

Parent Handbook



**2255 Northpark Dr.
Kingwood, TX 77339
281-312-3233**

www.clubhouseplaycare.com

Owner: Stephanie Kristoff

WELCOME TO CLUBHOUSE PLAYCARE! We are excited to welcome you and your child to our drop-in childcare center. Our brand new facility brings a unique hourly childcare solution to the Kingwood, Humble and Atascocita community. Children ages 6 weeks to 12 years now have a safe and entertaining place to play and explore Monday thru Saturday including evenings while their parents are away.

FUN FOR THEM, TIME FOR YOU.

FUN FOR THEM: Clubhouse Playcare was thoughtfully designed with separate play and activity areas for different age groups... we *really are* fun for all ages! We have pizza parties, enriching special guests, movie nights and more, making anytime a fun time to visit and play.

TIME FOR YOU: When it comes to important appointments, a quick lunch with friends, evening work hours, a quiet dinner date, or just time to pamper yourself, it can be tough to find safe, clean, and dependable childcare. It was with this in mind that Clubhouse Playcare was created. Our State Licensed childcare facility is convenient and here to give you peace of mind while you are away.

OUR STAFF:

To ensure our young guests receive the highest quality care, all caregivers receive annual and ongoing training and are certified in CPR, First Aid, Child Abuse Recognition and Communicable Disease Recognition. Many of our staff members have an early childhood background or participated in early childhood programs. References are checked and FBI clearances are performed on every Clubhouse Playcare employee. Our caregivers strive to foster the development of key values including honesty, respect, self-reliance, kindness, dependability, self-discipline, fairness, and sensitivity to others. We are a center that prides ourselves on employing a staff that create a safe, loving, and friendly atmosphere for each child to learn and grow while playing.

OUR FACILITY:

Clubhouse Playcare is State Licensed and designed to provide optimum safety and enjoyment for all children in its care. We offer a wide range of fun and enriching activities to suit children of all ages. Our thoughtfully laid out floor plan separates children into four groups; infants, toddlers, pre-school and school aged. Each of the four areas, which include a variety of activity spaces, is filled with safe age appropriate toys, books, and play equipment specifically chosen to target the interests and needs of the different age groups. In addition to the four play areas, Clubhouse Playcare was designed with large dining/art and theater/multipurpose areas. The center follows a daily schedule of activities and produces a monthly calendar of special events and entertaining guests. Our entire facility is bright and clean and will be sure to keep children engaged and having fun down to the very last minute of their stay!

LOCATION:

Clubhouse Playcare is located at 2255 Northpark Drive in Kingwood Texas. Our facility can be conveniently found in the Northpark Shopping Center along with Gold's Gym on the northwest corner of Northpark Drive and Woodland Hills Drive.

HOURS AND HOLIDAYS:

HOURS OF OPERATION

Monday thru Thursday: 7:30am – 10:00pm

Friday: 7:30am – Midnight

Saturday: 9:00am – Midnight

We are closed Sundays, but are available for private parties and special events (ask a staff member for details).

While our facility will be open for child pick-up until 10pm Monday thru Thursday and midnight Friday and Saturday, **the center does not accept any children for check-in past 8:00pm.**

Clubhouse Playcare is open for business every Monday thru Saturday except for the following holidays:

- New Year's Day

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

Changes in hours may occur periodically for maintenance or staff meetings. In the case of these occurrences, the dates will be announced and posted well in advance.

PART-TIME CARE:

Clubhouse Playcare is designated by the state as a licensed part-time childcare center. As a part-time facility, children are limited to 15 days of use per calendar month, with no more than 5 consecutive days of use. The state does not limit the number of hours per day a child can be cared for.

EVENING CARE:

Clubhouse Playcare is open Monday thru Saturday for evening care, but does not accept any children for check-in after 8:00pm. During evening quiet hours, tired children may sleep on our nap mats or in cribs depending on age. Children who do not wish to sleep will have a separate area to play, and encouraged to choose activities that will be respectful of the sleepers at the center.

