

Acro Kids

ACADEMY



PARENT HANDBOOK

(Operational Policies and Procedures)

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Friendswood Location:

1800 W. Nasa Blvd

Webster, TX 77598

AcroSports Front Office: 281-332-4496

AcroKids Phone: 713-628-8335

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League City Location:

2705 Dickinson Ave

League City, TX 77573

AcroSports Front Office: 281-967-7261

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AcroKids Academy's goal is to be Texas' leading before and after school childcare program. Our program gives children entering pre-kindergarten through completing 5th grade enriching opportunities to develop the whole child. We believe a balance of free play, structured activities, and optional skills classes enhances growth and development in all areas: physically, socially, emotionally, creatively, and intellectually. This is achieved in a safe and loving environment with caregivers who are dedicated to enriching children's lives.

**Parents will be notified of any changes or updates to the AcroKids Parent Handbook by email as needed.

NON-DISCRIMINATION POLICY:

AcroKids Academy does not discriminate on the basis of gender, race, color, religion, or national or ethnic origin in admittance, education, or other administrative policies and extends to all the rights, privileges, programs, and activities generally made available to students at the school.

AcroKids Operational Policies and Procedures

1. HOURS OF OPERATION

AcroKids Academy is open year round, Monday thru Friday, from 6:00-7:30am for before school care, 3:00-6:30pm for after school care, and 6:30am-6:30pm for Summer and school holidays. We close to observe the following holidays: New Year's Eve & New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Friday after, and Christmas Eve & Christmas Day. We reserve the right to close early on other holidays such as Halloween.

If a holiday falls on a Saturday or Sunday, AcroKids Academy will close the day before or the day after the holiday.

2. ENROLLMENT PROCEDURES

Upon selecting AcroKids Academy to meet your family's childcare needs, all enrollment paperwork is required before the child may attend our program. Incomplete paperwork will not be accepted. Paperwork required for enrollment includes:

- Student Enrollment Information forms including all policy signatures
- AcroKids/AcroSports Risk & Liability Waiver forms (authorizing open gym and any skills classes)
- School Year or Summer Registration Choices form
- Auto-billing Credit Card forms
- Food Allergy Emergency Action Plan form **signed by a doctor** (if applicable)
- Documentation of a health-care professional's recommendations or orders for any special care needs, adaptive equipment, or suggested accommodations

3. DROP OFF AND PICK UP PROCEDURES

Parents are encouraged to utilize our curb-side call ahead drop off and pickup system.

When arriving for drop off, an AcroKids staff member will meet your child at the door, sign them into childcare, and escort them to their classroom. If an AcroKids staff member is not at the door, please either ring the doorbell or call/text the AcroKids notification/pickup phone and someone will be with you shortly.

For pickup, when you are roughly 5 minutes away from the center, please call/text the AcroKids Notification/Pickup phone to alert the staff to get your child ready for pickup. (Friendswood- 713-628-8335, League City- 281-898-3047) Upon your arrival, an AcroKids staff member will sign your child out of care, and walk your child to your vehicle. Please be aware that if someone is picking up your child that the staff member does not recognize immediately, we will ask for a photo ID and verify that the person is on the child's approved pickup list.

4. RELEASE OF CHILDREN

Per Texas state laws, parents have a right to access their child at anytime. However, we strongly encourage parents to not attempt to pick up their children while they are in their skills classes, since that disrupts the learning environment for all children. In the event that a parent is unable to pick up their child, they may authorize another adult to pick up. Children may be released to an adult aged 18 or over, or a sibling aged 16-18 (with parent permission on the enrollment

paperwork). Authorized adults must be listed on the enrollment form to pick up and the authorized adult must bring a photo ID. Children will not be released to anyone who is not on the pickup list and/or without a photo ID. Please understand that due to liability issues, staff of AcroKids Academy are not permitted to take children home from our center or transport students in their personal vehicles.

5. HEALTH CHECKS

AcroKids Academy staff will do a visual check of the children upon arrival each morning and afternoon. If a staff member notices anything unusual, they are required to alert the parent. If your child has an accident or injury at home overnight, please notify AcroKids staff members so that we can assist in watching your child for side effects.

6. ILLNESS AND EXCLUSION POLICY

Children who are ill should not attend childcare. AcroKids Academy observes the standards set by the Texas Department of Family and Protective Services for ill children. The most common standards for exclusion are:

1. Any illness that prevents the child from fully participating in childcare activities, ***including outdoor play***.
2. The illness results in a greater need for care than caregivers can provide without compromising the health, safety and supervision of the other children.
3. Temperature of 100 degrees or higher.
4. Symptoms and signs of possible severe illness such as lethargy, abnormal breathing, uncontrollable diarrhea, 2 or more vomiting episodes in 24-hours, rash with fever, mouth sores with drooling, behavior changes, or other signs that the child may be severely ill.
5. A healthcare professional has diagnosed the child with a communicable disease, and the child does not have medical documentation to indicate that the child is no longer contagious.

