

KOALA KARE TX, LLC

Nurturing * Developing * Investing
hearts character in the future

Parent Handbook

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Contents

About Our Program.....	1
Our Mission.....	1
Curriculum and Structured Learning.....	1
Program Overview.....	1
Program Hours.....	1
Program Goals	2
Learning Framework	2
Daily Program Structure.....	3
Before-School Program Flow	3
After-School Program Flow	3
Eligibility	4
Authorization for Enrollment	5
Fees	5
Payment Types.....	7
Refunds.....	8
Student Schedules.....	8
ChildPilot	9
Student Discipline	10
Social Emotional Learning	12
Parent Conduct.....	13
Dismissal from Program.....	13
Daily Program	13
Technology and Screen Time.....	14
Snacks/Food	15
Parental Notifications	16
Arrival and Departure.....	16
Attendance Policy.....	17
Medical Emergencies and Personal Safety.....	18
Child Photographs/Videos	18
Immunizations	19
Sunscreen and Insect Repellant	19
Medication Policy	19
Food Allergies	20
Personal Belongings	20

Closings Due to Weather or Other Emergencies.....	20
Emergency Procedures.....	21
Licensing Inspections.....	22
Child Protection.....	23
Texas State Minimum Standards.....	23
Custody and Visitation	23
Insurance	23
Family Participation.....	24
Site Visits/Conferences.....	24
Observation visits	24
Parent Meetings/Conferences	24
Office Hours/Contact Information	25
Parent Rights	25
Continuity of Policies – Right to Change or Discontinue.....	26
Parent/Guardian Acknowledgment	27

About Our Program

Koala Kare is a quality, state-licensed, before and after school program, supervised by teachers and school staff. The Koala Kare program is held on select elementary school campuses in the Klein and Spring school districts. Koala Kare is open on all regular school days for before school care (6:30am - Start of School) and after school care (School dismissal - 6:30pm). Students receive a daily nutritious snack (PM care only), homework assistance, game time, arts and crafts, and outside time.

Our Mission

We, at Koala Kare, are committed to “NURTURING hearts, DEVELOPING character, and INVESTING in the future”. We believe it DOES take a village to raise a child. By building solid, personal relationships with our scholars, and becoming partners with each family, we strive to help every child become a productive member of society.

Curriculum and Structured Learning

Program Overview

Koala Kare provides before- and after-school child care designed to complement each child's school-day education by offering a safe, engaging, and developmentally appropriate care environment. While maintaining the primary focus of the program, which is providing quality childcare before and after school, children have opportunities to strengthen academic skills, build positive relationships, develop character, and participate in meaningful activities through intentionally planned recreation and enrichment experiences incorporated into the care schedule.

Rather than following a rigid classroom curriculum, our care program incorporates flexible, structured learning experiences that support children's social, emotional, physical, cognitive, and character development while recognizing the unique needs of school-age children – before and after the school day.

Program Hours

- **Before School Care:** 6:30 AM until school begins
- **After School Care:** School dismissal until 6:30 PM

Program Goals

The Koala Kare program strives to provide a safe, nurturing, and engaging childcare environment for before and after school childcare.

During childcare, the following developmental guidelines are prioritized:

- Support children's social, emotional, physical, and cognitive development.
- Encourage responsibility, leadership, teamwork, and positive character.
- Reinforce learning through homework support and enrichment.
- Promote healthy lifestyles through active play and recreation.
- Foster confidence, independence, and positive peer relationships.

Learning Framework

Children participate each day in a variety of activities selected to support multiple areas of development. While the primary focus remains childcare, the activities are intentionally selected to meet the interests, ages, and developmental needs of the children in attendance.

Learning experiences may include:

- Homework assistance and enrichment activities
- NDI Character Development activities
- Social-Emotional Learning experiences (described later in this handbook)
- Literacy and language activities
- STEM and problem-solving activities
- Arts and creative expression
- Educational games and learning centers
- Cooperative group projects
- Leadership and teamwork activities
- Physical fitness and outdoor recreation

Daily Program Structure

Because attendance, homework requirements, school schedules, weather, and children's interests vary from day to day, our daily schedule remains flexible while maintaining a consistent program structure.

Each program day includes opportunities for:

- Attendance and student check-in
- Character and Social-Emotional Learning
- Homework support or enrichment activities
- Choice-based enrichment centers
- Cooperative group activities
- Physical activity and outdoor play, when appropriate
- Supervised transitions and dismissal

Restroom breaks and transitions are incorporated throughout the program as needed under staff supervision.

