



Operational Policies And Procedures

Table of contents

About Austin Kids Retreat.....	3
Hours, Days, and months of Operation.....	3
Late Pick-up Policies and Associated Fees.....	3
Our Programs.....	4
Infant Program.....	5
Preschool Program	5
Pre-Kindergarten Program.....	5
School Age Program.....	5
Enrollment Procedures.....	6
Payment Policies & Procedures.....	6
Withdrawing your Child.....	6
Guidance Methods and Parent Involvement.....	6
Suspension & Expulsion.....	7
Parental Visitation.....	7
Appropriate conduct at the center.....	7
Accidents/Incidents.....	7
Procedures for Release of Children.....	8
Custody Situations.....	8
Illness and Exclusion Policy.....	9
Dispensing and Handling Medication.....	9
Medical Emergencies.....	10
Parental Notifications.....	10
Immunization Requirements.....	10
Hearing and vision screening requirements.....	11
Vaccine-preventable diseases for caregivers.....	11
Meals, Food Service and Preparation.....	11
Breastfeeding Children.....	12
Safe Sleep for Infants under 12 months.....	12
Diaper Changing and Potty Training.....	12
Transportation and Field Trips.....	13
Water Activities.....	13
Insect Repellent & Sunscreen.....	13
Emergency Preparedness Plan.....	14
Firearms and Other Weapons.....	14
Texas Penal Code.....	14
Minimum Standards and Licensing Inspection Report.....	14
PRS Child Abuse Hotline and the PRS Website Information.....	15
Licensing Office.....	15
Reporting Suspected Child Abuse.....	15
Abuse Hotline and Website.....	15
Preventing and responding to abuse and neglect of children.....	15
Recognizing the Signs and Type of Child Abuse.....	15

About Austin Kids Retreat

Austin Kids Retreat was founded in 2019 by Jeff and Ketti Prout. As Austin's most innovative addition to its local child care service, Austin Kids Retreat was founded with the belief that all parents deserve affordable access to flexible and dependable drop-in care, preschool learning, and elementary-aged educational day camps for their children. Our goal is to support, inspire, and make a real difference in the lives of children and the parents that love them. While children are in our care, they will be engaging in a wide variety of hands-on S.T.E.A.M.-based games, activities and experiences. S.T.E.A.M. learning represents an educational approach emphasizing the fields of Science, Technology, Engineering, Art, and Mathematics. STEAM curriculum helps promote problem-solving and creative and analytical thinking in all ages.

Hours of Operation:

We are open year-round- 7 days a week!

We will be closed on the following days:

- Thanksgiving Day (TBA)
- Christmas Day (December 25th)

*You will be notified by email and/or text of any changes/additions to this list

We will have reduced hours on the following days:

- Independence Day (July 4th)
- Christmas Eve (December 24th)

*You will be notified by email and/or text of any changes/additions to this list

Our Hours of Operation are:

- Monday-Thursday: 7:00am - 10:00pm
- Friday: 7:00am - midnight
- Saturday: 9:00 am - midnight
- Sunday: 9:00am - 8:00pm

Late Pick-up Policy and Associated Fees:

Families picking up past our established operating hours will be charged at a rate of \$1.00/minute. Families picking up past their scheduled/pre-paid

program will be charged the hourly rate for drop-in care based on the age of their child. This amount will be prorated to the closest 5-minute increment of additional time in care.

Our Programs:

- **Mothers Day Out: Monday thru Friday from 9am until 1pm**

This program is available for children 18months through 5 years. You can enroll your child anywhere from 1 day/week to 5 days/week. Their weekly schedule must be consistent from week to week. Enrollment is subject to available. Space is limited.

Our Mother's Day Out program is a wonderful way to get your children ready for school in just a few short hours a day. Our S.T.E.A.M.-based curriculum engages all levels of learning and develops important creative and analytical thinking skills.

Your child will have lunch as part of their day with us. You are encouraged to pack a NUT FREE lunch for your child. We will also have breakfast, lunch, and dinner options available for purchase each day. Morning, afternoon and evening snacks will be provided by Austin Kids Retreat free-of-charge.

- **Part-time Care: Monday thru Friday from 7am until 1pm**

This program is available for children 8 weeks through 5 years. You can enroll your child anywhere from 1 day/week to 5 days/week. Their weekly schedule must be consistent from week to week. Enrollment is subject to available. Space is limited.