If a child becomes ill while in our care, we will contact the parent immediately. We will care for the child apart from the other children with proper supervision and give extra attention to hand washing and sanitation practices.

Parents need to pick up children within 1 hour of notification. In the event of *severe* illness or injury, or if a parent fails to pick up their child within a reasonable amount of time, AcroKids Academy may call for an ambulance at the parent's expense.

If a child is ill, they may not return until they are symptom-free for a full 24 hours without medication and no longer show any signs of being ill, or the child has medical documentation to indicate that the child is no longer contagious.

7. MEDICATION

Please inform your physician that your child is in childcare and that you prefer to give medications at home, in the morning and evening. Knowing this, many doctors will order longer acting medications. Limiting medications dispensed away from home prevents medication errors. Please remember, AcroKids Academy is designed for **well** children.

If medication needs to be administered at childcare, the following conditions must be met:

- ❑ **Prescription medication will be accepted only if it is in the original container and hasn't reached its expiration date. Staff are required to follow medication instructions from the physician.**
- ❑ Non-prescription medication must be in its original container, may not be expired, and may only be administered by following the manufacturer's recommendation on the label.
- ❑ Before any prescription or non-prescription medications can be administered we must have permission in writing by the child's parent or guardian. Please fill out the medication forms located in the lobby.
- ❑ Medication must be picked up by the parent after the last date that the medication is administered, when medication has expired, or when the child has withdrawn from the childcare program.

Medical information is required to be completed at the time of enrollment stating any allergies, any medications prescribed for continuous, long-term use, and any special needs (including any limits or restrictions on the child's activities, any reasonable accommodations or modifications needed, any adaptive equipment provided and instructions for how to use the equipment, and symptoms or indications of potential complications related to a physical, cognitive, or mental condition that may warrant prevention or intervention while the child is in care). These must be updated and

kept current. School-age children who have an immunization record and/or vision and hearing screening test results on file at their elementary school do NOT need to submit a copy to AcroKids.

8. IMMUNIZATION AND VISION & HEARING SCREENING REQUIREMENTS

Immunizations and vision & hearing screenings must be current for all children enrolled. A parent signature in the child's enrollment paperwork will indicate whether an immunization record and proof of vision & hearing screening has been provided to AcroKids, or if the child's records are on file at their elementary school. It is the parent's responsibility to ensure that your child's immunizations and vision & hearing screenings are current. Failure to keep children current on immunizations and vision & hearing screenings may lead to disenrollment. If a child has not received immunizations due to personal belief or medical needs, a notarized affidavit must be on file. A new affidavit must be submitted every 2 years from date of notarization while the child is enrolled in our care.

AcroKids recommends, but does not require, up to date immunizations for employees.

9. TUBERCULOSIS TESTING REQUIREMENTS

Based on local health department guidelines, proof of TB testing is not required in order to be enrolled in our program.

10. SPECIAL NEEDS

For children with special needs, AcroKids will:

- Provide a child with special care needs with the accommodations recommended by a healthcare professional
- Utilize as recommended any adaptive equipment that has been provided to the center for a child's use (along with the instructions for how to use such equipment)
- Ensure that a child who receives early intervention services or special education services can receive those services from a qualified service provider at the childcare center (with parental request and approval)
- Ensure that activities integrate children with and without special care needs
- Ensure that caregivers adapt equipment and procedures and vary methods as necessary to ensure that staff care for a child with special needs in a natural environment.

AcroKids requires a copy of any healthcare professional recommendations or orders for providing specialized medical assistance to a child to be on file and updated as needed.

11. DISCIPLINE & GUIDANCE POLICY

AcroKids Academy staff members are trained to use a positive method of discipline and guidance that encourages self-esteem, self-control, and self direction. These discipline methods will be: individualized and consistent for each child, appropriate to the child's level of understanding, and directing toward teaching the child acceptable behavior and self-control. Just a few examples used in this situation are: using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior, reminding a child of behavior expectations daily by using clear, positive statements, and redirecting behaviors using positive statements. There may be times when a brief supervised separation time is needed, when appropriate for the child's age and development. We call this "taking a break" and it is limited to one minute per year of the child's age. AcroKids Academy staff will never use harsh, cruel, or unusual treatment of a child, corporal punishment, or any negative discipline that may hurt or humiliate a child.

