



Kid Spa Austin L.L.C.

Parent Handbook of Operational Policies

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Section Numbers listed in this document refer to the Minimum Standards for Child-Care Centers published by the Texas Department of Family and Protective Services.

What we are all about

When it comes to doctor's appointments, errand runs, afternoon lunch with friends or the occasional romantic evening out, finding a clean, safe and fun environment for your children to stay at can be difficult. With that in mind, Kid Spa Austin was formed in 2009 by Ken and Jamie Morrissey as, "A getaway for your kids so you can get away". The center not only provides safe and high-quality alternative-hour childcare, but we also provide fun and educational full-time and after-school care. With an energetic and knowledgeable staff, Kid Spa Austin is uniquely suited to assist with all of your childcare needs.

Mission Statement

Kid Spa Austin is a premier childcare service which offers drop-in, part-time, full-time and extended-hour childcare to parents in the Austin area. We are committed to providing a safe, convenient, educational and fun place for children to stay.

Who we are

Ken Morrissey (President Kid Spa Austin L.L.C.) holds a Bachelor of Science degree in Electrical Engineering from the University of Illinois where he graduated in 1989. Ken moved to Texas after graduation to work at Advanced Micro Devices. During his 20 years at AMD, Ken gained experience across a wide range of engineering and business functions and ran AMD's world wide supply planning organization until his retirement in 2009.

Jamie Morrissey (Vice President Kid Spa Austin L.L.C.) holds a Bachelor of Science degree in Electrical Engineering from the University of Texas where she graduated 8th in her class in 2003. She currently works at Advanced Micro Devices as a Business Planning Manager in the Server Processor Division. Her previous experiences include IT Systems and Business Process Consulting at Accenture and Product Test Engineering at Cirrus Logic

Kid Spa Austin Advisory Board

The Board is comprised of childcare experts from around the country who bring their vast experience and insight together as an independent consulting group tasked with insuring the highest possible quality of care for your child.

Catherine Wright (Advisory Board Member) is Director of Early Childhood & Elementary Curriculum for the Edwardsville Illinois School District. She has 25 years of experience as an Educator and holds a BS in Elementary Education, a Masters Degree in Early Childhood development and a Specialists degree in Administration.

Patricia Graham (Advisory Board Member) is a 20 year veteran of the Texas Education System having taught Elementary Education and children with special needs in the Wimberley area for the majority of her adult life. She holds a Master's degree in Elementary Education.

Jennie Fuller (Advisory Board Member) is President of Early Explorations and Early Explorations Too, two highly successful childcare centers in the Midwest. Her knowledge of center operations has been invaluable in getting Kid Spa Austin off the ground.

Staffing

All members of the Kid Spa Austin L.L.C. staff are trained childcare professionals and receive a minimum of 24 in-service training hours annually. References are checked and FBI background clearances are performed on each employee. Every caregiver is certified in CPR, First Aid and Food Handling.

The Center

Kid Spa Austin L.L.C. provides a wide variety of areas and activities for children to play and learn. The center is divided into five main areas: The Cub Room, The Panda Den, Café, Showtime Theater and The Grove.

The Cub Room is a large activity area where 18 month – 3 year olds can feel safe to play, learn and rest without having to compete with older children for space or attention. The Toddler Area is equipped with age appropriate equipment, books, games and toys specifically chosen to target the needs of this age group.

The Panda Den consists of computers, Nintendo Wii's, an air hockey table, a giant Barbie dollhouse, big screen TV, tons of Legos and other equipment and toys offering endless fun and excitement!! Additionally, a wide variety of educational software is available for both computers and video games to improve reading, math, science and high-tech skills. Internet usage is limited to kid-friendly websites through a user interface designed specifically for children. Video games are also limited to age appropriate, non-violent games.

The Café is the main dining area in the center and also serves as the arts/crafts and homework area for the children. Information on meal service can be found later in this document.

