

OPERATIONAL POLICIES
For
KIDS AND TOTS
UNLIMITED

REVISED May 01, 2025

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OPERATION HOURS

Kid's and Tot's Unlimited provides care for children from 0 months to 12 ½ years of age between the hours of 7:00 a.m. to 6:00 p.m. Very limited part-time spaces are available in this facility Monday - Friday. This facility does not discriminate regardless of age, sex, ability, creed or race. All children must be accompanied to the front door signed in and out and left with a staff member by an adult.

PROCEDURES FOR RELEASING CHILDREN

Children will be released only to a parent, or a person designated by the parent.

The identity of a person authorized to pick up a child but whom the caregiver does not know or the person to whom the child is being released to from a child-care-center transportation vehicle will be verified as follows:

(a) The facility will verify and record the identity of the individual by making a copy of his/her valid photo identification, an instant photograph of the individual, or recording the driver's license number and car tag numbers. This information will be in the child's records for at least three months.

(b) All employees are instructed in the child-care center's policies for the release of children, including the verification plan.

ILLNESS AND EXCLUSION

The facility will not admit an ill child for care if one or more of the following exists:

- (1) The illness prevents the child from participating comfortably in child-care center 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 in care;
- (3) The child has one of the following, unless medical evaluation by a health-care professional indicates

that you can include the child in the child-care center's activities:

- (A) Oral temperature of above 101 degrees and accompanied by behavior changes or other signs or symptoms of illness.
- (B) Rectal temperature of above 102 degrees and accompanied by behavior changes or other signs or symptoms of illness.
- (C) Armpit temperature of above 100 and accompanied by behavior changes or other signs or symptoms of illness; or
- (D) Symptoms and signs of possible severe illness such as lethargy, abnormal breathing, uncontrolled diarrhea, two 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; or
- (4) A health-care 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.

MEDICATION

Kids and Tots Unlimited will not administer medication from Mexico. You are welcome to give the medication yourself. For all other medication:

- (1) Parents must sign an authorization and include times for child-care center employees to administer each medication according to label directions.
- (2) The medication must be in the original container labeled with the child's full name and the date brought to the child-care center
- (3) Staff will administer the medication in amounts according to the label directions or as amended by a physician
- (4) Staff will administer the medication only to the child for whom it is intended; and
- (5) Staff will not administer the medication after its expiration date

If a child has a periodic and recurring medical problem, such as headaches, asthma attacks or allergic reactions, the parent or the child's health-care professional may sign a medication authorization allowing staff to administer the medication when

symptoms occur for up to a six-month period. The authorization must include information on symptoms to watch for.

Staff will notify the parent immediately after administering the medication and document this in the child's record.

MEDICAL EMERGENCIES

If critical illness or injury requires immediate attention of a physician, staff will:

- (1) Contact emergency medical services or take the child to the nearest emergency room
- (2) Give the child first-aid treatment or CPR when needed
- (3) Contact the physician identified in the child's record
- (4) Contact the child's parent; and
- (5) Ensure supervision of other children in the group.

If a child becomes ill while in care, staff will:

- (1) Contact the parent to pick up the child
- (2) Care for the child apart from other children
- (3) Give appropriate attention and supervision until the parent picks the child up; and
- (4) Give extra attention to hand washing and sanitation if the child has diarrhea or vomiting

NOTIFICATIONS TO PARENTS

After staff ensures the safety of the child, staff must notify the parent immediately after a child:

- (1) Is injured and the injury requires medical attention by a healthcare professional;
- (2) Has a sign or symptom requiring exclusion from the child-care center as specified in Subchapter R of Minimum Standards (relating to Health Practices); and as in the Illness section of this policy
- (3) Has been involved in any situation that placed the child at risk. For example, a caregiver forgetting a child in a center vehicle or not preventing a child from wandering away from the child-care center unsupervised; or
- (4) Has been involved in any situation that renders the child-care center unsafe, such as a fire, flood, or

damage to the child-care center as a result of severe weather.

