



Parent Handbook

KIDS 'R' KIDS #7
320 Valleywood Drive
The Woodlands, Texas 77380
281-362-9222

January 24, 2016

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Welcome!

Welcome to our family at Kids'R'Kids. Thank you for choosing our School of Quality Learning.

We look forward to sharing the upcoming years with you and your family as we partner in helping your child build a strong foundation for a bright future!

Our School is open to you any time your child is present in the school. However, for the safety of all children, we do request that you make your presence known to your child's teacher or the front office.

Each Kids'R'Kids school is individually owned and operated with the franchisee providing guidance and support.

Our goal is for the Kids'R'Kids family to achieve maximum value for their early educational investment and for each child to enjoy attending school while experiencing our nurturing teaching staff and developmentally appropriate curriculum during their fundamental years.

Sincerely,

James & Tracy Reece

Owners

Our Philosophy

Inspiring Families through Love and Education

Our Mission

Kids'R'Kids Schools of Quality Learning provide a secure, nurturing, and educational environment for young children; a place for children to bloom into responsible, considerate, and contributing members of society.

Kids'R'Kids wants all children to have the opportunity to grow physically, emotionally, socially and intellectually by playing, exploring, and learning with others in a fun, safe and healthy environment.

As a family-owned and operated organization, Kids'R'Kids welcomes positive family involvement and encourages a family-teacher approach where the needs of every child comes first to obtain a successful early childhood education.

Kids'R'Kids History

After twenty-four years of operating Kiddie City, a very successful childcare and kindergarten located near Atlanta, Georgia, Pat and Janice Vinson decided to build a preschool from the ground up. They sold their business and moved closer to the city where they designed, built and opened the very first Kids'R'Kids in May of 1985. With a growing need for quality care and the overwhelming success of their first school, another Kids'R'Kids opened fourteen months later, and yet another two years after that.

Business was booming but it was also becoming complicated to stay on site in three different locations; therefore, the concept of franchising came into practice. Kids'R'Kids International, Incorporated was then formed and Pat and Janice Vinson sold their first franchise in the fall of 1988, Kids'R'Kids #4 Georgia. Kids'R'Kids International, Incorporated has since blossomed into a nationwide corporation serving owners and their businesses throughout the United States.

Purpose of this Handbook

This handbook was developed to answer many of the commonly asked questions that children and families may have during the school year. The handbook contains information about child privileges and responsibilities. Therefore, families and children are responsible for knowing its contents. Please take the time to become familiar with the handbook and keep it accessible for your use. It can be a valuable reference during the school year and a means to avoid confusion and misunderstandings when questions arise.

The School reserves the right to interpret the content of the handbook, including the rules and regulations governing the conduct of students and parents. This handbook is not a contract, nor

is it intended to be construed as such. Our School reserves the right to modify and/or amend the content of this handbook at any time during the year as we deem appropriate.

If you have any questions about the handbook or any of its policies, please contact the Director/Owners.

Equal Opportunity

This School does not discriminate on the basis of race, color, religion, national origin, sex, or citizenship in the administration of its educational policies and administered programs.

This School will attempt to provide reasonable accommodations to qualified students with some physical disabilities. However, the school reserves the right to decide to what extent that such a request maybe unreasonable. It cannot cause a fundamental alteration to the school's programs/curriculum and also may not create an undue hardship for the school.

The first step in requesting an accommodation is to provide the Director / Owner with documentation of the condition from a qualified professional, such as a physician. Upon receipt of such documentation and recommendations, we will communicate with the family in an interactive process to obtain additional information or discuss the circumstances related to the request.

Communications

Parent-School Involvement

We welcome family input and encourage you to visit your child's classroom and speak with your child's teacher on a regular basis. We have an open door policy at our School and families are encouraged to get involved in their child's daily classroom activities.

If you would like to request a conference, please call during School hours to set up an appointment. Conferences can be requested at any time and may include the teachers, administration or both.

On a daily basis, please check the Family Communication Board in our lobby and be sure to read any correspondence that is sent home with your child. Also, remember to check your child's cubby box and classroom folder daily for messages, daily reports and artwork. Notices and messages sent by you should be written and submitted to the front desk staff.

Infants through three year olds will have a daily report completed by the classroom teachers to relate the day's events specific to your child.

There are daily opportunities to get involved in your child's day, to include having lunch with your child in our Kids Café. There will also be additional activities provided to encourage interaction between families, teachers and children such as carnivals, family picnics, holiday parties and field trips.

Another way to participate in the education of your child is through donations. Please check with your child's teacher for the items of need for special activities. Some general items used in the classroom are magazines, newspapers, greeting cards, dress up clothes, hats, paper, books, wrapping paper, ribbons and many other household items.

We welcome any questions and suggestions. If there are family situations that affect your child, please discuss them with the Director/Owner. All information regarding any personal issues are kept confidential; we are glad to help whenever possible.

Role of Parents or Caregivers: Our General Expectations For You

The relationship between families and School staff is vital to the success of a child's experience. A partnership must be formed the first day, with open communication and understanding that the development and the growth of the child is our top priority.

Parents must assist and help ensure a smooth transition by doing the following:

- Sign children in and out at the front desk and then escort them to their designated class.
- Supervise your children at all times while escorting them inside the School and in the parking area.
- Drive safely (5 Miles Per Hour) through the parking area.
- Have all required forms completed promptly.
- Update forms, as needed, when changes occur (i.e., new phone number, address, etc.).

- Keep staff informed of special needs or changes that might affect your child’s behavior.
- Notify the School if your child is ill.
- Notify the School if your child will be absent.
- Notify the School if you will be later than usual picking up your child.
- Provide two changes of clothes marked with your child’s name.
This request is for all ages. Our School is not responsible for lost clothing. Please change clothing seasonally to accommodate the changes in weather and the growth of your child.
- Children should be dressed properly for the weather and play.
- Do not allow children to bring in toys. (This rule does not include special transition toys such as a blanket or other security items to which your child is significantly attached.)
- Participate in the School’s special activities.
- Attend scheduled family meetings and conferences.

Billing Questions: Contact the Director /Owner.

