



## **Parent Handbook**

**Last update: March 2019**

IDEA Lab, LLC & IDEA Lab International Franchise Co. LLC  
800 Gessner St. Suite 100  
Houston, TX 77494  
[idealabkids.com](http://idealabkids.com)

# Parent Resource Guide



## Contents

Mission Statement.....	4
Philosophy.....	4
Curriculum .....	4
Communication with Parents .....	5
Daily Notes .....	5
Transportation.....	5
Enrollment Policy .....	5
Tuition and Fees.....	5
Late Pick-Up Fees: .....	5
Not Sufficient Funds (NSF).....	5
Visitors .....	6
Lexa Class .....	6
Release of Children to Others .....	6
Sign in and Out Procedures.....	7
Drop off.....	7
Unauthorized Child pickup.....	7
Children not picked up at end of day.....	7
Emergency Procedures .....	7
Emergency Evacuation .....	8
Inclement Weather .....	8
Health Records and Immunization Records .....	8
Tuberculin testing Requirements.....	9
Confidentiality of Records .....	9
Illness.....	9
Accidents and Injury .....	10
Medicine .....	10
Emergency Medical Facility .....	10
Discipline .....	10
Hitting and Biting Policy.....	11
Lost and Found .....	11
Hours and Days of Operation.....	11
Emergency Contact.....	12
How to Contact Licensing.....	12
Meals and Snacks .....	12
Snack Menu .....	12
Acknowledgment.....	12



## Mission Statement

Some of the best years in life are the time spent as a child and later in our collegiate years..." As working adults in a fast paced society, we sometimes forget just how precious and fleeting those years are.

IDEA Lab is a comprehensive, community centric facility. IDEA Lab dedicates its efforts and resources toward ensuring top-rated caregiving services coupled with a high-quality activity based learning environment tailored for children. IDEA Lab responds to the needs of parents with advanced curriculum, flexible programs, local community involvement and strong business partnerships.

Our open door policy embraces all who desire to provide a better quality of care, preparedness and education for their children. IDEA Lab works to provide first-class caregiving and education by providing a broad range of integrated programs and services and innovative learning approaches.

## Philosophy

IDEA Lab is an innovative enrichment environment with a real world-class curriculum.

Activities emphasize a world of innovation and stimulation of childhood learning paths including tutoring, laboratory studies and play areas that integrate with classroom curriculum (e.g. advanced technology programs), engineering, art, cooking and nutrition classes, yoga, and more!

## Curriculum

Our curriculum includes emergent reading, math, science, social studies and virtues, and is enhanced with enrichment classes. In addition, our learning-inspired curriculum is aimed at the total-child development. We realize that every child is different, developing at his or her own special pace, each with different interests and distinct likes and dislikes. We respect this individuality and our programs reflect this sensitivity to each child's social/emotional, intellectual and physical needs. We incorporate activities and educational materials that are appropriate for the age and developmental stage of each child.

Our time-tested, research-supported, educational programs incorporate a variety of engaging and enriching activities in all the important developmental areas that will benefit children throughout their school years. This includes social/emotional skills, communication skills and thinking skills. At Idea lab, our educational goal is to have the total-child blossom. We help children learn new skills, build self-confidence and develop social skills.



## Communication with Parents

We appreciate the trust that you place in IDEA Lab when you leave your child with us. We want to make that time worry free for you. We want you to be confident that we will contact you, if there are any significant events in your child's day. Should a situation arise, we'll call to tell you what happened and how we handled it. At IDEA Lab, you have our assurance that we will always call if anything is amiss, and that if we don't call, everything is fine.

## Daily Notes

The Campus Coordinator at IDEA Lab is available to discuss your child's progress with you at any time and will occasionally bring matters to your attention that he / she feels you will want to know.

The most important point to remember is that, as your partner, we want to share how your child is doing. We also ask that if you have a concern please tell us right away. We want to address any concerns that you have, as quickly as possible. We also love to hear when you are particularly pleased with us.

## Transportation

After-school children will be transported via IDEA Lab Vans. Our drivers are licensed and have gone through transportation training.

### Enrollment Policy

Initial and continued enrollment will be at the discretion of IDEA Lab based upon, among other factors, the best interest of the child, the expectation that he or she will benefit from the program, and the welfare of the other enrolled children, and the best interest of Idea lab. Enrollment decisions will be made without regard to race, color, sex, disability, religion, national origin or ancestry. IDEA Lab reserves the right to dismiss any student, for any reason deemed necessary, at the sole discretion of Idea lab.