The Showtime Theater is the crown jewel of Kid Spa Austin L.L.C. Boasting a 116-inch screen, high definition projector and high-tech sound system, children will enjoy a movie-theater like experience while watching their favorite movies. Movies are scheduled for around 8:00pm and. Unlike some centers, Kid Spa Austin L.L.C. is licensed by the [Motion Picture Licensing Corporation](#) and can therefore offer a huge selection of HUNDREDS of children's movies! Children under the age of 2 are not allowed to view any movies.

The Grove is a large securely fenced in outdoor play area with a large Playscape for the children to run, jump and play on. Kid Spa Austin teachers will also provide toys, balls, hoops and to keep the kids busy while building strong muscles.

Child Dress Code

Your child will be participating in many creative and possibly messy activities on a daily basis. Although every effort will be taken to control the mess, kids will be kids and clothes can get dirty.

No small hair barrettes, earrings, or other choking hazards will be permitted in the toddler area (children under 3). This is for the safety of all the children in the classroom.

Also, our outdoor areas are designed for active gross motor play. Please ensure your child is wearing appropriate shoes, preferably tennis shoes. ***Flip-flops are strongly discouraged as they interfere with active play and can lead to injury.***

Children who are potty training and have 2 accidents will be put into Pull-Ups. If no change of clothes is available for the child, Kid Spa Austin will provide them for a fee. Clothes cannot be returned to the center.

Hourly Block Purchases

When a block of time is purchased, the customer isn't actually purchasing blocks of time but rather depositing funds into their account and locking in a rate class. Those funds can then be used for hourly childcare, meals, drinks, snacks, etc – decreasing the effective number of hours that can be used for childcare. For example, if a 10 hour block is purchased for \$75 and a meal is purchased for \$5 the total number of hours of childcare remaining in their account would be $(\$75-\$5)/\$7.50/\text{hr}$ or 9.33hours. If the 10hr block rate then increases to \$8/hr, the total number of hours of childcare remaining in their account would be 8.75 hours. More simply think of a block purchase as a deposit of funds into your account. Those funds can be used for anything that you purchase from us but the hourly rate for childcare could change and impact the total number of hours that you have available.

Late Pick-Up Fees

Given that Kid Spa Austin is an alternative-hour care facility, there is generally no need to worry about meeting a scheduled pick-up time. The only exception, of course, is at closing time when late fees will be assigned. A late fee of \$5.00 plus \$1.00 per minute per child for every minute thereafter will be charged if your child(ren) remains at the child care center beyond our scheduled closing time or 60 minutes after a sick child call has been made. Late pick-up fees are due in full at the time of late pick-up. The second time a child is picked-up late the late fee doubles, the third time a child is picked-up the fee triples, etc... Expulsion from the child care center may result after the second late pickup. If a child remains at Kid Spa Austin L.L.C. after closing time with no contact from the parents/guardian, the local police and/or Family Protective Services will be notified.

Returned Check and Rejected Credit Card Fees

A returned check fee of \$25.00 will be added to any returned check. Should outside collection become necessary, collection fees, attorney fees and court costs will be added. All returned checks must be paid in full by cashier's check, plus the returned check fee, prior to your child returning to the center. There will also be a charge of **\$5/attempt** for rejected credit cards for Tuition Express transactions. **Note that we will attempt to bill at least 2 times per week. Unless we have a valid credit card on file, you MUST settle your bill when you pick your child up from the center or incur a \$5 charge, plus \$1/day, every day, until it is paid.**

Center Capacity

The Department of Family and Protective Services places limits on the number of children which are allowed to attend our centers at any given time. Due to the nature of our business as a drop-in childcare facility, we can never predict if, or when, we will reach capacity. If it does happen, it is possible that you will be denied entry until a space becomes available. We're sorry for any inconvenience that this may cause, but your children's safety is always our top priority.

Refunds

Block hours, custom or Preschool tuition, once purchased, are not refundable or transferrable for any reason. Unused hours from our monthly membership program do NOT roll-over to the next month and you cannot cancel the membership program for the current month. There is no credit given for missed days on our custom or preschool programs.