Before-School Program Flow

- Arrival and attendance
- Quiet activities and enrichment centers
- NDI Character Development and Social-Emotional Learning
- Educational games or enrichment activities
- School transition

After-School Program Flow

- Arrival and attendance
- Snack
- NDI Character Development and Social-Emotional Learning
- Homework assistance or enrichment activities
- Enrichment centers and cooperative activities
- Outdoor recreation or physical activity
- Cleanup and dismissal

While the sequence and length of activities may vary, every Koala Kare program intentionally provides opportunities for learning, exploration, social interaction, creativity, and healthy physical activity within a safe and supportive environment.

Eligibility

We welcome all children who are enrolled at the school where Koala Kare operates, without discrimination based on sex, race, color, creed, or religious beliefs. Special needs children will be eligible on a case- by-case basis, depending on our ability to provide services that meet federal guidelines, and that are commensurate with the child's needs. If your child may require additional accommodations such as language assistance, special seating, etc., or if there is anything we can do to assist in making your child more comfortable during care, please let us know.

Below are ways that our program will partner with families:

We will

- provide space to accommodate sessions if specific therapies are needed while the child is in our care.
- participate in comprehensive care meetings, if needed
- complete supporting documentation from an authorized medical professional for any accommodations related to the child's physical or developmental needs.
- provide home language materials and resources for parents/children in English and Spanish.
- respect and support the cultural backgrounds and family practices of enrolled children and families by promoting an environment based on respect for teachers and for each other.

All students enrolled into our program must be fully potty trained prior to enrollment.

To speak with someone on our bilingual line, please call 832-914-9004. You can also message using our ChildPilot app and we can have someone assist you in your selected language.

Authorization for Enrollment

Prior to a child's first day of attendance, the parents/guardians must submit a registration form and pay the required registration fee, plus the first week of tuition. A child cannot enter the program unless the completed registration form is on file, has been approved, and the fees have been paid.

***ChildPilot:* All families are required to create an account with our partner company, ChildPilot. This account allows parents to register children, send and receive messages, access their billing/payment information, and make changes to their child's schedule.**

Registration: Once the parent account has been created, an email will be sent with instructions on completing the registration process. The additional steps needed are completing the required documents, paying the annual registration fee, and the first week of tuition.

Welcome Email: Once the registration form and fee have been received, and the enrollment has been processed, the parent/guardian will receive a "Welcome Email". This email contains important details including the approved start date and schedule. Students are not enrolled and cannot attend until the email is received.

Fees

Enrollment: The annual enrollment fee is \$30 per child, or \$60 per family. This fee is due at the time of registration, and before the child can attend care.

Tuition: Regular weekly tuition is due each Friday by 7pm and is applied to the NEXT week of care. Please do not place tuition in your child's backpack, leave it in the front office or give to Koala Kare employees outside of care hours. Koala Kare employees will not search through your child's things to find your payment, nor will they be held responsible for payments made outside of care hours. Late fees will apply, regardless of circumstances, if payment is not received on time.

Tuition is not based on attendance. You are required to pay for the days your child is scheduled for the program, not the days they attend. Even though your child may be absent for any reason, total weekly fees are still due by Friday at 7pm, for the next week of care.

Weekly tuition fees are \$34 per child for morning care, \$69 per child for afternoon care, and \$89 per child for both AM/PM care.

If your child is out for an extended period due to illness, you may request a tuition discount for weeks missed. This request can be submitted through messenger on ChildPilot or via email to koala.kare@yahoo.com.

Late Payment: If the tuition payment is not received by Friday at 7pm for the following week, a \$10 late fee will be charged per day. The daily fee will be charged at 7pm each evening. If payment, plus late fees, is not made by Tuesday at 7pm, the week OF care, your child will not be allowed to return to the program until the account is paid in full.

Late Pickup Fee: If a child has not been picked up by 6:30pm, the account will be charged \$3.00, per minute. This fee is due by 7pm on the date of late pick-up. Late payment charges will be added to the account each day payment is not made.

Returned Check Charge: There is a charge of \$30 for any check returned unpaid by your bank. Parents will be notified immediately upon receipt of the returned check notice, and payment, plus any unpaid tuition, must be paid by certified check, money order, cash, or credit card before the child can return to care. After two checks have been returned, we will no longer be able to accept personal checks for any tuition or fees.

Military Discount: We are proud to support or current and retired military families by offering discounted tuition. To apply for our military discount, please complete the form found in the documents section of your ChildPilot account.

Other Discounts: Campus/District Staff and First Responders may apply for a tuition discount using the Discount Request form found in your Documents section of ChildPilot.