CAREGIVER/CHILD RATIOS:

We are very committed to the safety and well-being of each child visiting Clubhouse Playcare. The Texas Department of Family and Protective Services places limits on the capacity of our center based on its size, layout, and staffing. Due to the nature of our business as a drop-in childcare facility, we can never predict if, or when, we will reach our maximum number. In cases where we become busier than expected on call staff will be contacted so that we can welcome as many children into the center as possible while still ensuring the needs of every child in our care are properly met. If capacity is reached, it is possible that your child will be denied entry until space becomes available. We are sorry for any inconvenience this may cause, but your children's safety is always our top priority.

PLAY AREAS:

THE CLUBHOUSE NURSERY: Our nursery was designed for infants 6 week to 18 months of age in mind. It provides a calm, soothing yet playful environment away from the stimulation of older children. A 24 hour advance reservation is required for nursery guests.

THE TOT SPOT: The bright and cheery toddler room is a space where 18 to 36 month old children can feel safe to play and learn without having to compete with our older guests for space or attention.

THE CLUBHOUSE AREA: Pre-school age children are free to imagine, climb, slide and play in the focal point of our center, the clubhouse play structure. In addition, this area boasts a variety of toys that spark the imagination and test the limits of a child's creativity.

THE GAMEROOM: School-age visitors are sure to get excited over the space that was created just for them. The Gameroom is equipped with a large variety of games, toys, books and electronics sure to please.

DAILY SCHEDULE

Each age group (with the exception of the infant group) will follow the same general schedule. Infant schedules are based on arrival time and specific needs of the child as directed by the parents.

7:30am – Free play

8:00am – Breakfast

9:00am – Circle time/Group activity

10:00am – Snack

10:15am – Free play

11:00am – Group activity/Art

12:00 noon – Lunch

1:00pm – Rest/Nap/Quiet play

2:30pm – Free play

3:30pm – Snack

3:45pm – Art/Group activity

4:45pm – Free play

5:45pm – Dinner

6:30/7:00pm – Movie time or story/quiet time

7:30pm – Snack

8:30pm – Quiet free play

FRIDAY AND SATURDAY:

6:30 - Free Play

8:00 - Movie time or story/quiet time

8:15 - Snack

All times are approximate and any changes will be posted in the lobby.

ANIMALS:

From time to time, Clubhouse Playcare may schedule visits from animal or wildlife specialists. Parents will be notified prior to such visits and may choose for their children not to participate. At no time shall visiting animals create unsafe or unsanitary conditions at the facility.

WHAT YOU SHOULD and SHOULD NOT BRING TO THE CENTER:

SHOULD BRING:

- Your Clubhouse Playcare no slip socks
- All personal items clearly labeled with child's name
- A sippy cup with water for children under 3 years of age
- All diaper changing necessities including diapers, wipes, creams, powders, etc.

SHOULD NOT BRING:

- Meals or snacks containing nuts
- Personal toys and items from home (Clubhouse Playcare is not responsible for any lost or damaged items brought into the center)
EXCEPTION: School age children are permitted to bring in homework assignments to work on
- Cell phones (the front desk staff will be happy to connect you or deliver a message to your child)

DRESS CODE:

In order for your child to have the most fun as possible at our center, we recommend that you send them in comfortable clothing. Additionally, your child may be participating in many creative and often messy activities. Although our staff will make every effort to keep your child's clothing mess free, clothes may get dirty.

No small hair accessories, earrings, or other choking hazards will be permitted in the infant or toddler areas (under 3 years). This is for the safety of all the children in those areas and **there will be NO EXCEPTIONS made.**

Clubhouse socks are provided with registration for children over 18 months and **are required to be worn for children's safety while at the center.** Additional socks can be purchased for \$2 a pair if needed.

PAYMENT POLICY:

Clubhouse Playcare offers down to the minute billing after the first hour. With this system parents are only responsible for payment on time used. With the exception of prepaid accounts, payment via cash or credit card is expected at the time of pick-up. We accept Mastercard, Visa, Discover, and cash. No personal checks will be accepted.

RATES:

At Clubhouse Playcare we have three rate types; Basic, Blocks, and Membership.

- **BASIC**

Pay as you go. No commitments.