Account Payment Details

Payment for services is expected at checkout time. Families that choose to be on the membership programs, preschool and custom programs are required to maintain a valid credit card on file at the center. Kid Spa Austin may choose not to charge that credit card each night but instead bill 2-3 times each week. Tuition for preschool and custom programs are billed on the 3rd Monday of the month for the following month. Cancellation or change fees will apply if the program is modified after that 3rd Monday of the month.

Block Hours

Block hours are non-refundable and non-transferrable and prices are subject to change without notice. Blocks purchased at a given hourly rate are valid at the rate purchased until that block is completely used. All new blocks will then be charged at the new rates.

Account Cancellation

An account will be cancelled if a balance due remains on the account for more than 30 days. Once cancelled, in order to reinstate the account, the family must pay the balance due, pay all associated late and collection fees and re-pay the registration fee.

Hours of Operation (§746.501.1)

Monday – Thursday: 7:30am – 10:00pm

Friday: 7:30am – 12:30am

Saturday: 9:00am – 12:30am

Sunday: The center is closed but available for Birthday Party rentals

The center will close early for the evening whenever the last child has left the center.

Kid Spa Austin L.L.C. will be closed in observance of the following holidays: New Years Day (except for children spending New Years Eve at the lock-in), Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.

Kid Spa Austin reserves the right to charge a fee in addition to an hourly rate for special occasions (including but not limited to holidays such as New Year's Eve).

Procedure for Release of Children (§746.501.2)

Kid Spa Austin L.L.C. uses sophisticated software for signing children into and out of the center. During registration, photographs will be taken of both the children and the adults you authorize to pick up the children. These photos must be matched before a child is released from the center. In addition, each guardian will have their fingerprint scanned and will choose a 4-8 digit pin number that identifies them and the children they are authorized to drop off and pick up.

If there is no photo on file, but the adult is listed as an authorized party in your file, they must show a valid government issued photo identification and be photographed for our records before the child will be released.

Finally, the center has additional emergency pick-up procedures which will be followed if, for some reason, the standard policies are insufficient.

If at any time the Kid Spa Austin staff feels uncomfortable releasing children to an individual, the Austin Police Department will be called. Though we don't anticipate this happening, we hope you'll agree that keeping your children safe must be our number one priority!

Note that the "Primary Parent" or first parent listed on the registration form is the owner of the account. That means they have the right to add or remove any Emergency contact person from the account – including the "Secondary Parent". This allows us to set up accounts for each parent which prevent one parent from picking up after the other parent has dropped off – a feature that many divorced or separated parents utilize. Please consult your attorney prior to making any of these changes as they may or may not be legal depending on your personal circumstances. This also means that all charges bill to this account are ultimately the responsibility of that Primary Parent.

Illness and Exclusion Criteria (§746.501.3)

The health and well-being of each child at the childcare center is of the utmost importance. Kid Spa Austin will therefore strictly adhere to the following illness and exclusion criteria:

- Fever as measured by any of the following:
 - Oral temperature of 101 degrees Fahrenheit or greater
 - Rectal temperature of 102 degrees Fahrenheit or greater
 - Armpit temperature of 100 degrees Fahrenheit or greater
- Vomiting (one time)
- Swelling/Redness of the Throat
- Constant Cough
- Extreme Fatigue/Lethargy
- Head Lice
- Reddened/Draining Eyes
- Skin Rash
- Bumps on Hands, Feet and/or Throat
- Diarrhea (water-like one time)
- Mouth Sores
- Diagnosis of a communicable disease by a healthcare professional with no medical documentation that the child is no longer contagious

If your child is suspected of having a contagious condition, a parent or authorized pick-up person must arrive at the childcare center within 1 hour of being called. After 1 hour, late fees will apply. (See Late Pick-Up Fees.) Incident reports will be generated and must be signed and dated by both the childcare center person in charge and the parent. The report will be kept on record for at least 3 months after the child's last day attending the center. Your child must be fever free without the use of fever relieving medications for a period of 24 hours before they will be allowed to return to the center.