## Tuition and Fees

**Late Pick-Up Fees:** Children must be picked up from their designated program on time. All children must be picked up by closing time. Except for a first-time instance of tardiness, a late penalty will be imposed if your child is picked up after the designated dismissal time. The late pickup fee is \$2 per minute per child. These fees will be charged directly to your account and payable immediately.

If you expect to be late, please call to advise us, so that we may reassure your child.

**Not Sufficient Funds (NSF) Fee:** A \$35 NSF (not-sufficient funds) fee will be charged for any returned check or rejected

The total amount of these charges will be due upon receipt of notification and must be paid in full in order for your child to attend Idea lab.

**Absences:** Please keep in mind that you are obligated for payment of tuition during periods of absence from IDEA lab. **Tuition must be paid in full, without deduction for absences of any duration, or for any cause such as Holiday Breaks, Professional development days, or Spring break, and without substitution of other days of attendance as “make up” days.** This is necessary because staffing and other operational costs are incurred on the basis of fixed levels of enrollment. The only exception to this policy involves absences due to your child’s hospitalization, during which time tuition may be waived, with medical documentation, at IDEA Lab’s discretion.

### Visitors

A IDEA Lab administrative staff member greets all visitors at the front entrance. Visitors are escorted throughout the building while visiting and/or touring.

**CONDUCT:** All visitors to the facility must conduct themselves so as not to interfere with the daily operation of the facility program. Visitors should not interact with the staff during instruction, should not attempt to interact with students during the observation, and should not cause a distraction or disruption to the educational process. If the visit is deemed a distraction by either the teacher or director, the visitor will be asked to end the observation.

**MEETINGS/APPOINTMENTS:** Visitors may enter the main door during business hours Monday through Friday for observation appointments. Visitors should sign-in with the front desk staff and wear a visitor’s sticker for the duration of the visit. Upon leaving, at the conclusion of the visit, the parent should sign-out with the front desk staff before departing.

### Lexa Class

It is important you create your account prior to the first day of afterschool. If you haven’t already created your free account, please do so by going to <https://app.lexaclass.com/register>, and following the on-screen prompts to getting registered.

Please make sure to add each authorized pickup person as a guardian with their own unique phone number and mailing address in the Lexa account. This allows each of these individuals to enter their phone number and check in and out your children.

### Release of Children to Others

We will only release your child to someone, other than yourself, when you have properly authorized us to do so. This may be done at the time of enrollment in your registration system ( LEXA class) where you may list persons who may pick up your child at any time. This may also be done later by written communication with the Campus Coordinator.



In all cases in which you authorize release of your child to a person who has not picked up your child before, and whom we do not know, we will ask the person for photo identification.

Once a person has been approved as an authorized person for pick up, an Idea Lab staff member will bring your child to them.

### Sign in and Out Procedures

At IDEA Lab, nothing is more important to us than the safety and security of your children. That is why we have chosen Lexa Class as our children's check-in solution to bring you the best check-in experience and to allow us to partner with you to keep your children safe.

### Drop off

Please do not walk to the classrooms as students are engaged in activities and will be distracted with others walking into the classrooms.

### Unauthorized Child pickup

In the event that an unauthorized person attempts to pick-up a child from our campus, the child will be moved to a safe location. We will then contact the custodial parent. Upon management's discretion, the police may also be contacted.

### Children not picked up at end of day

The IDEA Lab program ends at 6:30 p.m at our Campus locations and at posted times (check schedules for each location), if a child has been left at the end of the day, attempts will be made to utilize all the parent's telephone numbers on file. If there is no response, we will call all the emergency telephone numbers in the child's file. If there is still no response, we will call the police or Child Protective Services typically after the first 30 minutes.

### Emergency Procedures

Each facility is equipped with a fire and smoke monitoring alarm system. Fire extinguishers are strategically placed throughout the building. Emergency drills (such as fire and tornado) are held on a regular basis, so that the children and staff are familiar with emergency procedures. The staff at IDEA Lab has been trained in safety, first aid and emergency evacuation programs. They will orient your child prior to the first time executing a drill, in order to help alleviate any fear or anxiety that may occur. It is our goal to teach your child what to do during an emergency, so that he or she becomes familiar and comfortable with the procedures.

If a dangerous situation arises, it may be in the children's' best interest to go into Lockdown

procedures. If the campus goes into Lockdown, you will be notified of the details.