Texas Workforce Solutions/NCI: All Koala Kare programs are vendors of Texas Workforce Solutions. As such, we provide care at a discounted rate to those families who qualify. To apply for assistance or check eligibility, please **visit their website at <https://www.twc.texas.gov/programs/childcare>**.

Payment Types

Payments for weekly tuition and fees can be made using cash, personal check, cashier's check, electronic check, money order, or credit/debit card. A \$2.50 fee is added to all e-check, credit and debit card payments.

Type	In-Person	Online	\$2.50 Fee
Cash	Yes	No	No
Personal Check	Yes	No	No
Cashier's Check	Yes	No	No
Money Order	Yes	No	No
Electronic Check	Yes*	Yes	Yes
Credit Card	Yes*	Yes	Yes
Debit Card	Yes*	Yes	Yes

** To pay in person using e-check, credit/debit card, you must add this form of payment to your ChildPilot account. We cannot add payment methods for you.*

AutoPay: If you would like to have your payments automatically charged to your credit/debit card or bank account, you may choose to sign up for our AutoPay service. First, just add your card or banking information to your ChildPilot account through the "Billing" tab. Next, check the AutoPay box. Once this option has been selected, any balance due on your account will automatically be charged to that form of payment.

AutoPay is processed daily at 6am. If your card or bank declines the charges, you will be notified via ChildPilot messenger, and you will be required to make your payment using an alternate method. To opt out of AutoPay, just uncheck the box.

For payment issues, please contact us through ChildPilot messenger, or by calling the business office at 713-205-6294.

Refunds

If there is an overpayment on your account, you may request a refund by submitting a *Refund Request Form*. You can find this form in the "Documents" tab of your ChildPilot Parent Portal. Refunds will be processed within two weeks. If the payment was made by credit or debit card, the refund will be returned to the card. If the payment was made in cash or with personal check, the refund will be mailed to the address indicated on the form.

Student Schedules

Upon enrollment, you will be asked to select your child's weekly schedule. You may choose weekly care or daily drop-in care.

Weekly Care: Weekly care allows your child to attend on all school days and pay one weekly rate.

Drop-In Care: Drop-in care is billed daily, only on the days your child attends. **Payments for drop-in care are due before services can be provided.** To utilize our drop-in services, you must make a RESERVATION via the ChildPilot app prior to care. At that time, your account will be billed and charged the daily drop-in fee of \$10 for morning or \$20 for afternoon. If your payment is declined, you will be notified immediately so other arrangements can be made. If you prefer to pay in cash for afternoon drop-in services, you will need to make your payment in advance.

Parents who register for drop-in care only must have a valid credit card or checking account on file. A separate Drop-In Agreement Form is required for all families choosing to use our daily services.

Schedule Changes: In order for us to provide the best possible care, we must know, in advance, the days your child will attend. Therefore, any schedule changes require two weeks' notice. **If you need to alter your child's care schedule by adding, reducing, or changing days, you must complete the "Schedule Change/Withdrawal" form two weeks prior to the effective date.** This form can be found on our website or under the documents tab in your Parent Portal. Verbal or written notice will not be accepted unless the online form is also submitted.

Parents may request an emergency change due to job loss or medical reasons by emailing koala.kare@yahoo.com.

Withdrawal: It is required that you give two weeks' notice prior to withdrawing your child from Koala Kare. If sufficient notice is not given, your account will be charged the balance of the two weeks. The "Schedule Change/Withdrawal" form can be found on our website or in the documents tab in your Parent Portal. Verbal or written notice will not be accepted unless the online form is also submitted.

Parents may request an emergency withdrawal due to job loss or medical reasons by emailing koala.kare@yahoo.com.

ChildPilot

ChildPilot is our program management software system. When enrolling your child, you will receive an invite to the ChildPilot Parent Portal.

Through your ChildPilot Parent Portal (available as a smart phone app and as an online website), you as registered parent / guardian can see when your child is checked in and out, view and pay invoices, send and receive messages to/from Koala Kare staff.

The ChildPilot Parent Portal also enables parents to review and update their family/child information at any time, directly on the portal, without staff assistance required. Parents are responsible for maintaining current phone numbers, email addresses, emergency contacts, authorized pickup persons, and medical information

within ChildPilot. Parents are also responsible for ensuring that their enrollment information remains current and accurate.

To access your portal, you may either log on to the web portal via our website or download the ChildPilot family app to your personal mobile device.

Student Discipline

Each Koala Kare campus, in collaboration with both students and staff, develops a Social Contract with consequences at the beginning of each school year. This Social Contract is on display during all sessions and reflects the behavioral expectations of students while in care. When a student chooses to break the Social Contract, they will be redirected using time out and parents will be notified via a Parent Connection on the ChildPilot app. When possible, staff will also communicate verbally with parents at drop-off or pick-up.