Research has shown that positive guidance teaches children skills which help them get along in their physical and social environment. This aim is to develop personal standards in self-discipline, not to enforce a set of inflexible rules. Giving children understandable guidelines and redirecting their behavior helps them to develop internal control of their actions and encourages acceptable behavior. **AcroKids Academy reserves the right to terminate care of the child for discipline/behavior issues at any time.**

12. SUSPENSION AND EXPULSION

AcroKids Academy is focused first and foremost on the health and safety of our students. Children who are causing unsafe situations or disturbing the environment for themselves or others may be suspended or expelled from childcare. Examples include (but are not limited to): misbehavior or unsafe actions on the AcroKids bus, unsafe activities or refusal to follow rules in open gym or skills classes, violence towards teachers or other students, blatant disrespect for persons

of authority, etc. In general, children are given multiple chances to adjust their behavior, parents are contacted, and conferences are held with children, parents, and teachers, before getting to the point of withdrawing the child from the program. AcroKids Academy is a privately owned and operated facility. We have the right to refuse service at anytime to anyone.

13. CHILDREN'S PERSONAL BELONGINGS

In order not to confuse school toys with a child's personal property, we ask that children not bring playthings from home. Please also leave all valuable items at home since AcroKids Academy is not responsible for broken, stolen, or lost items. Students may be permitted to bring personal electronic devices with them for personal use, depending on the classroom teachers' guidelines. (Please see next item.)

14. ELECTRONICS POLICY

Personal electronic devices may be brought to childcare, but must be put away during any time that is not designated "electronics time". All screen time and/or electronics activities will be limited to ONE hour per day. Children who do not bring an electronic device or choose not to participate in electronic activities (movies, computer games, etc) will be provided a classroom game or activity during that time. Electronic devices are NOT required for your child.

- All devices, games, and accessories MUST be labeled with the child's first and last name.
- Children will be allowed access to their devices only during designated "Electronics Time". During all other times electronic devices will either be put away in the child's belongings, or will be held by AcroKids staff until pick-up time.
- Children are not allowed to have wifi access at any time for any reason.
- Any games, videos, or activities that are deemed inappropriate by AcroKids staff will cause the device to be removed from the child's possession. The device will be held and only released to a parent at the end of the childcare day.
- If a child is listening to music/videos or if a game has sounds/voices involved, the child **MUST** use headphones.
- All electronic activities will be played only at the designated area of each classroom.
- Children are not allowed to watch or play with other students' electronic devices brought from home. Electronics time is a solo activity.
- AcroKids Academy is not responsible for any lost, stolen, or broken items that are brought into the facility.
- If we find that a child is continuously violating our electronics policy, their privilege of bringing electronics to childcare will be revoked, and they could be asked to withdraw from childcare.
- AcroKids Academy staff will do our best to monitor children's activities on their personal electronics, but we cannot be held responsible for something a child may see or hear before we catch it.

15. FOOD SERVICE & PREPARATION

AcroKids Academy does NOT provide any food for children (breakfast, lunch, dinner, or snacks). During our before/after school program, children may bring breakfast if needed, and will need to bring a snack for after school. During full day childcare (summer and school holidays), every child must bring a lunch from home, 2 snacks, and breakfast if needed. AcroKids Academy will reheat food for a child's breakfast/lunch with a note provided by the parent that instructs which food is to be heated and for how long. (Food must be pre-cooked at home, and then only **reheated** at AcroKids.) Parents may NOT send frozen meals or foods that must be mixed and cooked onsite (easy-mac, etc). For convenience, parents may bring a supply of snacks at the beginning of each week versus sending snacks daily. This supply will be ONLY for your child and will be kept in their cubby for the week. Due to limited storage space, please do not send more than a 1 week supply at a time.

Snacks are available for purchase ONLY in emergency situations, and the cost will be charged to your child's account. Please make sure your child has a snack every day.

Please be aware of the scheduled snack/meal times, and make sure your child arrives in time to be included in those times, if necessary. It is very difficult to try and feed a child outside of the designated snack/meal time, and causes a disruption in the classroom schedule, which affects all of the children in the classroom.

We do not allow chewing gum anywhere in our facility at any time. This applies to both children and adults.

We do not restrict what types of food may be brought into childcare, with the understanding from parents that AcroKids is not responsible for your child's daily nutritional needs. Please advise the center upon enrollment of any food allergies, sensitivities, or intolerances so that extra precautions can be taken.

****If your child has a food allergy that has been diagnosed by a physician, you MUST fill out a "Food Allergy Emergency Action Plan" form and have it signed by your child's physician prior to enrollment. If there is a sensitivity or preference to a certain food, please list it as a "sensitivity" or "intolerance" on your enrollment form instead of an allergy. In order to list it as an allergy we must have the Food Allergy Form signed by a doctor to accompany it.**

16. TRANSPORTATION

Children enrolled in the before/after school program will be transported to and/or from their elementary school, as well as on field trips if scheduled during the regular school year. Summer program students may be transported for various field trips or other special events. Field trip transportation will be arranged in advance and parents will be required to give permission for their child to be transported.

State law requires:

- Vehicles transporting children shall be in safe operating condition and drivers shall have a current Texas Drivers License.
- Children shall be loaded and unloaded at the curbside of the vehicle, or in a protected parking area.
- A child shall not be taken on field trips unless a parent or guardian has signed permission forms.