Staff will notify the parent of less serious injuries when the parent picks the child up from the child-care center. Less serious injuries include, but are not limited to; minor cuts, scratches, and bites from other children requiring first-aid treatment by employees.

Staff will notify all parents of children in the child-care center in writing and within 48 hours of becoming aware that a child in care or an employee has contracted a communicable disease that the law requires staff to report to the Texas Department of Health.

Staff will provide written notice within 48 hours to the parents of all children in a group when there is an outbreak of lice or other infestation in the group. Staff will post this notice in a prominent and publicly accessible place where parents can easily view it or send an individual note to each parent.

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 only uses 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.

The caregiver will notify the director of any on-going behavioral problem with a child. The following procedures will be as followed:

- (1) Director/ caregiver will notify or speak to parent/ guardian.
- (2) If problem still proceeds, we will notify you to pick up your child from daycare.
- (3) After the third incident, Kids and Tots will release your child from daycare and all balances must be paid in full.

NUTRITION

MEALS & FOOD SERVICE PRACTICES

Your child will be provided with a morning breakfast at 8:00 a.m., lunch at 11:00 a.m. and an afternoon snack at 2:30. After-school children will be served snack when they arrive at the day care from school; around 3:30.

IMMUNIZATOINS

Each child enrolled or admitted to child-care centers must meet applicable immunization requirements specified by the Texas Department of State Health Services in 25 TAC 97, Subchapter B (relating to Immunization Requirements in Texas Elementary and Secondary Schools and Institutions of Higher Education. This requirement applies to all children in care from birth through 14 years of age.

Except as otherwise provided in this division all immunizations required for the child's age must be completed by the date of admission.

Documentation acceptable for immunization records must have been validated by a physician or other health-care professional with a signature or rubberstamp and include:

- (1) The child's name and birth date;
- (2) The number of doses and vaccine type; and
- (3) The month, day, and year the child received each vaccination.

Documentation on file at the child-care center may be the original record, a photocopy, or a handwritten copy that the child-care center director has signed.

TUBERCULIN TESTING

Tuberculin Testing is not required at this time by the State or Local Health Department.

HEARING & VISION SCREENING

- a) The Special Senses and Communication Disorders Act, Texas Health and Safety Code, [Chapter 36](#), requires a screening or a professional examination for possible vision and hearing problems for children of certain ages and grades. Refer to [25 TAC Chapter 37, Subchapter C](#), (relating to Vision and Hearing Screening), for specifics on vision and hearing screening. This information may be accessed on the Internet at: www.dshs.state.tx.us/vhs/.
- (b) You must keep one of the following at the child-care center for each child required to be screened:
 - (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 the center. The statement must be dated and include the name, address, and telephone number of the pre-kindergarten program or school.
 - (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.

ENROLLMENT PROCEDURES

Parents will be provided an enrollment packet at the time they decide they want to enroll their child. The enrollment packet will include: (1) Admission Form (2) Food Program enrollment Form (3) Account Agreement (4) Operational Policies. The director or assistant director will review these documents with the parent at the time they are provided to the parent. Parents will need to read the Admission Form carefully and complete all documentation requested on the form. Incomplete Admission Form could delay the enrollment of your child. Prior to your child's first day of care, parents will need to return: (1) The Admission Form (2) Food Program Enrollment Form (3) Account Agreement (4) The signed receipt of the Operational Policies (which is the last page of this booklet) (5) A copy of your child's current immunization record. (6) Safe Sleep policy. (7) Allergy form.

Your documents will be reviewed for completion and accuracy upon its return. *NOTE: Common errors made on the Admission Form are: (1) The address is not noted for the Emergency Designated Contact Person. (2) Phone numbers are not noted for the person's to whom the child can be released. (3) Special Needs documentation is omitted; if your child does not have any special needs please note this information on the Admission Form. (4) The health statement that is provided by the parent on page 2 of the Admission Form will sometimes lack the name and address of the physician that provided your child with a physical within the last year.*

Parents will be notified of any changes to our policies in writing via "Amendment of Operational Policies." The parents will be required to sign a receipt of the amendment and the receipt will be placed in your child's file.