Major Misbehavior: Examples of major misbehavior are hitting, biting, use of profanity, speaking or acting disrespectfully to staff, running out of the care area, throwing objects, etc.

Minor Misbehavior: Examples of minor misbehavior are yelling, not following directions, opening outside doors, bringing toys or mobile devices to care, playing on stage or stage steps, or failure to follow other Koala Kare rules.

If a student demonstrates major or continued minor misbehavior, they will be referred to the Program Director. The Program Director will visit with the student and contact the parent to discuss any contributing factors. This conversation will be framed around the objectives of the program, and together, the parent and Program Director will develop a behavior plan specific to the student. This behavior plan will be revisited periodically to address the child's progress and/or any additional concerns.

Parents will receive updates regarding the child's progress, the effectiveness of agreed-upon strategies, and any adjustments to the behavior support plan through ChildPilot messaging, phone calls, or in-person discussions.

If it is determined by the campus Leadership Team that a child's behavior is a detriment to other students, the staff, or the program in general, they may be dismissed from the program at the discretion of Koala Kare Administration. Any child who causes or threatens to cause physical harm to another student, the staff, or others, will be immediately dismissed from the program.

The following state discipline guidelines will be followed at all times:

1. Discipline must be individualized and consistent for each child, appropriate for the child's level of understanding and directed toward teaching the child acceptable behavior and self-control.
2. 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:
 - 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;
 - Redirecting behavior using positive statements; and
 - 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.
3. There must be no harsh, cruel, or unusual treatment of any child. The following type of discipline and guidance are prohibited:
 - Corporal punishment or threats of corporal punishment;
 - Punishment associated with food, naps, or toilet training;
 - Pinching, shaking, or biting a child;
 - Hitting a child with a hand or instrument;

- Putting anything in or on a child's mouth;
- Humiliating, ridiculing, rejecting, or yelling at a child;
- Subjecting a child to harsh, abusive, or profane language;
- Placing a child in a locked or dark room, bathroom, or closet with the door closed; and
- 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

In an effort to demonstrate our purpose of NURTURING hearts, DEVELOPING character, and INVESTING in the future, our campus staff and Program Directors are committed to keeping parents updated on their child's progress in the program. Please feel free to contact us via ChildPilot with any concerns regarding our discipline policies or your child's care.

Social Emotional Learning

Koala Kare is a childcare program devoted to the art of teaching through play, or Social Emotional Learning. During breakfast and snack time each day, the students are presented with mini lessons focused on a specific monthly character trait. Students then have the opportunity to practice showing this trait during centers, recess, and other group activities. On Friday of each week, or Brag Day, students who have demonstrated mastery of the trait will be recognized.

The character traits for each month are:

August/September – Empathy (Understanding and feeling the heart of another)

October – Self Direct (Leading yourself to who you want to be)

November – Teamwork (Working together to reach a goal)

December – Responsibility (Owning your own thoughts, words, and actions)

January – Respect (Acting with thoughtfulness) February – Kindness (Being friendly and compassionate)

March – Courage (Developing strength to face something difficult)

April – Perseverance (Giving extra effort to make it through to the end)

May/June – Integrity (Living with honesty and excellence)

Parent Conduct

Parents, guardians, and anyone dropping a child off for, or picking a child up from, Koala Kare is expected to conduct themselves appropriately.

Foul language, threats, physical violence, or any behavior deemed inappropriate by Koala Kare staff will not be tolerated and may result in your child's dismissal from the program. This includes parent behavior exhibited in person and via text, email, ChildPilot message, or in a phone call.

Dismissal from Program

We reserve the right to dismiss a child from our program if one or more of the following conditions exist:

1. Continuous, inappropriate behavior.
2. The inability of a child to adjust to our program or inability of the program to sufficiently meet the child's needs.
3. A single incident of major misbehavior that causes harm to an employee or another student, OR a threat to cause harm to an employee or another student.
4. The parents fail to follow the policies set forth by the program as stated herein.
5. Tuition and/or fees are not paid in accordance with the payment policy.

Daily Program

Koala Kare is a structured program designed to meet the needs of all students. During the morning session, students are closely supervised while playing games or doing arts/crafts. Breakfast is not provided by Koala Kare, but students are welcome to bring their own or go through the cafeteria line.

The afternoon sessions consist of snack, homework, arts/crafts, games, and recess. All areas are closely supervised by Koala Kare employees, in groups of no more than 22 students per adult.