### Emergency Evacuation

It is possible that an emergency evacuation may occur due to problems within the facility. If it is determined that the safety of the children is in any way jeopardized, you will be contacted to pick up your child. If your child is moved from the facility during an emergency evacuation, you will be contacted immediately.

Children with limited mobility or who otherwise need assistance in an emergency will be escorted by a staff member to the transportation vehicle. Staff will evacuate with the essential documentation including emergency medical and emergency contact information. Site director will attain the binder from the facility and bring it along in the event of an emergency. How staff will continue to care for each child until each child is released: Staff and site director will communicate with parents and local authorities to keep in contact with them about emergency and evacuation plans until the parent has come to pick up their child. In transport and at the evacuation site, staff will continue to follow minimum standard rules to ensure the children's health and safety needs are met.

### Inclement Weather

IDEA Lab will make every effort possible to be open during inclement weather days; however, safety for your child and our staff members will be the prime consideration for closing the campus. If there is any question whether the campus will be open, please call the main IDEA Lab Campus or OnSite phone number. Information concerning cancellation or a delayed opening, will be emailed to all parents by 6:30am. In the event of severe weather during business hours, we will call you if your child needs to be picked up early. We take every precaution necessary to protect the children and the staff of IDEA lab. Campus closings will be based on the determination of threats to the safety of children and the staff.

### Health Records and Immunization Records

If your child attends another full time school then immunization records are not required to be in their files at IDEA Lab. State law requires that every child have a Certificate of Immunization on file at IDEA Lab OR at your child's full time school. This certificate provides a history of vaccinations against several childhood diseases. If your child has received all of the necessary vaccinations, you can obtain an updated, validated certificate from your physician, or local Health Department. It is imperative that you provide a current copy of this certificate or provide us with information that your child's records are on file with another school, prior to your child's first day of attendance.

If your child has not been vaccinated due to reasons of conscience or religious beliefs, an original copy of a Vaccine Exemption Affidavit form must be provided upon registration. The Affidavit must be signed and notarized.



### Tuberculin testing Requirements

At this time IDEA Lab does not require Tuberculosis testing for children.

### Confidentiality of Records

The IDEA Lab staff respects the confidential information of the children in our care. All personal records of children and families in IDEA Lab are kept in the strictest of confidence. Information pertaining to admission, progress, health or disenrollment of a child shall be confidential, unless the parent(s) of the child has given written permission for disclosure.

### Illness

The welfare and health of your child are of primary importance. When particular symptoms are noted, such as a fever or unusual changes in personality, this information will be brought to your attention immediately. Of course, if your child appears to be seriously ill, or highly infectious, we will call you (or another person whom you have designated for this purpose) to ask that you pick up your child from school. For the safety of the other children, your child must be picked-up within one hour of your notification. Until you arrive, your child will be made as comfortable as possible in a room where he or she is supervised by an adult yet separated from other children.

You may not bring your child to school if he or she appears ill and/ or displays the following symptoms:

- a fever of 100 degrees F or higher within the past 24 hours
- vomiting or has intestinal agitation accompanied by diarrhea (may return once the condition has completely subsided for a minimum of 24 hours without medication)
- evidence of a communicable disease
- an undiagnosed rash (may return with physician's note that rash is not contagious)
- discharge from eyes, ears or profuse colored nasal discharge (may return when discharge is clear or child has been on antibiotics for 24-48 hours, according to physician's instructions)
- unusual lethargy, irritability, persistent crying or difficulty breathing (may return when symptoms have subsided with medications)

If your child shows any of the above symptoms while Idea lab, or any other symptoms enumerated in certain states' regulations, you will be asked to pick up your child immediately.

If the child's parents cannot be reached, the contacts provided by the parents will be contacted.

When a child has been exposed to, or diagnosed, with a communicable illness, you are required to immediately notify Idea lab. IDEA Lab will notify the state Department of Health,



when necessary, all staff members and all parents and guardians of children in our care. The child's confidentiality will be maintained.

### Accidents and Injury

In the event of an accident or injury, our staff will first tend to your child's needs and then summon the Director. The Director will notify you and, if necessary, call the physician or medical facility, as designated in writing by you. In rare situations, IDEA Lab may take additional emergency action, as deemed necessary, to care for your child. When such an action is deemed advisable, staff will contact 911 emergency services and follow the instructions of the emergency personnel. If IDEA Lab personnel are instructed by the emergency medical personnel to transport your child to the nearest medical facility, such action will be taken. In such emergencies, the school will contact you as soon as the situation allows.