If you child is diagnosed as having a contagious condition, please notify the childcare center as soon as possible so we can alert other families. Confidentiality will be upheld.

Dispensing Medications (§746.501.4)

Kid Spa Austin does not dispense prescription or over-the counter medications. Minor bumps and scrapes may be treated with items typically found in a first aid kit.

Procedure for Handling Medical Emergencies (§746.501.5)

All accidents and illnesses will be reported to the parent/guardian. In cases of emergency, if we are unable to reach the parent/guardian, we will attempt to contact one of the authorized pick-up persons listed in your child's enrollment records. The signed Emergency Medical Form on file at the child care center should allow us to receive immediate medical attention for your child. In the event of such an emergency, your child will be transported to the nearest hospital, accompanied by Kid Spa Austin employee unless other arrangements are pre-arranged and on file at the child care center. We will also call 911.

Insurance

All children attending Kid Spa Austin L.L.C. are covered by liability/medical insurance for accidents that occur while your child is in our care. This insurance only covers the child while he/she is in the direct care of Kid Spa Austin L.L.C.

Procedure for Parental Notifications (§746.501.6)

Important information, such as an injury or behavior report, will be communicated to parents during check-out. Sometimes these reports will require a parent's signature as acknowledgment of receipts of the information.

Discipline and Guidance Practices (§746.501.7)

At Kid Spa Austin L.L.C., we believe praise and encouragement are much more effective in promoting appropriate behavior than are negative techniques. Therefore, the discipline techniques used at the child care center include positive reinforcement, redirection and time-out. Kid Spa Austin L.L.C adheres to the Texas Administrative Code on Discipline and Guidance:

Discipline must be:

- 1.) Individualized and consistent for each child;
- 2.) Appropriate to the child's level of understanding; and
- 3.) 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, which include at least the following:

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

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

- 1.) Corporal punishment or threats of corporal punishment;
- 2.) Punishment associated with food, naps, or toilet training;
- 3.) Pinching, shaking, or biting a child;
- 4.) Hitting a child with a hand or instrument;
- 5.) Putting anything in or on a child's mouth;
- 6.) Humiliating, ridiculing, rejecting, or yelling at a child;
- 7.) Subjecting a child to harsh, abusive, or profane language;
- 8.) Placing a child in a locked or dark room, bathroom, or closet with the door closed; and
- 9.) Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

Texas Administrative Code, Title 40, Chapters 746 and 747, Subchapters L, Discipline and Guidance

Meals and Food Services Practices (§746.501.8)

Kid Spa Austin L.L.C., as part of the hourly fee, will provide healthy snacks to the children at the regular intervals throughout the day. Breakfast, Lunch and Dinner may be purchased for an additional fee. Meals are regularly cooked on site, but we may choose to cater in for specific events and special occasions. Meals served by Kid Spa Austin L.L.C will meet or exceed the guidelines set forth by the Family and Protective Services Regulations for each of four major food groups: Milk/Dairy, Meat/Meat-Substitute, Fruits/Vegetables and Grains.

If parents do not wish to purchase meals at Kid Spa Austin, they may pack their own meals.

In addition, parents may choose to periodically purchase our “Party Snacks” option, which consists of a wide variety of premium healthy and “fun” snacks throughout the day or evening. Parents will fill a bag with the treats they want their children to have and the children are then allowed to eat these treats at snack time. Party Snacks should be thought of as a special treat enhancing the concept that Kid Spa Austin is “A Getaway For Your Kids, So You Can Get Away”. Party Snacks are not a substitute for a healthy meal.

Parents of children with food allergies are required to provide written documentation of the food allergy and are highly encouraged to meet with our center Director to discuss any specific nutritional needs. Parents will be asked to provide nutritional substitutes for their child when a documented allergy, religious conflict, or other circumstance prevents a child from being offered all menu items. Kid Spa Austin L.L.C. also recommends the parent inform the person at the front desk of the allergy at each check-in.