All games and activities are age appropriate and educational in nature. All supplies are provided by Koala Kare and therefore, we do not allow students to bring toys, games, or any type of electronics (including tablets and phones) from home.

During Koala Kare, students have multiple opportunities for physical activity. We often play group games which involve movement and motion. We also offer recess on most campuses, either in the gym or on the playground. If the playground is used, a Koala Kare staff member will do a visual inspection of the area and equipment to ensure that they are safe and free of potential hazards. Although every effort will be made to prevent accidents, Koala Kare is not responsible for the maintenance or quality standards of the playground equipment provided by the school.

Some campuses do have swing sets on their playground. Swing sets can pose additional dangers to young children. If you would like to request that your child NOT be allowed to utilize the swings, please send a message via ChildPilot for our records.

Please make sure your child is appropriately dressed for outdoor play. In cold weather, please provide gloves, a hat, a coat, etc. For extremely hot weather, a hat is recommended. You may also wish to have spray sunscreen or insect repellent. Employees will not apply lotion but can assist with sprays.

Technology and Screen Time

Koala Kare is a non-technology program. We focus on socialization through play, personal interaction, structured learning activities, and physical activity. Personal electronic devices, including tablets, phones, smart watches, and electronic games, are not permitted during program hours.

Limited screen use may occur when required for educational purposes, such as using school-issued devices as intended by schools for completing school-assigned homework.

Any screen media used during the program:

- Must support educational goals
- Must be age appropriate
- Will not contain advertising or violent content
- Will not be used during meals, snacks times and rest times
- Will be limited to the minimum amount necessary to support
 - learning activities (no more than one hour per day); or
 - homework completion (may exceed the one hour limit if required for school assigned homework)

Snacks/Food

A prepackaged afternoon snack will be provided daily for each child. The daily snack is listed on the Parent Information Board, found on the front table. Students are allowed to bring snacks from home however, Koala Kare TX LLC or any staff members will not be held responsible for the nutritional value of those snacks. In addition, we ask that no candy or sugary foods be brought from home for snack time. Sharing food, whether provided by Koala Kare or brought from home, is prohibited.

Even though Koala Kare cannot guarantee an allergen-free environment, foods that are commonly known for causing severe allergic reactions are prohibited, and can not be included in a snack that a child brings from home. For Example: Peanuts, Tree Nuts and Peanut butter may not be brought from home or be eaten during Koala Kare.

If your child has a food allergy, please be sure to send a snack that meets his/her needs. Koala Kare will not provide alternate snacks.

Parental Notifications

Information about your child or the program will be communicated verbally at pick-up, in written form, by email, ChildPilot messenger or phone call. Questions regarding Koala Kare can be addressed to the site director or the administrative staff. Contact information is available online via our website or at each site. In addition, you may message Koala Kare staff using your ChildPilot Parent Portal account.

ChildPilot Communication System

Koala Kare utilizes ChildPilot Parent Connections, messages, photos, phone calls, and in-person conversations to share information regarding children's participation, experiences, accomplishments, behavior, and progress in the program. All families have access to ChildPilot and may receive ongoing communication regarding their child's experiences throughout the school year. This communication may include recognition of achievements, participation in activities, social-emotional development, behavior updates, and other important information related to the child's experience in care.

Arrival and Departure

Family Code: All families are assigned a code on their Parent Portal. This 4- digit code will be used to sign children in and out of the program. You may give this code to anyone on your pick-up list, but no child will be allowed to leave with anyone who cannot provide the correct code. If you need to change your code for any reason, please contact us and we can assist you in this matter.

AM: Children are dropped off in the school cafeteria. **Parents must enter with the child to sign them in using the family code.** Following Koala Kare, students will be released to class following the school protocol.

PM: Children are taken to the school cafeteria immediately after dismissal, by campus teachers or staff. If a child has a school activity to attend before arriving to Koala Kare, we should be notified in writing by a parent or guardian before these activities begin. Upon arrival to Koala Kare, the child must be signed in by an adult caregiver. **Parents must come into the building to sign their child out using the family code.** Students will not be sent out to their parent.

For your child's protection, he/she will only be released to a parent, guardian, or other authorized person. Each child's application contains all authorized individuals, including pickup individuals and emergency contact information. Parents are responsible for ensuring that authorized pickup information remains current and accurate. The state requires that any such changes need to be made to the child's application (enrolment information), and must be made by a parent or guardian (refer to the Child Pilot section for information on editing enrolment / application information).