The curriculum offered in our Part-time program is the same as in our Mother's Day Out program but during the extended hours your child will be served breakfast (8am) and have extra free-exploration and self-guided center time. Breakfast can be provided by parent or is available for purchase from Austin Kids Retreat.

- **Full-time Care: Monday thru Friday from 7am until 6pm**

This program is available for children 8 weeks through 5 years. You can enroll your child anywhere from 1 day/week to 5 days/week. Their weekly schedule must be consistent from week to week. Enrollment is subject to available. Space is limited.

During our full day program your child will be fed a NUT FREE breakfast/am snack (parent provided or for purchase at Austin Kids Retreat), enjoy free exploration and guided centers and then will be divided by age into classes and will begin their daily curriculum. After lunch, children will lay down for a rest time. After rest time you child will be fed a NUT FREE snack (free) and continue with afternoon curriculum and play schedules.

- **Drop-in Care: subject to availability during all operating hours**

This program is available for children from 8 weeks through 12 years of age. While in care, children will participate in age-appropriate S.T.E.A.M.-based activities with other children their age. Children will be fed NUT FREE meals (provided by parents or purchased from Austin Kids Retreat) and snacks (free) during scheduled meal times. We will offer one story time, curriculum centers, outdoor exploration, music time and art project every morning and again in the afternoon.

Children will have a wide variety of activities, games and centers available to them at all times.

Infant Program:

*8weeks-18months

At Austin Kids Retreat, we believe in the importance of consistency and routine for all children. We encourage parents to communicate with our infant room staff about their child's daily routine and we will do our very best to enforce those routines while they are in our care. This communication and consistency allow your infant to feel more safe and secure when away from home and around new faces. Early exposure to curriculum, music, books and activities is extremely beneficial to encourage a base for future learning so when your child isn't sleeping or eating, they will be participating in a variety of STEAM based activities. Parents will receive a report at the end of your child's visit listing all diaper changes, feedings, favorite activities and other special notes about their day with us. They will absolutely love it here!

Toddlers Program:

*18months-3years

Welcome to our Toddler Program! We have a full day of learning and playing ahead of us. The toddler years are a time of great cognitive, emotional and social development. At Austin Kids Retreat we believe that when we establish routines and consistency while children are in our care, we are helping to build their sense of safety and security while away from home. While the curriculum and activities that your child will be engaging in will constantly be changing, the schedule that they follow here will remain constant.

Preschool Program:

*3years-4years

Welcome to our Preschool Program! Preschoolers are eager to learn. They learn by experiencing and by doing- they learn from play! At Austin Kids Retreat we believe that when we establish routines and consistency while children are in our care, we are helping to build their sense of safety and security while away from home. While the curriculum and activities that your child will be engaging in will constantly be changing, the schedule that they follow here will remain constant.

Pre-Kindergarten Program:

*4years-5years

Welcome to our Pre-K Program! We are so excited for you to join us in learning and preparing for Kindergarten. We believe our STEAM based curriculum will give our kids a great head start for the years to come. At Austin Kids Retreat we believe that when we establish routines and consistency while children are in our care, we are helping to build their sense of safety and security while away from home. While the curriculum and activities that your child will be engaging in will constantly be changing, the schedule that they follow here will remain constant.

School Age Program:

*Kindergarten- 6th grade

Welcome to our School Age program! We have so many exciting activities planned for your school age children to keep them happy, active, socializing and learning while they aren't in school. We have you covered for after school, evenings, weekends and school breaks/holidays! We have new STEAM-based activities planned every day so that every visit they have new things to look forward to. Our curriculum and activities are so fun, they won't even realize they're actually LEARNING 😊 There is plenty of time for them to play games, do crafts, run around and play games outside, play virtual sports in our theater and so much more...they'll beg you to come back!

Enrollment procedures:

All parents must fully complete our admission packet and sign a receipt of our Operational Policies and Procedures Manual before their child(ren) can attend our program. Any child that does not have current immunization records and a Physician's Statement of Health on record at another Daycare or School must provide those documents at enrollment.

- **Online Registration:** can be completed by following the link at www.austinkidsretreat.com. Pre-registering online allows in-person registration to be finished quickly. Additional paperwork is required before a child is officially registered and can attend Austin Kids Retreat. This paperwork is available for download online.
- **In-person Registration:** come in anytime during operating hours to register your child(ren)! Registration paperwork can be downloaded from our website, printed and completed or completed on site. This paperwork MUST be complete before a child can be admitted to Austin Kids Retreat.