Commented [k1]: Director

Commented [c2R1]:

Checking On Your Child’s Day: Call (281-362-9222) and you will be transferred to your child’s class unless it’s during lunchtime. You may also log on to the internet viewing system to view your child as well.

Concerns with Your Child’s Classroom or Teacher: Please attempt to speak directly with the teacher. Our preference is for teachers and families to keep an open line of communication and work together to solve issues. However, if you do not feel as though the issue has been resolved you are welcome to speak with the Director.

Harassment, Bullying or Hazing: Please contact the Director / Owner immediately if you believe you or your child is a victim of harassment, bullying or hazing or any other serious misconduct.

Ideas and Suggestions and/or Concerns: We are always open to your input. Our goal is to team with our families to make Kids’R’Kids the best preschool it can be. If we do not know of your concern or problem, we cannot help resolve it. So, please contact us immediately if you have any concerns or issues. Please send us an email to: owner@krkwoodlands.com

Web Page

The School’s official website is www.krkwoodlands.com. The Kids’R’Kids International website is www.kidsrkids.com. Families are encouraged to check these websites weekly.

Social Media

Parents and Guardians may also follow school events and activities on Facebook at: <https://www.facebook.com/krkwoodlands> and Twitter at: <https://twitter.com/kidsrkids7>. Families are encouraged to check these social media site for updates and upcoming events often.

Classroom Experience

Curriculum

Educational priorities are well defined at Kids'R'Kids Schools of Quality Learning. Our comprehensive curriculum materials are designed specifically for each stage of development.

The Kids'R'Kids Curriculum establishes a solid foundation for educational growth beginning with a child's first day. Each of our curriculum programs is research-based and includes developmentally appropriate activities.

We continue to educate children through the preschool years and beyond with theme based, academically stimulating, hands-on units. We provide teachers with the curriculum materials they need to create a positive learning environment that will challenge children and move them toward mastering new skills.

Six through Twenty - three Months

Taking care of infants is demanding but rewarding and we recognize that each infant has individual needs. We believe that once a trusting relationship is built, teachers can better assist children in reaching developmental milestones. In aiding with this transition, our student to teacher ratio for infant-eleven months is 1 to 4 ; twelve - seventeen months is 1 to 5; and eighteen - twenty-three months is 1 to 9; in attempts to provide each child with the attention they deserve.

We recognize that physical separation from baby and parent is always difficult. We encourage families to take the time they need to make this separation as smooth as possible and to let us know how we can support in the process.

Two through Three

Two and three year olds are naturally curious. Building off this natural curiosity, children are given the opportunity to explore their world safely. Children are encouraged to develop their self-help skills, such as feeding themselves and toilet training. Each child is treated as an individual during this important time as a way to help them develop their independence and self-management skills. The teacher to child ratio for twenty-four month olds is 1 to 11 and for three year olds is 1 to 15.

Four through Five

The concept that children learn best through play is reflected in the environmental design of each classroom. The atmosphere also encourages independence and the building of self-management skills. In addition, the use of a daily schedule helps children feel secure and independent as they anticipate activities and the opportunity of making choices on an individual basis. The teacher to child ratio in this age group is: four year olds 1 to 18 and five year olds 1 to 22.

Kindergarten through Fifth Grade

At our School we understand the changing needs of older children and their families. A variety of programs are available: before and after School, holidays, and summer camp. Each program is

signed to allow for free choice as well as teacher-facilitated activities. The teacher to child ratio in this room is 1 to 26.

Admission and Related Processes

Enrollment Process

Families are encouraged to have their children with them the first time they visit the School. It is important that the child and the parent feel absolutely comfortable with our staff and the facility.

To reserve space in our program you must submit a completed application, tuition fee and a non-refundable registration fee. Amounts of all fees are found on the fee schedule.

Age Ranges of Children Accepted

We accept children ages 6 weeks through 12 years and 11 months of age. All children must be observed by the School prior to admission to assure that our program can effectively meet their needs.

First Day

On your child's first day of School the following forms must be completed, signed and reviewed by the administrative staff:

- Enrollment Application
- Immunization Report
- Vision & Hearing (Four Year Olds)
- Health and Emergency Form
- Emergency Information Card
- School Transportation Form (if applicable)
- Infant Information Form (if applicable)
- Acknowledgement of Receipt of Family Handbook
- Acknowledgement Forms Found in the Enrollment Pack

No child may continue enrollment in School for more than 5 days without a current immunization report. Please let the administrative staff know of any allergies, medical issues of concern or special dietary requirements prior to your child's first day.

If the information in these forms changes during the child's enrollment, families are responsible for notifying the School in writing of the changes. This includes but is not limited to phone numbers, emergency contacts, work locations, or child's physician.

The School will conduct a new family orientation during the first week of enrollment. Also, families will have an opportunity to schedule a "Getting to Know You Conference" with the classroom teacher. Families will have the chance to observe in the child's classroom prior to enrollment if desired. Visitation in the classroom after enrollment is welcomed and family participation is encouraged.

Admission and Re-Enrollment

Admission and, as applicable, re-enrollment, is dependent on the following:

1. All deposits, registration and other required forms, teacher references and family interview must be submitted, completed and evaluated. Any false or misleading statements made during the interview or on any submitted documents shall be grounds for denial of admission or immediate dismissal.
2. All financial obligations must have been met in a timely manner.

Occasionally, formal acceptance may be given on a probationary basis. In such case, the Owner reserves the right to revoke acceptance or to dismiss a child at any time.

The Owner/Director reserves the right to place children in a classroom, to determine the teachers for a particular classroom and to determine whether a particular child continues to meet the School's requirements.

Financial Policies

Registration Fees

- **New Families** The registration fee is due after the student has been officially accepted based on admission requirements. This fee is \$100.00 per child and is payable after notification of the child's acceptance. If space is not available at the time of registration, your child will be placed on our waiting list. We will contact you when space becomes available.
- **Returning Families** The re-registration fee is \$100.00 per child.

Bi-Annual Education Fees

- This fee is issued twice per year of \$75.00 in February and September. This fee is non-refundable and covers the cost of the annual refresh of general supplies and curriculum materials throughout the entire center.