Koala Kare staff WILL check the ID of any unfamiliar person who arrives to pick up your child. Your child will not be released to anyone who is not listed on the registration form as authorized to pick up or anyone who is unfamiliar and does not have the required identification or family code.

If a Koala Kare employee suspects that the parent, guardian or person responsible for picking up a child is under the influence of a controlled substance, or otherwise unable to provide adequate supervision, we will notify the proper authorities and will not release the child.

Attendance Policy

Absence: If your child will miss Koala Kare due to illness, vacation, family emergency or other reasons, please contact the site director to let them know of the absence. You can do so in person or through the message page on your Parent Portal.

Illness: Children who are absent from school due to illness may not attend the after-school program. If your child gets sick at Koala Kare, they will be isolated from the other students, and you will be called to pick him/her up. A child with an oral temperature of 100.4 or greater, or a tympanic (ear) temperature of 100 or greater, will need to be picked up immediately. Children having scabies or lice must have proof of treatment to be readmitted.

School Clubs/Activities: In order to dismiss a student early from the morning program or sign a student in late for the afternoon program, we must have a note from the parent/guardian. When students arrive to Koala Kare from a school club or activity, the club sponsor must walk them to the cafeteria and sign them in. Students who are not a member of an afterschool club or activity are to come immediately to Koala Kare at dismissal time. A student should never wander around the school or visit a classroom, the restroom, the gym, etc.

Medical Emergencies and Personal Safety

In the event of a medical emergency, the child will be assessed by our CPR/First Aid trained staff to determine the severity of the injury or illness. If the injury/illness is not life threatening, the parent will be notified to pick up the child. If the staff determines that the child needs immediate care, the parent will be notified, and a decision will be made to either have the child transported by emergency vehicle or by the personal vehicle of a Koala Kare employee. *If the parent/guardian cannot be reached, we will call the Emergency Contact listed on the child's registration form.*

Child Photographs/Videos

Occasionally, Koala Kare may use photos or videos of students on social media or in advertising. You may choose to opt out by submitting your request in writing via email or ChildPilot messenger.

Immunizations

As stated on the enrollment form, all students are required to have their immunization and vaccination records on file with the school. TB testing requirements are set by the Health Department. Although not required at this time, it may become mandatory in the future.

Although recommended, Koala Kare does *not* require our employees to have vaccinations for preventable diseases. According to the Center for Disease Control, these vaccinations are suggested for the elderly, people in poor overall health or those who come into contact with children under 12 months of age. Since we only hire school staff and provide care for school- aged children, our employees do not pose a high risk for our students.

Sunscreen and Insect Repellant

Koala Kare does not provide sunscreen or insect repellant. If you would like either of these products used on your child prior to going outdoors, you must supply them. The products can be stored in the Koala Kare cabinets, provided they are in the original containers and are clearly labeled with your child's name. Koala Kare employees will assist in applying spray sunscreen and repellant as needed.

Medication Policy

Koala Kare TX LLC employees do not administer daily medication. However, if your child has a severe allergy, asthma or other possible life-threatening condition that may require the use of an EpiPen, inhaler or similar medication, we will take all steps necessary to ensure the safety of your child. This includes administering, or assisting the child in administering, these medications. *All Koala Kare employees are trained in the administration of EpiPens.*

Storing Medication – If your child's illness may require the use of emergency medication, we can keep these medications in a locked cabinet, assessable by Koala Kare employees only. Medications must be in the original container with the prescription label attached. In addition, parents must complete an *Authorization to Dispense Medication* form prior to leaving any medication with us.

Food Allergies

If your child has any food allergies, as indicated on the registration form, you must complete a Food Allergy Emergency Plan, have it signed by your child's doctor, and return it to us prior to your child's first day of care. This is a state requirement. The form can be found on our website, or we can accept a form provided by the school or district.

Personal Belongings

A backpack or bag is required for storage of your child's belongings. However, we are not responsible for the loss or destruction of any personal property brought to Koala Kare by your child. Any items left after 6:30 pm will be taken to the school's designated lost and found location.

Items brought from home, such as toys, games, balls, purses, etc., must be left in the child's backpack during Koala Kare hours. We provide all supplies and equipment needed for our program. Items brought out during Koala Kare will be confiscated and returned to the parent at drop-off or pick-up.

Closings Due to Weather or Other Emergencies

If your child's school is closed due to weather conditions or other emergencies, Koala Kare will also be closed. However, if school is open but afterschool, extra-curricular activities are cancelled, Koala Kare will remain open unless the district notification message includes daycares. In the event of severe weather conditions, fire or emergencies related to hazardous materials, as a result of railroad derailment or truck accident, the site personnel will follow district safety procedures.

