

Parent Handbook



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

Email: play@clubhouseplaycare.com

www.clubhouseplaycare.com

Owner/Director: Stephanie Kristoff

WELCOME TO CLUBHOUSE PLAYCARE! We are excited to welcome you and your child to our drop-in childcare center. Our one of a kind facility brings a unique hourly childcare solution to the Lake Houston Area Community. We offer a safe and entertaining place to play and explore Monday thru Saturday including evenings for children 6 weeks to 12 years of age 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, arts & crafts, 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 have participated in early childhood programs. All Clubhouse Playcare staff and employees have had their backgrounds checked and cleared through the DFPS, Local, State, and FBI databases and are encouraged to follow the state recommended immunization schedules. 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 focused on chosen letters, words, or concepts that differ each day. 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 on the northwest corner of Northpark Drive and Woodland Hills Drive.

HOURS AND HOLIDAYS:

HOURS OF OPERATION

Monday thru Friday: 7:30am – 10:00pm

Saturday: 9:00am – 10:00pm

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 10:00pm Monday thru 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 Weekend (Thursday thru Sunday)
- Christmas Eve
- Christmas Day

Changes in hours or additional holiday closures may occur periodically, in the case of these occurrences, the dates will be announced and posted in advance.

Follow us on **Facebook** for updates on special events and inclement weather closures, etc.

CAREGIVER/CHILD RATIOS:

We are very committed to the safety and well-being of each child visiting Clubhouse Playcare. The state places limits on the capacity of our center based on its size, layout, and staffing, as well as caregiver/child ratios. 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.** For this reason, we always require guests to secure their spot with a confirmed online reservation.

PLAY AREAS:

THE CLUBHOUSE NURSERY: Our nursery was designed for infants 6 weeks to 18 months of age. It provides a calm, soothing yet playful environment away from the stimulation of older children. A minimum of a 24-hour advance reservation is required for all 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 encouraged to imagine and play in and around 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 will get excited over the space that was created just for them. The Gameroom is equipped with a large variety of games, toys, books and crafts that are sure to please.

Clubhouse Playcare reserves the right to ask the account holder to make alternative arrangements for care if it is determined that the child's needs cannot be met by one of our classrooms or the child cannot adjust to the group care offered by our facility.

DAILY SCHEDULE

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

7:30am – Table play

8:00-8:15am – Breakfast

9:00am – Circle time/Group activity

10:00am – Snack

10:15am – Free play

11:00am – Group activity/Art

12:00-12:30pm – Lunch

12:30pm – Rest/Nap/Movie

2:30pm – Free play

3:30pm – Snack

3:45pm – Art/Group activity

4:45pm – Free play

5:45-6:15pm – Dinner

6:30 – Circle time/Group activity

7:30/8:00pm – Snack

8:00/8:30pm – Movie/Bedtime/Quiet time

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 EVERY VISIT:

- Your Clubhouse Playcare no slip socks for each child
- A change of clothes in a labeled ziplock for each child
- All personal items clearly labeled with child's name
- All diaper changing necessities including diapers/pull-ups, wipes, creams, powders, etc.
- Shoes for each walking child

SHOULD NOT BRING:

- Backpacks or bags
EXCEPTION: Nursery guests are welcome to leave a diaper bag in the secured cabinet during their child's stay
- Large comfort items
- Personal toys from home
EXCEPTION: School age children are permitted to bring in homework assignments to work on
- Cell phones and any personal electronic devices (the front desk staff will be happy to allow you to speak with or deliver a message to your child if needed)
- Meals or snacks containing nuts
- Non-emergency OTC or prescription medications

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, necklaces, 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. In addition, Clubhouse Playcare staff will not be responsible for any of these items being lost or damaged when removed.

Clubhouse socks are provided with registration for all children 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 for the time used. With the exception of prepaid, member, and nursery accounts, payment via credit card is expected at the time of pick-up. We accept Mastercard, Visa, Discover, and American Express. **No personal checks or cash will be accepted.**

RATES:

At Clubhouse Playcare we have three rate types: Basic, Membership and Nursery. *Rates are subject to change.*

- **BASIC - \$10.50 hourly rate per child over 18 months of age**
Pay as you go. No commitments. One day advance reservations accepted.
- **NURSERY - \$13.00 hourly rate per child 6 weeks – 6 months of age**
\$11.00 hourly rate per child 6 months – 18 months of age

No monthly commitments. Customers using the nursery will be required to leave a valid credit card on file. Guests may choose to pay for stays upon pick-up or have the card on file charged at the end of the month for their monthly usage. An account activity statement will be emailed at the end of every month. The credit card on file will then be charged within the first 3 days of the following month for any balance on the account. Clubhouse Playcare reserves the right to request payment before the month's end if account balance exceeds \$250.

