

“Train up a child in the way he should go”



**Kidz N Heart, LLC**  
**PARENT HANDBOOK POLICIES & PROCEDURES**

Welcome, beginning in the toddler and preschool stage is an important step in your child’s life while finishing off to school age, we are excited to partner with you in your child’s education. We hope that your time at Kidz N Heart will be a happy and exciting experience for both you and your child. This handbook is an informative guide for Kidz N Heart so that parents know and understand our mission and policies. Please read carefully and keep it for future reference. We hope this information will help you and your child adjust readily and happily at this important time.

Kidz N Heart is open to children 18 months to 13 years old without discrimination based on political affiliation, religion, race, color, sex, mental or physical disabilities.

**Our Mission Statement**

Kidz N Heart’s philosophy is that all children should not be rushed through childhood. They should be allowed to develop at their own pace. Therefore, we provide them with a program in which helps give children ages 18 months through 13-years enriching opportunities to develop the whole child. Focusing on the child(ren) learning through child-directed play experiences and curriculum time. We believe a balance of play, educating and nurture enhances growth and development in all areas: physically, socially, emotionally, creatively, and intellectually. This is achieved in a safe and fun learning- environment with caregivers who are dedicated to enriching children’s lives.

***Registration:***

All important and required papers must be filled out and turned in prior to your child’s first day:

***Completed Registration Packet includes:***

- **Admission Information**
- **Copy of current immunizations**
- **Signed acknowledgement of receipt of this handbook**
- **Signed acknowledgement of receipt of Emergency Plan**
- **Any other important papers the director believes is important**

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### ***First Day of School:***

If your child has never attended a Child Care facility, please feel free to come a little early and spend some time helping your child adjust. After the first day, please develop a routine in the mornings to help your child prepare for the day ahead. If your child cries when you leave, please don't keep running back to them. Within the first 10 minutes, their crying will usually taper off. If it doesn't, we will contact you and let you know. Adjustment periods vary, but most children are fully adjusted and accustomed to the childcare routine within the first 2 weeks of care, others a bit longer. **Please dress your child in comfortable PLAY CLOTHES.**

**We get dirty sometimes, and closed toe shoes. Sorry no flip flops or sandals please.**

### **What TO bring to school: All items must be marked with your child's name**

- A change of clothes, socks and underwear must remain at the school at all times.
- A coat during the winter
- Please do not bring heavy thick blankets, or large bed sized blankets
- Toddlers need pull ups, wipes, (clearly marked with permanent marker)
- Children are only permitted to use their cell phones and electronic devices for the use of their parents, otherwise they need to be put away. If this rule is broken the device will be taken away and returned during pick up.

### **What NOT to bring to school:**

- ANY toys from home, except for “show and tell”
- Candy or other food items. We provide all snacks
- Toy guns, jewel, hair accessories, pocketknives or other dangerous objects
- Children are not permitted to have cell phones and/or electronic devices used to take photos and videos for confidentiality purposes of other children and staff.

## **Confidentiality**

Within Kidz N Heart, confidential and sensitive information will only be shared with staff who have a “need to know” in order to most appropriately and safely care for your child. Confidential and sensitive information about staff, other parents, and/or children will not be shared with other parents as Kidz N Heart strives to protect everyone's right of privacy. Employees at Kidz N Heart are prohibited from discussing anything about another child with you.

## **Parent's Right to Immediate Access/Court Orders/ Visitors**

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at Kidz N Heart. In cases where the child is the subject of a court order, Kidz N Heart must be provided with a **Certified Copy** of the most recent order and all amendments thereto. The orders will be followed unless the custodial parent(s) requests a more liberal variation of the order in writing.

In the absence of a court order on file with Kidz N Heart, both parents shall be afforded equal access to their scholar as stipulated by law. Kidz N Heart cannot, without a court order, limit the access of

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one parent by request of the other parent, regardless of the reason.

Visitors are asked to schedule an appointment with the center director and are allowed in the center at the director’s discretion. Kidz N Heart staff will accompany visitors at all times

## Parent Code of Conduct

Kidz N Heart requires the parents of enrolled children at all times to behave in a professional manner which includes decency, courtesy, and respect. Parents who violate the Parent Code of Conduct and will not be permitted on the property thereafter. Kidz N Heart cannot have a child at the center whose parent has prohibited access.