Some products we serve are produced in facilities that may also produce nut products. If your child is severely allergic to peanuts or any other nuts, we recommend that you tell the Kid Spa Austin staff that NO CENTER FOODS ARE ALLOWED!

What your child can/cannot bring to the center

- 1.) Parents must provide a water bottle or sippy cup clearly labeled with the child's name. If you do not provide a bottle of water, one will be provided for you for a small fee.
- 2.) Parents may bring diapers, wipes, creams, change of clothing, etc. for toddlers.
- 3.) Parents may bring snacks/meals **with the exception of ANY nut products (Peanuts or otherwise)**. We are not responsible for nutritional value of any meal provided by the parent but we do meet the standards of the meals that we provide.
- 4.) Violent or aggressive video games and movies are not allowed during normal operating hours.
- 5.) All items brought to the center should be clearly labeled with the child's name.
- 6.) Children should NOT bring their own toys to the center. We are not responsible for lost items and will not search for, or replace them if they are brought in. Any toys brought into the center that we cannot clearly identify as the child's will become center property.

Immunization Requirements (§746.501.9)

Each child admitted to Kid Spa Austin L.L.C 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. If your child is on ANY immunization schedule other than the standard track as set by the Health Department, you MUST provide a doctor's note at enrollment and on every 1 year anniversary of enrollment. This includes “Catch-up” schedules and alternative schedules! At enrollment, parents must provide one of the following for each child:

- 1.) An original or photocopy of the official immunization record
- 2.) An indication that their records are available through Immtrac and accessible by Kid Spa Austin.
- 3.) A signed statement asserting that the child's immunization records are on file at the preschool or school that the child attends.
- 4.) 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.

More information on immunization requirements can be found at www.dshs.state.tx.us/immunize

Tuberculin Testing Requirements (§746.501.10)

Tuberculin tests are not required by Kid Spa Austin L.L.C., but we recommend that parents discuss this test with their doctors.

Hearing and Vision Screening Requirements (§746.501.11)

Children enrolled in any childcare facility are required to take hearing and vision screening tests and have those records on file at the facility. Parents must provide Kid Spa Austin L.L.C. one of the following for each child during enrollment:

- 1.) The individual visual acuity and sweep check results; or
- 2.) A signed statement from the child's parent that the child's screening records are current and on file at the pre-kindergarten program or school the child attends away from Kid Spa Austin L.L.C.
- 3.) An affidavit stating that the vision or hearing screening conflicts with the tenets or practices of a church or religious denomination of which the affiant is an adherent or member.

Accidents and Injuries

At Kid Spa Austin, we have a highly qualified and trained staff whose primary job is to keep your children safe. Though we take every precaution to make sure your children have a safe and fun time, accidents can happen at our center in the same way they can happen anywhere else. Because of this, we cannot be responsible for injuries that occur at the center. This includes, but is not limited to:

- 1.) Injuries sustained by one child due to the actions of another child such as
 - a. Biting
 - b. Hitting / Poking / Tripping
 - c. Thrown objects
 - d. Sharing of foods or drinks
- 2.) Cuts scrapes or bruises due to contact with furniture or objects in the center
- 3.) Pinched fingers from doors, drawers, containers or other items
- 4.) Injuries sustained through active play indoors or outdoors

Note that if a child is injured at all when in our care, our policy is to first tend to the child, then contact the parents, family or emergency contacts at the earliest possible time. A written report will be made for every injury, no matter how small, and will need to be signed when the child is picked up. If your child injures another child, you will also be given an incident report. As parents ourselves, we know that the first reaction is to ask, "Who did this to my child?" but please understand that by law, we cannot give parents information about whom injured whom. We can, and will however, give out to the doctors any medical information requested by them in order to insure the safety of the child.

Finally, if your child is repeatedly causing injury to other children or represents a danger to the other children or staff, your child will be expelled from the school and your account will be closed without refund.