17. FIELD TRIPS

All students have an on-site field trip into the AcroSports facilities (gymnastics and/or ninja gyms) daily for open gym play. Off-site field trips may be taken during the summer or school breaks. Parents will be notified in advance of any off-site field trips requiring transportation. Parents may opt-out of an individual field trip if desired. AcroKids will NOT be able to provide care for children to remain at the facility during times of off-site field trips, so parents who choose to opt-out of the field trip will need to keep their child out of childcare until the field trip is completed. Off-site field trips and/or on-site activities may involve water activities such as splash pads, wading pools, etc. (no bodies of water).

18. BEFORE-SCHOOL CARE PROGRAM

Before school care begins at 6:00am, and all vehicles leave our facility at 7:30am sharp. If your child arrives after the scheduled departure time then they will have missed their ride to school. For safety reasons, once the bus has pulled out of the parking space, the driver is not permitted to stop to pick up additional children. Please be on time.

You are welcome to send breakfast with your child to eat before school, but please allow plenty of time for them to finish eating before the bus leaves at 7:30am.

19. ACTIVE PLAY

AcroKids students engage in active play, both indoors and outdoors, at least twice daily, weather permitting (see limits due to weather below). Physical activity is beneficial to children's mental and physical health. Active play has been shown to improve: gross and fine motor skills, creativity, decision-making, problem-solving, controlling emotions and behaviors, and social skills (sharing, taking turns, helping others, working out conflicts, etc). During the regular school year, AcroKids after-school students have 20-30 minutes of outdoor play on our playgrounds, as well as 20-30 minutes of indoor open gym time in our gymnastics and/or ninja facilities. During summer and school holidays, students generally spend 20-30 minutes outdoors both morning and afternoon, and 20-30 minutes of indoor open gym play both morning and afternoon. All indoor and outdoor time periods provide both structured and unstructured activities. If children are enrolled in optional skills classes, those provide an additional 50-55 minutes of structured physical activity per class. If weather conditions do not permit outdoor play, AcroKids will add additional indoor playtime in the open gym areas if possible.

It is recommended that children wear comfortable clothing for both indoor and outdoor activities, and children will go barefoot during open gym playtime. Footwear for outdoor activities is at parental discretion, but closed-toe shoes are recommended for safety.

20. OUTDOOR PLAY

Outdoor play is a regular part of the daily routine. Children should be prepared to play outside some part of every day, weather permitting. Please do not request that your child stay indoors. Per the Texas Department of Family and Protective Services, children who are too ill to go outside should not be at childcare. Children may not wear flip flops due to the danger these shoes may cause on the playground. Closed-toe shoes are recommended, but not required.

21. OUTDOOR PLAY LIMITS DUE TO WEATHER

Heat Index (“feels like” temperature)

- less than 90 20-30 minutes
- 90-95 10-15 minutes in the sun, then up to 15 minutes of shade play (if available)
- 95-100 no more than 5 minutes in sun, then up to 25 minutes of shade play (if available)
- over 100 Shade play only (if available), limited to 10 minutes

Wind Chill (“feels like” temperature)

- Over 55 20-30 minutes
- 50-55 up to 15 minutes
- 45-50 no more than 5 minutes
- under 45 no outside time

***No outside time when raining, snowing, misting, etc**

22. OPEN GYM PLAYTIME

All students have a field trip to open gym playtime in the AcroSports facilities at least once daily. This time period is supervised by AcroSports coaches and/or AcroKids teachers, and classified as a field trip by Childcare Licensing. Students do not need to be enrolled in a skills class in order to do open gym, but they do have to have parental permission. Your signature on the enrollment agreement form authorizes AcroKids Academy to take your child on a field trip to open gym playtime in the AcroSports facilities. All children will go barefoot during open gym playtime.

23. SKILLS CLASSES

When a child is released to go to a skills class, he/she is checked out of the childcare program and into the care of the skills class instructor for the duration of the skills class. AcroSports skills class instructors are not AcroKids teachers (and are not licensed childcare employees). Upon finishing the scheduled skills class, children are checked back into AcroKids Academy and into the care of an AcroKids teacher. Skills class placements are based on age, skill level, coaches recommendations, and availability of the needed day/time for each class. Skills class enrollment is not required, and class availability is not guaranteed. Once enrolled in a skills class, your child will continue to be enrolled in the class until a drop notice is submitted (see below for drop procedures for skills classes), regardless of enrollment in the AcroKids childcare program.

