiences, so they can test their own ideas and develop their creativity. Basic concepts such as shapes, colors, and numbers are introduced and the children are able to learn through manipulative materials, creative dramatics, music, art, and movement on an individual and small group basis. An ample supply of toys, books, materials, and equipment are available for the children to use. Children will be guided in developing appropriate social, communications, and home living skills. Some of our activities will involve ordinary chores such as setting the table and cleaning up our toys. Others include cooking, block and Lego building, painting, drawing, and free play. Genuine interest is shown in the children's school work and craft projects. Activities that provide opportunities for the children to succeed are put in place, to help build their self-esteem. Children are encouraged to talk about their feelings and they are assisted in learning ways to handle those feelings. Organized games and sports are introduced on a regular basis. Outside play is encouraged because children need sunshine and physical exercise to promote strong, healthy minds and bodies. We do not believe children should sit idly in front of a television for long periods of time and though the television is used for entertainment and educational purposes, it is used in moderation. Television and other electrical devices are limited to two hours per day. Children under the age of two are prohibited from screen time activities. In addition, all screen time activities are included in the writing activity plan.

STARTING OUT AT THE CENTER

Remember that it's normal for a child to have some fears and misgivings about starting childcare. Children need time to get used to new situations. What can you do to help? Prepare your child (ren) for the change as far in advance as possible. Discuss their concerns with them. If you're enthusiastic, chances are they soon will be, too. Talk honestly and openly about where you will be while they are at the center. Walk them to the awaiting staff, give the staff appropriate instructions, and tell your child you will pick him up at the end of the day. Give them a kiss and/or hug and leave. It will be easier for the child (ren) to separate from you if you do not linger and you leave promptly and in a positive manner. Continue to talk things over with your child (ren) daily. Share in their excitement and activities. Ask about their friends, new skills, and new abilities; listen to their concerns, and give them an opportunity to boast about their achievements. Depending on their ages, some children will temporarily "act out" their feelings by clinging to you and refusing to let go, forgetting their toilet training, having bad dreams, sucking their thumbs, or other such behaviors. Your child's child care experience will go more smoothly if you work together with the center director and the staff. What can we do to help? We will encourage your child to become a part

of our program by providing staff that are alert and involved with the children, are genuinely concerned and interested in the children, are gently, but firm when necessary, and that maintain a clean and attractive environment for your child.

Curriculum

Our curriculum developed at All Star Kids Center, sets weekly learning focuses to guide our students' education while they are in our care. The aim is to ensure that all students are engaged in meaningful learning experiences and are making progress towards new milestones every day.

Each week, our teachers concentrate on a specific letter, number, shape, color, and set of opposite words. This structured approach helps students build foundational skills and achieve their developmental goals.

Curriculum Support for Teachers

We provide teachers with valuable resources for curriculum planning and activity development. Additionally, we offer dedicated planning time to ensure effective implementation of educational activities. Our commitment to professional growth is reflected in the ongoing professional development opportunities provided through regular training sessions.

We are committed to supporting our teachers' growth and effectiveness by providing constructive feedback on lesson plans. This feedback is designed to enhance teaching strategies and ensure that lesson plans meet the educational goals and needs of the children. Teachers are encouraged to use this feedback to continuously improve their planning and delivery of lessons.

CURRICULUM GOALS

<i>Social/Emotional Development</i>	<i>Physical Development</i>	<i>Cognitive Development</i>
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<p><i>Sense of self</i></p> <ul style="list-style-type: none"> *Shows ability to adjust to new situations *Demonstrates appropriate *Recognizes own feeling and manages them appropriately <p><i>Responsibility for self and others</i></p> <ul style="list-style-type: none"> *Demonstrates self-direction and independence *Takes responsibility for own well-being *Respects and cares for classroom, environment and materials *Follow Classroom Rules <p><i>Pro-Social Behavior</i></p> <ul style="list-style-type: none"> *Plays well with other children *Recognizes the feeling of others and responds appropriately *Shares and respects the rights of others *Uses thinking skills to resolve conflicts 	<p><u>Gross Motor</u></p> <ul style="list-style-type: none"> *Demonstrates basic motor skills *Shows balance while moving *Climbs up and down *Demonstrates throwing, kicking and catching skills *Fine Motor Controls small muscles in hands *Coordinates eye-hand movement *Uses tools for writing and drawing 	<p><u>Learning and Problem solving</u></p> <ul style="list-style-type: none"> *Observes objects and events with curiosity *Approaches problems *Shows persistence in approaching tasks *Explores causes and effects *Applies knowledge or experience to a new task <p>Logical Thinking Classifies objects Arranges objects in a series</p>
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LANGUAGE DEVELOPMENT

Approximate Age	Expressive Language	Auditory Comprehension
2 to 4 months	Verbal play through cooing, gooing and laughing. Vowel sounds heard such as oohh, eee, and ahhh.	Turns head toward sounds and can begin to discriminate one sound from another.
4 to 8 months	Babbling begins. Some consonant sounds can be heard.	Anticipates an event (e.g. peek-a-boo) and follows a line of regard (e.g. visually follows toy moving across floor) as well as joint attention (i.e. is capable of visually attending to object with caregiver).
8 to 12 months	Syllable variation (e.g. badugatadudah). First word approximations (e.g. dada for daddy). Non-verbal communication. Jargon (i.e. unintelligible speech) is present.	Relates words with physical objects (e.g. understands that the word "ball" actually means the object ball). Responds to simple phrases such as "no".
1 to 2 years	10-15 words at 18 months, 40-50 words at 24 months. Uses mostly nouns and pronoun me/mine. Jargon (i.e. unintelligible speech) still present.	Increased attention to toys. Changes behavior in response to comments made to him/her. Knows a few simple commands with gestures needed at times. Understands simple questions. Points to simple pictures.
2 to 3 years	150 words at age 2; 300-400 at age 3 years. Uses two-three word phrases frequently. Asks simple questions. Fluency can be poor. Jargon (unintelligible speech) mostly gone. Vowel sounds intact.	Comprehension shows rapid increase. Responds to more 2 step commands with prepositions (e.g. Pick up the ball and put it on the table).
3 to 4 years	Uses 600-1000 words and 3-4 word sentences. Pronouns and adjectives are used as well as some adverbs, prepositions, past tense and plurals. Answers what, where and when questions.	Understands 1500 words. Recognizes gender differences, plurals, pronouns, adjectives, and colors.
4 to 5 years	Vocabulary increases to 1000-1600 words and 4-6 word sentences. 3-4 syllable words are being used. Articles appear. Uses more adjectives, adverbs and conjunctions. Fluency improving.	Comprehends 1500-2000 words. Understands if, because, why and when. Follows complex directions.
5 to 6 years	Vocabulary of 1500-2100 words. Uses complete 5-6 word sentences. Fluent speech. Many multi-syllabic words are used.	Understands 2500-2800 words. Understands more complicated sentences.

Developmental Milestone

At All Star Kids Center all children, except for school-aged ones, will receive monthly assessments. We will discuss the results of these assessments with parents during parent conferences and provide them upon request.

For children up to 36 months, if the assessment raises any concerns, we will refer parents and guardians to Early Childhood Intervention Services. These services offer activities to support your child's development and guidance on next steps. For more information, please visit [Early Childhood Intervention Services](#).

Our teaching staff will use the assessment data to plan future lessons and address any developmental goals that need improvement.

Accreditation Information The All-Star Kids Center is accredited by Texas School Ready, and soon to be Texas Rising Star.

PHYSICAL ACTIVITIES

Children will practice physical activities 2 hours per day (1 hour in the morning and 1 hour in the afternoon) it is important for your children to be engaged in some physical activity every day. At times even more time due to the extra curriculum activities we have in place. Parents, we encourage you to take them out on the weekends and get them to do physical activities for at least 1 hour. These habits will help the child self-esteem and creates a healthy lifestyle for the future.

SCREEN TIME

The Texas Department of Family and Protective Services permits children aged 2 and up to view educational television for no more than one hour per day. All electronic media must be educational, age-appropriate, and free of violence—no exceptions.

Screen time should be incorporated during designated educational periods. For school-aged children, it may also be used for homework.

PARENT CONFERENCES & VISITS

Good communication between parents and the center is crucial for providing quality care. Please note that drop-off and pick-up times are not ideal for lengthy discussions. Instead, we encourage parents to schedule a monthly conference to review their child’s progress and development. These conferences can be held in person or over the phone, and appointments can be arranged at any time. To keep you informed on a daily basis, we utilize a dedicated app system.

Open Door Policy/Entry Door

Safety

For the safety of all the children, we have secured doors. Only people who are authorized, and have passed a temperature check, and appointment can enter the building while children are present. These procedures are designed to protect the health, welfare and best interest of the employees, children, and families of ALL-STAR KIDS CENTER.

MINIMUM STANDARDS AND DAY CARE LICENSING INSPECTIONS

A copy of the minimum standards for day care centers is available in the office for our parent’s perusal. There is also a copy of the disaster plan which may also be reviewed upon request. All-Star Kids Center strives to exceed these standards as our commitment to our students. A copy of our most recent day care licensing inspection as well as our Fire and Health inspections, are posted for parents to review at any time in the front office.

Numbers for the local Licensing office, the PRS Child Abuse hotline and the DFPS website are as follows:

Day Care Licensing Telephone	(713)940-3009
Child Abuse Hotline	1800-252-5400
DFPS website	www.dfps.state.tx.us

STATE REGULATIONS

Our center is licensed with the Texas Department of Family and Protective Services, as required by law. The TXDFPS is the state agency responsible for monitoring childcare centers. The TXDFPS can be contacted by calling the local # of the Houston Office at (713) 940-3009, the Conroe office at (936) 441-1175, the state office in Austin at (512) 834-3195, by utilizing the TXDFPS website at www.dfps.state.tx.us or calling the child care information line at (800) 862-5252. The license certificate is posted for inspection. We comply with the standards established by the state of Texas. The Texas minimum standards for licensed facilities is available for review, a copy is located on the parent information table. The copy of the most recent inspection is posted for review and you may request to view our inspection at any time. In order to be in compliance, specific information, on the children, such as individual information, parental signatures, immunizations, and statements from the children’s physicians must be in the center’s file. If you should have a complaint against this facility or any licensed child care facility you may lodge a complaint by calling Texas Department of Family and Protective Services office or utilizing the website www.dfps.state.tx.us or by calling the Texas Department of Human Services in Austin at (512) 834-3195. WIC, the special nutrition program for women, infants, children can be reached at (800) 464-4343 or (800) WIC-FOR-U.