Tuition and Other Fees

Tuition includes educational programs, select enrichment programs, the internet viewing system, breakfast, morning snack, lunch, and afternoon snack.

Family discount includes a 10% discount for the oldest sibling or a corporate, teacher, or military discount. This discount is a privilege and may be stopped at any time; if you are continuously late on your tuition you will lose your eligibility to receive this discount.

Program options are Infants, Toddlers, Pre-School and School-Age.

Families are responsible for any special diet required for their child with no adjustment to tuition given (refer to Meals and Snacks).

Tuition is paid weekly or monthly in advance with no deductions for absence, holidays, teacher workdays and days the School is closed for inclement weather. **Tuition is due on Friday's for the upcoming week. If the tuition and fees are not paid in full by close of business the following Monday, a \$35 late fee will be assessed and the child will be subject to dismissal.** Monthly tuition is calculated by determining the number of Mondays in the month and multiplied by the weekly rate.

When a payment is delinquent for one week, the space can no longer be reserved for your child. Your child will not be permitted to attend School as of Wednesday of the following week that tuition is not paid in full.

Families will be notified of any changes in tuition within four weeks of the change. We reserve the right to change tuition and/or program fees due to unforeseen increases in expenses. Any additional services such as late pick-up, drop-in, field trips, etc. must be paid the same day the services are rendered or will be charged to your account.

When a child has transitioned full time into a higher age classroom, the new tuition rate will become effective on the first Monday after two weeks in the higher age classroom. The two-week timeframe is to insure that your child has transitioned successfully.

No portion of your weekly paid outstanding tuition will be refunded or canceled in the event of absence, withdrawal or dismissal from School. Should it become necessary to withdraw your child for any reason, a written notice must be given to the administration office at least 5 Business Days prior to disenrollment. If the notice ends early tuition for the entire 5 days is still due.

If your child is enrolled full time and you pay full tuition (not including 10% discount) Monday through Friday, including School Age, you may take **one** week of vacation per calendar year after the child has been enrolled for **one** year. The week vacation must be taken 5 consecutive days (Monday through Friday). Vacation cannot be carried over into the next year. During the vacation period, your tuition must be up to date.

We will be closed the following holidays: New Year's Eve, New Year's Day, Good Friday, Memorial Day, Independence Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve and Christmas Day. If one of the above mentioned holidays is on a Saturday, we will be closed that Friday. If a holiday falls on a Sunday, we will be closed the following Monday. **Tuition is still expected to be paid on time.**

If our School must close due to unexpected circumstances, such as inclement weather or critical maintenance outage; we reserve the right to close any additional days needed and full tuition payment is expected.

Before- and After-School Care Fees

Before- and After-School Care is available for all children attending local public and private elementary schools. We provide transportation using Kids'R'Kids School Buses equipped with safety belts. Fees for this program vary according to the school calendar. Please check with the administrative staff for additional fees regarding school holidays, early-release days and seasonal breaks.

NSF Charges

If your check is returned for any reason, a \$35 NSF (Non-Sufficient Funds) charge will be applied to your account. This will be due in addition to any late charges prior to the beginning of the next week. Returned checks must be covered by money order or debit.

Withdrawal

Parent/Guardians are responsible for initiating the child withdrawal process. You will need to see the Director who will start the required paperwork process for withdrawal. Once the withdrawal form is properly completed and signed, the parent must ensure that any School property in the possession of the child or child's family is returned and any outstanding financial obligations are met (Tuition, Late Fess, Bi-Annual Education, etc.).

Dismissals

The staff will work with each child to meet the needs of that child and every effort will be made to provide a positive learning experience. However, this School reserves the right to ask families to make alternative arrangements for care if it is determined that a child's needs cannot be adequately met or the child has not adjusted to group care provided by the School. In the event behavior becomes disruptive to the program or poses an unsafe situation for the child or other children in the School, alternative arrangements may be required.

If you, the parent, are uncooperative in completing and returning forms, fail to pay your tuition on time, fail to follow any state or county regulations, or fail to follow any Kids'R'Kids Policy or Procedure, it may be necessary to dismiss your child from our School.

Attendance

School Hours

This School is open Monday through Friday, 12 months per year, from 6:00 a.m. until 6:30 p.m. Please refer to the tuition fee schedule section of this manual for holidays the School is closed, as they may change from year to year. Since we are licensed only for specific hours of operation, no early drop-off or late pick-up can be allowed.

Arrival

We recommend all children arrive by their classroom's morning group time. Morning activities usually begin at this time and this will help your child to be a fully participating group member. We encourage you to contact the school if you will be arriving late. All children must be escorted into the classroom by an adult. Upon arrival into the classroom, we ask that you wash your hands as well as your child's hands. This will help us minimize the spread of germs and illness. Your child's arrival must be signed in at the front desk and acknowledged by the classroom teacher to

ensure positive control before you can leave your child. Please note that if your child misses breakfast during normal breakfast hours, we **will not** be able to provide this service outside those hours due to curriculum schedules.

Departure

To pick up a child from our School, an adult must come into the building, sign the child out, make the teacher aware of your presence and escort the child out of the building. The parent or guardian must supervise their child at all times after leaving the classroom, both inside the building and in the parking area. If someone other than a parent is picking up a child, they will be asked for a photo ID and must (No Exceptions) be on the pickup list or we have to have a verbal and written note from the parent.

Late Fee

If you will be late arriving to the School for pick up, please call and notify the administration immediately. There is a charge of \$35 after 6:35 PM and \$1 every additional minute after until the child is picked up. The late charge is due on the same day or charged to your tuition the following week. Being late repeatedly without acceptable justification may result in disenrollment of your child. If children are left at the School one hour after closing and no attempt to contact the School has been made, legal authorities will be contacted.

Inclement Weather

This School takes into consideration several factors when making a judgment as to whether we will close, open late or close early due to inclement weather. We do our own assessment of the conditions including local authority recommendations, local road conditions, local school closure, forecasted weather conditions and temperatures. Please call the School, check our website, listen to the radio or watch television for announcements about closings due to inclement weather or other unforeseen circumstances.