TRANSPORTATION

Transportation is provided from school to the facility or from the facility to school. We may provide transportation to your home if prior arrangements are made. Transportation will also be provided for fieldtrips. All staff driving our vans will have current training in "Transportation Safety." This training is required for all of our drivers annually.

The following is from the states regulations regarding transportation:

If the child is: Being transported in a General purpose vehicle-a passenger vehicles as defined in the Texas Transportation Code &545.412, and buses that do not meet the federal motor vehicle safety standards for school buses or multi-function school activity buses (MFSAB)What child safety restraint system must I use when I transport children?

(a) You must secure each child in an infant safety seat, rear-facing convertible child safety seat, forward-facing child safety seat, child booster seat, safety vest, harness, or a safety belt, as appropriate to the child's age, height, and weight according to manufacturer's instructions for all vehicles specified in subchapter.

(b) All child passenger safety restraint systems must meet federal standards for crash-tested restraint systems as set by the National Highway Traffic Safety Administration, and must be properly secured in the vehicle according to manufacturer's instructions.

(c) A child 12 years old or younger must not ride in the front seat of a vehicle.

(d) The following safety restraint devices for a child must be used when the vehicle is on and during all times when the vehicle is in motion:

If your child is....

(1) Younger than 12 months and weighs 20 pounds or less

All vehicles: An infant only rear-facing child safety seat or rear-facing convertible child safety seat according to manufacturer's instructions;

(2) Younger than 12 months and weighs more than 20 pounds

All vehicles: An infant only rear-facing child safety seat or rear-facing convertible child safety seat according to manufacturer's instructions;

(3) 12 months through three years of age and weighs more than 20 pounds All vehicles: A rear-facing or forward-facing child safety seat, safety vest or harness according to the manufacturer's instructions;

(4) Four years of age and weighs 40 pounds or less

(A) General purpose vehicle and small school bus A forward-facing child safety seat, safety vest or harness according to the manufacturer's instructions;

Four years of age and weighs 40 pounds or less

(B) Large school bus a safety restraint system according to vehicle manufacturer's instruction;

(5) Four years of age, weighs more than 40 pounds, and is less than four feet, nine inches in height; or Five years through seven years of age, regardless of weight, and is less than four feet, nine inches in height; or Five years of age, regardless of weight, and less than four feet, nine inches in height

(A) General purpose vehicle a forward-facing child safety-seat, booster seat, safety vest or harness according to the manufacturer's instructions;

Four years of age, weighs more than 40 pounds, and is less than four feet, nine inches in height; or Five years through seven years of age, regardless of weight, and is less than four feet, nine inches in height;

(B) Small school bus a properly fitting safety belt anywhere the child sits in the vehicle;

Four years of age, weighs more than 40 pounds, and is less than four feet, nine inches in height; or Five years through seven years of age, regardless of weight, and is less than four feet, nine inches in height

(C) Large school bus a safety restraint system according to vehicle manufacturer's instruction;

(6) Four years through seven years of age and four feet, nine inches in height or taller (A) General purpose vehicle A booster seat according to the manufacturer's instructions or a properly fitting safety belt anywhere the child sits in the vehicle;

Four years through seven years of age and four feet, nine inches in height or taller (B) Small school bus a properly fitting safety belt anywhere the child sits in the vehicle;

Four years through seven years of age and four feet, nine inches in height or taller (C) Large school bus A safety restraint system according to vehicle manufacturer's instruction;

(7) Eight years through 14 years of age (A) General purpose vehicle and small school bus a properly fitting safety belt anywhere the child sits in the vehicle;

Eight years through 14 years of age (B) Large school bus a safety restraint system according to vehicle manufacturer's instruction;

WATER ACTIVITIES

The facility will participate in sprinkler and wading pool activities; water less than two feet. Sprinkler play will be provided for children 12 to 18 months and for children 18 months and older will use the wading pool. You will provided permission for these water activities on the Admission Form at the time of enrollment.