Diaper Change Procedure

Kid Spa Austin encourages you to provide diapering supplies for your child, but if you forget, or run out, we can supply them to you for a nominal fee. At our centers, diapers will be checked every hour, on the hour and changed as needed. Each diaper change will be recorded on both our internal logs and the daily sheets provide to all Cub parents. Hourly diaper checks will only be noted on the daily sheets indicating if the child was "dirty", "wet" or "dry". For children that are potty-training, the parent must inform the front desk staff and request a daily sheet for their child. Staff members will remind and/or assist the child every hour, on the hour. Daily sheets will be marked "dry", "sat" or "went" as appropriate. A final diaper/pull-up check will be done as the child is being checked out of the center and changed if needed. The results of the final check will be noted on the daily sheet. In addition to the hourly checks/changes, your child will be changed any time throughout the day when the teacher detects it is necessary. Note that if you do not inform us at check-in that your child is potty-training, we may not know to remind and/or assist them throughout the day. Please help us provide the absolute best care for your child and let us know as much about where your child is within the potty-training process as possible.

Statement of Health (§746.611)

Children enrolled in any childcare facility must have a statement of the child's health from a health-care professional. During enrollment at Kid Spa Austin L.L.C., parents must provide one of the following for each child being registered:

- 1.) A signed statement asserting that the child's health statement is on file at the child's school.
- 2.) A written statement, from a health-care professional who has examined the child within the past year, indicating the child is able to take part in the child-care program
- 3.) A signed affidavit from the parent stating that medical diagnosis and treatment conflict with the tenets and practices of a recognized religious organization of which the parent is an adherent or a member; or
- 4.) 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 as specified in paragraph (1) above within 30 days of the date of admission – if #1 above does not apply.

Enrollment Procedures (§746.501.12)

The enrollment process consists of two steps. The first is to fill out the enrollment form online at www.kidspaaustin.com/ or to come into the center and fill the form out there. While completing the registration form, you will provide information about your child such as allergies or any restrictions you want to place on their activities. In addition to child information, you will also provide all of your contact information and the names and contact information for anyone authorized to drop off or pick up your child.

The second step is to come to the center and print/sign the registration form, pay the registration fee, have the required photos taken and to select your unique 4-8 digit check-in/check-out codes. At this time, you will also need to provide Immunization Records, Sight and Hearing Screenings and a Statement of Health for each child. (See individual sections in this handbook for details.) Once the enrollment form is completed, the rest of the process should only take a few minutes. Registration implies that parents agree to all policies listed in this Parent Handbook as well as any updates made to the handbook after registration.

Notification of Policy Changes (§746.501.12)

From time to time, Kid Spa Austin L.L.C may choose to update these Operational Policies. When that happens, a copy of the most recent Handbook will be available at www.kidspa.com to view or download.

Transportation (§746.501.13)

Kid Spa Austin L.L.C does not offer transportation at this time.

Water Activities (§746.501.14)

Kid Spa Austin L.L.C does not have a pool but may use water tables, sprinklers or "kiddie pools". By enrolling, parents give permission for their children to participate in these activities.

Field Trips (§746.501.15)

Kid Spa Austin L.L.C may arrange field trips for children enrolled in extended care (full-time or part-time). It is impractical for children staying at the center on a drop-in basis to attend Field Trips. Parents must give permission for their children to participate in Field Trips during enrollment. Parents will be notified prior to field trips and may choose for their children not to participate on an individual trip basis.

Animals at the Center (§746.501.16)

From time to time, Kid Spa Austin L.L.C. may choose to have small pets such as fish, hamsters, turtles, lizards etc. reside in the center. At no time will the children be allowed to come into contact with these animals. When required, veterinarian certificates of health will be kept on file for the animals and will be available for inspection if requested.

Discussing Policies and Procedures (§746.501.17)

Parents should feel free to contact the center Director with any questions that they have regarding their children's care at our center or about center's policies, procedures or in general about how the center operates. The center Director is normally available during daytime business hours and can also always be reached through email at Director@kidspaaustin.com.