NON-DISCRIMINATION POLICY

All-Star Kids Center does not discriminate against anyone in regards to race, sex, age, color, national origin, disability, religion, or political belief, be denied the benefits of, or be excluded from participation in, or be otherwise subjected to discrimination in any form. If you believe you have been discriminated against because of race, color, national origin, age, sex, disability, political beliefs, or religion, you may lodge a complaint against this center. Call or write immediately to the Civil

Rights Dept., P.O. Box 149030, Austin, TX 78714-9030 or call (512) 438-4313. USDA, Director, Office of Civil Rights (202) 514--3831.

LIABILITY INSURANCE

All-Star Kids Center exceed the Liability Insurance requirements of the Texas Department of Family and Protective Services for Licensed child care facilities. Annual renewal information is posted on display wall.

IF CHILD ABUSE IS SUSPECTED

Besides being illegal, child abuse and neglect interferes with healthy child development and later achievements in life. It is mandatory that child care professionals report suspected child abuse. Our facility is dedicated to making child care staff and parents aware of reporting requirements and procedures for handling reports of child abuse and neglect. This information and other resources on where to call and how to report are posted and in the Director's Office and readily available for parents and staff members.

All observations or any suspicions of child abuse or neglect will be immediately reported to the Child Protective Services Hotline: 1 (800) 252-5400, no matter where the abuse might have occurred.

All staff involved in any reported incidents will follow the direction of Child Protective Services regarding procedures and completion of written reports. If the parent or legal guardian of the child is suspected of abuse, staff will follow the guidance of Child Protective Services regarding procedures and notification of the child's parent or legal guardian. Reporters of suspected child abuse will not be discharged for making a report; unless it is proven that a false report was knowingly made. Signs of suspected child abuse or neglect will be recorded in the staff's observation notes and maintained in the child's file, which will be kept in a confidential file located in the Director's office.

If a staff member is suspected of abuse, parents or legal guardians of suspected abused children will be notified by the Director immediately after contact with Child Protective Services. Parents or legal guardians of other children in the program will be contacted by the Director within 24 hours of contact with Child Protective Services, so that they may share any concerns they have.

Personnel who are accused of child abuse may be suspended or given leave (with/without) pay, pending investigation of the accusation. Such staff may also be removed from the classroom and given a job that does not require interaction with children. However, no accusation or affirmation of guilt will be made until the Child Protective Services investigation is complete. Caregivers found guilty of child abuse will be immediately dismissed from this facility.

This policy is in effect and is applied whenever any staff member or authorized personnel has reason to suspect that any child on the premises of this child care facility may have been or is being abused or neglected by anyone. (See Clues to and Risk Factors for Child Abuse and Neglect). This resource, as well as other resources are available in the office and are readily accessible to staff and parents. [DFPS - Report Abuse or Neglect \(state.tx.us\)](https://www.dfps.state.tx.us)

Staff and volunteers will receive a written copy of this policy in their Orientation before beginning work. All parents receive this policy in their Parent Handbook – If Child Abuse Is Suspected section, upon their child's enrollment.

Texas Department of Family and Protective Services

Report abuse by phone: 1-800-252-5400

Report abuse online: <https://www.txabusehotline.org/>

Causes for reporting suspected abuse or neglect include, but are not limited to:

- Unusual bruising, marks, or cuts on the child's body
- Severe verbal reprimands

- Improper clothing relating to size, cleanliness, season.
- Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- Not providing appropriate meals including a drink for your child
- Leaving a child unattended for any amount of time
- Failure to attend to the special needs of a disabled child.
- Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.
- Children who exhibit behavior consistent with an abusive situation.

EMERGENCY INFORMATION

Our staff members have current training validation in CPR, First Aid, and rescue breathing. Routine fire drills and evacuation procedures are practiced with the children. The center is equipped with fire extinguishers and smoke alarms. We have emergency plans in place in the event actual emergency situations arise. In the event an emergency occurred while children are in care, our only concern is to get all the children to safety as quickly as possible. If a child requires emergency medical attention, we will contact the parents, physician, and local acute care facility and request immediate transportation through 911. (See emergency medical Authorization). Emergency procedures attached.

POLICY CHANGES

All-Star Kids Center reserves the right, at its sole discretion, to change any policies through written communication with families.

The ALL-STAR KIDS CENTER utilizes e-mail as the prime form of communication. It is the parent's responsibility to ensure we have an up to date e-mail address on file at all times.

NAP TIME

A rest period is included in our daily schedule. Everyone benefits from some quiet rest time each day. The child and parent also greatly benefit, as a child is rested and in good spirits when they get home. Each child is encouraged to have a sheet, and or small blanket to be left at the center. Each item should be labeled with his/her name. All-Star Kids Center will launder these items weekly. In order to maintain our schedule, children arriving late will be expected to nap at the scheduled time. Nap time is 12:00pm until 2:00pm.

SAFE SLEEP

The purpose of the Safe Sleep Policy is to maintain a safe sleep environment that reduces the risk of sudden infant death syndrome (SIDS) and sudden unexpected infant deaths (SUIDS) in children less than one year of age. The department requires all licensed child care facilities that provide care for children less than one year of age to implement and maintain a written safe sleep policy in accordance with the most recent safe sleep recommendations of the American Academy of Pediatrics (AAP). Texas child care licensing rules require licensed child care facilities to provide parent(s) and/or guardians(s) who have infants in care be provided a copy of the facility's safe sleep policy. Sudden infant death syndrome is the sudden death of an infant less than one year of age that cannot be explained after a thorough investigation has been conducted, including a complete autopsy, an examination of the death scene, and a review of the clinical history. Sudden unexpected infant death is the sudden and unexpected death of an infant less than one year of age in which the manner and cause of death are not immediately obvious prior to investigation. Causes of sudden unexpected infant death include, but are not limited to, metabolic disorders, hypothermia or hyperthermia, neglect or homicide, poisoning, and accidental suffocation. Child care providers can maintain safer sleep environments for infants that help lower the chances of SIDS. Our goal is to take proactive steps to reduce the risk of SIDS in child care and to work with parents to keep infants safer while they sleep. To do so, this facility will practice the following safe sleep policy: Safe Sleep Practices

1. Infants, less than one (1) year age, will always be placed on their backs to sleep. When, in the opinion of the infant's licensed health care provider, an infant requires alternative sleep positions or special sleeping arrangements, the provider must have on file at the facility written instructions, signed by the infant's licensed health care provider, detailing the alternative sleep positions or special sleeping arrangements. Caregivers will put the infant to sleep as specified in the written instructions.
2. When infants can easily turn from their stomachs to their backs and from their backs to their stomachs, they shall be initially placed on their backs, but shall be allowed to adopt whatever positions they prefer for sleep. The American Academy of Pediatrics recommends that infants are placed on their back to sleep, but when infants can easily turn over from their back to their stomach, they may adopt whatever position they prefer for sleep. We will follow this recommendation by the American Academy of Pediatrics.
3. Sleeping infants shall have a supervised nap/sleep period. The caregiver shall be positioned where he or she can hear and see the infant. The caregiver shall physically check on the infant frequently during napping or sleeping and shall remain in close proximity to the infant in order to hear and see them if they have difficulty during napping/sleeping or when they awaken.
4. Equipment such as a sound machine, that may interfere with the caregiver's ability to see or hear a child who may be distressed, is prohibited.
5. Steps will be taken to keep infants from overheating by regulating the room temperature, avoiding excess bedding, and not over-dressing or over-wrapping the infant. Infants should be dressed appropriately for the environment, with no more than one (1) layer more than an adult would wear to be comfortable in that environment. Caregivers will conduct physical checks of the infant to ensure the infant is not overheated or distressed.
6. The lighting in the room must allow the caregiver/teacher to see each infant's face, to view the color of the infant's skin, and to check on the infant's breathing and placement of the pacifier (if used).
7. All caregivers will receive in-person or online training on infant safe sleep based on AAP safe sleep recommendations. This training must be completed within 30 days of employment or volunteering and will be completed every three years.

Safe Sleep Environment

1. Room temperature will be kept at no less than 68°F and no more than 78°F when measured two feet from the floor. Infants are supervised to ensure they are not overheated or chilled.
2. Infants' heads and face will not be covered during sleep. Infants' cribs will not have blankets or bedding hanging on the sides of the crib. We may use sleep clothing (i.e. sleep sack, sleepers) that is designed to keep an infant warm without the possible hazard of covering the head or face during sleep/nap time.
3. No blankets, loose bedding, comforters, pillows, bumper pads, or any object that can increase the risk of entrapment, suffocation or strangulation will be used in cribs, playpens or other sleeping equipment.
4. Toys and stuffed animals will be removed from the crib when the infant is sleeping. When indicated on the Infant and Toddler Feeding and Care Plan or with written parent consent, pacifiers will be allowed in infants' cribs while they sleep. The pacifier cannot have cords or attaching mechanisms.
5. Only an individually-assigned safety-approved crib, portable crib, or playpen with a firm mattress and tight-fitting sheet will be used for infant napping or sleeping.
6. Only one infant may occupy a crib or playpen at one time.
7. Sitting devices such as car safety seats, strollers, swings, infant carriers, infant slings, and other sitting devices will not be used for sleep/nap time. Infants who fall asleep anywhere other than a crib, portable crib, or playpen must be placed in the crib or playpen for the remainder of their sleep or nap time.
8. No person shall smoke or otherwise use tobacco products in any area of the child care facility during the period of time when children cared for under the license are present.
9. Home monitors or commercial devices marketed to reduce the risk of Sudden Infant Death Syndrome (SIDS) shall not be used in place of supervision while children are napping and sleeping.
10. All parents/guardians of infants shall be informed of and given the facility's written Safe Sleep Policy at enrollment.
11. To promote healthy development, infants who are awake will be given supervised "tummy time" for exercise and for play

HEARING AND VISION SCREENING REQUIREMENTS

The Special Senses & Communications Disorders Act, Texas Health & Safety Code, Chapter 36, requires a screening or a professional examination for possible vision and hearing problems for the following children who are enrolled in a childcare center: 1) First-time enrollees who are four years of age or older and all children enrolled in programs who are four years of age by September 1st of each year. Children enrolled in childcare are required to be screened for possible vision and hearing problems prior to completion of the first semester of enrollment or within 120 calendar days of enrollment, whichever is longest, or present evidence of screening conducted one year prior to enrollment and, 2) Each child who is in the first, third, fifth, or seventh grade, must complete a screening examination within the school year. All-Star Kids Center requires that the parent furnish the facility with a current screening upon enrollment

ENROLLMENT PROCEDURE

Enrollment at All-Star Kids Center is open to children from 6 weeks – 12 years of age. Enrollment shall be granted without regard to a child's race, color, creed, religion, national origin, gender, or disability, and without regard to a parent or guardian's race, color, creed, religion, age, national origin, gender, pregnancy, or disability.