- **HOURLY BLOCK PURCHASES**

Clubhouse Playcare offers 10 hour blocks of childcare to be purchased in advance. When a block is purchased, a customer is not actually purchasing 10 hours of childcare, but rather depositing funds into their account and locking in a discounted hourly rate for their family while funds remain. Those funds can then be used for hourly childcare, meals, socks, and fees, thus decreasing the effective number of hours that can be used for childcare. Funds deposited in the form of blocks expire one year after purchase date and are non-refundable/transferrable.

- **MONTHLY MEMBERSHIP**

Clubhouse Playcare offers a monthly membership. To lock in our lowest hourly membership rate, members must keep a credit card on file and agree to a monthly minimum usage/charge of \$65 per family. There is a 2 month minimum commitment for membership. After 2 full calendar months have passed members can cancel without penalty. (Cancellation of membership will become effective on the final day of the month the cancellation request was received.)

Members will be able to take advantage of our membership rates on their first visit. However, the \$65 minimum charge will not be in effect until the first full calendar month of membership.

At the beginning of each month, Clubhouse Playcare Members are emailed a statement, or breakdown of their account activity, for the previous month. If the total due on the family statement is more than \$65, the amount that appears on the statement is what will be charged to the credit card on file. If the total due is less than \$65 the credit card will be charged the agreed upon minimum of \$65 for the month.

Families participating in the monthly membership program must maintain a valid credit card on file at the center at all times. Members can expect the credit card on file to be charged the 1st week of each month following the emailed statement.

ADDED MEMBERSHIP BENEFITS: In addition to locking in our lowest hourly rate, members are able to make reservations up to 7 days in advance! Reservations can be cancelled without penalty when at least 12 hours notice is given. Reservations will be forfeited and a \$5/child fee will be assessed for no-shows or after 30 minutes has passed from the scheduled arrival time.

LATE PICK-UP FEES:

If a child remains in our care past closing time, late fees will be assigned. A late fee of \$5 plus \$1 per minute per child will be assessed if your child(ren) remain at our facility beyond our scheduled closing time or 60 minutes after a sick child call has been made. Late fees are due in full at the time of late pick-up. If a child remains at Clubhouse Playcare more than 30 minutes after closing time with no contact from the parent/guardian, the local police and/or Texas DFPS will be contacted.

INFANT POLICIES:

There is an additional fee of \$1/hour for children 6 weeks to 18 months of age. A minimum of 24 hour advance reservation with a \$10 deposit for infants 6 week to 18 months of age is REQUIRED. Infant reservations can be made up to 5 days in advance. Reservations and deposit will be forfeited after 30 minutes has passed from the scheduled arrival time.

MEALS:

Clubhouse Playcare will provide midmorning, afternoon and evening snacks free of charge. It is our policy to serve meals at a cost of \$4 each to any children present during scheduled mealtimes where a home prepared meal has not been provided. All meals served by our center will meet or exceed the guidelines set forth by the Family and Protective Services Regulations for each of the four major food groups (milk/dairy, meat, fruits/veggies, and grains). Meals are regularly prepared on site, but we may choose to cater in for specific events and special occasions.

Children are welcome to bring their own meals to the center. **Clubhouse Playcare is a NUT FREE facility and all meals brought from home must be free of any nut products.** If a home prepared meal is found to contain nuts it will be replaced with a nut free meal at a cost of \$4.

Parents of children with a documented food allergy, religious conflict, or other circumstance that prevent them from being offered all menu items are strongly encouraged to provide all meals and snacks from home for their child. In addition, **Clubhouse Playcare also requires the parent to inform the front desk staff member of any food limitations AT EVERY CHECK-IN.**

INFANT FOOD, FORMULA, AND BREAST MILK:

Parents of children under 18 months are required to provide our staff members with formula, breast milk or food. We ask that parents leave detailed written feeding instructions for their children. All formula, breast milk, food, and feeding items should be labeled with the child's name and stored appropriately upon arrival. Refrigerator space will be provided if needed. Unused portions of breast milk, formula, or food will not be offered again to a child if not consumed within a 2 hour time period. Any food items left at the facility, whether opened or not, will be disposed of at the end of the day.

BREAST FEEDING MOTHERS: For mothers wishing to nurse their children, Clubhouse Playcare will be happy to provide you with a safe and comfortable place to do so.