24. ATTIRE FOR SKILLS CLASSES

All students should bring their attire with them for whatever skills class they are scheduled to attend that day, and will be allowed time to change privately. Students will **NOT** be sent to their skills classes if they are not in proper clothing. Skills class attire should have no belts, buckles, zippers, buttons, dresses, skirts, overalls, etc. that might interfere with the child’s ability to participate in class. A leotard or elastic waist shorts/pants and a fitted shirt are recommended. Gymnastics, tumbling, and cheer students will go barefoot to class. Ninja class students will need to wear socks and tennis shoes. Long hair needs to be pulled back out of their face for safety reasons. It is difficult and unsafe to do any skills classes if you can’t see.

25. SKILLS CLASS MAKE-UP POLICY

Makeup skills classes are allowed on a space-available basis, and only AFTER your child has missed a class. Makeup skills classes are not permitted after your child has withdrawn from the AcroSports skills class program. Makeups for skills classes need to be scheduled by email through your AcroKids Center Director (Friendswood- Keri@acrosports.com, or League City- christy@acrosports.com) if scheduled during childcare hours. If you choose to bring your child to a makeup class outside of childcare hours, that can be scheduled through the AcroSports front office by calling 281-332-4496.

26. ACROKIDS CLASSROOM ASSIGNMENTS

Classroom assignments are generally based on age and grade level, but we also take into consideration each child’s individual chronological age, developmental age, and emotional age. Requests for your child to be grouped with a friend or sibling will be allowed on a case-by-case basis, and are not guaranteed.

27. DAILY ACTIVITIES

Our staff use theme-based activities in which the teachers and students work together to decide what interests they have and what activities they would like to participate in. Themes will vary and may last 1 to 2 weeks at a time depending on student interest. Theme-based activities will include arts & crafts projects, outdoor and classroom games, open gym playtime activities, etc.

28. DAILY SCHEDULE

The following is sample of what your child’s day may look like at AcroKids. If children are enrolled in any optional skills classes, their schedule will include those as well on the day(s)/time(s) that they are enrolled.

SAMPLE- Before/After School Program:

6:00-7:15am	Open Centers
7:15-7:25am	Morning Snack
7:25-7:30am	Buses Loading and Leaving
3:15-3:45pm	Buses Arriving and Unloading
3:45-4:05pm	Afternoon Snack
4:05-4:25pm	Open Gym
4:25-4:45pm	Game Room
4:45-5:05pm	Outside Play
5:05-5:25pm	Arts & Crafts
5:25-5:45pm	Classroom Activities
5:45-6:05pm	Homework & Reading Time
6:05-6:15pm	Open Centers
6:15-6:30pm	Table Activities

SAMPLE- School Holidays & Summer Program:

6:30-7:30am	Table Activities
7:30-8:30am	Open Centers
8:30-9:00am	Morning Snack
9:00-9:30am	Open Gym
9:30-10:00am	Game Room/Electronics Time
10:00-10:30am	Outside Play
10:30-11:30am	Arts & Crafts/Centers
11:30-12:00pm	Lunch
12:00-1:00pm	Classroom Activities/Games
1:00-1:30pm	Open Gym
1:30-2:30pm	Arts & Crafts/Centers
2:30-3:00pm	Outside Play
3:00-3:30pm	Afternoon Snack
3:30-4:00pm	Open Gym
4:00-4:30pm	Game Room/Electronics Time
4:30-5:30pm	Open Centers
5:30-6:30pm	Table Activities

29. TUITION AND FEES

Tuition rates are included in the enrollment paperwork packet upon registration and are subject to change.

All tuition and fees are paid by auto-billing to a credit or debit card. All accounts are required to be set up on auto-billing. **AcroKids Academy** bills every Friday for the upcoming week of childcare for all students. **AcroSports** bills for all skills classes on the 1st of each month. Our computer system will only charge the balance on the account. If a family does not want tuition billed by credit card, they may make a payment by cash, check, or credit card at the front office prior to 6:30pm on Wednesday to avoid being billed on Friday. Withdrawals from childcare must be submitted 2 weeks in advance, with the last day being on a Friday. Drops from skills classes must be submitted by the 15th of the month to avoid the next billing cycle. Drops submitted after the deadline will be entered and go into effect for the next month.

Tuition is not pro-rated for any school holidays, school closings, student vacations, or student illnesses. Tuition is the same every week regardless of attendance EXCEPT for the following holiday weeks: Thanksgiving, Christmas, Spring

Break. Holiday care is paid for by the day, and families are required to register through our parent portal for "Holiday Care" by the deadline for each holiday. Discount for siblings, military, etc. do not apply during holiday care.

Any additional fees incurred for late pickup, notification fines, etc will be run to the card on file as soon as they are entered into the computer, typically within one week of the infraction.