Health and Safety

General Safety Statement

All of the policies, rules and regulations presented in this handbook are designed to make the time your child spends at our School safe and rewarding. We have taken a number of steps to promote the safety and protection of your child while in our care. They are as follows:

- All exits and entrances are locked and only accessible by keypad code entry or key.
- Classrooms are surrounded on three sides by tempered glass walls for easy viewing.
- Frequent observations of the classrooms are performed by the administration.
- All common areas of the School can be viewed via a high definition internet camera system which is password protected.

Classroom Safety

Our School provides equipment and furnishings that are child-sized, sturdy, safe and in good repair. Individual teachers are responsible for the set-up of their classroom. It is part of their daily routine to wash and sanitize toys and furniture and to watch for and eliminate any hazards

present in the classroom. Teachers are provided with guidelines as to what equipment and toys should exist in each classroom.

Playground Safety

A safe, age-appropriate outdoor environment is provided for our children. The following rules are enforced for indoor and outdoor play areas:

- When a class has outdoor time, all children must stay with their class.
- Teachers will supervise the children on the playground at all times.
- In case of an accident, one teacher may bring a child in for first aid.
- At no time will the class be left on the playground without appropriate supervision.
- The administration and the teachers will inspect the playground daily and report any unsafe conditions immediately

Sick Policies

Our ultimate goal is to provide a place where your child can learn, develop and have fun in a safe and healthy environment. The School is not equipped with the staff or facilities to care for sick children for an extended length of time. We depend on you to assume care for your sick child. The following guidelines for excluding children help us to keep many communicable illnesses out of our facility and thereby maintain regular attendance by the majority of the children and staff.

A child will be excluded from the classroom and comforted in the “Boo-Boo Room” by a member of our administration while the parents are contacted to pick up within two hours in the event of:

- For infants: fever of 100.4 degrees or higher
- Children ages 1-12: fever of 100 degrees or higher (underarm reading)
- Diarrhea episodes of more than three in a day
- Skin rashes that are not diagnosed by a physician’s note
- Vomiting episodes of more than one a day
- Nose drainage that is thick and green or excessive for the comfort of the child
- Eye drainage of any type accompanied by red eyes or mucus crusted around the eyes
- Pink eye or symptoms similar to those of pink eye
- Chicken pox or measles sores are suspected
- Scabies symptoms are suspected
- Respiratory problems including uneven breathing or severe coughing with wheezing or croup
- Sore throat, especially if swollen glands are suspected
- Strep throat symptoms are suspected
- Head lice are found
- Appearance or behavior is unusual and the teachers agree that the child is not feeling well enough to participate with the rest of the class including lack of appetite, confused or irritable

- Unusual color is noticed in the child such as jaundiced eyes or skin, pale in the face, stool or urine is an unusual color

All of these conditions will require 24 hour treatment or a doctor's note for the child to resume their normal attendance schedule. Children must be completely fever-free for 24 hours without the aid of medication before returning to School.

If your child is absent, please contact us and let us know the reason. We will need this information to prevent the spread of potentially contagious illness in the facility.

Infectious Diseases

If a child or staff member is diagnosed with an infectious or communicable illness, you will be notified by a sign on your child's classroom door or via email. The sign will contain the name of the disease, the date it was diagnosed, and any symptoms that would alert you to the presence of the disease.

The School should be notified by the family if a child or sibling has contracted a communicable disease such as measles, pink eye, strep throat, head lice, hepatitis, meningitis, mononucleosis, or any other communicable diseases. The student with the communicable disease must be cleared by a doctor or nurse before returning to School.

Medication Policy

- Parents are required to complete the medication form located at the front office.
- We require a signed authorization including administration and dosage procedures for each medication to be administered. Any potential adverse reaction to the medication must be listed on the authorization so that the child can be properly monitored and parents notified accordingly. This authorization is required at the beginning of each calendar week.

Written authorization from the child's parent/guardian and written doctor's authorization with instructions stating:

- The child's full name
- The name of the medication or the prescription number
- The amount and frequency of dosage
- The name of the prescribing physician
- The date the instructions were signed by the physician
- Over-the-counter medicines **MUST** be in their original containers; such as, topical ointment, insect repellent, lotions, creams or powders. There **MUST** be a written authorization by the parent/guardian. Medicine will not be administered more than one week; must be dated; and must not be expired.
- Medicine is administered at 10:00 a.m. and 2:00 p.m. by a member of the administrative staff. If your child is to have medicine at any other time, parent/guardian must make arrangements to come by the School and administer the medicine themselves or make other arrangements with the School authorized by the Director.
- Special circumstances requiring the administration of additional medications must be discussed with the School and authorized by the Owner.

- We will not administer any medication after its expiration date or for non-medicated reasons, such as to induce sleep.
- Any Authorization Form that states the medication is to be given “as needed.” Parents must indicate the exact conditions under which the medication should be given.
- Only ONE medication can be listed on each Medication Authorization Form.
- If your child receives an antibiotic from his/her doctor that specifies a 2 times per day dosage, those doses should be administered both before and after School. If the antibiotic should be given 3 times per day we will gladly include it in our afternoon medications. Please note that antibiotics must be given at home for 24 hours prior to your child returning to School.
- Prescription medication must be in its original container bearing the pharmacist’s label.
- All medications must be dropped off and picked up at the front desk, each day. These medications will be stored in a locked secure area inaccessible to the children. **NO MEDICATION MAY BE PLACED IN THE CHILD’S BAG OR TAKEN INTO THE CLASSROOM FOR ANY REASON.**
- Exceptions to this rule are life-saving medications such as breathing treatments, EPI pens, etc. Any child needing these types of medications administered will be placed on a “Care Plan” developed by the child’s parent, a medical expert, and the Director. Any “Care Plan” currently in use will remain so until renewal time (at least every 6 months).
- Children are not allowed to bring any type of medication to the School to administer themselves.
- Please adhere to this policy to ensure the health and safety of all children.

Emergency Medical Care

Each child, upon enrollment, must have emergency care information on file. It is the Parent/Guardian responsibility to keep this information current in case there is a medical emergency; in which you will be notified immediately.

If warranted, emergency medical personnel will be contacted to provide transportation to the nearest hospital specified on the Health and Emergency Information form. If possible, a member of the School administration will accompany the child.