- Swearing/Cursing - No parent or adult is allowed to use inappropriate language in Kidz N Heart at any time. At no time shall inappropriate language be directed toward a child or staff member.
- No threats or confrontational interactions with employees or other parents of any kind will be tolerated. Parents must be responsible for and in control of their behavior at all times. It is expected that disagreements will be handled in a calm and respectful manner.
- Physical/verbal punishment of your child or other children at Kidz N Heart is prohibited.
- Smoking, vaping, or consumption of alcohol/illegal substances is prohibited on preschool property.
- Violations of the confidentiality policy as it applies to all children, families, and employees associated with Kidz N Heart.
- Cell phone usage - Please end all cell calls prior to entering the center so staff can properly communicate with you.

## School’s Right to Refuse Admission

Kidz N Heart reserves the right to refuse admission to any child at any time with or without cause. Possible reasons for refusal of admission include but are not limited to:

- The need to maintain compliance with Licensing Regulations
- Staff deems the scholar too ill to attend or the child’s physical, developmental, or emotional needs are unable to be met by the staff.
- Domestic situations that present a safety risk to the child, staff, or other children enrolled if the child were present at the preschool.
- Parents’ failure to provide completed up to date records and returned documentation in a timely fashion.

## Attendance:

- Attendance will be taken daily. **If your child will not be attending, please call** and let us know as soon as possible. This especially applies to School Age Children who require

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pick up from school. Also, your child must arrive at school **PRIOR TO 9:00 am**, unless previous arrangements have been made.

## ***Tuition***

- Tuition payments are due each Friday for the upcoming week. A late payment fee of \$10.00 will be applied each day if tuition is not paid in full on Friday. If tuition and late fees are not paid in full by Monday morning, attendance will be suspended until payments are received in full.
- Tuition will be charged and must be paid if you choose to keep your child at home for any reason other than the requested and approved week of vacation. If your child is out more than two weeks, written arrangements must be made with the Center Director. Unpaid balances and failure to obtain written arrangements for extended absences will result in disenrollment, and the registration fee will be required for re-enrollment.

In the event tuition has not been paid on the due date, the following steps will be taken:

1. Notice to parent of tuition due date which will include late fees and last day to pay (3 days after due date)
2. If overdue payment is not paid, the parent will be notified that their child(ren) can't return until payment is paid in full (including any late fees that they may incur)

## **Outside Time**

As a part of the outside time required by Texas Health and Human Services we have to take the children out at least twice a day weather permitting. With that said, Kidz N Heart doesn't have a playground attached to the center, so we will be using the nearby park located adjacent to the Townsend Square shopping strip right across from Dollar General off Polk street. We will follow all health and safety guidelines as normal.

## ***Holiday Schedule:***

Kidz N Heart will open January through December on Monday through Friday from 6:30am – 6:30pm.

Kidz N Heart Learning Avenue will be closed to observe the following holidays:

- New Year's Eve (close early)
- New Year's Day
- Martin Luther King Birthday
- Memorial Day
- Independence Day
- Juneteenth
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving Day
- Christmas Eve

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- Christmas Day
- Good Friday
- Please note the center may be closed varying holidays outside of the list above, all parents will be notified in a timely manner.

The Center will be closed on the weekend in which each holiday occurs, should the holiday occur on a Sunday, the center will be closed on Friday or Monday, with advance notice of which day. Employees may not receive holiday pay but is based on enrollment and the discretion of the owner.

***Inclement Weather:***

- In case of bad weather **Kidz N Heart** will notify if we are closed. Please refer to the radio/television broadcast for school closing information. We follow the same closing procedures as DeSoto ISD. We will do four severe weather drills a year.

***Meals:***

- Kidz N Heart follows the USDA meal guidelines and provides morning snack, lunch and afternoon snack. The meals are nutritious and well balanced. You should be aware of mealtimes to ensure that your child is present.

**Lunches and Snacks:** Please do not send additional food and/or snacks for your child. If your child is allergic to and/or opposes a certain food, please let us know and we will try to accommodate. A meal will be served family style.

***Signing In/Out Children:***

At the time of arrival/departure, parents should assure their child(ren) are signed in/out. It is the parent’s responsibility to make sure their child is recognized by their teacher that they are in the center. Kidz N Heart is not responsible for any children until they are signed in.

***Early Dismissal:***

Nap time is between 12:00-2:30 pm. Please be courteous of the scheduled nap times if picking up your child for early dismissals.