FIELD TRIPS

The facility will provided field trips from time to time. Parents will be required to sign a permission slip for the child to attend the field trip and to be transported to the designated location of the field trip. Caregivers will carry emergency medical consent forms and emergency contact information for your child. So, please make sure your information is always up to date. Each caregiver will take a written list of all children going on the field trip and will check it frequently to account for all of the children present. Each child will wear a T-shirt with the facility name, address and phone number. Caregivers will also wear these same T-shirts so that children can identify their teacher. First aid kits are always available during our field trips. Cell phones are carried with us during field trips so that we can communicate with the facility, parents or emergency personnel such as EMS, Police etc. All caregivers going on the field trip will have current First Aid and CPR. Ratios and Group sizes will be maintained according to the field trip event for that activity.

ANIMALS

If we choose to have animals on the premises, staff will:

- (1) Notify parents in writing when animals are or will be present
- (2) Ensure the animals do not create unsafe or unsanitary conditions
- (3) Ensure that children do not handle any animal that shows signs of illness, such as lethargy or diarrhea; and
- (4) Ensure that caregivers and children practice good hygiene and hand washing after handling or coming in to contact with an animal and items used by an animal, such as water bowls, food bowls, and cages.

The facility will have documentation at the child-care center showing dogs, cats, and ferrets have been vaccinated as required by Texas Health and Safety Code, Chapter 826.

The facility will have a statement of health from a local veterinarian at your child-care center for dogs, cats, ferrets, and other animals other than small rodents, such as guinea pigs, mice, and hamsters.

Children will not have contact with chickens, ducks, and reptiles, such as snakes, turtles, lizards, iguanas, and amphibians, such as frogs and toads.

Staff will keep the child-care center and playground free of animals unfamiliar.

Staff will not allow children to play with unfamiliar animals unfamiliar or other animals that could be dangerous, including exotic animals such as lions, monkeys, and tigers.

PROCEDURES FOR CONFERENCE

Parents, feel free to call me anytime to discuss any issues or concerns you may have with our policies or our program. If I am not available at the time we will schedule an appointment for you to discuss your concerns.

Parents will need to communicate with their child's caregiver about their needs; receiving notes from them. Other parental memos, notes, etc. will be on the parent bulletin board

PROCEDURES FOR VISTING CENTER

Parents are welcome to visit the child-care center anytime during the hours of operation without securing prior approval to observe their child, the child-care center's operation, and program activities.

PROCEDURES TO PRATICIPATE IN ACTIVITIES

Parents are welcome to participate in the child care center's activities. Please contact the director or assistant director to let us know what you would like to do and the date you would like to participate.

PROCEDURES TO REVIEW LICENSING INOFORMATION

A copy of the minimum standard rules is available for you to upon your request. You may also review minimum standards on the DFPS website: www.dfps.state.tx.us The most recent child-care inspection report is also available for you to review. The most current inspection report is posted on the Parent Bulletin Board and you may also view the results of any inspection at the website listed above.

PROCEDURES TO CONTACT LICENSING

You may contact the local licensing office at:

210-337-3399 OR 830-591-4343 OR 830-591-4341

Mailing Address: Uvalde, Texas 78801

WWW.DFPS.STATE.TX.US

DFPS ABUSE HOTLINE: 1-800-252-5400

GANG FREE ZONE INFORMATION

This facility is a gang free zone. Under Texas Penal Code, any area within 1000 feet of a child care center is a gang free zone, where criminal offenses related to organized crime activity are subject to harsher penalty.