Initial enrollment is contingent upon receipt of the completed enrollment application, signed fee agreement, registration fee, deposit, immunization records and signed Parent Handbook receipt.

The Enrollment Application and Fee Agreements are not meant to serve as contracts guaranteeing service for any duration.

All-Star Kids Center reserves the right to dismiss any parent or child at any time with or without cause.

Continued enrollment at All-Star Kids Center is contingent upon the parent's, emergency contact persons' and child's adherence to the policies and procedures of All-Star Kids Center as outlined in this handbook including, but not limited to, timely payment of all fees and tuition.

Parents are required to notify All-Star Kids Center immediately, should any of the information collected at the time of enrollment or any time thereafter change. Failure to do so may result in the child(ren) being dis-enrolled from the program and forfeiture of any deposit. Enrolled spots will not be held for children who withdraw for the summer months. Should parents choose to withdraw; they will have to reenroll as a new student. Discounts will not be given for extended vacation during the summer months and enrolled spots will not be held if tuition is not paid.

Emergency Contact & Authorized Pick-Up People

At enrollment, parents will be required to include any and all persons who, in the course of events, may at one time be asked to pick-up their child from All-Star Kids Center. In an emergency, the child's parents will be called first. If they cannot be reached, staff will call the emergency contact and one authorized pick-up person. State regulations require each family to have at least one emergency contact (other than a parent) and one authorized pick-up person.

Should the staff contact a parent, and the parent is unable to pick up the child, it is then the responsibility of the parent to arrange for their child to be picked up by someone on the list. Failure of the parents to make such arrangements will result in dismissal from the program.

Parents do not need to be listed as an emergency contact or authorized pick-up person. The nature of the parental relationship affords the parents

(in the absence of a court order indicating otherwise) the right to pick-up their child.

The persons listed under the admission information will be required to provide a government issued photo ID prior to the ALL-STAR KIDS CENTER releasing the child. There will be no exceptions to this rule.

All changes and/or additions to the admission information must be made in writing and be dated and signed. Only custodial parents have the right to make changes or additions to this form.

Update Contact Information

In case a staff member is not present, an authorized parent can at any time update contact information or pick- up information by sending a message via e-mail, telephone, or any apps used to communicate with parents.

All-Star Kids Center reserves the right to refuse/ban any person listed on the Admission Information form for any reason, including but not limited to violations of the policies/procedures contained herein. It is the responsibility of the enrolling parent(s) to inform each person on the Admission Information form of the policies/procedures contained herein.

Please note the staff is not permitted to discuss the child's day, or other personal information with anyone except the listed guardians.

MEDICAL REQUIREMENTS

We will furnish you with a medical form for your child's physician to document his/her immunizations and a space for the physician to sign, stating that the child is in good health and free of any contagious diseases. State law requires that every child in a child care setting have an up-to-date physical exam within 12 months prior to enrollment. It is very important that we have this written statement from your child's physician as soon as possible. **This requirement must be met prior to enrollment** and updated yearly with the admission forms. An up-to-date immunization record must accompany your child or we will not be able to enter your child in the program. There will be a one (1) week grace period allowed to you, after which time your child would not be able to re-enter care until their immunizations are brought up-to-date. If your child has not received his/her immunizations for religious or medical reasons, you must furnish supporting documentation. This information is required to be on letter head from your physician and/or a signed affidavit from you and your religious organizations, stating the specific reasons and beliefs. The Health Department will be notified, and the documentation verified. A statement from your child's physician stating that your child is free from any contagious diseases, is in good health, and be able to enter group care, must be attached. Without this documentation, your child can not enter the center. or prior to the scheduled screenings we off at the center.

MEDICATION

All-Star Kids Center will only dispense un-expired, over the counter and/or prescription medication that is in original, labeled containers, and is accompanied by a doctor's note with explicit dosage and administration instructions. All-Star Kids Center will only give medication to the child for whom the doctor's note is written and for whom the medication container is labeled. One doctor's note per course of treatment is required. If a child, for example, is to be given a course of antibiotics for 10 days, the doctor's note must identify the dates that the medication is to be given.

Parents are required complete an Authorization to Dispense Medication Form the first day that medication is to be dispensed. The medication form, doctor's notes, and medication are to be turned in to the front office. Medications will be stored in a dedicated medication cabinet at the front office or refrigerator if necessary. Medication may not be stored in a child's cubby, lunch box or backpack.

Parents are responsible for ensuring that all prescription medication is properly labeled by a pharmacist and replaced prior to the expiration date. Parents and teachers are not allowed to administer any kind of vitamins or

medications by adding them to the child’s bottle, cup, or thermos. In case a physician orders a special medical or dental management procedure for a child in our school, an adult trained in the procedure must be onsite whenever the child is present.

INSECT REPELLANT & SUNSCREEN

Choosing an Insect Repellent for Your Child. Mosquitoes, biting flies, and tick bites can make children miserable. While most children have only mild reactions to insect bites, some children can become very sick. One way to protect your child from biting insects is to use insect repellents. However, it’s important that insect repellents are used safely and correctly.

Available Insect Repellents

What’s available	How well it works	How long it protects	Special precautions
Chemical repellents with DEET (N, N-diethyl-3-methylbenzamide)	Considered the best defense against biting insects.	About 2 to 5 hours depending on the concentration of DEET in the product.	Caution should be used when applying DEET to children
Picaridin	In April 2005 the Centers for Disease Control and Prevention (CDC) recommended other repellents that may work as well as DEET: repellents with picaridin and repellents with oil of lemon eucalyptus or 2% soybean oil. Currently these products have a duration of action that is comparable to that of about 10% DEET.	About 3 to 8 hours depending on the concentration.	Although these products are considered safe when used as recommended, long-term follow-up studies are not available. Also, more studies need to be done to see how well they repel ticks.
Repellents made from essential oils found in plants such as citronella, cedar, eucalyptus, and soybean		Usually less than 2 hours.	Allergic reactions are rare, but can occur when using repellents made from essential oils.
Chemical repellents with permethrin	These repellents kill ticks on contact.	When applied to clothing, it lasts even after several washings.	Should only be applied to clothing, not directly to skin. May be applied to outdoor equipment such as sleeping bags or tents.

SUNSCREEN

As with all other medications, parents must provide written permission for the staff to apply sunscreen to your child. We strongly encourage parents to supply sunscreen for your child(ren), please make sure to label the bottle with your child’s name. Sunburn can increase the risk of later skin problems, including skin cancer. We ask that each parent complete a medication administration form specifying when sunscreen should be applied.

Sunscreen is **not recommended** for children under 6 months old. Instead, we will protect young infants from the sun by covering them with hats, shade, and limited time/exposure. If you insist on the use of sunscreen on your infants, we will request written permission and specific instructions from the child’s doctor.

When selecting sunscreen, SPF 30 or higher with broad-spectrum coverage is recommend. For water activities, we suggest a waterproof sunscreen that will wash off less quickly.

It is important for young children to have many opportunities for outside play and activities when weather permits. But care is needed when applying sunscreen to keep children safe and healthy. All-Star Kids strives to follow the appropriate guidelines to be sure children are well protected from sun damage.

We are asking all parents/guardians to supply their own Insect Repellent spray & Sunscreen when asked. We will use the following at All-Star Kids Center Repel Natural Insect Repellent Pump Spray & Coppertone Sunscreen or 5 Aveeno Baby Continuous Protection Sensitive Skin

ILLNESS

In order to ensure the health and safety of an ill child, as well as the other children in care and the staff, **children who are ill or exceed a temperature of 99.1 will not be permitted into the Center!** Children who become ill, or show signs or symptoms of illness or communicable diseases will be kept isolated until he/she is taken home. If your child is vomiting, has diarrhea, a fever of 100° F, or greater, you will be called and expected to pick up your child immediately. Children who are sent home for diarrhea, vomiting, and/or fever must be free from signs and symptoms for 24 hours before returning to care. This means that your child cannot attend group care at the center for 24 hours after the last episode of diarrhea, vomiting, and/or fever. If your child has to be taken to a physician, a statement from the physician indicating that your child is able to return to group care, must accompany your child in order for your child to re-enter the program. It will be at the center's discretion whether your child is accepted back into the program after an illness. If we feel it is in the best interest of your child and/or the other children in care, we may require your child to remain out of care for additional time. We CANNOT pick up school children who become ill at school and bring them into the center. Our health policies coincide with the local school district and if your child is too ill to attend school, he/she is too ill to be in care at the center. If your child is exposed to a communicable disease while at the center, you will be notified. All communicable diseases are reported to the Health Department as per state laws and re-admittance into the center will be as per the guidelines established by the Health Department.

ACCIDENTS/INCIDENTS

If your child is involved in an accident and/or incident at the center, you will receive a report with information describing what happened and what actions were taken. We will ask that you sign the report the same day or within 48 hours of accident/incident. A copy will be given to you and a copy will be placed in your child's file. If you should have any questions at any time regarding an accident and/or incident, please call the center Director and she will be glad to assist you. It is our desire to keep you informed of anything involving your child.

Communication System We strive to maintain open communication between families and our center. To keep you informed:

- **Monthly Calendar:** You will receive a monthly calendar via email with important dates and upcoming activities at the center.
- **Weekly Reports:** Each week, you will get a report detailing your child's daily experiences with our program in our app.
- **Quarterly Newsletter:** Every quarter, we'll send out a newsletter with updates and valuable information about child development and upon request.