Visiting and Observing the Center (§746.501.18)

In order to guarantee the safety of the children in our care, parents that wish to stay with their children longer than normally required to drop-off or pickup, Kid Spa Austin will require that parent to go through a background check process prior to that stay. All of our centers have large windows, and you are always welcome to peek in and see how they are doing. In addition, feel free to call us any time and we can give you a quick update! To keep the lines of communication open between the childcare center and home, the following may be provided: monthly newsletters, Daily Activity Sheets, memorandums, alerts, menu changes, applicable news and magazine articles, email messages, and telephone calls. Parent-Director conferences will also be scheduled, as requested to discuss any concerns you may have.

Kid Spa Austin L.L.C. is monitored 24/7 by several security cameras. The video from each of these security cameras is saved and can be recalled if there are any questions as to what occurred in the center at any time.

Participating in Activities (§746.501.19)

Kid Spa Austin L.L.C. welcomes parental involvement in their child's care. Parents are welcome to visit the center and participate in activities throughout the day. This option may be important for children that suffer from extreme separation anxiety and require some amount of time to become familiar with the center and staff.

Breastfeeding Children (§746.501.24)

Kid Spa Austin will provide a comfortable place with a seat in our center that enables a mother to breastfeed her child. In addition, parents have the right to breastfeed or provide breast milk for their children while in our care. For the safety of the other children in our care, the nursing parent may be required to complete a background check with our center.

State Minimum Standards and Licensing Inspection Reports (§746.501.20)

All childcare centers in Texas are governed by the Texas Department of Family and Protective Services and the Licensing standards and inspection reports generated by DFPS are available to be reviewed at any time. Information can be found at the DFPS website <http://www.dfps.state.tx.us/>, our website www.KidSpaAustin.com or at the center itself. We encourage parents to review this information and to discuss what they see with the center Director if they have any questions.

Preventing and Responding to Abuse and Neglect (§746.501.25)

- A. All Kid Spa Austin Employees are required to complete at least 1 hour of annual training on preventing and responding to abuse and neglect.
- B. Kid Spa Austin will keep the "Keeping Children Safe" poster posted in the front lobby at all times in order to increase employee and parent awareness of issues regarding child abuse and neglect including warning signs that a child may be a victim of abuse or neglect. Please see our document on Recognizing Child Abuse at the end of this handbook.
- C. Kid Spa Austin supplies the following document on Recognizing Child Abuse as a method for increasing employee and parent awareness of prevention techniques for child abuse and neglect
- D. Kid Spa Austin directors are routinely interacting with the local Women's and Children's shelter to discuss current issues surrounding child abuse and what our center can do to help.
- E. Parents are also encouraged to contact their local Women's and Children's shelter to increase their understanding of child abuse and neglect issues. Our center directors are always available to help parents make that connection.
- F. Please see the section on recognizing the signs of abuse and neglect at the end of this document.

Contacting the Local Licensing Office, PRS Child Abuse Hotline and the PRS Website (§746.501.21)

Licensing Office

http://www.dfps.state.tx.us/Child_Care/About_Child_Care_Licensing/

14000 Summit Drive, Suite 100

Austin, Texas 78728

(512) 834-3195

Reporting Suspected Child Abuse

http://www.dfps.state.tx.us/Contact_Us/report_abuse.asp

1-800-252-5400

Call the Abuse Hotline toll-free 24 hours a day, 7 days a week, nationwide.

www.txabusehotline.org

Make your report through their secure web site and you will receive a response within 24 hours.

Pesticide Notice to Parents

As part of our commitment to provide your child with a safe, pest-free learning environment, Kid Spa Austin may periodically apply pesticides to help manage insects, weeds or pathogens. Pesticide applications are part of our integrated pest management (IPM) program, which relies largely on non-chemical forms of pest control. Pesticide applications on Kid Spa Austin Property are made only by trained and licensed technicians. Should you have questions about Kid Spa Austin's pest management program or wish to be notified in advance of pesticide applications, you may contact the director of your individual center. Names and numbers for those individuals can be found on our website. This notice is required by the Texas Department of Agriculture.