EMERGENCY PREPAREDNESS PLAN

(1) EVACUATION, INCLUDING:

- (A) In the event of an emergency, my first responsibility is to move the children to a designated safe area or alternate shelter known to all household members, caregivers, and volunteers;
- (B) The children will be relocated to hallway in the event of a tornado. In the event we must evacuate the facility due to some other emergency disaster, we will relocate to **ST. Joseph's** Catholic Church, 800 N. Comal St., Eagle Pass, Texas by transporting them in the facility vans.
- (C) An emergency evacuation and relocation diagram is enclosed in this plan for your review.
- (D) The **St. Joseph's** Catholic Church, 800 N. Comal St., Eagle Pass, Texas is the alternate shelter we will use in the event we must evacuate the building.
- (E) The facility uses an attendance sheet documenting the children's daily attendance. The attendance is kept on a clip board located near the door of each classroom at all times. This attendance will be taken to the designated safe area *inside* the facility, the designated meeting place outside the facility and/or to the *alternate shelter* to ensure everyone is accounted for. Attendance will be checked once everyone has exited the facility to ensure all children have exited the facility prior to going to the alternate shelter.
- (F) 24 month old and under, who **DO NOT** walk, will be evacuated using an emergency evacuation crib.

(2) COMMUNICATION, INCLUDING:

- (A) Our emergency contact number will be my cell phone number: **830-968-3105**.
- (B) In the event of an emergency the proper authorities will be contacted by dialing 911 from the facility landline or cell phone. The authorities will be advised of the emergency and if we must evacuate the authorities will be informed of our emergency location. Parents will be contacted via telephone as soon as the safety of the children has been ensured. The

Department of Family and Protective Services-Child Care Licensing will also be advised of the emergency as soon as possible.

(C) EVACUATING WITH ESSENTIAL DOCUMENTATION INCLUDING:

- (D) Parent & Emergency contact telephone numbers for each child in care will be completed at enrollment on a separate card in addition to the Admission Form and kept in an emergency backpack located on a hook near the front door.
- (E) Authorization for emergency care for each child will also be completed at enrollment on a separate card in addition to the Admission Form and kept in the emergency backpack.
- (F) All children using the CCPS tracking system will also be signed in and out on our written attendance forms along with the other children in care.
- (G) The emergency backpack will also include a flashlight, first aid kit, and water.

BREASTFEEDING/BREAST MILK PROVISIONS

Parents we want you to know that you are welcome to breast feed your child. We will have a designated place with a chair for you to breast feed your child. You may also want to provide breast milk. If you choose to provide breast milk we will label and store the milk appropriately to be used as instructed by you.

PREVENTING AND RESPONDING TO ABUSE AND NEGLECT OF CHILDREN

PREVENTING AND RESPONDING TO ABUSE AND NEGLECT OF CHILDREN

- (A) All staff are required and will receive a minimum of one hour of annual training on Abuse and Neglect of children.
- (B) The annual training our employees receive will educate and refresh our employees on issues regarding child abuse and neglect including warning signs that a child may be a victim of abuse or neglect. Parents, we would also like to educate you and make you aware of these issues as well. We have enclosed information on different types of abuse, how to report it, and what information is required when a report is made. We also have enclosed an information sheet on the warning signs of abuse and/or neglect and ten tips in preventing abuse/neglect.
- (C) As caregivers of this day care we must be aware of prevention techniques for child abuse and neglect. The annual training we receive educates us and increases our awareness of these prevention techniques. We would like to share these techniques with you. **Knowledge is power.** The more you know about abuse and neglect; the warning signs, how to prevent it, and how to report it can save a child's life. You may take the information on abuse and neglect from our parent bulletin board and/or you may ask the director or your child's teacher questions about abuse and neglect. However, remember if you suspect child abuse please contact the Child Abuse Hotline at 800-252-5400.
- (D) We as caregivers will report any suspected child abuse or neglect by contacting the appropriate authorities. We will work with Law Enforcement, Child Protective Services and Child Care Licensing, school counselors, physicians etc. as needed. We will cooperate willfully and

voluntarily with all of these agencies as they request. If you suspect child abuse or neglect or if you know a child who is a victim of abuse or neglect the flyers supplied to you will assist you in reporting the situation and obtaining assistance and intervention

(18) Promotion of indoor and outdoor physical activity that is consistent with Subchapter F of this chapter (relating to Developmental Activities and Activity Plan)[Medium]; your policies must include:

- (A) The benefits of physical activity and outdoor play [Medium];
- (B) The duration of physical activity at your operation, both indoor and outdoor [Medium];
- (C) The type of physical activity (structured and unstructured) that the children may engage in at your operation [Medium];
- (D) Each setting in which your physical activity program will take place [Medium];
- (E) The recommended clothing and footwear that will allow a child to participate freely and safely in physical activities [Medium]; and
- (F) A plan to ensure physical activity occurs on days when extreme weather conditions prohibit or limit outdoor play. [Medium]

You must include these daily activities and the approximate times they will occur in your written activity plan:

- 1) A minimum of two daily opportunities for outdoor play, weather permitting which is below 32°F or above 100°F, in which a child makes use of both small and large muscles [medium];
 - a) An infant birth through 12 months of age may engage in outdoor play for an amount of time as tolerated by the infant [medium];
 - b) An infant 13 months through 17 months of age, a toddler, or a pre-kindergarten age child must engage in outdoor play for a minimum total of 60 minutes daily [medium];
- 2) A balance of active and quiet play that incorporates group and individual activities, both indoors and outdoors, and must include [medium];
 - a) A minimum of 60 minutes and moderate to vigorous active play for toddlers [medium]; and
 - b) A minimum of 90 minutes of moderate to vigorous active play for prekindergarten and schooler age children [medium];
- 3) If temperatures are below 32°F or above 100°F, we do request staff to bring the outdoor activities indoors by doing full body exercises with the children or dancing that requires full body movement.

POLICIES FOR KIDS AND TOTS:

- 1.) WE ARE OPEN MONDAY THRU FRIDAY
- 2.) OPERATION HOURS 7:00 A.M. - 6:00 P.M.
- 3.) CHILD MUST BE IN CARE BY 9:00 A.M. (DUE TO TEACHER'S RATIOS)
PART TIME CARE ONLY 7:00 A.M. TO 12:00 A.M.
- 4.) WE ARE CLOSED 9 DAYS OF THE YEAR (see attachment) TUITION REMAINS THE SAME
- 5.) TUITION IS DUE EVERY MONDAY-WE ACCEPT CASH, CHECK OR MONEY ORDERS AND IS DO IF THE CHILD ATTENDS ONE DAY OR THE FULL WEEK OF DAYCARE.
IF TUITION IS NOT PAYED PROMPTLY-CHILD WILL BE TERMINATED
- 6.) IF CHILD IS ABSENT THE TUITION IS STILL DUE
- 7.) 2 WEEKS OUT OF THE YEAR YOU MAY PAY $\frac{1}{2}$ TUITION IF CHILD IS OUT ALL WEEK
8.) BREAKFAST IS SERVED 8:00 TO 9:00
LUNCH IS SERVED 11:00 TO 12:00
NAP TIME IS FROM 12:00-2:00
P.M. SNACK IS SERVED 2:30 TO 3:30
SUPPER IS SERVED 4:00-5:00
- 9.) K & T IS NOT RESPONSIBLE FOR ANY LOST ARTICLES (JACKETS, HATS, TOYS, ETC.)
- 10.)IT IS THE PARENT'S RESPONSIBILITY TO CONTACT THE OFFICE WITH ANY UPDATES (PHONE, ADDRESS ETC.)
- 11.) SIGNING YOUR CHILD IN AND OUT IS THE LAW
- 12.) VACCINES ARE THE PARENTS RESPONSIBILITY (NEED TO TURN IN AFTER EVERY APPOINTMENT)
- 13.) DIAPERS, BOTTLES, PACIFIERS,CLOTHING MUST BE BROUGHT WHEN REQUESTED BY CAREGIVER
- 14.) ANY COMPLAINTS OR CONCERNS, PLEASE FEEL FREE TO COME BY MY OFFICE OR CALL
- 15.) CAREGIVERS ARE HUMAN AND MAKE MISTAKES, PLEASE LET THEM KNOW OF ANY COMPLAINTS OR CONCERNS

(830) 758-1474-YVETTE ALVAR OR AMANDA ALVAR

I _____ HAVE

RECEIVED A COPY OF KIDS AND TOTS UNLIMITED OPERATIONAL
POLICIES.

signature of parent or staff date