If Koala Kare is closed on a regular school day, families enrolled in weekly care will have their accounts credited for the day's tuition.

Emergency Procedures

In accordance with state law, Koala Kare students participate in regular disaster drills. A plan of action is in place for fires, natural disasters, and other emergencies, all in an effort to ensure the safety of your child. In the event of a fire, students will be led outside in an orderly manner to the parking lot. In the event of a tornado or hurricane, the students will be moved to the campus library for “duck and cover. For intruder or unauthorized persons protocol, students will be moved to the campus faculty lounge. In the event of such an emergency that it becomes necessary to relocate the students, they will be escorted to the alternate locations (A) listed below. If the entire school grounds are deemed unsafe, alternate location (B)/(C) will be used.

Anderson Elementary: (A) Far end of the playground; (B) Cypress Green Club House (6118 Cypresswood Green Drive, Spring 77373)

Beneke Elementary: (A) Far end of the playground; (B) Subdivision Club House (14220 Torrey Forest Drive, Houston 77014)

Booker Elementary: (A) Far end of the playground to the right of the campus; (B) Dekaney High School (22351 Imperial Valley Drive, Houston 77073)

Burchett Elementary: (A) Far end of the playground; (B) Bailey Middle School (3377 James Leo Drive, Spring 77373)

Cooper Elementary: (A) Far end of staff parking lot; (B) Far end of parking lot by the fence

Heritage Elementary: (A) Far end of the parking lot, in front of the school; (B) Grassy area between parking lot and TC Jester Blvd; (C) Harris County Mud 217 Building/Parking Lot (12248 TC Jester Blvd, Houston 77067)

Hirsch Elementary: (A) Far end of the playground; (B) Neighborhood Park (across the street from school)

Jenkins Elementary: (A) Far end of the playground; (B) Subdivision Club House (23202 Banquo Drive, Spring 77379)

Kuehnle Elementary: (A) Far end of school field; (B) Neighborhood

Park/playground (5510 Westbrook Oaks Way, Spring 77379)

Marshall Elementary: (A) Far end of the playground; (B) Grassy area in front of the school campus, closest to Birnamwood Drive

McNabb Elementary: (A) Far end of the playground; (B) Spring High School (19428 N. Freeway Service Drive, Spring 77373)

Meyer Elementary: (A) Far end of the playground; (B) SISD Police Department (210 Forest North, Houston 77090)

Ponderosa Elementary: (A) Far side of the playground on sidewalk near parking spaces; (B) Neighborhood park next door to campus.

Reynolds Elementary: (A) Far side of the playground; (B) Oak Creek Village Pool House (3906 Gladeridge Drive, Houston 77068)

Roth Elementary: (A) Far side of the field, behind track; (B) Bridgestone Pool House (4415 Lost Lake Lane, Spring 77388)

Salyers Elementary: (A) Far side of the parking lot in the grassy area next to Hardy Road; (B) Subdivision Club House (25819 Morgan Springs, Spring 77373)

Smith Elementary: (A) Far side of the parking lot; (B) Far side of large playground on other side of school building (Near Domino Road).

If relocation is required, parents will be contacted immediately via ChildPilot messenger. Staff will remain with the students, providing emotional support, playing group games, reading, etc., until parents arrive. We will use the same dismissal procedures, requiring the 4-digit family code and photo ID for anyone picking up your child.

Licensing Inspections

Each Koala Kare site is inspected by DFPS several times throughout the year. A copy of the most recent inspection can be found in the "Required Postings" binder. If you would like to view this document, please contact the Site Director on your child's campus.

Child Protection

Federal and state laws require that employees report suspected cases of child abuse or neglect by contacting the appropriate state agency at 1- 800-252-5400 or txabusehotline.org. This information is to be held confidential between the employee and the contact at the Child Abuse Hotline. This includes the reporting of parents and guardians who appear to be impaired by drugs or alcohol.

Texas State Minimum Standards

A copy of the State Minimum Standards is kept on file at all Koala Kare sites and is available for your review at any time during operating hours. Should you have any questions or concerns about these standards, you may call the local licensing office of the Texas Department of Family and Protective Services at 713-287-3238. You may also view these Minimum Standards by visiting the state website at <https://www.hhs.texas.gov>.

Custody and Visitation

Unless Koala Kare TX LLC receives a certified copy of an order from a court of competent jurisdiction, which expressly states otherwise, either natural or adoptive parent, or legal guardian may visit the enrolled child on an unrestricted basis during the normal operating hours. It shall be the parent or legal guardian's responsibility to provide the program with a certified copy of the order. If the order expressly states that either a natural or adoptive parent, or legal guardian, shall **not** have any contact with the child, Koala Kare staff will first notify the local police department, and only then attempt to contact the custodial parent or legal guardian.