Immunizations

The School must have on file the Immunization Records for each child with specific dates recorded. These forms are obtained from a private physician or the local Health Department. The immunizations must include:

- a series of 5 DPT doses (age appropriate)
- 4 doses of polio (OPV)
- 2 doses of measles, mumps, rubella (MMR) (age appropriate)
- Completed 3-shot hepatitis series
- Varicella (chicken pox) shot
- All forms must be dated and signed by a physician within 5 days of attending School.

Accident Reports

Staff members may apply simple first aid at the School for minor injuries such as cuts, abrasions, bruises and insect bites. If any of these occur and first aid is administered, a “ Boo-Boo Report”

will be completed. This report will state the nature of the injury, the cause and the treatment. It will be signed by the teacher who completed the report, a member of administration and the parent. The School will keep the report on file for three months. If an accident is caused by or involves another child, that child's name cannot be given out and will not appear on the report. Families will be notified immediately if a child receives any major injury.

Boo-Boo Room

The Boo-Boo Room is located in the lobby, near the front desk, for any child needing to be removed from the classroom due to illness or a minor injury needing first aid. This room provides a safe, healthy environment for the child while families are contacted. In the case of sick children, the room is completely sanitized after each use.

Reporting Abuse and Neglect

In the event a trained staff member feels a child has been abused or neglected, that staff member has responsibility to report his/her suspicion to the School Administration. If the administration reviews the information and determines there is merit for concern the proper authorities will be contacted to begin to a formal investigation. All activity will be documented, including the initial report by the staff member. The staff member may choose to remain anonymous.

All substantiated cases of abuse or neglect will be received by the state agency overseeing child care as well as Kids 'R' Kids International, Inc. The county department of social services will determine if an investigation is needed within the 24 hours of the complaint.

We take our responsibilities to report suspected child abuse, neglect, and abandonment seriously and will cooperate with governmental authorities in connection with their investigations. If you have any questions regarding the School's mandatory reporting obligations, please consult the Owner/Director.

Emergency Procedures

If an emergency situation develops such as severe weather, fire, physical problems with the building, or power failure, the children's safety is our first concern. Evacuation route diagrams are posted throughout the facility.

The School is equipped with a fire alarm system, a sprinkler system, fire extinguishers in each room, and a weather alert radio.

Fire drills are performed on a monthly basis and tornado drills are performed quarterly. All staff members are instructed on proper procedures. In the event of a natural disaster such as a hurricane, snow storm, etc., the parent/guardian will be notified as soon as possible to pick up their child. If the parent/guardian cannot be reached, the emergency contact will be called (this person should be local to the School).

Emergency Contact List

Kids'R'Kids #7: (281) 362-9222

Woodlands Fire Department: (281) 364-0479

Police Department: (281) 367-3435 / 8952

Hospital: Memorial Hermann, 250 Pinecroft Dr, The Woodlands, TX. (713) 897-230

Health Department: Montgomery County Health Dept. (936) 523-5026

Poison Control: Emergency# 1-800-222-1222

Infectious Disease Control Unit: (512) 776- 7676

Montgomery County Health Dept: (936) 523-5026

Child Abuse: DFPS: 1-800-252-5400

Other General Policies

Confidentiality

Information pertaining to the children enrolled at the School and the staff employed at the School is considered confidential.

To set up play dates or send party invitations, etc., families often ask for the phone numbers and/or addresses of other children in the School. We will happily pass notes or messages from you, but we cannot release confidential contact information.

Diapering

Children are checked at scheduled intervals throughout the day and changed at the first sign of wetness or soiling. No child is knowingly left in wet or soiled clothing. For children who wear diapers or toilet training pants, each family must provide an ample supply for each day/week. We do not supply these items and families will be notified if a child is running low on supplies. You will be alerted immediately if your child has a diaper rash.

Field Trips

Classes may plan field trips during the year to acquaint children with community resources and to provide educational experiences that will enhance classroom-learning activities. **A signed participation and release form is mandatory for field trips. A child will be unable to attend a field trip unless a signed field trip form is received from a parent or guardian.** An information sheet and participation and release form will be sent home for each field trip the child is scheduled to attend. Parent/guardian are encouraged to contact their child's teacher to see if additional chaperones are needed.

Children scheduled to go on a field trip will wear a Kids 'R' Kids t-shirt and a bracelet identifying the child as a student of Kids 'R' Kids. A child may not be checked out from a field trip. This policy is to help the staff keep an accurate count of the children. Classes will use the School's bus for trips unless another means of transportation is authorized by the Owner.

- Children not attending field trips are required to attend the School unless otherwise advised.
- If there is a financial cost associated with the trip, that financial obligation must be paid in prior to or on the day of the field trip or it will be billed to the parent account.

Lost and Found

All items turned in to the Lost and Found will be held for 30 days. If not claimed, they will be discarded or donated to a charitable organization.

Meals and/or Snacks

Our School will provide a nutritious breakfast and lunch every day along with a snack in the afternoon. Meals and snacks served at our School comply with the Meal Patterns for Children in Child Care Standards which are based on the recommended nutrient intake judged by the National Research Council to be adequate for maintaining good nutrition.

We are a nut-free School. Absolutely no peanut products may be brought into our School. This includes food products that are cooked with or near nut oil.

- **Infants**

A written feeding plan for children under twelve months of age must be completed and submitted by the families. This plan should be updated regularly as new foods are added or other dietary changes are made. We provide bedding, cribs, sheets and some formula and baby cereal. As a nice to have we serve fruits and vegetables when available. You are responsible for bibs, wipes, diapers and any special foods you would like your child to have.

All baby bottles (including the cap) must be clearly labeled with the child's name and current date. Formula or expressed milk must be brought in appropriate amounts for feeding. Any milk warmed must be used within an hour or it will be discarded.

Dry Cereal and unopened jar food may be left at the School until consumed. Infant food must be commercially prepared and unopened. These jars must be labeled with your child's first name and last name. We are unable to accept any food jars which have already been opened. Please bring in foods that have been tried at least two times at home in order to protect against food allergies. If you bring their foods.