You can also find updates on the bulletin board in the front lobby and the parent news board in each classroom.

Additionally, you will receive daily progress notifications from teachers through our Family Talk app.

We value your feedback and will send out an annual survey after the parent conferences. Your suggestions will help us enhance our program as needed.

Family involvement and Program Activities

Annual Events and Participation

Throughout the calendar year, we host a variety of exciting events, including:

- Parents' Night Out
- Grandparents' Day
- Mother's Day
- Father's Day
- End of Summer Bash
- Open House
- Boo Fest
- Holiday Party
- Picture Day
- Graduation

Our staff will send out a calendar of these events to keep you informed. We encourage all families to participate and join in the fun!

MEDICAL EMERGENCY PROCEDURE

In the event we have an emergency with a child. The first thing we will do is call 911 and depending on the severity of the situation The Director/Person In charge will take the child to the nearest facility: Once we have arrived I will then contact the parent if not able to contact the parents/guardians, I will then proceed to contact the numbers listed in form 2935. Once the Director/Person In charge is situated and child is stable, we will then fill out Incident/Illness report and contact Licensing Office to self-report the incident as well.

Nearest Facility Information:

Memorial Hermann North East Hospital

18951 N. Memorial Drive

Humble, Texas 77338

(281) 540-7700

ARRIVAL POLICY

During a pandemic the parents or the adult dropping the child off must call ahead of arrival to notify the staff. Parents must accompany their child/children to the door and wait for the required temperature check. Anyone with a temperature of 99.1 or greater will not be permitted to enter the Center.

On the daily arrival procedure, the parents or the adult dropping the child must accompany their child/children to the door and wait for a teacher to open the door.

All-Star Kids Center understands that some children exhibit separation anxiety when it is time for their parents to leave. All-Star Kids Center believes it is best for parents to kiss, hug, and say goodbye to the child. This will prepare the child for their departure. The teacher present at the door will comfort and assist the child through the anxious time. Parents are asked to leave after saying goodbye.

The longer the parent of an anxious child drags out the departure, the more anxiety the child is likely to feel. The professional employees/teachers of All-Star Kids Center are available to discuss other options if the child does not settle into the arrival routine after a reasonable period.

DEPARTURE/RELEASE POLICY

Parents or other authorized adults are required to call the center within 5-10 minutes of arrival. The teacher will then proceed to get the child ready for dismissal.

Parents or other authorized adults are required to sign any incident/accident reports from the day at pick-up. Should you feel it necessary to have an in-depth discussion or meeting, it is most appropriate to schedule the meeting for a later date with the Center Director. The teacher releasing your child is responsible for supervising the release of the remaining children in the Center. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

Please be considerate of our teachers by picking up your child at the appropriate time. You will be charged \$10.00 per child for the first minute for late pick-up. You will be charged \$2.00 for each additional minute. This fee will be paid to the office.

It is the parent's responsibility to ensure that someone (either a parent or emergency pick-up person) is available to pick up the child on time. If at any time the parent is not able to pick up their child/children, the parent must then notify the school immediately. The parents must call the center to make rearrangements. The parent also needs to send an email or use the app used for communication if they want to change the authorized contact information.

SIGN IN AND SIGN OUT PROCEDURES

Upon arrival and departure, a Tablet is placed in the lobby/waiting area so parents can sign in and sign out their child/children.

CENTER RULES

To help maintain the appearance of our center, trash and ashtrays are not to be disposed of in the parking lot or grounds area. To prevent accidents, parents should enter the parking lot with caution, at a slow rate of speed. Car motors should be turned off, keys removed, and the emergency brake applied. Due to insurance purposes, we cannot push or jump start vehicles. Because we are concerned with the safety of the children, chewing gum is not allowed at the center. Gum is extremely hard to get out of hair and carpet and is a major cause of choking in young children. The children are expected to take care of the toys, equipment, and furniture that they use while in care. Policy strictly prohibits employees of All-Star Kids Center to transport children to and/or from the facility for clients of the center. It is a policy violation for employees of All-Star Kids Center to provide childcare services to clients of the center. It is our goal to provide professional, quality childcare for you and your family. Therefore, we ask that you do not compromise this policy by asking employees to provide childcare outside of the center. Parents will be required to update their children's records as policies and laws mandate. If TXDFPS requires changes in record keeping, we will require parents to update their child's forms and/or completely new forms. As procedures are changed or improved upon, we will have you read the changes and acknowledge by signing the change. We will place a copy of the new policy or procedure with your signature in your child's file and give you a copy to read and keep for your records.

PERSONAL BELONGINGS

Due to the risk of damage, sharing issues, health and safety guidelines, and loss, children are not permitted to bring in toys from home, unless specifically requested by the classroom teacher for use as part of the curriculum. Parents are responsible for enforcing this policy with their child. Parents are encouraged to consult the classroom teacher should they find their child is having difficulty with this policy.

Your child should not bring candy, toys, or money from home. The following items should be kept at school. All items must be labeled with the child's first name and last initial. Diapering creams/powders and sunscreen must be labeled with the child's full name.

<u>INFANTS</u>	<u>TODDLERS, 2's, 3'S, and 4's</u>
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Filled bottles (label caps also)	Nap items: crib sheet/ blanket and pillow if desired
Baby Food (full name and date)	2 sets of change of clothing (including underwear & socks)
Diapers and Wipes	Sippy Cup (label)
Diaper Rash Cream (if desired)	
2-3 changes of clothing	
Security items such as pacifiers	

Please respect this policy. The staff's priority is to care for the children and do not have time to search for toys. NO Electronic Devices allowed in the center. We are not responsible if the child brings toys from home. All-Star Kids Center is not responsible for any items listed above if you choose to send it to the center with your child anyway.

DISCIPLINE AND GUIDANCE

Discipline at All-Star Kids Center shall:

- Be individualized and consistent for each child.
- Be appropriate to the child's level of understanding.
- Be directed toward teaching the child acceptable behavior and self-control.

Positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction shall be used, including:

- Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior.
- Reminding a child of behavior expectations daily by using clear, positive statements.
- Redirecting behavior using positive statements.
- Using brief supervised separation from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the age of the child.

There will be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:

- Corporal punishment or threats of corporal punishment.
- Punishment that is associated with food, naps, or toilet training.
- Pinching, shaking, or biting a child.
- Hitting a child with a hand or instrument.
- Putting anything in or on a child's mouth.
- Humiliating, ridiculing, rejecting, or yelling at a child.
- Subjecting a child to harsh, abusive, or profane language.
- Subjecting children to psychological abuse or using coercion.
- Placing a child in a locked or dark room, bathroom, or closet with the door closed.
- Requiring a child to remain silent or inactive for inappropriately long periods of the child's age.

Addressing Behaviors and Progress

At All Star Kids Center our main goal is the well being of the children. Our trained teachers create an atmosphere to help the child feel safe and motivated in learning new things every day. We know learning routines can sometimes be challenging, but with positive affirmations and learning objectives a child can feel comfortable and more confident. If a child is uncooperative, dismissive, and uncontrollable the teacher will then notify the parent verbally and in writing. If this behavior continues then we will ask the parent to schedule a meeting with the director to discuss the problem and find a solution. The well-being of the child is always our priority. Quarterly we will have assessments and keep the parents informed of the progress of his/her child.

All-Star Kids Center reserves the right to cancel the enrollment of a child for the following reasons:

- Nonpayment or excessive late payments of fees
- Physical and/or verbal abuse of staff or children by parent or child
- Not observing the rules of the center as outlined in the handbook and/or parental agreement

ENROLLMENT

An interview between the parents (both parents), the child, and the Director is required prior to enrollment. This interview is for both the family and the Director. Each child must have the following forms completed and submitted before enrollment is confirmed: Enrollment Form, Emergency Consent Form (signed and notarized), Medical Form (with up-to-date immunizations on each child enrolling into the center and Health statement), Financial Agreement (Signed and notarized), copy of your insurance card, registration fee for each child, and the CORRECT FEES PAID IN FULL.

Accommodating Families and Children

Please inform the Director if you or your child need any accommodation, and we will work to meet those needs. Here's how our program will collaborate with families:

- **Therapy Sessions:** We will provide space for any necessary therapy sessions during the day while the child is in our care.
- **Care Meetings:** We will participate in comprehensive care meetings if needed.
- **Documentation:** We will complete any required supporting documentation from an authorized medical professional for accommodations related to your child's physical or developmental needs.
- **Language Support:** We will provide materials and resources in the parent's or child's primary language.
- **Cultural Inclusiveness:** We will host cultural events throughout the year to promote cultural inclusiveness.

TRIAL PERIOD

A two (2) week adjustment period will exist before regular care becomes final. Your child's adjustment is important to all of us. Please make any suggestions or ask questions that will help us get to know your child better. During this period, childcare can be terminated by EITHER party, for any reason, without penalty or notice. FEES ARE DUE FOR THE CARE GIVEN DURING THE TRIAL PERIOD. (SEE TERMINATION)

TERMINATION

After regular child care is confirmed, a one week advance notice, in writing, will be required in order to terminate a child's enrollment from the center. If a notice is not submitted, the next week's fees are due and payable. The CENTER reserves the right to terminate clients should the situation deem it necessary at any time. Should you have any questions regarding the content of this program description, contracts, or our services, please discuss it with the Director immediately. We appreciate this opportunity to provide child care services to your family and sincerely hope that you will be satisfied. If not, please tell us. This is important if we are to maintain a good working relationship.

EMERGENCY TERMINATION

In the event of a disaster such as fires, flood, tornado, etc. that affects an enrolled child or the center, an emergency termination will be accepted by the other party. No advanced notice or fee would be required if you and/or your child develop a sudden and prolonged health problem and child care arrangements need to be changed.

HOURS OF OPERATION

During normal business hours we open at 6:00am and close promptly at 7:00pm Monday through Friday. During Covid season/outbreak our tentative hours of operation are 6:30am-6:30pm, you will be notified of the current hours of operation by the staff. We do not provide child care at night. A late fee will be charged to you. This is due at the time of pick up. Full time child care fees are based on a maximum of a **10 hour day**. Care exceeding the maximum hours that your child's schedule reflects will be charged at the drop in rate, unless otherwise approved by the Director.