***Release of Children:***

The school is responsible for ensuring that each child leaves only with an authorized adult. Students will be released only to the person(s) listed on the admission information form in the student’s file. Appropriate written permission **must** be on file for each person(s) who is allowed to pick up your child. A copy of ID will be made and placed in the child(ren) folder. If someone other than the parent/guardian is to pick up the child(ren) they must have a copy of their ID on file as well as be listed to pick the child(ren) up. There also may be a special code in which them, the director, and the teacher only knows.

**IN AN EMERGENCY ONLY:** If the person listed on your child’s enrollment forms are not available, a parent must call and give oral permission along with a brief description of the person to whom will be picking up their child, as well as the person(s) name and driver’s license number. They must show their driver’s license. If this request is made by telephone, a staff member will call the parents at the number listed on the enrollment form to confirm the request.

**WE HAVE TO DO WHAT IS BEST TO ENSURE THE SAFETY OF YOUR CHILD.**

***Accidents:***

In the event of a serious accident, parents will be notified as soon as possible. We will seek emergency treatment for the child by dialing 911. We will not transport the child to the hospital;

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this will only be done by ambulance. Payment for the care/treatment is the responsibility of the parents. We will provide emergency information from your enrollment form to the hospital/doctor.

***Medication:***

Kidz N Heart does administer only doctor prescribed medication, with the child’s name, dosage and how often. The parent must fill out, sign and date the medication authorization form as often as the medicine is required. We do not administer over the counter medications NO EXCEPTIONS!

***Parent Notification:***

Parents will be notified of all incidents, accidents, bites, bruises, updates, events, activities and changes via the parent notification board and/or phone located in the front of the main office on the table. Please contact the center’s director if you have any questions and/or concerns.

***Illness:***

- **Please do not bring your children to school if they have any of the following conditions:**
  - If your child has fever; your child must be fever free without the help of fever reducing medication for at least 24 hours before returning back to school.
  - A rash of any kind
  - Diarrhea or vomiting
  - Green or Yellow mucus draining from their nose and/or a severe cough.

**YOU MUST KEEP YOUR CHILD’S IMMUNIZATIONS UP TO DATE.**

- **Children having any of the following must have a doctor’s note to return to school.**
  - Eye infections
  - Mumps
  - Measles
  - Strep throat
  - Chicken pox
  - Lice or any other communicable diseases.

**IF YOUR CHILD BECOMES ILL DURING THE COURSE OF THE DAY, WE WILL CALL YOU IMMEDIATELY. YOUR CHILD MUST BE PICKED UP FROM SCHOOL WITHIN 1 HOUR FROM THE TIME OF THE CALL.**

***Visitations:***

The center has an Open-Door policy on parent visits. The building, equipment and entire premises does not require approval for a parent of a child(ren) enrolled at Kidz N Heart. Parents are **only** required to sign in and out at the parent information desk. We recognize and support parent’s desires to see and spend time and participate in the program activities with their children whenever they can as long as they follow the volunteer/visitation policy and have a cleared background check on file. Parents are encouraged to visit the center at any time during center

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operating hours to observe your child. At this time visitations are not allowed during pandemic until further notice.

***Parent Participation Policy:***

Kidz N Heart is committed to promoting a warm and welcoming environment for all parents, children and community members. We acknowledge and value the role of the family as their child’s first and most influential teacher and therefore welcome families to be actively involved in their child’s learning and care. In order to participate in ANY activity with your child(ren) the following policy requirements must be met:

- Parents must sign up with the volunteer signup sheet at the front desk
- Parents must have a cleared background check completed
- Parents must follow the volunteer hours which are only M-F 9am-5pm

***Hearing & Vision Screening:***

All children enrolled in a licensed facility who are 4 years old must have hearing and vision screenings on file at the Center. If your child is currently 4 years of age, we must have this at the time of admission.

***Vaccine Preventable Diseases***

Kidz N Heart suggests, but does not require, that its employees receive the annual flu vaccine and the whooping cough vaccine to prevent the spread of the spread of communicable diseases in our center.

***Tax Statement***

A statement will be provided upon request before January 31<sup>st</sup> of each year for those who plan to expense childcare when filing taxes with the IRS. Please make arrangements to pick up these forms they will be mailed.

- **Kidz N Heart** will conduct health checks, if applicable.