A minimum advance notice of one day is required for all nursery stays. All nursery guests may reserve available space up to 7 days in advance. (*Member Note: All charges incurred in the nursery will be applied toward the monthly membership minimum for member families who have nursery as well as older children using the facility.*)

- **MONTHLY MEMBERSHIP - \$8.50 hourly rate per child over 18 months**

Reservation requests can be made up to 7 days in advance. Space is limited and based on availability.

Members are committing to spend at least \$65 per month on their family's account, regardless of facility usage. All account activity during the month, such as *hourly care, meals or nursery care*, count towards the \$65 monthly minimum. (with the exception of the initial \$30 registration fee)
If members do not meet the \$65 minimum spend, a fee will be assessed on their statement, and \$65 will be due for that given month.

The membership commitment is for a minimum of 2 full calendar months. After the first 2 months, the membership will automatically renew on a month-to-month basis on first of every month until the membership is cancelled.

After the initial 2-month commitment is fulfilled, members can cancel their membership at clubhouseplaycare.com/cancel. A confirmation email will be sent to the account holder for their records. Cancellation of membership will become effective on the final day of the month that the cancellation request was received. **Verbal cancellation requests, whether over the phone or in person, will not be accepted.**

Members agree to keep a valid credit card on file with Clubhouse Playcare. An account activity statement will be emailed at the end of every month. The credit card on file will then be charged within the first 3 days of the following month. Clubhouse Playcare reserves the right to request payment before the month's end if account balance exceeds \$250.

Members can take advantage of the *\$8.50 membership rate* and *7-day advance reservations* upon completion of the membership agreement. However, the Monthly Minimum Commitment of \$65 will not be in effect until the first full calendar month of membership.

MULTIPLE CHILD DISCOUNT

When 3 or more children from the same account are being cared for in the facility at the same time, a 25% discount will be applied to each child's hourly rate for the stay.

RESERVATIONS:

Reservations can be made up to 7 days in advance for Clubhouse Members and Nursery guests, and one day in advance for all other customers. All reservations are taken via an online form that can be found at www.clubhouseplaycare.com/reservations. As a courtesy to other Clubhouse guests and the staff, please be as accurate as possible with your times when making reservations. Same day cancellations and reservation no-shows will be subject to fees.

RESERVATION CANCELLATION/NO-SHOW FEES:

Reservations can be cancelled at www.clubhouseplaycare.com/reservations. A \$5 cancellation fee will be assessed per child for same day cancellations or reservation no-shows regardless of reason. Reservations will be deemed no-show, automatically canceled, and fees assessed 30 minutes after the confirmed reservation time has passed.

If you are running behind, but wish to secure your reservation, please contact us at 281-312-3233 or play@clubhouseplaycare.com so that we can adjust your reservation time without penalty.

LATE PICK-UP FEES:

An initial late fee of \$10 per child plus an additional \$1 per minute per child will be assessed if your child(ren) remain at our facility beyond our scheduled closing time or one hour after a sick child or behavioral pick-up call has been made.

If a child remains at Clubhouse Playcare more than 30 minutes after closing time with no contact from the parent/guardian or emergency contacts, the local police and/or Texas DFPS can and will be contacted.

MEALS:

Clubhouse Playcare will provide midmorning, afternoon and evening snacks free of charge. Meals will be served at a cost of \$5 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 healthy meals stored in a labeled container that will keep the food fresh and safe (please include a cooler pack if necessary, as refrigerator space is not available).

Clubhouse Playcare is a NUT FREE facility and all meals brought from home must be free of any nut products including nut-based milk products. If a home prepared meal is found to contain nuts it will be replaced with a nut free meal at a cost of \$5.

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.**

NURSERY MEALS AND BOTTLES:

Parents of children under 18 months are required to provide our staff members with all required milk, formula, breast milk or food needed for their stay. In addition, the state requires that parents leave detailed written feeding instructions for their children. All milk, formula, breast milk, food, and feeding items should be labeled with the child's name and contents. Refrigerator space will be provided if needed for children staying in the nursery. Enough clean and sanitized bottles for all necessary feedings must be provided. Unused portions of breast milk, formula, or food will not be offered again to a child if not consumed within a one hour time period after initiating the feeding. Used bottles will be returned rinsed but not clean or sanitized. 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. Once your child has moved to underwear and has transitioned into the Clubhouse pre-school area, they are encouraged to ask a teacher for help if assistance is needed, otherwise they will be given privacy while using the restroom.

MEDICATION:

With the exception of emergency medication such as epi-pens, rescue inhalers and prescription diaper creams, 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 desk 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 at the time of pickup. Medication **must** be labeled with the child's name and placed inside a ziplock bag. Prescription medications left with the facility must **have an original pharmacy label displaying the child's name and correct dosage/application.** (Refer to page 13 for documentation requirements for leaving emergency medication.