DAMAGES

Parents are responsible to pay for any damages to the center's property caused by their child or themselves such as broken windows, deliberate destruction, damage to automobiles, etc. **This does not apply to breaking small toys that the children routinely play with.**

TRANSPORTATION

YOU ARE RESPONSIBLE FOR TRANSPORTING YOUR CHILD TO AND FROM THE CENTER. All school children are picked up and dropped off at the center by the **All-Star Kids Center**. The parent is required to notify the school that their child is enrolled in the center. Please record your child's school bus number on the enrollment form. The parent is required to notify the center whenever transportation arrangements are changed, including not needing transportation. In the event that parent does not notify the center that your child (ren) will not be attending school that day and the transportation's van goes to the school, we will charge a \$10 fee for the trip. We will maintain all safety equipment and provide seatbelts, car seats, and booster seats, as required. Staff that are required to transport will have additional training in a Driver's Safety Course. A form to sign is provided in your packet for your permission for your child to be transported to and from the **All-Star Kids Center**.

FIELD TRIP POLICY AND PROCEDURE

Field trips are exciting for our children to go in a group with their fellow classmates/friends. Field Trips will be mainly in the summertime or Spring Break Week. We will provide transportation and boosters seats for ages 4-8years old. Notification of a field trip will be sent home, with all pertinent trip information including, destination, date, time, reason for trip, cost, request for updated Contact information, and mode of transportation. Parents are required to give written permission for their child to attend each field trip. The flyer will include a permission slip to be filled out, signed, and returned to the teacher prior to the date of the trip. The field trip permission slip must be filled out completely and accurately, and all trip costs must be paid in advance in order for your child to attend.

Each child and staff member attending the field trip **must** wear an ALL-STAR KIDS CENTER shirt, for easy identification.

If a parent opts out of a scheduled field trip and chooses to not have their child participate, the child will remain at the center. ALL-STAR KIDS CENTER cannot accommodate additional children in other classrooms as we must maintain teacher-child ratio regulations set by state licensing requirements.

PARENTAL NOTIFICATIONS

Information to parents comes in various methods. Incidents will be shared with parents verbally and in a written incident report which requires a parent's signature. General information is posted on the front doors, comes in the All-Star Kids Center Newsletter, or the **All-Star Kids Center** website. (www.Allstarkidscenter.com) Other information may be sent via email or apps the center uses to communicate with parents. In emergencies, parents will be notified by phone.

PARENT'S RIGHT TO IMMEDIATE ACCESS

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at All-Star Kids Center, as provided by law.

In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order) All-Star Kids Center must be provided with a **Certified Copy** of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

Any parents wishing to visit the school on non-court appointed days are asked to schedule appointments with the Center Director and are allowed in the school only at the discretion of the Center Director. An employee of All-Star Kids Center will accompany **the parent** at all times, throughout the school.

In the absence of a court order on file with All-Star Kids Center, **both** parents shall be afforded equal access to their child as stipulated by law. All-Star Kids Center cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, All-Star Kids Center suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. All-Star Kids Center staff will contact the local police should a conflict arise.

All-Star Kids Center will dismiss any child whose parent is prohibited from entering upon ALL-STAR KIDS CENTER property. Due to the parents' right to immediate access policy, as well as state and federal regulations, All-Star Kids Center cannot have a child at the center when the child's parent is prohibited access.

ABSENCES

If the child/children are absent the parent must notify the school via phone call, or during drop off or pick up.

If the child/children were absent for any medical reason the parent needs to bring a signed doctor's note stating the reason for the visit and it must include the returned date. If the child/children are absent for more than two weeks, Without any communication All Star Kids Center will withdraw them from the school.

SPECIAL CARE

Parents are responsible for providing the center with any special equipment, supplies, or food that their child requires to meet all of his/her individual needs. We are affiliated with several programs that may aid parents and children and will be glad to give you the numbers. Many of these programs offer subsidizing of fees and assistance with therapy, counseling, and equipment information. All instructions or care recommendations must be documented, in writing, by a qualified physician, psychologist or other expert. Parents are responsible to demonstrate or make arrangements for his/her physician to demonstrate the proper procedures for any and all equipment or administering of medications. If your child requires special care and the care recommendations are provided to us by a physician, we will document the recommendations and ensure they are carried out. There is a space provided on the enrollment form for you to state any special instructions your child requires. (SEE MEDICAL AND MEDICATION POLICY).

HOLIDAYS

In order to provide your child the best possible care, the staff must remain in good physical and emotional health. Therefore, the following holidays and/or staff development days will be observed as PAID (If your child does not attend the full week, parents are responsible to pay 50% of the full week's tuition). *January: New Year's Day; March or April: Good Friday; May: Memorial Day; July: July 4th; September: Labor Day; October: Columbus Day; November: Thanksgiving and the day after;*

December: Christmas Eve, Christmas Day, and New Year's Eve. Any holiday falling on a weekend will be observed as follows: Holidays occurring on Saturday will be observed on Friday. Holidays occurring on Sundays will be observed on Monday. Occasionally during Christmas and New Year's, both holidays occur on a Saturday and a Sunday in which we would be closed the Friday before and the Monday after, at the discretion of the administrator. When a Holiday falls on Saturday and/or Sunday and Monday is observed as the Holiday, creating a long weekend, the center may close at 5:00pm on the Friday prior to the holiday at the discretion of the administrator. You will be notified in advance of any holiday celebration activity. If for any reason you do not want your child to participate, you will have time to make alternate arrangements for care on the day of the activity. A space is provided on the enrollment form for you to list any instructions you have concerning your child.

TUITION POLICY

All custodial parents and/or legal guardians are required to sign an Enrollment Agreement prior to enrollment of their child at All-Star Kids Center. Parents are required to indicate to whom all billing information and correspondence are to be addressed.

Tuition for all children is due and payable on Friday or Monday morning, before services are rendered. Any tuition paid after this time must include a \$35.00 late payment fee per every week that account still past due. Tuition paid Tuesday afternoon is subject to a late payment of \$35.00. Tuition not paid, with appropriate charges, on Monday morning will cause your child to be ineligible to remain in care. Your fee reserves a space for your child in the program. Therefore, In case of illness or full week absence, **parents must pay 50% of the weekly tuition regardless of your child's attendance.** If your child comes for 1 or 2 days we will charge a daily rate. If the child attends for more than 3 days in the week, it's FULL TUITION.

Fees are not negotiable. There is no tuition credit or refund given for vacations, scheduled school holidays, child illness, or for closings due to emergency situations, pandemics, inclement weather or acts of God.

PAYMENT PROCEDURES

The Tuition Express ACH (bank account or credit card) program can be used to pay tuition. A Tuition Express form is part of the enrollment packet. There will be a \$25 fee charged for tuition payments returned by our bank. Parents will be responsible for providing a new ACH payment method if their account is declined.

My Procure (myprocure.com) can be accessed online and utilized as a payment option.

Tuition payments can always be made in person at the center.

Each year, upon re-enrollment, an annual registration fee is collected. This fee is non-refundable. New/updated admissions forms, including health certificates and shot records, are required yearly due to State regulations.

Tuition does not include fees for field trips and other special events.

For new students enrolling at ALL-STAR KIDS CENTER, one full week's tuition must be paid in advance, which is considered their Advance Tuition Deposit or "ATD". This ATD will be applied toward the child's last month's tuition at ALL-STAR KIDS CENTER, with appropriate withdrawal notice (see withdrawal policy). There will be no refunds given for ATD's. Each year, a student's ATD amount will be adjusted to reflect that year's tuition rate.

REGISTRATION POLICY

A **\$50.00** registration fee per child is required. The Registration of 2+ children is \$75.00 and the family registration fee is **100.00**. Registration fees are due annually. This fee is non-transferable and non-refundable (ex: one child to another or one center to another.) The registration fee must be paid in full prior to enrollment.

REDUCED FEE

You will receive one week per year at ½ of your weekly fee WHEN YOUR CHILD IS OUT OF CARE. This is a ½ reduction of your regular fee and **it cannot be combined with any week that a Paid Holiday is included.** This week is based on a calendar year and you will receive **one reduced rate week per each 12 months of continual care.** This week may be Requested with a two week advance notice to the center, in writing. Other than this one reduced fee week per year, fees are due and payable each and every week on Friday, in advance of the week of care.

RETURNED CHECK AND COLLECTION

Clients requesting check writing privileges must secure their account with a cash, credit card, or money order payment for the registration fee and first week's tuition fees. A penalty of \$35.00 will be assessed for any returned check. Fee is assessed even if check is re-deposited and clears on the second attempt. If returned checks are not paid within five (5) working days, (with the appropriate charges included) child care services for the child will be terminated. If two checks are returned, your account will be handled on a cash only basis. Any fee charged to the center resulting from a returned check, will be charged to you in addition to the \$35.00 fee. Any fee due to the center when you terminate your child's care must be paid in full. Fees remaining unpaid will be turned over to a collection agency and 35% collection fee will be added to the account. After ten (10) days all returned checks will be submitted to the constable's office. It is our policy to pursue HOT CHECKS and outstanding accounts through the legal channels available to us.

TUITION INFORMATION

The fees are based on the quality of care provided, the small group setting and the expense to operate the program. The listed fees are for full or half child care. A full day is 5 to 10 hours per day. A half day is up to 5 hours per day.