TOILET TRAINING:

Clubhouse Playcare is equipped with child size toilets, just right for those children making the transition from diapers. We are more than happy to work with your child to help them transition during the potty-training phase. Please let a staff member know what stage your child is in and we will make every effort to accommodate their needs. It is advisable however, until fully trained, to send children in a pull-up and with extra labeled clothes.

MEDICATION:

With the exception of emergency medication such as epi-pens, and rescue inhalers, parents are not to send any medications, prescription or over the counter, into the facility. Emergency medication should be discussed with and given to a staff member directly. **At no time should any child be in possession of any medication, prescription or otherwise, without the direct supervision of a caregiver.** Any emergency medications brought into the center will be returned to the child's parent upon departure. Medication must be labeled with the child's name and placed inside a ziplock bag. Prescription medications must have an original pharmacy label displaying the child's name. All medication forms must be filled out before leaving medication with staff.

BEFORE YOUR CHILD'S FIRST VISIT

As a Texas State Licensed facility and for the safety of all our young guests, each child in our care must have a signed Child Registration Form on file including current health and immunization records, emergency transportation information and emergency contact information. **This information must be reviewed and updated annually.** Parents must also provide up to date contact information, cell numbers and email addresses if applicable.

REGISTRATION:

The registration process consists of two steps.

STEP 1: Fill out a Child Registration Form. This form can be found and printed online at www.clubhouseplaycare.com, or copies are available at the front desk of the facility. Any changes to the child's information that wish to be made must be done so in writing by a parent.

STEP 2: Visit to the center with the completed and signed Child Registration Form, pay the registration fee, and have all the required photos and fingerprints taken.

Please allow up to 15 minutes for the registration process to be entered into our system.

IMMUNIZATION RECORDS:

Each child admitted to the Clubhouse Playcare facility must meet applicable immunization requirements specified by the Texas Department of State Health Services Immunization Requirements in Texas Elementary and Secondary Schools and Institutions of Higher Education. As part of the Child Enrollment Agreement, parents MUST provide ONE of the following for each child:

- An original or photocopy of the official/current immunization record
- An official affidavit of Exemption from Immunization for Reasons of Conscience issued by the Texas Department of State Health Services. For this option, no other exemption forms or reproductions will be accepted.
- A signed statement asserting that the child's immunization records or affidavit are on file at the school that the child attends (only acceptable for children over 5 years of age)

STATEMENT OF HEALTH:

Each registered guest must also have a statement of health from a health-care professional on file including applicable vision and hearing screenings. One of the following must be provided at the time of registration:

- A signed statement asserting that the child's health statement is on file at the child's school
- A written statement, from a health-care professional who has examined the child within the last year, indicating the child is able to take part in a childcare program
- A signed statement from the parent giving the name and address of a health-care professional who has examined the child within the past year stating that the child is able to participate in the program. This must be followed by a signed statement from a health-care professional within 30 days of the date of registration.

DROP-OFF AND PICK-UP POLICY

ARRIVAL:

Upon arrival, children and parents will be greeted by a staff member. Parents/guardians will need to sign their child(ren) in using the ProCare electronic fingerprint system. Parents/guardians visiting the center for the first time will need to register their ID with their fingerprint and photo in order to drop off children. If for any reason the computer system is down, you will be required to provide a photo ID and sign in on a sheet that will be provided.

Once properly signed in, a caregiver will greet you and your child at the secured door and escort your child into the center. Please communicate any special instructions for your child to the caregiver at this time. Parents/guardians wishing to have a few minutes with their child before leaving are encouraged to do so in the lobby area. To ensure the safety of all the children in our care, parents will not be permitted past the secured entry door at the time of drop-off.

DEPARTURE:

Children will be dismissed only to parents/guardians on their list of approved guardians that was submitted during the registration process. Changes to the approved guardians list must be done in writing by the parent. **At no time and under no circumstances will authorization be accepted over the phone.** If an approved guardian is picking up a child for the first time and their fingerprint and photo are not yet in the system, they will be asked to provide a photo ID and input their information into the ProCare system before the release of the child will be granted. If at any time and for any reason Clubhouse Playcare staff feel uncomfortable releasing a child to an individual, the parents/guardians or the local police department may be called.