REGISTRATION:

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

STEP 1: Review Parent Handbook - Take a few minutes to review our Parent Handbook. It's a great resource for parents that includes information about how we operate and details on rates and Clubhouse policies.

STEP 2: Gather Registration Documents - As part of the registration process, we may need you to upload some of your child's medical records before we can activate your account.

STEP 3: Submit Online Registration - Once you have all of your documents collected, you are ready to begin your registration online! Please note that only a legal guardian of the children is allowed to submit a registration form. This form can be found at www.clubhouseplaycare.com/register

STEP 4: Complete Onboarding Call - After you submit your registration, you can schedule your Onboarding Call where we will review your account information, answer any questions and activate your account.

STEP 5: Make Your First Reservation - After you have completed your Onboarding call and your account has been activated, you will be able to make your first reservation up to 7 days in advance. This form can be found at www.clubhouseplaycare.com/reservations

IMMUNIZATION RECORDS:

Each child in attendance at Clubhouse Playcare must meet the immunization requirements specified by the Texas Department of State Health Services. During the registration process, parents will need to provide ONE of the following:

A copy of your child's current immunization record that includes your child's name and DOB. If your child is not current on their immunizations for medical reasons, a signed letter from the child's physician documenting the reasons why will be needed in addition to their immunization record.

-OR-

An official affidavit of exemption from Immunization for Reasons of Conscience issued by the Texas Department of State Health Services. An original copy is required.

-OR-

For children over 5 years of age, parents can note on their registration that the child's immunization records, or affidavit are on file at the school that the child attends. In this case parents will need to provide the school's name and phone number. You will not need to provide any copies during registration.

PHYSICIANS HEALTH STATEMENT:

Each child in attendance at Clubhouse Playcare must also have a statement of health (that includes applicable vision and hearing screenings) on file. During the registration process, parents will need to provide ONE of the following:

A written statement of health from your child's physician, that includes their name, DOB, and well visit examination date (within the last year). The signed statement must indicate the child is free of communicable diseases and able to take part in a childcare program. If your child's physician is unsure of the documentation needed, you can print out a copy of our form (found on our site) and have them fill it out and sign it.

-OR-

For children over 5 years of age, parents can note on their registration that the child's statement of health is on file at the school that the child attends. In this case parents will need to provide the school name and phone number. You will not need to provide any copies during registration.

It is the responsibility of the parent to ensure that Immunization records and Health Statements remain up to date in our files. Failure to do so will result in the child being unenrolled until the up to date records are received.

EMERGENCY ACTION PLANS:

Children with severe food allergies or medical conditions that may need emergency attention are required to have a physician signed Emergency Action Plan on file with Clubhouse Playcare to be admitted. If the Emergency Action Plan states that prescription medication (such as an epi-pen) needs to be administered, parents must check-in/out medication with the front desk staff for each stay. Medication must have an original pharmacy label displaying the child's name and correct dosage/application. Children will not be permitted to enter the facility if they do not have their emergency medication with them.

DROP-OFF:

Upon arrival, children and parents will be greeted by a staff member. Parents/drop-off persons will need to sign their child(ren) in using the ProCare electronic fingerprint system, and complete any and all log sheets to accompany each child being checked in. Parents/drop-off persons visiting the center for the first time will need to register their photo ID and fingerprint 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. Parents/drop-off persons 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.

PICK-UP:

CLOCK-OUT YOUR CHILD - Clock-out your child at the reception counter kiosk. Please have a photo ID ready to display if needed at every pick-up. Please wait for one of our staff members to verify your successful clock-out and collect payment if needed.

For your child's safety and the safety of the group, a Clubhouse employee is required to escort your child to the lobby at the time of pick-up. It is with this in mind that we ask for parents/authorized pickup persons to **refrain from encouraging children to come toward the exit before our staff is able to properly escort them through our security exit.**

IF YOU ARE RUNNING LATE - If you are running more than 15 minutes behind your scheduled pick-up time, please give us a call or email us at play@clubhouseplaycare.com (if you call us, don't be afraid to leave us a message!)