- 1. WE MUST BE ABLE TO RELY ON HAVING A DEPENDABLE, CONSISTENT INCOME IN ORDER TO PROVIDE A QUALITY PROGRAM FOR ALL PARTICIPATING CHILDREN. ALL FAMILIES ARE REQUIRED TO PAY A FULL WEEK CHILD CARE FEE EACH AND EVERY WEEK OF THE YEAR. (EXCEPTION READ REDUCED FEE.) IF YOU CHOOSE TO KEEP YOUR CHILD AT HOME OR GO ON VACATION, YOU WILL STILL NEED TO PAY 50 % OF YOUR REGULAR FEE. DAYS ARE NOT MADE UP WHEN YOUR CHILD IS ABSENT AND NO SIBLING OR OTHER CHILD CAN BE SUBSTITUTED FOR DAYS A CHILD IS ABSENT. ALL HOLIDAYS ARE CONSIDERED DAYS IN ATTENDANCE!**
2. There is a non-refundable registration fee of \$50.00 per child. If you are registering 2 children, the registration fee is \$75.00. Three or more children are considered a family registration and that fee is \$100.00
3. You will need to furnish disposable training pants (ex. Pull-ups) for your child while at the center while toilet training. If you have a child in diapers, you are required to furnish those for your child as well. We ask that you dress your toddler in comfortable clothing that is easily removable for the child while he/she is potty training. This will help eliminate accidents and promote self-confidence when they have success going on their own. Children, who are proficient in toileting, go to the restroom by themselves. Individual assistance is given if accidents occur. Otherwise children are encouraged to take care of personal toileting needs.
4. Toddlers, Pre-school, Pre-K supply fee is 65.00 per year.
- 5. THERE IS A 10% DISCOUNT OFF FOR FAMILIES WITH MORE THAN 3 + CHILDREN ENROLLED IN THE CENTER. IF YOU ARE MILITARY OR AN HUMBLES/DINE ISD STAFF MEMBER, YOU WILL ALSO RECEIVE 10% DISCOUNT OF YOUR TUITION. THERE ARE NO DISCOUNTS FOR CHILDREN ENROLLED IN THE INFANT CARE PROGRAM.**
6. Children enrolled in the center through special organizations or groups must adhere to the rules, regulations, and fees established by these groups as well as the centers policies in order to be enrolled in **All-Star Kids Center.**
7. School age child care is based on the amount of hours of care and an additional fee is due when your child is not in school and in the center. This fee applies if they are in care for any reason such as illness (read illness policy), doctor appointments, school or legal holidays, etc.
8. There will be an additional charge of \$50.00 for public school children if they are in attendance at the center during a school holiday and or closing. This fee will be added to your tuition for the additional care provided, not to exceed the full time school age rate per week per child.
9. Early dismissals from school are NO ADDITIONAL
10. If your child is a regular or a half day or is enrolled for less than 5 days a week, policies apply to you in the same manner as you are a regular each week. There is NO substitution for hours and or days, unless approved by the center director. Space may not be available for your child to attend different hours of care.
11. Special fee for partial week or partial child care may be arranged on an individual basis. Once your special fee is determined, you will be required to comply with all policies and procedures and to restrict your child care usage to the hours on which your rate is based.
12. To help offset inflation and the ever rising cost of expenses, an increase on your child care fees will be effective once or twice a year. Parents will be required to update their enrollment forms once a year.

WITHDRAWAL

A two-week written notice is required when withdrawing a child for any reason. If the proper notice is given, the Advance Tuition Deposit on file will apply to the last week's tuition. Advanced Tuition Deposits will not be refunded; any overages will be credited to your account.

The parents and child, following their last day of enrollment, are not permitted to re-enter ALL-STAR KIDS CENTER property without prior permission of the Center Director. A withdrawn child and his/her parents are required to call and request an appointment with the Center Director if they wish to return to ALL-STAR KIDS CENTER property following the last day of enrollment at All-Star Kids Center. Appointments are made at the discretion of the Center Director and are not a right of the withdrawn child or parent.

NUTRITION

All meals prepared at the center meet the daily food needs and are based on nutritional value. Liquids and food hotter than 110 degrees F are kept out of reach of children. The center is responsible for preparing and serving a well balance diet to the children. Our menus are based on the requirements of the USDA Food Guidelines. **All-Star Kids Center** is a participant in the Child and Adult Food Program (CACFP) and adheres to their requirements. Therefore we serve on a daily basis milk, water, fresh fruit and vegetables. Your enrollment packet includes a CACFP form. You will need to complete one on each child. The facility menus are posted for your review. **NO OUTSIDE FOOD** is allowed at this center without a Doctor note for special diet restrictions. Information is included in your packet on the WIC Program. WIC is The Special Supplemental Nutrition Program for Women, Infants, and Children. To receive additional WIC information call (800) 942-3678 or (800) WIC-FOR-U. **Foods brought in for special occasions needs to be commercially prepared or prepared in a kitchen that is inspected by local health officials.** You will be notified of occasions requiring treats such as birthdays, parties, holidays, etc. Specify on the enrollment form any special dietary instructions your child requires. All meals served in the center are served in a home style manner. Healthy snacks are available for school age child as students arrive. Children are encouraged to assist in meal preparation and clean up. All children will be encouraged to eat. However, no child will be forced to eat; staff does not reward good behavior or clean plate with food of any kind. Staffs are educated on food allergies and they take precautions to ensure children are protected. It is very important to inform us upon enrollment of any kind of food allergies or any other kind of allergies before leaving the children in our care.

All Star Kids Center follows a 4-week meal planning rotation, based on USDA guidelines, to ensure a balanced and varied diet for the children. ***For comprehensive information on the benefits of eating fresh foods, please refer to the USDA guidelines. USDA.GOV***

BREAST FEEDING

Each classroom has a designated area for breastfeeding within the child's classroom, providing a comfortable and private space for parents.

FOOD ALLERGY PREVALENCE

Food allergies are on the rise, especially food allergies in children. As many as 8 million Americans, or 2.5% of the US population, have food allergies. The most common food allergies that cause anaphylaxis include:

- Peanuts (peanut allergy is the main cause of anaphylaxis in children)
- Tree nuts (such as walnuts, pecans and cashews)
- Shellfish (such as shrimp and lobster—the main cause of anaphylaxis in adults)
- Fish
- Cow's milk

- Eggs
- Wheat
- Soy

IF YOUR CHILD HAS A FOOD ALLERGY?

All children with a diagnosed food allergy must have a food allergy emergency plan that lists each diagnosed food allergy, symptoms and reactions caused by each food allergy, actions to take if a reaction occurs and must be **signed and dated by the child's parent and health care professional** prior to admission the plan must be posted during all hours of operation and a copy must be kept in the child's file to ensure necessary precautions are enforced to keep children with food allergies safe.

Forms will be in the Front Desk.

THE MEAL SCHEDULE

Breakfast: 6:30am – 8:00am Children arriving after 7:55am should eat breakfast prior to arrival.

AM Snack: 9:15am-9:30am

Lunch: 11:00am – 12:00 noon

PM Snack: 2:45pm – 3:45pm.

Supper: 5:30pm-6:00pm

CONFIDENTIALITY

Within All-Star Kids Center, confidential and sensitive information will only be shared with employees of All-Star Kids Center, your child's physician(s), therapist(s).

Confidential and sensitive information about faculty, other parents and/or children will not be shared with parents, as All-Star Kids Center strives to protect everyone's right of privacy. Confidential information includes, but is not limited to names, addresses, phone numbers, disability information, and health related information of anyone associated with All-Star Kids Center.

Outside of All-Star Kids Center, confidential and sensitive information about a child will only be shared when the parent of the child has given express written consent, except where otherwise provided for by law. Parents will be provided with a document detailing the information that is to be shared outside of All-Star Kids Center, persons with whom the information will be shared, and the reason(s) for sharing the information.

You may observe children at our center who are disabled or who exhibit behavior that may appear inappropriate (i.e. biting, hitting, and spitting). You may be curious or concerned about the other child. Our Confidentiality

Policy protects every child's privacy. Employees of All-Star Kids Center are strictly prohibited from discussing anything about another child with you.

Parents are **NOT** allowed to discuss **any child** or **employee** through private email, social media, or group forums. This type of conversation will **NOT** be tolerated and could result in the family's dismissal from the school. Our confidentiality policy protects every child's and employee's privacy. If a parent or family

member has a concern regarding another child or employee, they should contact a Director directly to discuss those concerns.

Violations of the Confidentiality Policy

All-Star Kids Center takes very seriously the responsibility of maintaining the confidentiality of all persons associated with the ALL-STAR KIDS CENTER. Parents need to recognize that the Confidentiality Policy not only applies to their child or family, but all children, families, and employees associated with All-Star Kids Center.

Any parent who shares any information considered to be confidential, pressures employees or other parents for information, which is not necessary for them to know, will be considered to be in violation of the Confidentiality Policy and could be dismissed from the school.

Any parent who violates the Confidentiality Policy will not be permitted on ALL-STAR KIDS CENTER property thereafter. Refer to the policy regarding Parents Right to Immediate Access for additional information regarding dis-enrollment of a child when a parent is prohibited from accessing school property.

EMERGENCY CLOSING, PANDEMIC, AND INCLEMENT WEATHER INFORMATION

In the event of an emergency closing and/or inclement weather, parents will be notified of the closing by text message, and by email.

Should the school need to close in the middle of the day, the staff will attempt to reach the child's parents first to arrange for pick up. Should the staff be unable to reach the parents, the persons listed on the emergency contact form will be called until pick up arrangements can be made. Staff will notify the parents or emergency contact person at the time of the call; of the pickup location should the children need to be evacuated from the school. Parents or emergency contact persons should report directly to the alternate location if one is indicted.

Should the school need to close for any reason, tuition will not be refunded or reduced for closures of less than 15 school days. If the closure extends to beyond 15 school days, parents will have their tuition reduced by a minimum of 50%. All decisions are at the discretion of the administration and the Board of Directors.

Pandemic Emergency Response

In the event of a pandemic, All-Star Kids Center will follow guidelines and directions implemented by the Centers for Disease Control and Prevention, Federal and Local Governments, and the Texas Health and Human Services Commission (Child Care Licensing).

To ensure the safety of children, families, and staff, the school will monitor the situation and take into account the guidance and suggestions from the authorities on the situation. Decisions made by the center will consider the safety of children, families, and staff. Decisions may include:

- Closure of the center

- Length of closure to be determined by the Executive Director, The Board of Directors, The Centers for Disease Control and Prevention, Federal and Local Governments, the Texas Health and Human Services Commission.
- Adjusted hours of service
- Daily health checks of children and staff
- Limited entry into the building
- Limited access to the property
- Limitations on what the children may bring into the center, such as:
 - Blankets
 - Stuffed animals
 - Pillows

All-Star Kids Center will communicate these plans through a variety of methods such as mass emails, flyers, and Constant Contact.

Tuition Policy during a School Closure

Should All-Star Kids Center need to close for any reason, tuition will not be refunded or reduced for closures of less than 15 school days.

If the closure extends to beyond 15 school days, parents will have their tuition reduced by a minimum of 50%. All decisions are at the discretion of the administration and the Board of Directors. Please remember tuition is not determined by attendance but by enrollment status. All enrollment is maintained during a closure period as long as all commitments to the school are fulfilled.