- **Pre-School**

Meals and snacks are provided by the School and are according to the schedule posted in the Café. Mealtime is seen as a part of the learning process. Children are served in the

Kids Café and are encouraged to display proper table etiquette. They are also encouraged to taste all the food that is served but are not forced to eat anything. At no time is food withheld as punishment.

- School-Age

Children enrolled in our Before- and After-School program will be served breakfast and an afternoon snack while in our care. Lunch is also provided if the school-age child is present during lunch time (summer and school holidays, etc.).

- Allergies and Special Diets

A weekly menu is posted in the Kids Café including all food that will be served for snacks and meals. Any special diets for food allergies, not available by the School, must be provided by the parent/guardian and accompanied with a physician's note. This includes children who prefer water or juice instead of milk during meals. No tuition discount is given for food brought in by families. No food shall be brought in for your child or the class without prior approval from the administration. **We highly discourage any commercial food being brought in for lunch as it is not fair to the other children.**

Naptime

All younger children are required to have a quiet time following lunch and are encouraged to sleep during this time. Children who are five years of age and older are not expected to nap (unless required under state regulations) but are provided with quiet time. Children who fall asleep will be allowed to sleep until the end of the rest period, as designated by the daily schedule. Children may bring a small item to comfort them and help them rest. The item, including pillows and/or blankets (**labeled**), must be small enough to fit into their school bag or cubby box. We appreciate your cooperation.

Personal Belongings

Upon enrollment in our program you should bring the following for your child:

- At least one complete change of clothing appropriate for the weather **with each item labeled** with the child's name or initials, including socks and underwear
- Please bring training pants and a hefty supply of disposable diapers for children who are not yet toilet-trained
- All children will be outside during the day, weather permitting. Please make sure your child has adequate clothing for outside play. (This includes closed-toe shoes only. No open-toe shoes – flip flops or sandals – will be allowed at School.)
- If your child is too sick to go outside, a physician's note explaining the reason should accompany the child before the exclusion is accepted.

Pets

Because of health and safety concerns, pets may not be brought to School. When picking up or dropping off your child, please keep pets in the vehicle.

Photo Release Policy

Upon enrollment, you will receive a copy of our Photo Release Policy to read and sign. Many pictures will be taken in your child's class and throughout the School during the time that your child is our School. Other families and teachers may take snapshots of parties and special events within the program. If for any reason you do not want your child photographed, please let the Director or Administrative Staff know as soon as possible. Also, be sure you make the classroom teachers aware of your wishes.

Prohibited Items

The following items should not be brought to the School by children:

- Cell phones
- Cameras and video cameras
- Skateboards, Hover boards
- Toys
- Inappropriate reading material
- Any other items that would distract from learning.
- Chewing gum or candy

Safeguarding Valuables

Children should not bring excessive amounts of money (over \$5.00 is considered excessive) or other valuables to the School. Valuables such as expensive clothing, blankets, toys, electronics, jewelry (necklaces, bracelets, earrings, etc.) should not be brought or worn to School. The School will not be responsible for lost, stolen or damaged valuables.

Special Events

Arrangements should be made with the teachers regarding a birthday or holiday party. If you are bringing a cake or special snacks to the class, they will be served in addition to snack/meals required by the general nutrition policy, and they must be purchased from the store and have an ingredient label. No home-made food will be accepted for School parties due to possible food allergies present in the classroom. If any children in your child's classroom have an egg allergy, cake cannot be served.

Holiday parties will take place in the classroom throughout the year. Generally a note is posted to notify families of an upcoming party and many times families are asked to volunteer to bring food or drink. If at any time you object to a party for religious or other reasons, please notify your child's teacher as soon as possible so we can make arrangements to otherwise care for your child during that time. We will assume that all children can participate unless notified to the contrary.

YES to...

- Planning a party at our School and coordinating with the classroom teacher
- Commercially purchased food may be brought in, but remember, the food:
 - Must be commercially made

- Must have an ingredient label
- Must NOT contain nuts
- Must NOT be processed near nut oil
- Must NOT contain raw eggs

NO to...

- **Pizza deliveries are prohibited (as they do not come with an ingredient list; unless one is provided)**
- Small trinkets or items as party favors
- Latex balloons
- Ceramic plates or glass in classrooms or Kids Café
- Goodie bags in the classroom - these must be delivered to the front office and can be collected at home time

Toilet Training

When you believe that your child is ready to begin toilet training, please discuss this with your child's teacher. We will assist by encouraging your child to visit the toilet between diaper changes. With the first signs of success, we will recommend that you send your child to school in training pants. The teacher will also require a Potty training contract. Because toilet training can result in many soiled clothing items at school, please be sure your child comes to school with several (two) changes of clothing. Be sure extra clothes are appropriate to the present season and are labeled with your child's full name. All soiled clothing will be sent home the same day for laundering. The School is prohibited from laundering any child's soiled clothing within the School's laundry.

Toys

The School provides many toys for the children's learning centers. Therefore, we request that toys not be brought from home. Please note this does not include special transition objects such as blankets or other security items to which your child is significantly attached.

Transportation

Transportation is provided to and from the school only with parental permission. The Kids'R'Kids transportation forms must be signed once a year. Field trip forms must be signed before each trip.

If we take your child to school in the morning, then we will pick up your child at dismissal time unless otherwise notified. If we do not take your child to school, then we assume that she/he is absent and we will not expect to pick up your child unless it is agreed upon in advance that you will provide morning transportation and we will provide afternoon transportation.

You must notify us each time your child does not need transportation from school when we normally provide this service to you. If we are not notified that your child does not need

transportation from school to Kids'R'Kids in the afternoon before **2:00 pm** the bus leaves our facility, a **\$20 fee** will be charged.

Please have your child at Kids'R'Kids by **7:15 am** for the morning bus run. The school is not responsible for your child missing the bus.

Schools Serviced by Kids 'R' Kids: Ford, Oak Ridge, Northgate, Hailey, Glen Loch, Lamar, Houser, Sally K Ride, Wilkerson, Knox Jr. High.