***Changes to The Parent Handbook/Policies:***

The Center, at its discretion, may change any policy contained in the Parent Handbook. Parents will be notified of any changes by email or written notice distributed to children’s cubbies.

***Parental Notification:***

In the event parents need to be contacted for any reason, we will attempt to call parents utilizing the admission information from the enrollment form or send a note home with the child. If you have any questions or concerns to review or discuss any policy or procedure, we recommend you schedule an appointment with the Director or Assistant Director. By scheduling an appointment with the director and/or assistant director, it allows enough time to allocate the designated time to you.

***Child Abuse:***

The Center is required by law to report any apparent incidence of child abuse or neglect defined as “Non-accidental infliction or threat of infliction of physical, emotional, or mental harm to a child.” All such reports must contain the name and address of the child, the name and address of the person responsible for the care of the child, and any other pertinent information.

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We have several methods for preventing and responding to abuse and neglect of children, which include, a required 24 hours of annual training for each employee and 30 hours for the director that will be taken through an online child abuse recognition website. There is a daily poster that includes the website, and verification of employees and their hours. The website will train employees on the following:

- Methods for increasing employee and parent awareness of issues regarding child abuse and neglect
- Warning signs that a child may be a victim of abuse or neglect
- Factors indicating a child is at risk for abuse or neglect
- Methods for increasing employee and parent awareness of prevention techniques for child abuse and neglect
- Strategies for coordination between the center and appropriate community organizations
- Actions that the parent of a child who is a victim of abuse or neglect should take to obtain assistance and intervention, including procedures for reporting child abuse or neglect;

[http://www.who.int/violence\\_injury\\_prevention/violence/global\\_campaign/en/chap3.pdf](http://www.who.int/violence_injury_prevention/violence/global_campaign/en/chap3.pdf)

Also, this information will be located at the bottom of the monthly newsletters. In order, to increase employee and parent awareness we will have daily brochures that are available at any time that discusses ways of prevention techniques for child abuse. If you are the parent of a victim child of abuse and neglect, you can obtain assistance and intervention by visiting <http://www.dfps.state.tx.us/>.

\*DFPS Child Abuse Hotline – (800)-252-5400 for any suspected Child Abuse.

**Contact Licensing:**

To contact the local licensing office, please call 214-583-4253 or 1-800-582-6036 8700 North Stemmons Freeway, Suite 104 Dallas, Tx 75247

**Minimum Standards:**

Parents can review the Minimum Standards, at the center, upon request. Please contact the Director or Assistant Director. Most recent inspection is located on parent board. Parents may also view minimum standards for all child care facilities in the state of Texas at the following website:

[https://www.dfps.state.tx.us/Child\\_Care/documents/Standards\\_and\\_Regulations/746\\_Centers.pdf](https://www.dfps.state.tx.us/Child_Care/documents/Standards_and_Regulations/746_Centers.pdf)

**Gang Free Zone:**

Gang-related criminal activity or engaging in organized criminal activity within 1000 feet of a childcare center is in violation of the law and is therefore subject to increased penalties under state law.

**Photographs & Student Directories:**

**Kidz N Heart** often take photographs of the children during parties, special events, and/or everyday activities. These photographs will be used on our website, in scrapbooks, and in other forms of promotional materials. We can also create and distribute a “Student Directory”, which will include all the CHILDREN’S names, addresses, and phone numbers. This directory is used to assist parents with birthday invitations and play dates. It is also used by our Parent Cooperative Committee to keep all parents informed about special events and fund-raisers. **IF YOU DO NOT WISH TO HAVE YOUR CHILD’S PHOTOGRAPH TAKEN OR NAME AND INFORMATION IN THE STUDENT DIRECTORY, YOU MUST GIVE THE OFFICE WRITTEN NOTICE WITHIN 1 WEEK OF RECEIVING THIS HANDBOOK.**

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***Field Trips/Water Activities:***

Kidz N Heart will conduct field trips and water activities, a permission field trip slip must be filled out by the parent for consent. We will post memos in our childcare system, verbally, the front forum of the date, time, phone number, location in the event. It is required by child care licensing that each child be identified on field trips with a t-shirt, wrist band, or name tag for identification and safety purposes. Water activities include wading, water parks and splash pools, NO SWIMMING POOLS. We ask that each child bring a change of clothes, their own towel, water shoes and their own personal bag for storage.