Recognizing Child Abuse

The following signs may signal the presence of child abuse or neglect.

The Child:

- Shows sudden changes in behavior or school performance
- Has not received help for physical or medical problems brought to the parents' attention
- Has learning problems (or difficulty concentrating) that cannot be attributed to specific physical or psychological causes
- Is always watchful, as though preparing for something bad to happen
- Lacks adult supervision
- Is overly compliant, passive, or withdrawn
- Comes to school or other activities early, stays late, and does not want to go home

The Parent:

- Shows little concern for the child
- Denies the existence of—or blames the child for—the child's problems in school or at home
- Asks teachers or other caregivers to use harsh physical discipline if the child misbehaves
- Sees the child as entirely bad, worthless, or burdensome
- Demands a level of physical or academic performance the child cannot achieve
- Looks primarily to the child for care, attention, and satisfaction of emotional needs

The Parent and Child:

- Rarely touch or look at each other
- Consider their relationship entirely negative
- State that they do not like each other

Types of Abuse

The following are some signs often associated with particular types of child abuse and neglect: physical abuse, neglect, sexual abuse, and emotional abuse. It is important to note, however, that these types of abuse are more typically found in combination than alone. A physically abused child, for example, is often emotionally abused as well, and a sexually abused child also may be neglected.

Signs of Physical Abuse

Consider the possibility of physical abuse when the child:

- Has unexplained burns, bites, bruises, broken bones, or black eyes
- Has fading bruises or other marks noticeable after an absence from school
- Seems frightened of the parents and protests or cries when it is time to go home
- Shrinks at the approach of adults
- Reports injury by a parent or another adult caregiver

Consider the possibility of physical abuse when the parent or other adult caregiver:

- Offers conflicting, unconvincing, or no explanation for the child's injury
- Describes the child as "evil," or in some other very negative way
- Uses harsh physical discipline with the child
- Has a history of abuse as a child

Signs of Neglect

Consider the possibility of neglect when the child:

- Is frequently absent from school
- Begs or steals food or money
- Lacks needed medical or dental care, immunizations, or glasses
- Is consistently dirty and has severe body odor
- Lacks sufficient clothing for the weather
- Abuses alcohol or other drugs
- States that there is no one at home to provide care

Consider the possibility of neglect when the parent or other adult caregiver:

- Appears to be indifferent to the child
- Seems apathetic or depressed
- Behaves irrationally or in a bizarre manner
- Is abusing alcohol or other drugs

Signs of Sexual Abuse

Consider the possibility of sexual abuse when the child:

- Has difficulty walking or sitting
- Suddenly refuses to change for gym or to participate in physical activities
- Reports nightmares or bedwetting
- Experiences a sudden change in appetite
- Demonstrates bizarre, sophisticated, or unusual sexual knowledge or behavior
- Becomes pregnant or contracts a venereal disease, particularly if under age 14
- Runs away
- Reports sexual abuse by a parent or another adult caregiver

Consider the possibility of sexual abuse when the parent or other adult caregiver:

- Is unduly protective of the child or severely limits the child's contact with other children, especially of the opposite sex
- Is secretive and isolated
- Is jealous or controlling with family members

Signs of Emotional Maltreatment

Consider the possibility of emotional maltreatment when the child:

- Shows extremes in behavior, such as overly compliant or demanding behavior, extreme passivity, or aggression
- Is either inappropriately adult (parenting other children, for example) or inappropriately infantile (frequently rocking or head-banging, for example)
- Is delayed in physical or emotional development
- Has attempted suicide
- Reports a lack of attachment to the parent

Consider the possibility of emotional maltreatment when the parent or other adult caregiver:

- Constantly blames, belittles, or berates the child
- Is unconcerned about the child and refuses to consider offers of help for the child's problems
- Overtly rejects the child

Gang-Free Zone Information

New Requirements Regarding 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.
Child Care Licensing/jr DFPS 8/31/2009*