30. REGISTRATION FEES, SUMMER DEPOSITS, AND EXTRA FEES

- Registration- All students have a non-refundable registration fee that is due at the time of enrollment, and is charged each new school year/summer thereafter at time of re-registration. School-year students do NOT have a new registration fee for summer. Students who have a current registration fee paid through AcroSports will have a pro-rated registration fee with AcroKids Academy. *Registration fees are non-refundable.
- All summer program students also have a non-refundable deposit PER WEEK that is charged upon enrollment for the summer program for each week that the child has a spot reserved. This deposit goes towards your weekly tuition, and covers all supplies and expenses for your child for that week of childcare, as well as all field trips and special events.
- During the school year, our program is open Monday through Friday from 6:00am-6:30pm. During the summer, our program is open from 6:30am-6:30pm daily. AcroKids Academy is only licensed by the Texas Department of Family and Protective Services to care for children during these specified times. If you are late picking up your child, a \$1 PER MINUTE late penalty will be charged to your account. Late penalties will be auto-billed to your credit card on file as soon as they are entered into the computer, typically within one week of the infraction.
- Notification Fine for afterschool students- see #31 for details on this fine.
- Late Payment- If a valid credit/debit card is not on file and/or an automatic payment is denied, an email will be sent alerting the parent, and parents have 2 business days to submit payment. After that a \$10 late payment fee will be assessed on the account. If payment is still not received, another \$10 fee will be added every 2 business days until the account is caught up. **After continuous declined payments, a family may be asked to leave AcroKids Academy.**

31. NOTIFICATION FINE (After school students only)

If a child will not be riding the AcroKids bus after school for **ANY** reason, it is the parent's responsibility to notify AcroKids. **If a notification is not received by the deadline, you will incur a \$25 notification fine.** The deadline for notifications is 2:30pm for all schools EXCEPT Cline Elementary. The deadline for notification for Cline is 2:00pm since they release earlier than the other schools. On early release days, the notification deadline is 11:30am, and 11:00am for Cline.

Notifications can be sent **ONLY** in the following ways:

Friendswood: Text or phone call to the **AcroKids Notification/Pickup Phone:** (713) 628-8335

League City: Text or phone call to the **AcroKids Notification/Pickup Phone:** (281) 898-3047

(**Please leave a voicemail if the AcroKids phone is not answered- we will check all messages as soon as we return.)

****Voice mail or messages left at the front office, or emails to the director will NOT be accepted. We must have record of the notification, so only texts/phone calls to the ACROKIDS Notification/Pickup phone will be accepted.****

The fine for not notifying AcroKids Academy that an afterschool student will not be riding in the bus is \$25 per occurrence, per child. AcroKids bus drivers are instructed not to leave a school without every child on the list, so every effort must be made to find a child who is missing. We will check with the school, call parents, etc. This causes SEVERE delays in our pickup system, and thus causes children to be late for their after school skills classes. Please make every effort to remember to notify us to avoid the notification fee. **Notifications can be accepted as far in advance as needed.**

Any notification fines incurred will be run to the card on file as soon as they are entered into the computer, typically within one week of the infraction.

32. TAX STATEMENTS

Daycare expense statements for tax purposes will be emailed by parent request after January 15th of the new year. Tax statements will ONLY be emailed to those families who have a zero balance on their account. If a balance is owed, it must be paid in full before a tax statement will be sent.

33. SUNSCREEN AND INSECT REPELLANT

In general, parents should apply sunscreen and/or insect repellent to your child before dropping off at childcare. If you would like for your child to have sunscreen or insect repellent onsite, please drop it off at the desk at AcroKids Academy (not the AcroSports front desk and not sent in with your child). Please label the sunscreen/repellent with your child's first and last name and the date of purchase. To avoid the possibility of a skin reaction, please test the sunscreen/repellent you choose on your child at home prior to bringing to the program. Providing the sunscreen/repellent gives AcroKids Academy permission to apply the sunscreen/insect repellent to your child.

34. PHOTOGRAPHS

AcroKids Academy believes in the benefit of using real life pictures in our educational program. Photos taken of the children will be used for social media marketing and for displays within our program.

35. CELL PHONES

Proper parent communication is imperative when working with children. It is difficult for staff to communicate with parents when cell phones are in use during drop off and pick up of your child.

36. PARENT NOTIFICATIONS

Open Communication with parents is very important to children's success. AcroKids Academy has multiple ways of communicating with parents. In some situations, parents may be asked to sign documents acknowledging that communication has taken place. Listed below are ways that AcroKids Academy may communicate with parents:

- **Email notifications**- All families are required to have a current email address that is checked frequently. This is by far the fastest and easiest way we have to communicate information with all families at once.
- Text messages sent from the AcroKids phone
- Phone calls directly between teacher/director and parent
- Written notes sent home with children
- Posted notices throughout the building
- Social media sites such as Facebook
- Verbal communication with the child's teachers and/or director

37. PARENT REFERRALS

We greatly appreciate your business and know that you will be so pleased with our service that you will tell all your friends and acquaintances about us! If one of those families decides to enroll their child(ren), we will credit your account the amount of \$25 after that family has been with us for 90 days. Our greatest advertising asset is you!!