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, State, Local and DFPS fingerprint and background checks.
- The door into the facility will be secured at all times. The door will only be open to children for drop-off or pick-up or potential customers to tour 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, and occasional enrichment activities, but always accompanied by a staff member.
- Clubhouse prepared food for small children under 2 years old will be cut up into small pieces for consumption.
- Children will 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 if/when the door is opened. Parents, staff, and any repairmen must use the main front door for initial entry into the facility.
- **Safe Sleep for Infants:**
Clubhouse Playcare follows the nationally recognized guidelines for safe sleep for infants. Children in our care under 12 months of age who have not mastered rolling over will be placed on their backs in a crib with a firm mattress and snugly fitting sheet while sleeping. In addition, children under 12 months of age will not be swaddled or placed in a crib with any soft items including pillows, toys, blankets or pacifier attachments. For more information on Safe Sleep guidelines to be used in your home, please visit www.dfps.state.tx.us/Room_to_Breathe/

PARENT VISITS:

Clubhouse Playcare is open to you, the parents/guardians at any time your child is present at the facility. But, for the safety, wellbeing, and routine of all the children in our care, we ask that you speak to the manager in charge and assist us in not disturbing our daily program when such visits are necessary. Parents visiting the center will be escorted/supervised at all times while present in the secured area of the facility.

REPORTS

BOO-BOO REPORT:

In the case of a minor injury, your child will be tended to, and at pick-up, parents will be given a copy of a Boo-Boo Report explaining the location, type, and cause of the injury. The Boo-Boo Report will also document what, if any, type of first aid action was taken.

INCIDENT AND ILLNESS REPORT:

Incident and Illness Reports are completed when a more severe accident or injury 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, 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.

STRUGGLED & DISCIPLINE REPORT:

Maintaining trust and respect between caregivers and children, and 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 promote a positive experience by setting forth clear and consistent rules. Staff model appropriate behavior and help with peer interactions and to assist children 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 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 report. Parents will receive a copy of the report at the time of pick-up, and a copy will be kept on file at the facility.

- 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.

Depending on the behavior, and its frequency, a meeting with parents may be required before allowing future visits to the center. If the staff feel that a child's behavior is continually disruptive to the

Clubhouse Playcare routine, or creates an unsafe environment for the other children or caregivers, future stays may be restricted.

BEHAVIORAL PICK-UP CALLS:

If your child is repeatedly causing excessive disruptions (including inconsolable crying for more than 30 minutes) or posing a threat to the safety of the other children or staff, the child may be separated from the group and a parent/guardian or emergency contact called for immediate pickup. Late fees will begin to be assessed one hour from the time the initial pick-up call is placed. (Reference page 11 or refer to the fee summary page at the end of this document for fee breakdowns.)

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. At the time of intake, caregivers conduct a quick visual health check making note of any preexisting injuries or health concerns. If a child is recovering from a severe illness or injury, a release letter from the physician's office stating that it is safe for the child to take part in all the activities that Clubhouse Playcare offers is required. 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 lice, or other parasitic infestations
- Rashes (without written doctor explanation and release)
- Sore throat or difficulty swallowing

Any child that has displayed any of these symptoms will not be permitted to visit the center for a period of 24 hours after symptoms have subsided without the aid of medication.

SICK CALLS:

If a child shows signs of illness/infection, Clubhouse Playcare staff will call a parent/guardian or emergency contact for immediate pick-up. The child will remain separated from other children until their departure. Late fees will begin to be assessed one hour from the time the initial pick-up call is placed. (Reference page 11 or refer to the fee summary page at the end of this document for fee breakdowns.)

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 diagrammed 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 the event our center telephone lines are down, staff members may use personal 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 managers and caregivers receive the state regulated annual training on preventing and responding to abuse and neglect. We encourage parents and guardians to be advocates for their own children and those in our community by increasing their awareness regarding abuse and neglect and educating themselves on the topic through free resources available to them at

www.dfps.state.tx.us. **Texas Abuse and Neglect Hotline: 1-800-252-5400**

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. Clubhouse Playcare reserves the right to change or revise any policies and procedures and will notify parents of any changes that may occur via written, email, or posted notifications. Parents are always encouraged to discuss any special needs or concerns for their child with our managers. If at any time you wish to contact the Director/Owner of the center, she can be reached at stephanie@clubhouseplaycare.com

Clubhouse Playcare is licensed through the Texas Health and Human Services. We are responsible for meeting or exceeding the Minimum Standard for Child-Care Center regulations set by the Texas Department of Family and Protective Services at all times. You are welcome to view a copy of the Minimum Standards and the past Clubhouse Playcare inspection reports while in the center or you can choose to view versions of both online at any time through the state website listed below. You may also contact the Texas 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.

FEE SUMMARY PAGE

\$30.....Registration

\$5.....Clubhouse prepared meal

\$2.....Clubhouse socks

\$5.....Shirt (refundable upon return)

\$5.....Pants (refundable upon return)

\$5.....Infant onesie

\$2.....Underwear

\$5 per child.....Same day reservation cancellations or no-shows

\$10 per child + \$1 per minute per child.....Assessed one hour after a discipline pick-up call has been made

\$10 per child + \$1 per minute per child.....Assessed one hour after a sick child pick-up call has been made

\$10 per child + \$1 per minute per child.....After hours child pick-up