Visitors and Volunteers

Family members, volunteers and visitors are welcome at the School during school hours. All visitors **must** first report to the staff at the front desk before visiting any class or any other location on School property during School hours. Families who want to help in the classroom, Kids Café, playground or during field trips are asked not to bring siblings or other children with them.

Children have a dress code that stresses attractiveness, cleanliness, and modesty. Families are requested to be an example of these ideals when visiting Kids'R'Kids and attending field trips.

Former families, children or guests of children are not permitted to visit during School hours.

Conduct/Behavior

Basic Expectations

Our discipline policy at Kids'R'Kids is built around our understanding of child development. Our goal is to allow each child to find and develop their own personal self-management skills. As teachers and staff, we offer children choices so they feel powerful in their ability to gain self-control. We use positive behavior management techniques such as positive phrasing and “I” statements as ways to further develop self-discipline. In situations where children are having a difficult time managing negative emotions, they may be removed from the over-stimulating environment to a quiet area where a teacher or member of the administrative staff can work one-on-one to resolve the situation. Families will always be informed if a situation such as this has occurred.

Discipline

Praise, positive reinforcement, and redirection are effective methods for the behavior management of children. When children receive positive, non-violent, and understanding interactions from adults and others, they develop good self-concepts, problem-solving abilities, and self-discipline. Based on this belief of how children learn and develop values, this facility will practice the following discipline and behavior management policy taken from the Kids 'R' Kids Parent Handbook and the NAEYC Code of Ethics.

“Above all, we shall not harm children. We shall not participate in practices that are disrespectful, degrading, dangerous, exploitative, intimidating, emotionally damaging, or physically harmful to children.” (NAEYC Code of Ethics – Principle-1.1)

If a child continues to have a difficult time, a team meeting with the family may be requested. This meeting will consist of the team developing a plan of action to best meet the needs of the child and the parent/guardian. The child will be given several chances to correct a behavior before dismissal.

Child Behavior

Children will be subject to disciplinary action up to and including immediate dismissal for:

- Abuse or damage of School property
- Bullying/Harassment/Hazing
- Committing a serious breach of conduct inside or outside of the School
- Disrespect
- Disruption of School functions
- Fighting
- Lewd or obscene behavior
- Possession or sale of tobacco, alcohol, drugs, or drug related items
- Possession or use of a weapon, among other things
- Profanity or vulgarity
- Sexual or other misconduct
- Stealing
- Threatening behavior
- Verbal or physical assault
- Violation of School’s “Computer/Network Policy”
- Willful disobedience

Harassment, Bullying or Hazing

Our School is dedicated to fostering an environment that promotes kindness, acceptance, and embraces differences among individuals. Therefore, we will not tolerate any type of harassment, bullying or hazing.

Harassment includes, but is not limited to, slurs, jokes, and other verbal, graphic, or offensive conduct relating to race, religion, color, sex, national origin, citizenship, or disability.

Bullying includes, but is not limited to, physical or verbal aggression (hitting, kicking, taunting, name-calling, teasing, threatening, ridiculing, etc.), relational aggression (harming or threatening to harm relationships or acceptance, friendship, or group inclusion), and emotional aggression (teasing, threatening, intimidating others). The School also prohibits cyber-bullying (creating websites, instant messaging, e-mails, text messaging, using camera phones or other forms of technology to engage in harassment or bullying).

All concerns relating to harassment, bullying or hazing should be reported immediately to the Director and/or Owner. When the School administration becomes aware of harassment, bullying or hazing, the situation will be promptly investigated. Any child found to have violated this policy will be subject to disciplinary action, including immediate dismissal from School. No retaliation or adverse action will be taken against any person who makes a good faith report of harassment, bullying or hazing.

Drugs, Alcohol, Tobacco

Although it should go unstated, children must abstain from the use or possession of alcoholic beverages, illegal drugs, or tobacco products, both on and off School property. In the event that the School becomes aware of a child's involvement in any of the above-mentioned activities, the Owner will determine appropriate action, which may include substance-abuse testing, treatment, suspension, or expulsion.

Threats/Weapons

The School has a zero-tolerance policy in regard to threats and weapons. The possession of dangerous weapons, such as guns and knives, or the display of any item that may be perceived as threatening, whether on or off School property, may be cause for immediate dismissal. Similarly, threats will be addressed as a serious issue. The School will determine the appropriate consequences depending on the circumstances.

Searches

In order to ensure safety and maintain state regulation; Kids r Kids reserve the right to search all student belongings.

Behavior Probation

Children who are placed on behavior probation may be required, at the School's discretion, to have their family sign a probationary agreement with the School as a condition of continued enrollment. Failure to comply with the stipulations in the disciplinary probation agreement may result in dismissal.

Family Cooperation

A positive and constructive working relationship between the School and its families is essential to the fulfillment of the School's educational purpose. Thus, the School reserves the right not to extend the privilege of enrollment or re-enrollment to a child if the School reasonably concludes that the actions of the child's family make such a positive and constructive relationship impossible or otherwise seriously interferes with the School's accomplishment of its educational purpose. Moreover, the School reserves the right to expel a child at any time if, in the judgment of the Owner, conduct of anyone directly associated with the child, including but not limited to the child's family, in or out of the School, is not in keeping with the School's accepted standards or principles. There will be no refund of tuition where such enforced withdrawal occurs and any unpaid balance is payable in full according to the terms of the child's enrollment contract.

Dress Code

Please send your child to school dressed comfortably and prepared to work and play hard. Because some of our activities can be messy, we ask that you provided a complete set of extra clothing to keep at the school. Label all items with your child's first and last name. All children must wear **closed-toe shoes**. Children in our Pre-K program must wear their blue polo's Monday thru Thursday and the blue spirit shirt on Fridays and for any field trip days. If your child does not dress accordingly the school will issue another shirt and the parent will be charged for the item as of February 2016.

Computer and Systems Usage Policy

All persons using the School's computers, the computer systems, or personal computers on School property or over the School's wireless access points are required to abide by this policy. All computers should be used in a responsible, ethical, and legal manner. Violations of the following guidelines may result in the revocation of access privileges and possible disciplinary actions, up to and including dismissal.