38. PARENT CODE OF CONDUCT

Use of inappropriate language- Please understand, young children are present in our building. Some adult language is not appropriate for young children. AcroKids Academy prohibits swearing or cursing on our property. We ask that you also be cautious with attire that could be disturbing to some children. Profane language on clothing will not be allowed in our building. Please also be mindful of music that may be heard from your vehicle during drop off and pick up.

Appropriate Dress- Parents must be mindful of appropriate dress attire when on our premises. Young children and families have different values on what is appropriate or offensive. We want all families to feel comfortable when on our premises. Adults wearing offensive or inappropriate clothing will be asked to leave the property until appropriately dressed.

Threats and Confrontations- From time to time, parents may have questions or concerns about their child's care. AcroKids promotes open communication and discussion. We expect parents to handle disagreements in a calm and respectful manner. Threatening staff, children, or other parents will not be tolerated, per Texas Department of Family and Protective Services. AcroKids Academy has the right to terminate care in the event of disruptive behavior from a

parent, guardian or visitor. In order to maintain the safety of our staff and families, all threats will be taken seriously. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law.

Discipline and Guidance on our property- AcroKids Academy must follow particular rules on discipline and guidance as outlined in the Texas Minimum Standards for Child Care Centers. All adults, including parents, must follow these rules while on our property, which includes disciplining your own child. Regardless of a parent's personal belief on corporal punishment, failure to follow our discipline and guidance rules will lead to immediate termination of care. Please refer to our Discipline Policy page included in your registration packet.

Violation of Confidentiality Policy- AcroKids takes the responsibility of maintaining the confidentiality of all persons associated with our school very seriously. Parents need to be aware of the confidentiality of all children, families, and staff, not just their own. Any parent who shares information considered to be confidential, and/or pressures employees or other parents for information which is not necessary for them to know, will be considered a violation of the confidentiality policy and the family will be dismissed from the program.

Use of Tobacco Products- Per the Texas Department of Health and Human Services, the use of tobacco products is strictly prohibited on our premises. This includes, but is not limited to, cigarettes, e-cigarettes, vapor devices, and chewing tobacco.

39. PARENT'S RIGHTS

AcroKids parents have the right to:

- Enter and examine the childcare facility during its hours of operation with or without advance notice
- File a complaint against the childcare facility
- Review the childcare facility's publicly accessible records
- Review the child-care facility's written records concerning the parent's or guardian's child
- Receive inspection reports and information about how to access the childcare facility's online compliance history
- Have the facility comply with a court order that prevents another parent or guardian from visiting or removing the child
- Be given the contact information for the childcare facility's local Childcare Regulation office
- View any video recordings of an alleged incident of abuse or neglect involving their child (provided that video recordings of the alleged incident are available)
 - The parent or guardian may not retain any part of the video depicting a child that is not their own
 - The parent or guardian of any other child in the video receives prior notice from the facility
- Obtain a copy of the facility's operational policies and procedures (parent handbook)
- Review the facility's staff training records and any in-house training curriculum
- Exercise these rights without receiving retaliatory action by the facility

40. PARENT PARTICIPATION

We welcome parent involvement, especially for activities such as helping with special events, class parties, etc. If a parent would like to participate in any AcroKids activities, they must submit a background check form and meet volunteer requirements with childcare licensing.

41. CUSTODY SITUATIONS

AcroKids Academy prefers NOT to get involved with custody disputes. If provided, AcroKids Academy **MUST** follow a court order exactly as written. If your family has a court order on file, please provide us with the most recent copy. Changes to the custody orders will not be followed unless provided in writing by court order. *PLEASE NOTE: PER STATE LAW, IN THE ABSENCE OF A COURT ORDER, BOTH PARENTS HAVE EQUAL RIGHTS.* With this being said, it is imperative that all enrollment forms are completed with both parents' information. A copy of a child's birth certificate may be requested at the Director's discretion. In the event that a custody dispute takes place on our property, the local police will be called and asked to handle the dispute. Our staff will not be placed in the middle of such disputes. **If a custody issue creates a risk for children, facility, or staff, AcroKids Academy has the right to terminate care.**

42. INCLEMENT WEATHER POLICIES

AcroKids Academy strives to be open on most days during inclement weather. AcroKids generally follows Clear Creek ISD when it comes to weather-related school closures. Please check local TV stations and web sites for announcements of CCISD closing. Tuition is not pro-rated or refunded in the event it is necessary to close for a weather-related event.

In case of serious emergencies such as earthquakes, fire, storms, or loss of power/water, parents will be notified, if possible, and children will be cared for until parents or emergency contacts arrive.

If evacuation of the building is necessary, children from our Friendswood location will be transported to Heritage Park Church at 2732 FM 528, Webster, TX, 77598, and children from our League City location will be transported to Hometown Heroes Park at 1001 E League City Pkwy, League City, TX, 77573. Parents will be notified immediately with further instructions.