SAFETY AND SECURITY PRACTICES:

At Clubhouse Playcare the safety of the children in our care is our number one priority. Our staff is trained to be alert and aware of the children at all times. Prevention and proper planning is the key to maintaining a safe environment. Our safety policy is as follows:

- No child will be left alone or unsupervised. A minimum of two staff members will be on duty at all times. Extra staff members will remain on call at the center to ensure that we always remain within state regulated ratios.
- All caregivers on duty are trained in CPR, First Aid, Communicable Diseases and Child Abuse Recognition.
- All staff and caregivers have passed the full series of FBI fingerprint and background checks.
- The door into the facility will be secured at all times. The door will only be open to parents or guardians present for drop-off or pick-up or potential customers for a tour of the facility. Any repairmen will be required to have prescheduled appointments for entry into the facility and will be supervised at all times while in the center.
- Climbing on furniture or equipment will be prohibited with the exception of toys intended for gross motor play.
- Fire drills will be conducted once a month.
- Children will not be allowed outside with the exception of emergencies and emergency drills.
- Food for small children will be cut up into small pieces for consumption.
- Children must be properly strapped in at all times when using any equipment with safety straps.
- All emergency exterior doors to the facility will remain locked from the outside, and are equipped with alarms for if/when the door is opened. Parents, staff, and any repairmen must use the main front door for entry into the facility.

REPORTS

BOO BOO REPORT:

In the case of a minor injury, your child will be tended to and parents will be given a copy of a Boo-Boo Report explaining the location, type, and cause of the injury at pick-up.

INCIDENT AND ILLNESS REPORT:

Incident and Illness Reports are completed when a more severe accident, injury, or illness occurs. A copy of the report will be given to the parent, and another will be placed on file at the center. All children will have an emergency transportation form on file. If a child is in need of emergency medical assistance and the center has obtained consent to transport the child, all records on file will be transported along with the child to receive the necessary medical attention. The staff member accompanying the child to the emergency facility will remain with the child until a parent or guardian assumes care and responsibility. A parent, guardian, or other emergency contact person will be notified immediately in the case of any medical emergency, illness.

DISCIPLINE REPORT:

Maintaining trust and respect between caregivers, children and their peers is a key part of our program. In order to have an enjoyable experience, children need to feel safe at all times. Our caregivers work to create this trust and a positive experience by setting forth clear and consistent rules. They model appropriate behavior and help with children's interactions with their peers to assist in strengthening their communication and social skills.

If a child is demonstrating a behavior that endangers the safety of him/herself or another child, or whose behavior is excessively disruptive, a caregiver may choose to utilize state approved methods of guidance and discipline. In the case where discipline methods are used, the caregiver will complete a Discipline Report. Parents will receive a copy of the Discipline report at the time of pick-up, and a copy will be kept on file at the facility. Depending on the behavior and its frequency, a meeting with parents may be required before allowing future visits to the center.

- Discipline at Clubhouse Playcare will always be individualized and consistent for each child, appropriate for the child's level of understanding, and directed toward teaching the child acceptable behavior and self-control.
- A caregiver may only use positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction.
- When appropriate for the child's age and development, caregivers may choose to use a brief supervised separation or time-out as a method of discipline. Time-outs are limited to no more than one minute per year of the child's age.
- There will never be any harsh, cruel, or unusual treatment of any child in our care.

ILLNESS AND INFECTION CONTROL:

The staff at Clubhouse Playcare follow strict guidelines for the management of communicable diseases, including procedures for hand washing as well as disinfecting of toys and surfaces. A child showing any signs of a communicable disease shall be immediately isolated from the rest of the children and a parent or guardian will be contacted. Symptoms of a communicable disease include, but are not limited to the following:

- Vomiting
- Diarrhea
- Temperature of 100 degrees or higher
- Severe coughing
- Difficult or rapid breathing
- Yellow skin or eyes
- Redness of the eye, eyelid, burning itching, or eye pain
- Evidence of untreated lice, or other parasitic infestations
- Untreated infected skin patch(es)
- Sore throat or difficulty swallowing

Any child that has displayed any of these symptoms should not visit the center for a period of 24 hours after symptoms have subsided.