Payment Policy & Procedures:

All payments for our monthly memberships are due in full on the 1st of that month. Hourly drop-in care must be paid in full at pick-up. Austin Kids Retreat accepts cash, checks, and all major credit cards.

I understand if I have an unpaid balance to Austin Kids Retreat and do not make satisfactory payment arrangements, my account may be placed with an external collection agency. I will be responsible for reimbursement of the fee of any collection agency, which may be based on a percentage at a maximum of 35% of the debt, and all costs and expenses, including reasonable collection and attorney's fees incurred during collection efforts.

In order for Austin Kids Retreat or their designated external collection agency to service my account, and where not prohibited by applicable law, I agree that Austin Kids Retreat and the designated external collection agency are authorized to (i) contact me by telephone at the telephone number(s) I am providing, including wireless telephone numbers, which could result in charges to me, (ii) contact me by sending text messages (message and data rates may apply) or emails, using any email address I provide and (iii) methods of contact may include using pre-recorded/artificial voice message and/or use of an automatic dialing device, as applicable.

Withdrawing your child:

Austin Kids retreat requires a 30-day written notice of withdrawal from one of our monthly programs. If proper notice is not given, tuition will still be due regardless of your child's attendance. Re-enrollment is not guaranteed and will be based on availability.

Guidance Methods & Parent Involvement:

At Austin Kids Retreat, we strive to keep a fun and SAFE environment for all our children. We believe in redirection and teaching children to use their words to express their needs and feelings. We believe that children learn how to treat others by the way adults treat them. We will always treat your child with respect, kindness and love in hopes that we can help them mirror the same to others. We do NOT use time outs as punishment at Austin Kids Retreat. As stated in the Texas Department of Family and Protective Services Minimum Standards for Child Care, there will never be harsh, cruel, or unusual treatment towards children. Any behavior challenges will be addressed immediately, the child will be coached through correcting that behavior and parents will be notified at pick up. If a child is unable to correct their behavior and is posing a threat to others, parents will be called and will need to pick up their child immediately. Staff will always openly communicate with parents about concerns or challenges they've observed with their child.

Austin Kids Retreat encourages both informal and formal parental involvement in children's care and education. Staff members are available to talk on a daily basis, and our Kids Report App allows teachers to communicate/send pictures to parents throughout the day. A parent/teacher conference can be scheduled at any time.

Suspension and Expulsion:

At Austin Kids Retreat the safety of the children and staff is extremely important to us. We adhere to a three-strike policy. A strike may be given for a variety of reasons, including, but not limited to aggressive or disrespectful behavior towards staff members or other children. Parents will have to sign an incident report when a strike is issued. After 3 strikes, a child will be suspended for 3 months. After a child has been suspended for 3 months and returns, the strike policy is reinstated. If the child receives 3 more strikes, they will be permanently suspended from the facility. Austin Kids retreat reserves the right to bypass this process and suspend or expel a child immediately if the situation merits such action. We want Austin Kids Retreat to be a safe and positive place for all!

Parental Visitation:

For the safety of the children and our caregivers, parents are only allowed to come in the children's play area when accompanied by a staff member. Parents may visit the child-care center at any time during our hours of operation to observe their child, program activities, the building, the premises, and the equipment without having to secure prior approval.

Appropriate Conduct on Campus:

Austin Kids Retreat expects parents and other visitors to always display appropriate conduct towards all members of the school community, i.e., children, other parents, teachers, staff, and management team members. Abusive or insulting language verbal or written, threatening behavior, harassment, or physical attacks will not be tolerated and will result in withdrawal of permission to be on campus. In such cases, parents must make alternative arrangements for children to be dropped off and picked up from the center.

Accidents and Incidents:

At Austin Kids Retreat, precautions will be made to minimize accidents and ensure the safety of the children. We cannot be responsible for injuries that are out of our control which includes, but is not limited to:

- Incidents by one child due to the actions of another child like biting, hitting, pushing, and throwing objects
- Incidents by contact with furniture or objects
- Incidents to fingers from doors and containers
- Accidents while playing indoors and/or on the outdoor play area

If an injury occurs, after tending to the child, the parent will be contacted depending on the severity of the injury. Parents will need to sign

an incident report for all injuries that leave a mark, no matter the severity, when the child is picked up. If an incident occurs by one child due to the actions of another child, we cannot give parents information about who injured whom for confidentiality purposes, but a report will need to be signed by both sets of parents.