Insurance

Koala Kare TX LLC provides liability insurance coverage required by state licensing regulations. You can view a copy of our coverage in the "Required Postings" binder at each site.

Family Participation

Koala Kare believes that strong partnerships between families and staff support children's success in the program.

While we do not hold specific events exclusively for our Koala Kare families, we do sponsor many school celebrations and festivals. We encourage families to stay involved in their child's experience and to visit our table or booth at campus events throughout the school year.

Furthermore, we also encourage families to communicate regularly with staff regarding their child's needs, progress, and experiences in the program – and to share feedback and suggestions regarding program quality and services at any time. Parents may communicate with staff through ChildPilot, email, phone, in-person conversations, and site visits.

Site Visits/Conferences

Observation visits

Parents and guardians are welcome to visit the program and observe their child, program activities, the building, premises, and equipment at any time during operating hours without prior approval. For security purposes, visitors must identify themselves upon arrival and sign the visitor register. Visitors who are not known to staff may be required to present a valid Driver's License, State ID, or other government-issued photo identification so that staff can verify the visitor's identity and relationship to the child.

Parent Meetings/Conferences

Parents and guardians are also encouraged to address concerns and ask questions, or discuss their child's participation in the program through email, telephone, ChildPilot messaging and in person parent meetings. While there are no set schedules for parent conferences, parent meetings may be requested by either Koala Kare staff or a parent/guardian at any time during the school year.

When concerns arise regarding a child's participation, behavior, development, or adjustment to the program, Koala Kare staff may initiate a meeting to collaborate with families, share observations, discuss goals, and develop strategies to support the child's success.

Meetings may be used to discuss:

- Student participation in the program
- Social and emotional development
- Behavioral concerns or support strategies
- Adjustment to the program
- Homework and support needs
- Any other concerns affecting a child's success in care

Parents may contact their Site Director, Program Director, or Koala Kare administration at any time to discuss concerns regarding their child or the program.

Office Hours/Contact Information

The Koala Kare business office is open Monday through Thursday from 10am to 4pm, and on Fridays from 12pm to 4pm. The office phone is generally answered Monday through Friday from 9am to 6:30pm. To reach us before or after business hours, or for immediate assistance, please send a message through ChildPilot.

To speak with someone in Spanish, please call 832-914-9004

Parent Rights

Senate Bill 1098 from the 88th Legislative Regular Session added Section 42.04271 to the Human Resources Code and states that a parent or guardian of a child at a childcare facility has the right to:

- Enter and examine the child-care facility during its hours of operation and 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 Child Care Regulation office.
- Inspect 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 does not retain any part of the video depicting a child that is not their own; and
 - The parent or guardian of any other child in the video receives prior notice from the facility.
- Obtain a copy of the facility's policies and procedures handbook.
- Review the facility's staff training records and any in-house training curriculum; and
- Exercise these rights without receiving retaliatory action by the facility.

Continuity of Policies – Right to Change or Discontinue

This handbook is reviewed annually and updated as necessary. The policies and procedures within are intended to provide information to parents concerning Koala Kare. The handbook describes some of our expectations concerning participation in our extended daycare program. Parents should familiarize themselves with its contents each year.

The information contained in this handbook is not intended to be contractual commitments by Koala Kare and they shall not be construed as such. They are intended to be a guide to management, parents, and students and are descriptive of suggested procedures to be followed.

The provisions of this handbook have been developed at the discretion of management and may be amended or cancelled at any time at the sole discretion of Koala Kare. As such, Koala Kare reserves the right to revoke, change, or supplement these policies and procedures at any time without notice. Such changes shall be effective immediately upon approval by management unless otherwise stated. The provisions of this handbook supersede all existing policies and procedures and may not be amended or added to without express written approval of Koala Kare management.

If management determines a policy needs to be changed or amended prior to the end of the school year, parents will be notified via the ChildPilot app. A copy of any such changes will be made available at each site as well as on the website.

If you have any questions or concerns regarding these policies or Koala Kare in general, please contact your site director or program director by phone, ChildPilot messenger, or email.

Parent/Guardian Acknowledgment

Acknowledgment and acceptance of this Parent Handbook are completed electronically through the ChildPilot enrollment process. By completing and signing the Koala Kare enrollment form, the parent or legal guardian acknowledges receipt and review of this handbook and agrees that the child's enrollment is subject to Koala Kare's policies and procedures, including those relating to student discipline and guidance.