SICK CALLS:

If a child shows signs of illness, Clubhouse Playcare staff will contact a parent or guardian for pick-up. The child will remain separated from other children until the parent arrives. Late fees will begin to be assessed 60 minutes after a sick call has been made.

EMERGENCIES:

Threat of violence: Children will be moved to the rear of the center under the basketball hoop, away from any windows. The secure door will remain locked, and the police as well as parents will be contacted.

Fire Emergency: Fire drills will be conducted every month and reviewed by staff to ensure that the procedure is followed correctly. In the event that a fire does occur, caregivers will evacuate the children to safety. Children will be counted as well as checked off of the attendance roster to be sure that all have been safely evacuated and parents will be notified.

Severe Weather: Children will be moved to the multipurpose/theater area away from windows. The facility will remain open and children cared for until it is safe for parents to come for pick-up. In the case of a flood, parents are notified immediately and children are evacuated from the facility.

Evacuation: In the event that we are required to evacuate the building, staff will take the children to the designated grassy areas located in the front and rear of the building as diagramed in the posted

evacuation plan. If we deem it necessary to evacuate to a sheltered facility, we will use the Kingwood Park High School gym located at: 4015 Woodland Hills Dr. Kingwood TX 77339.

Power Failure: In the event that our center loses power and it cannot be restored in a timely manner, parents will be contacted to retrieve children and the facility will be closed.

All of our staff members have been trained in how to handle the emergency situations listed above. In any event our center lines are down, staff members may use cell phones to contact parents, guardians, or other parties that need to be notified in case of emergencies.

ABUSE AND NEGLECT REPORTING:

Texas state and federal laws mandate the reporting of all suspected cases of neglect, sexual and physical abuse. All Clubhouse Playcare caregivers have been trained to recognize and report any signs of these types of abuse.

COMMUNICATION:

Clubhouse Playcare is constantly striving to make the experience for children as well as parents a happy one. We value feedback from parents, and will do our best to quickly resolve any issues that may arise. Parents are encouraged to discuss any special needs or concerns for their child with our caregivers. If at any time you wish to contact the Owner of the center, she can be reached at stephanie@clubhouseplaycare.com

You may also contact the Texas State Department of Family and Protective Services for issues or questions at: P.O. Box 16017 MC 182-6 Houston, TX 77222, www.dfps.state.tx.us, 713-940-3009

GANG-FREE ZONES FOR CHILD CARE CENTERS

As a result of House Bill 2086 that passed during the 81st Legislature, Regular Session, Chapter 42 of the Human Resource Code includes section 42.064, effective September 1, 2009. This new statute requires that information about gang-free zones be distributed to parents and guardians of children in care at licensed child care centers. The following is a tip sheet to assist in complying with the new law. This information may be posted at your child care operation or copies may be provided to parents.

What is a gang-free zone?

A gang-free zone is a designated area around a specific location where prohibited gang related activity is subject to increased penalty under Texas law. The specific locations include day care centers. The gang-free zone is within 1000 feet of your child care center. For more information about what constitutes a gang-free zone, please consult sections 71.028 and 71.029 of the Texas Penal Code.

How do parents know where the gang-free zone ends?

The area that falls within a gang-free zone can vary depending on the type of location. The local municipal or county engineer may produce and update maps for the purposes of prosecution. Parents may contact their local municipality or court house for information about obtaining a copy of a map if they choose to do so.

What is the purpose of gang-free zones?

Similar to the motivation behind establishing drug-free zones, the purpose of gang-free zones is to deter certain types of criminal activity in areas where children gather by enforcing tougher penalties.

What does this mean for my day care center?

A child care center must inform parents or guardians of children attending the center about the new gang-free zone designation. This means parents or guardians need to be informed that certain gang-related criminal activity or engaging in organized criminal activity within 1000 feet of your center is a violation of this law and is therefore subject to increased penalty under state law.

When do I have to comply with the new requirements?

The law is already in effect, so providers should begin sharing information regarding gang-free zones immediately. Licensing staff will offer technical assistance to facilitate compliance until rules are proposed and adopted, which is estimated to occur in March 2010. In the meantime, providers should update their operational policies and procedures to include providing the information mandated by this law to the parents or guardians of the children in care.

For further information please contact your licensing representative or your local licensing office.