43. SCHOOL SAFETY POLICIES

Our facility is equipped with a fire sprinkler system and fire drills are practiced monthly. Severe weather, shelter in place, and lock-down drills are practiced quarterly.

44. PROCEDURES FOR HANDLING MEDICAL EMERGENCIES (see also Emergency Preparedness Plan, #45)

In case of minor injury or accident, the staff will administer basic first aid. All injuries or illnesses not requiring immediate parental notification will be documented and reported to parents when the child is picked up at the end of the day.

In case of medical injury or illness requiring immediate emergency professional care, the staff will call 911, giving the location and nature of emergency. As appropriate, the staff will administer CPR or first aid measures. Parents will be notified as quickly as possible. If parents are unavailable, those individuals designated as emergency contacts will be notified. **All children must have an emergency medical release form on file in case of such an emergency.**

If a child ingests or comes in contact with a poisonous substance the staff will contact the Poison Control Center at 1-800-222-1222.

45. EMERGENCY PREPAREDNESS PLAN

Parents are welcome to request a copy of AcroKids Academy's emergency preparedness plan. This plan is kept private for the safety and security of our families, but is available to parents upon request.

46. CHILD TO STAFF RATIOS

AcroKids Academy meets or exceeds state mandated child-to-caregiver ratios in all classrooms. Our ratios will never be non-compliant unless under emergency situations.

47. MINIMUM STANDARDS FOR CHILD CARE CENTERS

AcroKids Academy is licensed and regulated by the Texas Department of Health and Human Services and we follow the Texas Minimum Standards for Child Care Centers. Parents may review a copy of these standards in our front office or view the standards online at <https://www.hhs.texas.gov/services/safety/child-care>

48. COMPLIANCE HISTORY

AcroKids Academy encourages parents to view our compliance history with Child Care Licensing. Our most recent inspection is posted on our parent communication board or you may view this at

<https://www.hhs.texas.gov/services/safety/child-care>

Parents may also contact our local childcare licensing office at 713-940-5200.

49. CHILD ABUSE REPORTING LAW REQUIREMENTS

AcroKids Academy staff are **REQUIRED** by Texas State law and licensing requirements to report immediately to the Texas Department of Health and Human Services any instance when there is reason to **suspect** the occurrence of physical, sexual, or emotional child abuse, child neglect, or exploitation. All staff receive annual training on recognizing warning signs and preventing abuse and neglect, including sexual abuse. AcroKids Academy has made a commitment to help increase awareness and prevention techniques to employees and parents through trainings, memos and newsletters. AcroKids Academy will also coordinate with community organizations on strategies to prevent abuse and neglect.

The staff may not notify parents when the police or CPS is called about possible child abuse, neglect, or exploitation, except on the recommendation of CPS or the police when they are contacted.

Some examples of abuse and neglect are: leaving a child in a vehicle unattended, not securing a child in a car seat, booster seat, or seat belt (depending on age and applicable state laws), unexplained marks or bruises on different areas of the body, and child hygiene issues.

If parents feel they need assistance with possible child abuse, neglect, or sexual abuse, we encourage you to get help. Please call the National Parent Hotline at 1-855-427-2736 or visit www.helpandhope.org/find-help.html

The statewide Abuse & Neglect phone number is 1-800-252-5400, if you need to report any suspected abuse or neglect.

50. GANG-FREE ZONE

Under the Texas Penal Code, any area within 1000 feet of a childcare center is a gang-free zone, where criminal offenses related to organized criminal activity are subject to a harsher penalty. AcroKids Academy is a GANG-FREE ZONE.

51. QUESTIONS OR CONCERNS

If parents have questions or concerns about our program, we encourage you to have open communication with your child's teacher and/or the Center Director. Through open communication, we can ensure that all parties are well informed and working as partners in your child's care.

52. WITHDRAWAL FROM PROGRAM

In order to withdraw from or make changes in your child's enrollment in AcroKids childcare program, parents must submit at least two full weeks (M-F) email notice sent to Keri@acrosports.com (Friendswood) or christy@acrosports.com (League City), with the final day of care being a Friday only. Tuition and fees are not refundable upon withdrawing and will not be pro-rated if a child leaves prior to the full 2 week notice for any reason.

Drops from AcroSports skills classes must be submitted by the 15th of the month to avoid being billed for the next month. In order to submit a drop from a skills class, parents must email drop@acrosports.com, and notify the childcare director at your location. Drops from skills class that are submitted after the deadline of the 15th of the month will be entered but will not go into effect until the next month.

53. UPDATES TO OPERATIONAL POLICIES AND PROCEDURES (PARENT HANDBOOK)

Parents will be notified within 30 days of any policy change in writing. Signatures from parents indicating that they have received and understand the updates may be required.

We, at AcroKids Academy, know that you trust us with your most valuable treasure, your child, and we strive to serve our families the absolute best in childcare.