### Medicine

**NO MEDICATIONS OF ANY KIND WILL BE DISPENSED unless a Medical Dispense Authorization form is filled out.**

Parents must give the medication and the filled out Medical Dispense Authorization Form to the Afterschool Coordinator.

### Emergency Medical Facility

An accredited nearby emergency medical facility has been designated by Idea lab. The name and location of the facility is listed in the administrative area.

### Discipline

Discipline is the on-going process of helping children to develop their controls, so that they can manage their own behavior in socially approved and acceptable ways. Idea lab's discipline techniques are based on respect for the child. We teach self-discipline, as opposed to motivation by fear or punishment. Our discipline policy ensures that there is a reasonable relationship between the inappropriate act and the consequence. The only acceptable forms of discipline at IDEA Lab are positive guidance and redirection. The goals of these discipline techniques:

- Help the child in his or her growth toward self-discipline, while nurturing a healthy self-concept.
- Help children work through a conflict, by helping develop their self-control and assuming responsibility for their own actions.
- Explain limits and consequences in a clear and comprehensible manner.
- Give preschool and school-aged children a reasonable opportunity to resolve their own conflicts.

Only if absolutely necessary will a child be removed from the situation of conflict and placed in an area where he or she can sit for a few moments to regain composure. The teacher will talk to the child about the inappropriate behavior. The child will return to the group when both the staff, and the child, feel it is appropriate. This will not be for a prolonged period of time, nor is it a punishment.

If a child's behavior is dangerous or habitually disruptive, parent contact will be made. If a child's behavior threatens the safety of others or himself, parents may be asked to pick up the child prior to normal pick up time. If habitually threatening or disruptive behavior occurs, the child may be suspended or asked to leave the program.

**Disruptive Individuals:** Our faculty and staff are entitled to conduct classes or other activities and to perform their assigned responsibilities without disruption. Accordingly, the faculty or staff member has the right to ask any individual who is disruptive or menacing to leave the classroom or vacate the area in which he or she is misbehaving. The facility maintains a code that governs the conduct of students and parents in the facility. This code prohibits students and parents from physically harming, verbally abusing, or intimidating anyone, or intentionally interrupting a classroom.

### Hitting and Biting Policy

Repeated incidents of hitting or biting will not be tolerated. Our objective is to ensure that each campus maintains the highest level of safety within our environment, and that our staff responds appropriately to aggressive behaviors.

### Lost and Found

A lost and found box is located in the Lobby. We recommend that you check this box periodically for items that may belong to your child. We encourage you to label all of your child's personal belongings.

### Hours and Days of Operation

IDEA Lab classes operate at set times; Monday through Friday.

After School Program: School Dismissal Time/3:00pm-6:30pm

#### Camp Hours:

7am - 9am Before care

9am - 3pm Camp care - Please note some half day programs end at 3:30pm instead of 3pm

3pm - 6:30pm After care

#### OnSite Camps



Based on each host site's schedule

### Emergency Contact

In case of any emergency please contact The IDEA Lab at

IDEA Lab Campus: 832-672-7932

Corporate Office: 281-982-5126

Commented [MIL1]: Add your Campus phone number

### How to Contact Licensing

To report abuse or neglect: 800-252-5400

Dfps public website: [www.dfps.state.tx.us](http://www.dfps.state.tx.us)

Local licensing office: 713-940-5200

Commented [MIL2]: For TX campus only

### Meals and Snacks

No meals will be offered during the After School or Preschool Program.

The Preschool Program will have a brief mid-morning snack. If snack is not provided from parents, the Idea Lab will offer a small snack.

The Afterschool Program will have an afternoon snack time. If snack is not provided from parents, the Idea Lab will offer a small snack.

Camp program offers a small mid morning snack around 10am. If snack is not provided from parents, the Idea Lab will offer a small snack.

If your child has dietary restrictions, please review our snack menu and provide alternatives, if needed. We are happy to store a small supply of appropriate snacks for your child.

### Snack Menu

- Cheez Its
- Goldfish
- Pretzels
- Animal Crackers
- Cheez Itz

### Acknowledgment



Once you have reviewed these policies, please place a check in the box that states, "I agree to the Parent Handbook Acknowledgement" on the Enrollment Form.

If you have any questions, please bring them up to your Program Coordinator.