***Health Checks:***

Upon arrival to the center, all children are given a “Health Check” by a Caregiver/Staff. In the event, that a staff member notices something unusual, parent will have to sign a “Health Check Form” before leaving child in Kidz N Heart Learning Avenue’s care.

***Discipline:***

In order to maintain a fun and educational environment, we must enforce a discipline policy. In the event a child is having a behavior problem, we will .....

- Speak to the child on the child’s eye level in a positive manner. We will discuss the problem and what the child needs to do to correct it.
- In the event the talk does not correct the problem, the child will be denied privileges, such as, 5 minutes of playtime, dependent upon their age and maturity level.
- If the problem involves the physical injury of another child or a staff member, the child will be removed from the class immediately until the situation is diffused. If a child exhibits violent behavior on a regular basis, we will speak to the parents in the hopes of finding a solution. We will also try daily suspensions from **Kidz N Heart Learning Avenue**. Parents may be asked to seek professional guidance for their child. If this action is taken, then a reasonable amount of time will be allowed for improvement.
- If no solution is found and the behavior becomes an ongoing problem, you will be given 1 week to find another childcare facility. **We must do what is best for the well-being of all children.**

**What we will do regarding discipline:**

- We will use age-appropriate consequences for unwanted behaviors
- We will try to use preventative, not punishing techniques such as, age-appropriate time outs, separation from activities, discussions on behavior, redirection to another activity, etc.
- We will teach anger management skills
- We will approach each child as an individual and deal with them in a way that is most appropriate for their age level and personality.
- We will train our staff to deal with an array of discipline issues.
- We will use special restraining techniques if a child is uncontrollable and in danger of hurting themselves, another student, or staff member.

**What we will NOT do regarding discipline:**

The following types of discipline and guidance are prohibited:

- Corporal punishment or threats of corporal punishment
- Punishment associated with food, naps, or toilet training

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- 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
- Placing a child in a locked or dark room, bathroom, or closet
- Requiring a child to remain silent or inactive for inappropriately long periods of time for the child’s age, including requiring a child to remain in a restrictive device.

***All forms must be completed and received by Child Care Provider before care begins***

***Suspension/Expulsion:***

In the event Kidz N Heart experience intolerable behavior from a child, the following steps will be taken:

1. Verbal Warning
2. Written Warning
3. Parent Conference
4. Suspension from Child Care Facility (which can lead up to 3 days)
5. Permanent Expulsion from the Child Care Facility
6. If center property damage occurs from intolerable behavior parents may be required to reimburse for replacement of property.

**Conferences**

Kidz N Heart staff, including administrators, and group leaders, will meet with any parent who has a concern about a child or the operation of the program. If you feel you need a conference at any other time, please talk with the Director.

***Insect Repellant/Sunscreen:***

During spring and summer months, children are permitted to use insect repellent and/or sunscreen. Parents are responsible to provide these items for usage at the Child Care Facility. Parents will be notified by staff when refills are needed.

***Emergency Preparedness Plan***

**Evacuation of building**

- A. In an emergency, the first responsibility of staff is to move the children to their designated safe area as posted in each classroom.
- B. Children will be relocated in the following way:
  - a. Toddlers will be walked out of the school in accordance to their evacuation plan (see plan)
  - b. Preschoolers will be walked out of the school in accordance to their evacuation plan (see plan)
  - c. After schoolers will be walked out of the school in accordance to their evacuation plan (see plan)
- C. A copy of each classroom’s emergency evacuation and relocation diagram are posted in each classroom and in this Emergency Preparedness plan.

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- D. The evacuation location away from the center.  
Disciple Central Community Church at 901 N Polk Street, DeSoto, Tx 75115  
Suite 101
- E. Staff will bring attendance sheets with them at the time of an emergency to account for the exact attendance at the time of the emergency. If we evacuated to an alternate shelter the same attendance sheets will be used to account for all children. In the event that we are not able to relocate back to the center, parents will be called to pick their children up from the designated evacuation location above.