VIDEO DOCUMENTATION

The Childcare center has video security cameras in operation during normal center hours. This is to provide accountability of employees to ensure and administer developmentally appropriate practice with children who attend the childcare center. Parents are able to see the cameras for any incident that occurred with their child. Please contact the Director for access to the cameras.

Social Media

This social media policy applies to parents, employees, students, and The Board of Directors of All-Star Kids Center.

This policy includes (but is not limited to) the following technologies:

- Social networking sites (e.g. Facebook, Snap Chat, Instagram)
- Blogs

- Discussion forums
- Collaborative online spaces
- Media Sharing services (i.e. You Tube)
- Micro-blogging (i.e. Twitter)

As part of our duty to safeguard children it is essential to maintain the privacy and security of all our families and employees. We therefore require that:

- No photographs taken within the ALL-STAR KIDS CENTER settings or at ALL-STAR KIDS CENTER special events and outings with the children, are to be posted for public viewing, except those of your own child.
- Parents are advised that they do not have a right to photograph anyone else's child or to upload photos of anyone else's children. (This excludes those photographs taken by staff for the children's online learning journal, which are sometimes used for display in the setting, for use on All-Star Kids Center website and in other advertising material if parental permission is given).
- No public discussions are to be held or comments made on social media sites regarding The ALL-STAR KIDS CENTER children, staff or Administrators (except appropriate use for marketing fundraising events) or that could be construed to have any impact on All-Star Kids Center's reputation or that would offend any member of staff or parent using the school.
- If a parent names All-Star Kids Center on any social media platform, they must do so in a way that is not detrimental or derogatory to the school.
- Parents are not permitted to set-up private or public social media (i.e. Facebook, Instagram, Twitter) accounts/groups related to All-Star Kids Center without expressed written consent from the Executive Director.

Violation of Social Media Policy

Any parent found to be in violation of the above or by posting remarks or comments that breach confidentiality, bring All-Star Kids Center into disrepute or that are deemed to be of a detrimental nature to All-Star Kids Center, its employees, or other children could result in immediate dismissal from the school.

Water Activities

During summer months, water activities will be allowed which may include sprinklers, splash tables, spray bottles, and other creative ways to stay cool. At no time do we allow wading pools that the children would be immersed in. At the beginning of each summer teachers will announce their class water day schedules via monthly classroom newsletters or additional memos in children's folders.

Parents will need to provide swimwear, towels for their child.

Lice Policy

Upon detection of live lice and/or nits on a child, The ALL-STAR KIDS CENTER will contact the child's parent/guardian. Children with live lice and/or nits who have NOT

been treated may not attend school. The child may return to school after treatment with an over the counter or prescription medication and thorough combing has been completed. The class will be notified and information regarding steps for parents to follow will be sent home. Once a child has been treated for lice and/or nits and returns to school, frequent re-checks will be done to ensure that treatment was effective.

Head lice can be a nuisance, but they have not been shown to spread disease. Personal hygiene or cleanliness in the home or school has nothing to do with getting head lice. Head lice are a common occurrence among young children. Head lice spreads from person to person by direct contact with hair or by sharing items such as hats, brushes, etc.

Support for Staff

The center supports the growth and development of the staff as follows:

1. Continuing Education
2. Conferences and Seminars directly related to the staff job duties
3. In service Training
4. Consultation

*All requests for continuing education, conferences and consultations will be submitted in writing to the director.

The center provides various types of leave to support our staff, including:

- **Paid Time Off**
- **Sick Leave**
- **Personal Leave**
- **Bereavement Leave** (for death in the family)
- **Maternity Leave**
- **Leave of Absence**

Please consult our detailed leave policy for more information on how to request and use these leave options upon request at the front desk.

We are pleased to offer childcare tuition assistance for our teachers who need childcare services. This benefit helps support our staff by providing free tuition for their own children attending the center.

We are currently exploring options to enhance our benefits package and are considering including:

- **Medical Insurance**
- **401(k) Retirement Plan**

We are committed to providing comprehensive support and will keep you updated as we develop and implement these benefits.

Bonuses, Incentives, and Recognition

The center is committed to recognizing and rewarding our staff for their dedication and contributions. We offer:

- **Bonuses and Incentives:** Rewards for excellent attendance and performance.

- **Salary Increases for Tenure:** Regular salary reviews and increases based on length of service.
- **Achievement Recognition:** Acknowledgment and rewards for notable accomplishments and milestones.

These initiatives are designed to celebrate the hard work of our team and encourage ongoing excellence.

Fire/Emergency Drills

All-Star Kids Center conducts monthly fire, emergency/evacuation, and lockdown drills. Parents, staff, and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans.

During a fire/emergency/lockdown drill or real fire/emergency/lockdown situation, parents may not sign children into or out of the school. Parents must wait until the drill is complete and children have returned to the building to sign their child into the school. Parents may wait with the 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/lockdown situation, the Executive Director or designated staff member will inform each classroom teacher that the school will be closing. At this time, any parents waiting to sign their child in will have to leave the premises with their child. When parents arrive to pick up their child, we ask that you wait until the director or designee has accounted for all staff and children and has given the staff permission to release children. All other parents or emergency contact persons will be notified by telephone of the situation. Children must be picked up within 45 minutes of the telephone call.

Alternate Safe Location

Should the Administration of All-Star Kids Center or any emergency services personnel determine the building which houses the ALL-STAR KIDS CENTER to be too dangerous to be occupied, the staff and children will be taken to ***Morning Star Storage 11950 Will Clayton Pkwy, Humble, TX 77346*** . Once the children are assembled there, the staff will begin contacting parents or emergency contact persons for pick up. As stated before, children must be picked up within 45 minutes of the telephone call

Center's Right to Refuse Admission

All-Star Kids Center reserves the right to refuse admission to any child at any time with or without cause.

Possible reasons for the refusal of admission include but are not limited to:

1. Lack of staff to maintain appropriate Staff to Child Ratios as determined by State Licensing Regulations.
2. The need to maintain compliance with Licensing Regulations.

3. Staff deems the child too ill to attend.
4. Domestic Situations that present a safety risk to the child, staff or other children enrolled at All-Star Kids Center if the child were to be present at the center.
5. Parent's failure to maintain accurate, up to date records.
6. Parents' failure to complete and return required documentation in a timely fashion.
7. Parents' failure to follow the tuition policy as outlined in Section 6 of this handbook.

WHEN THINGS AREN'T GOING WELL

You may find yourself displeased about something at the facility. Talk about these issues with the facility director. There may be a misunderstanding that can easily be resolved. If the situation is not resolved and you believe that minimum standards are not being met, call the local care licensing office. They will handle your call discreetly. The local TXDFPS # is (713) 940-3009. When phoning, follow the prompts to be directed to the appropriate department. Please remember your child is what is most important. If you don't feel comfortable with your child care situation, you should change it. We are always available to assist you with your child care concerns.

FOR YOUR INFORMATION

This material was compiled to benefit the children, the parents, and the center. This handbook is yours to keep and review periodically. Please read each topic carefully and make note of anything that you might have questions about. Please feel assured, we have your child's best interest at heart and will strive to do our best to provide a safe, happy and healthy environment. If you and your child feel you will be comfortable with the day care program, please complete the enrollment packet and make arrangements for an interview. The interview is essential to getting a good start. The parents and director can discuss the policies and your child can explore his/her new surroundings prior to being left without you. Again, welcome to our facility. We look forward to the time your child will spend with us and view it as an adventure and privilege.

Animals

ALL-STAR KIDS CENTER does not allow animals, other than certified service animals, into the building.

CHILDRENS PRODUCT CERTIFICATION

As required, Children's Product Certification or recall, posted in the parent information area (form 2885) or for additional information you may contact US Consumers' Product Safety Commissions 1(800) 638-2772.

GANG-FREE ZONES: Under the Texas Penal Code, any area within 1000 feet of a child care center is a gang free zone, where criminal offenses related to organized criminal activity are subject to harsher penalty.

BREASTFEEDING

Nursing mothers are welcome to come personally breastfeed their infant at any time during child is in care. **All-Star Kids Center** will provide a comfortable area where mother can perform breastfeeding. Upon request, a compilation of breastfeeding education and support resources in the community is provided.

PARENT CODE OF CONDUCT

All-Star Kids Center always requires the parents of enrolled children to behave in a manner consistent with decency, courtesy, and respect. One of the goals of All-Star Kids Center is to provide the most appropriate environment in which a child can grow, learn, and develop. Achieving this ideal environment is not only the responsibility of the employees of All-Star Kids Center but is the responsibility of every parent or adult who enters the center.

Parents are required to behave in a manner that fosters this ideal environment. **Parents who violate the Parent Code of Conduct will not be permitted on ALL-STAR KIDS CENTER property thereafter.** Please refer to the Policy on Parent's Right to Immediate Access for additional information regarding dis-enrollment of the child when a parent is prohibited from accessing school property.

Swearing/Cursing

No parent or guardian is permitted to curse or use other inappropriate language on school property at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or guardian feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language. At NO time shall inappropriate language be directed toward members of the staff.

Threatening of Employees, Children of Other Parents or Adults Associated with All-Star Kids Center

Threats of any kind will not be tolerated. In today's society, All-Star Kids Center cannot afford to sit by idly while threats are made. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. While apologies for such behavior are appreciated, the ALL-STAR KIDS CENTER will not assume the risk of a second chance. **PARENTS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.**

Physical/Verbal Punishment of Your Child or Other Children at All-Star Kids Center:

While All-Star Kids Center does not necessarily support nor condone corporal punishment of children, such acts are not permitted in the childcare facility. While verbal reprimands may be appropriate it is not appropriate for parents to verbally abuse their child. Doing so may cause undue embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue with the teacher and to seek advice and guidance regarding appropriate and effective disciplinary procedures.

Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. Of course, no parent or other adult may physically punish another parent's child. If a parent should witness another parent's child behaving in an inappropriate manner or is concerned about behavior reported to them by their own child, it is most appropriate for the parent to direct their concern to the Center Director.

Furthermore, it is wholly inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the classroom teacher or Director's attention. At that point, the Director will address the issue with the other parent. Although you may be curious as to the outcome of such a discussion, the Center Director is strictly prohibited from discussing anything about another child with you. All children enrolled in our center have privacy rights and are

further protected by our Confidentiality Policy. You may be assured that we will not discuss anything about your child with another parent or adult visiting the center.