- **Purpose:** The purpose of providing access to the Internet and the School's computer systems is to support research and provide unique educational opportunities. The use of such resources should be limited to those activities that support the School's educational objectives.
- **Privilege:** The use of the School's systems is a privilege and not a right. Inappropriate or illegal use of the School's systems or of the Internet will result in loss of the privilege and disciplinary action up to and including dismissal.
- **Internet Access:** The School's community - children, staff and administrators - have the privilege of accessing the Internet; proper controls are in place. The School encourages children and teachers to use the Internet to expand their knowledge.
- **Filtering System:** The School uses a content filtering system to block inappropriate content from all users of our network. No filtering system is foolproof; therefore, we expect users to act responsibly in their searches and to immediately disengage from any materials that are inappropriate. The School has the ability to monitor all Internet use including E-mail and instant messaging. Users should assume that ALL activity is not private and is being monitored for content and appropriateness.
- **Pirated/Personal Software:** The term "pirated software" refers to the use and transfer of stolen software. Commercial software is copyrighted, and each purchaser must abide by the licensing agreement published with the software. There is no justification for the use of illegally obtained software. The School will not in any way be held responsible for any software brought to School by a student.
- **Network Access:** Accessing the accounts and files of others is prohibited. Attempting to impair the network, to bypass restrictions set by the network administrator, or to create links to the School's web page is prohibited. Obtaining another's password or rights to another's directory or E-mail on the network is a violation of School rules as well as a form of theft. Taking advantage of a child who inadvertently leaves a computer without logging out is not appropriate. Using someone else's password or posting a message using another's log-in name is a form of dishonesty and will be treated as a violation.
- **School's Right to Inspect:** The School reserves the right to inspect user directories for inappropriate files, to remove them if found, and to take other appropriate action if deemed necessary, including notification of families. Do not assume that any messages or materials on your computer or the School's systems are private.
- **E-mail, Chat Rooms, Instant Messaging, and Social Networking Sites:** E-mail is one of the various systems that transmit some form of electronic representation of a page or message from one location to another. It should be clear that E-mail cannot be used to

harass or threaten others. The School reserves the right to randomly check E-mail. E-mail messages must not include personal attacks and should follow the normal rules of appropriate public language. They should not contain any language or content that would be inconsistent with the mission and philosophy of the School or inappropriate in an educational institution. Children should be aware that deleted E-mails can be undeleted.

- Participation in “chat rooms,” instant messaging, posting messages, blogs, or browsing social networking sites (such as Facebook, YouTube, EZBoard, or any other similar sites) using School equipment is prohibited. In addition, any person who believes that they have been harassed or threatened by any of these methods of communication should immediately report the concern in accordance with the School’s No Harassment/No Bullying/No Hazing policy. Children should also be aware that teachers and administrators may periodically check such sites and may determine that off-School-property behavior violates the Disciplinary Procedures by making disparaging or negative comments about the School, administration, or faculty members in a manner that is disruptive to the School’s educational mission or activities.
- **Viruses:** Every effort is made by the School to keep our system virus-free. Even with the best techniques, however, computer viruses can be transmitted to and from any computer, including those in the computer lab. The School is not responsible for the transmission of any virus or for damage suffered from a virus.
- **Computer Care:** Members of the School community will not abuse, tamper with, or willfully damage any computer equipment, use the computer for other than appropriate work, or bring food or drink into any computer area. Any intentional acts of vandalism will result in discipline and children will be held responsible for replacement or repairs.
- **Reporting Requirements/Discipline:** Any child who accesses inappropriate material on the Internet or receives harassing, threatening, or inappropriate materials via E-mail or on the Internet must immediately report the concern to the teacher who is supervising the activity or to the Director and/or Owner so that the situation can be investigated and addressed appropriately. Children who violate any aspect of this Computer/Network Policy will be subject to appropriate discipline, loss of computer or Internet privileges, and possibly dismissal.

Final Statement

We at Kids‘R’Kids want to provide you with the highest quality care for your child. We believe that nurturing children in a loving, wholesome environment is a community need that we do best, because we commit ourselves to providing superior child care and early education services.

Acknowledgement and Receipt of Family Handbook

The registration of a child is considered an acceptance, on his/her part and on the part of his/her families or guardians, of the terms and conditions of the Family Handbook and all of our School's rules and regulations, including the School's judgment on disciplinary sanctions or dismissal of a child.

The rules and regulations contained in this Handbook are not meant to be comprehensive. Rather, they presuppose the good will and judgment of a child in all circumstances in which he/she may find himself/herself and are subject to the School's ultimate discretion, judgment and interpretation.

Children and families or guardians are asked to familiarize themselves with all of the information contained in this Family Handbook and to sign this form.

We have read, understood and agree to abide by and honor all statements and provisions set forth in the Family Handbook or as they may be changed from time to time by the School.

Child

Age

Date

Family Member or Guardian

Relationship

Date

Acknowledgement and Receipt - Discipline and Behavior Management Policy

Praise, positive reinforcement, and redirection are effective methods for the behavior management of children. When children receive positive, non-violent, and understanding interactions from adults and others, they develop good self-concepts, problem-solving abilities, and self-discipline. Based on this belief of how children learn and develop values, this facility will practice the following discipline and behavior management policy taken from the Kids ‘R’ Kids Parent Handbook and the NAEYC Code of Ethics.

At Kids ‘R’ Kids Schools of Quality Learning we use a method of ‘redirection’ to guide children toward appropriate behavior. If a child is engaged in behavior that is not conducive to a safe and happy learning environment, the teacher will “redirect” the child toward appropriate behavior.

“Above all, we shall not harm children. We shall not participate in practices that are disrespectful, degrading, dangerous, exploitative, intimidating, emotionally damaging, or physically harmful to children.” (NAEYC Code of Ethics – Principle-1.1)

I, the undersigned parent or guardian of _____(print child’s full name), do hereby state that I have read and received a copy of the facility’s Discipline and Behavior Management Policy and that the facility’s director (or other designated staff member) has discussed the facility’s Discipline and Behavior Management Policy with me.

Date of Child’s Enrollment: _____

Signature of Parent or Guardian: _____

Signature of Director (or designated staff member): _____

Distribution: One copy to parent or guardian, signed copy to be kept with child’s facility records