### **Communication**

- A. The emergency telephone # that is on file with child-care licensing (TXDFPS) is 1-800-252-5400
- B. We will communicate with local authorities, parents and DFPS
  - a. Fire, Law Enforcement and Emergency Medical Service: by center phone, 911 box to right of front door or cell phones will call 911
  - b. DeSoto (972)-230-9606
  - c. Parents will be contacted by center phone, cell phones or if available email (Center Director or the designated responsible person will bring folder containing all children’s contact information)
  - d. Child-care licensing (TXDFPS) will be contacted by center phone or cell phones; Local ph# 817-321-8000 / State ph# 512-438-4800

### **Staff will evacuate with the following essential documentation**

- A. Parent and emergency contact telephone numbers for each child are kept on 8x5 cards in a file box at the front desk. Center director or the designated responsible person will bring box containing all children’s contact information. If possible, emails can be sent through on-line software from any computer.
- B. Authorization for emergency care is also listed on these cards and again the center director or the
- C. designated responsible person will bring box containing all children’s contact information and authorization for emergency care.
- D. Teachers will bring their attendance sheets at the time of evacuation which provide the child tracking system information for children in care.

### **Tornado procedures**

- A. Toddler’s are to be taken to the designated safe wall in their classroom. Teachers will have roll sheets and flashlights.
- B. Two’s are to be taken to the designated wall in their classroom and covered by nap mats. Teachers will bring roll sheets and flashlights.
- C. Preschoolers are to be taken to the designated wall in their classroom in a duck and cover position. Teachers will bring roll sheets and flashlights.

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- D. The remaining classrooms are to be taken to a designated wall and assume the duck and cover position. Teachers will ring roll sheets and flashlights.

### **Medical Emergencies**

- A. Teachers will contact the office to inform them of the emergency and the office will take charge of that child.
- B. Director or person in charge will direct someone to call 911, give first aid to the child, contact the physician identified on the child’s record, contact the child’s parent and insure supervision for the other children in the group.

### **Communicable Disease Outbreak**

- A. Remove child from care until release from doctor.
- B. Report to the State Health Dept. and follow their instructions.
- C. Inform all parents of the children exposed and provide them with the health Dept. information sheet.

### **Human Caused Events**

- A. Intruder with weapon**
  - a. Call 911
  - b. Inform staff of situation via cell phones
  - c. Staff will turn off lights in classrooms and hide children against the wall with the door and remain as quiet as possible. Wait for all clear.
- B. Report of person with weapon in the area by authorities**
  - a. Lock down school
  - b. Inform staff of situation via cell phones
  - c. Staff will turn off lights in classrooms and hide children against the wall with the door and remain as quiet as possible. Wait for all clear.
- C. Chemical Spill**
  - a. Lock down school
  - b. Inform staff of situation via cell phones
  - c. Staff will shut all doors and put towels against door. Wait for all clear.

### **Late Pick Ups**

In the event you are late picking up your child(ren)there will be a \$5 per minute late fee and a \$1 thereafter, and this is to be paid at the time of the late pick up.

### **Vacations**

When you, the parent/provider, decides to take a vacation the center asks that the parent/guardian gives the center a two week notice and during that week of vacation half a week’s tuition will be due before you leave on vacation. This is to keep your spot. (Kidz N Heart reserves the right to change this if needed). Kidz N Heart will honor each family a two week vacation per calendar year.

### **Withdrawal**

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In the event that the parent/guardian is in need to part with Kidz N Heart, a two-week written form must be turned in and the child's last two weeks must be paid whether they attend these weeks or not.

### **Curriculum Program**

The curriculum focuses on preparing students for the next level through growth, development, cognitive and social emotional learning while having fun and engaging with their teachers and friends no matter the age. This is taught to ages 18 months to 13 years of age. Please feel free to talk to the director or your child's teacher about this curriculum. The parent/guardian will receive monthly newsletters as well as daily communication informing them how their children are doing with the curriculum and what they can expect their child is learning. This will be sent through hand out forms, verbally, childcare software system, etc... Our before and after school program we help students to set up a productive school day by encouraging them to be responsible, independent, boost their self-esteem, encourage critical thinking, problem solving, self-awareness and much more.

### **Homework**

Opportunity is given for children to work on homework during after school time. However, it is not the responsibility of the Before/After School staff to ensure that a child's homework is completed or correct. In the event that a child refuses to work on their homework we will notify parents.