Smoking

For the health of all ALL-STAR KIDS CENTER employees, children and associates, smoking is prohibited anywhere on property. Parents are prohibited from smoking in the building, on the grounds, and in the parking lot of All-Star Kids Center. Parents who are smoking in their cars must dispose of the cigarette prior to entering the parking lot.

Confrontational Interactions with Employees, other Parents or Associates of All-Star Kids Center

While it is understood that parents will not always agree with the employees of All-Star Kids Center or the parents of other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited.

Policy for Handling Parent Concerns

If a parent has a concern, he/she should first discuss it with the lead teacher of the child's class. If the lead teacher and parents cannot resolve the concern together and to the satisfaction of both, the matter should be brought to the attention of the Director. A three-way conference may be arranged at this time.

Parent Surveys

We value your input and are committed to continually improving our program. Each year, after parent conferences, we distribute a survey to gather your suggestions and feedback. Rest assured, we review all responses carefully and apply relevant suggestions to enhance our program.

We encourage parents to complete a survey once every school year. A drop box located inside the center is used for parents' surveys. We encourage all parents to participate, your feedback is very important to us.

EMERGENCY PROCEDURES

In case of emergency follow these procedures:

1. Signal Alarm
2. Line up your classroom
3. Grab your emergency bag (includes Roll Call List & First Aid Kit)
4. Evacuate the building to your nearest exit

Remember to keep calm and leave your classroom as quiet as possible while evacuating, DO NOT forget your Emergency bag!

The Staff members in charge of the class will immediately take children away from the building

Relocation spot is on the opposite side of the daycare Morning Star Storage 11950 Will Clayton Pkwy, Humble, TX 77346

Out of Area Evacuation Site: 11207 Will Clayton Humble, TX 77346 281 641-4000

Once at the designated meeting place, the lead staff member will instruct the children to sit quietly and proceed to take the emergency bag out and take roll using our daily attendance sheet. If any child is unaccounted for the Fire Department Personnel must be advised immediately upon arrival. The staff member will reassure the children maintain a good composure at all times.

Special need children: Wheelchair Bound children will have designated staff member that will immediately wheel the children away from building to our designated areas.

Children under 18 months old or younger will be placed in our Evacuation Cribs immediately and rolled to our evacuation destination spot as instructed.

The Director will begin a systematic search of the facility (if able) quickly search in lavatories, closets, room corners, offices, anywhere a scared child might have hidden. Once the facility has been checked and conditions warrant your immediate evacuation, proceed to the designated meeting place and assist the lead staff members in keeping all children calm and quiet. It is imperative for all staff to remain in control and behave in a calmly manner. The Director will have The Center's Emergency Binder that consist of all enrolled children's Form 2935 and Lead Staff Member #2 will assist in contacting all parents/guardians of the children in care. We will all then wait patiently for the parents/guardians to pick up their children from our Relocation Spot. If any medical attention is needed, the Director or person in charge will contact the local Police, Medical Services and Fire Dept. to handle the situation immediately.

Important Numbers to know:

All-Star Kids Center (281) 570-2275 (281) 570-2296

- *Valerie Guzman-Director & Owner (832) 995-9800*
- *Local Fire Department (281) 394-6700*
- *Local Police Department- (281)446-7127*
- *Texas Department of Family Protective Services: (713)940-3009*
- *Nearest Hospital Memorial Hermann Northeast Hospital (281)540-7700*

EVACUATION PROCEDURE

1. Possible reasons for an evacuation to be initiated:
 - An incident after a lockdown;
 - Fire;
 - Natural gas leak;
 - Hazardous chemical leak inside the building;
 - Localized flooding;
 - Fumes from an unknown source;
2. Persons who can call for an evacuation:
 - Administrators;
 - Office staff;
 - Law enforcement;
3. Office staff or administrators are to call 911

Evacuation Drill

1. An evacuation drill may be initiated by personal contact from an administrator or law enforcement officers or via an announcement over the intercom.

Classroom teachers should:

- Listen for specific directions.
- Immediately instruct students to drop everything
- Locate and take Emergency bag;
- Exit quickly but do not run;
- While exiting, scan areas for anything out of the ordinary and to ensure all students have exited;
- Go to a safe distance as designated;
- Keep all children quiet & calm
- Keep children in order & together;
- Wait for further directives

An administrator will signal all children and staff when the building is safe to reenter.

Relocation Site Addresses:

MORNING STAR STORAGE

11950 Will Clayton Pkwy,
Humble, TX 77346

Out of Area Relocation

Humble Middle School

11207 WILL CLAYTON

(281) 641-4000

SEVERE WEATHER PROCEDURE

Texas ranks among the top states for lightning fatalities each year. Lightning can occur up to 10 miles away from a storm, and may be conducted through a number of surfaces including the ground. A direct strike is not necessary for severe injury or death to occur. Individuals in the general vicinity of a strike may experience minor to significant side effects from a strike, such as brain or cardiac damage. Always seek immediate shelter when storms approach. Remember, when thunder roars, go indoors!

Take the following precautions during thunderstorm and lightening activity: When severe storms threaten, the safest place to be is indoors.

- If you are outdoors, seek shelter in a home, large building or automobile. Do not take shelter in sheds, pavilions, tents, dugouts, or other small, open sided buildings.
- If you are in a vehicle roll up your windows.
- Avoid high objects that may attract lightning. Stay away from tall isolated trees, telephone poles, or communications antennas.
- Avoid being taller than your surroundings by standing on an open hilltop.
- Avoid plumbing, including sinks and faucets. Do not take a shower or bath during a lightning storm.
- Stay away from concrete floors and walls.
- Do not use the telephone unless you have a true emergency.
- If lightning begins while you are swimming or boating, get out of the water.
- If outdoors, avoid contact with metal surfaces and do not carry anything made of metal. Stay away from metal fencing and pipes, as these objects are conductors of electricity. Also, avoid contact with metal farm equipment or small metal vehicles (such as golf carts).

Always Be Prepared Always be prepared for any severe weather or emergency that may arise. Preparing and maintaining an emergency supply kit is a simple and effective way to sustain you and your family following a disaster. Developing an emergency plan for you and your family is another way to protect yourself should a disaster occur.

LOCKDOWN PROCEDURE

The lockdown/shelter-in-place code is "Lockdown" or an administrator will inform you in person.

Reasons for a lockdown to be initiated:

An out of control student who is a threat to the safety of our students, staff, or himself/herself;

Someone who has a gun or weapon;

An intruder;

Hazardous chemical outside the building;

A weather related event;

Persons who can call a lockdown;

- State Representatives
- Law enforcement;
- Office staff;

LOCKDOWN CHECKLIST

- Parents were informed prior to a drill or after an actual event.
- Scenario was reviewed with staff prior to the event.
- Student/staff went inside, closed the doors, and closed and locked all windows.
- Hang signs on outside doors and office indicating a lockdown is occurring.
- Roll call of students and staff. Turn off air conditioning/exhaust fans.
- Close drapes and curtains. Window panel in door should be unobstructed.
- Rooms were designated for people to go to during a drill.
- Turn off lights, but electricity should remain on.
- Call 911 (non-emergency # during drill)
- Check whether anyone left the building during drill or actual event.
- Debriefing after drill or event.

Lockdown Area:

PlayRoom Center of the daycare

BOMB THREAT PROCEDURE

Most bomb threats are received by phone. Bomb threats Hung Up: Call Received: are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card. If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact Police immediately with information and await instructions. If a bomb threat is received by handwritten note:

• **Do not delete the message. Signs of a suspicious package:** • No return address • Poorly handwritten • Excessive postage • Misspelled words • Stains • Incorrect titles • Strange odor • Foreign postage • Strange sounds • Restrictive notes • Unexpected

FLASH FLOODING SAFETY TIPS

Flash flooding is the number one weather-related killer in Texas. Nearly 50 percent of all flash flood fatalities nationwide involve vehicles. Saving your life can be as easy as turning your car around when you see water on the road. Never attempt to drive through flooded roadways – Turn Around Don't Drown (TADD).

Remember:

- Even in relatively shallow water, tires can act as flotation devices, lifting up big vehicles and sending them downstream. It takes only two feet of water to float a 3,000-pound car.
- Beware that water covering roadways may hide washed-out bridges or gouged-out roadbeds. If you attempt to drive across, you may not be driving on a road.
- In rainy weather, be alert and stay tuned to local radio or TV.
- If you are in a low-lying area when flooding is occurring, get to higher ground quickly. Be sure to avoid canyons and washes that can channel swift water.
- Do not attempt to cross-flooded roads or streams on foot. It can take as little as six inches of water to knock an adult off his or her feet. Furthermore, water may be flowing more rapidly than it appears.
- **Never** allow children to play near ditches and storm drains.
- During stormy weather, do not camp or park vehicles along streams or washes.
- Be especially cautious at night when it is harder to see flood dangers.

**ALL PROCEDURES
WILL BE PRACTICE
ONCE A MONTH OR
EVERY 3 MONTHS OF
THE YEAR.**

**IN THE EVENT WE DO
HAVE A PRACTICE
DRILL, WE WILL ASK
YOU TO PLEASE
RESPECT AND BE
PATIENT WITH OUR
DRILL TILL FULLY
COMPLETE.**

**WE WILL HAVE SIGNS
POSTED IN THE FRONT
WHEN THE DOORS ARE
LOCKED AND A DRILL
IS IN SESSION.**

**PLEASE TAKE THE
TIME TO DISCUSS WITH
YOUR CHILDREN THE
IMPORTANCE OF
THESE DRILLS.**

PLEASE BE SURE TO READ THESE POLICIES CAREFULLY, AS WE OPERATE THE CENTER UTILIZING THESE POLICIES WITHOUT EXCEPTION. Parents will be required to update their child's enrollment forms once a year. Policies and procedures regulated by TXDFPS that mandate changes will routinely be updated as the need arises. Parents will be required to complete new packets and/or read and sign updated information. The center reserves the right to update, change, and/or amend these policies and the tuition schedule at the same time. It is the desire All-Star Kids Center to maintain up-to-date and accurate records. Policies are reviewed annually and updated if necessary.