### **Potty Training**

Kidz N Heart is more than happy to encourage potty training as long as we feel that the child is ready (usually starts between the ages approaching 18months-2 years, depends on the child). However, we will begin the process at 18 months once they enroll. The initial start needs to be done at home for at least three to four weeks with success before it can be effectively started in childcare. If your child is successful early than the three to four weeks of being successful let me know. Parents will be required to provide pull-ups and wipes during the potty-training process. Children will be allowed to attend preschool in underwear if they are successful at home for at least the three weeks, possibly four, in pull ups and has not had any we pull-ups or bowel movements. During the time they are in the process of being trained I ask that the parents still provide pull-ups and wipes until we, the parent and the teacher/director, feels that they are completely potty trained and have no accidents. I also ask that the parents provide me with at least one or two more change of clothes, total of three to four pair of clothes to be left here during this process. Communication during this time is very important. For a successful transition from diapers to toilet. If there is a lack of communication this may not be very successful. Please let me know if you have any questions or concerns.

### **Preschool/School Age 3-13 years of age**

Kidz N Heart is a self-sufficient program when it comes to toileting, restroom, potty breaks, following classroom instructions consistently throughout the day, behavior, working

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independently or as a whole during class work and/or class discussion. However, we do understand that preschoolers may incur accidents during naptime or during the day from holding back during play and simply not asking to go to the restroom. With that said, we do ask that you keep them an extra change of clothes in the event. All preschoolers and school age children must be fully potty trained and completely able to assist themselves during potty breaks without the help of a teacher with the exception of needing help with fastening their pants or getting them up and down. Teachers are required to supervise the children during restroom breaks to ensure safety and proper hand washing.

### **Teachers/Staff**

All our staff, teachers, directors, cook, are very passionate about your child’s happiness and growth therefore, we, as a team, are dedicated to providing a very safe, and fun learning environment so that to help each child grow and flourish. Our dedicated teachers and staff believe that this is more than just a job, this is their opportunity to share their love in helping each child shine their brightest. Our small teacher to student ratio helps the teachers to focus more on each individual’s learning and their needs. You can expect daily communication with your teacher whether it be through a daily note, daily email, monthly newsletter, or verbal talk. Our teachers and staff are very dedicated, too, in obtaining any and all types of child related training so that they can continue to help each and every child in our center shine their brightest.

### **In Closing**

Kidz N Heart would like to thank each of you very much for choosing Kidz N Heart for your child/children to learn, grow and shine their brightest. I can assure you that your child or children will be very happy here. Throughout the day, again, please feel free to call, drop by anytime.

Thank you, Kidz N Heart Team!

### **Handbook Acknowledgment of Policies**

*All forms must be completed and received by Child Care Provider before care begins*

“Train up a child in the way he should go”

**WE DO OUR BEST TO SERVE ALL CHILDREN, HOWEVER, WE RESERVE THE RIGHT TO SUSPEND OR TERMINATE CARE, WITHOUT NOTICE OR CAUSE, AS WE DEEM NECESSARY. When care is terminated for ANY reason, whether due to parental concern or director concern, NO REFUND or credits will be issued.**

**CHILD LAW:** We are required by Law to report ANY suspected Child Abuse.  
Tuition Contract and Parent Acknowledgement

Local Child Care Licensing Information: 8700 North Stemmons Freeway Suite 104.  
214-583-4253 or 1 800-582-6036

DFPS Child Abuse Hotline – (800) 252-5400

DFPS Website – <http://www.dfps.state.tx.us/>

**DO NOT SIGN THIS PAGE UNTIL YOU HAVE READ THIS ENTIRE POLICY HANDBOOK, WE WILL STRICTLY ENFORCE ALL RULES AND POLICIES PRESENTED.**

I have read and understand **Kidz N Heart** Policy Handbook, especially and specifically the sections regarding: Attendance; Medications and Illnesses; Discipline; Tuition and Fees; NSF Checks; Late Pick-up Fees; Misc. Fee; and Holidays. I understand that by signing this contract I am bound by its contents. I agree to abide by these policies and pay my fees in a timely fashion. In the event that I do not abide by these policies, I understand that my child will not be able to attend this school and will be asked to leave. I understand that these policies and fees are subject to change at the owner’s discretion, although the owners will do their best to announce any changes at least 10 days prior to the implementation of them.

**Parent Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

\_\_\_\_\_  
**Child/ren Name** \_\_\_\_\_

**My signature verifies I have read and received a copy of the Emergency Preparedness Plan.**

**Parent Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**PARENTS WILL BE NOTIFIED OF ANY CHANGES, AMENDMENTS OR UPDATES MADE TO THIS HANDBOOK AS SOON AS POSSIBLE.**