Release of Children:

At Austin Kids Retreat, we use a childcare software called Procure to check the children in and out. During enrollment, a photo may be taken of the authorized persons and children. Each parent will have their fingerprint scanned or a unique code programmed that identifies them and the children they are authorized to check in and out. Any adult that is listed as an authorized pick-up for the child, but does not have a fingerprint or unique code set up, will be required to provide a valid government issued photo identification before the child will be released. If parents or other emergency contacts cannot be reached after one hour past closing, the Austin Police Department will be contacted.

If at any time our staff feels uncomfortable releasing a child to an individual, the Austin Police Department will be called.

- *If we suspect the person picking up a child is under the influence of drugs or alcohol, we may call local police and request their assistance.*
 - *Law enforcement officers and DFPS Child Protective Services staff have the authority by law to remove a child without a parent's permission.*
- §746.4101. DFPS minimum standards*

Divorced Families/Custody Situations:

Austin Kids Retreat will not be involved with custody disputes. Austin Kids Retreat will follow a court order exactly as written. If your family has a court order on file, please provide us with the most recent copy. PLEASE NOTE: PER STATE LAW, IN THE ABSENCE OF A COURT ORDER, BOTH PARENTS HAVE EQUAL RIGHTS.

In the event that a custody dispute takes place on our property, the Austin Police Department will be called and asked to handle the dispute. If a custody issue creates a risk for our facility or staff, Austin Kids Retreat has the right to terminate care.

Illness Policy:

Due to the health and well-being of each child at Austin Kids Retreat, we will strictly adhere to the following illness and exclusion criteria:

- Fever as measured by a temperature of 100 degrees or higher under the armpit
- Vomiting (two or more episodes in 24 hours)
- Swelling/redness of the throat
- Constant cough
- Extreme fatigue/lethargy
- Head lice
- Reddened/draining eyes
- Skin rash
- Bumps on hands, feet and/or throat
- Uncontrollable diarrhea
- Mouth sores
- Diagnosis of a communicable disease by a healthcare professional with no medical documentation that the child is no longer contagious

If a child is suspected of having a contagious condition, a parent or authorized pick-up person must arrive at the childcare center as soon as possible, but not to exceed one hour after being called.

A child must be fever free and symptom free without the use of fever relieving or other medications for a period of 24 hours before they will be allowed to return to the center. If a child is diagnosed as having a contagious condition, parents should notify Austin Kids Retreat as soon as possible so we can alert other families. Confidentiality will be upheld.

Dispensing and Handling Medication:

Austin Kids Retreat will administer medication to a child only when in its original container and after parents complete and sign a Medical Authorization Form.

If a Medical Authorization Form is not signed in advance, no more than a single dose of parent provided medication can be administered with phone approval from the parent. A Medical Authorization Form must be signed upon return. Authorization to administer medication expires on the first anniversary of the date the authorization is provided.

Austin Kids Retreat is not authorized to administer medication in excess of the medication's label instructions or the directions of the child's health care professional. Parent authorization is not required to administer a medication to a child in a medical emergency to prevent the death or serious bodily injury of the child, if Austin Kids Retreat administers the medication as prescribed, directed, and intended.

All medication will be stored out of reach from children in a locked storage container. Medication will be stored so it does not contaminate food. (Can refrigerate medication if needed.)

Medical Emergencies:

For an illness or injury that requires the immediate attention of a health care professional Austin Kids Retreat will:

1. Contact emergency medical services if needed, and have your child take to the emergency room stated on your enrollment form
2. Give the child first-aid treatment or CPR when needed
3. Contact child's parent (and emergency contact if parent does not answer)

Parental Notification:

In accordance with daycare licensing standards, parents will be notified in the following situations. Parents will be notified 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.

For more serious situations, parents will be notified after ensuring the safety of the child, if the child:

- Is injured and the injury requires medical attention by a healthcare professional
- Has a sign or symptom requiring exclusion from the child-care center as specified above in the Illness section;
- 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
- 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.

All parents of children in attendance of the child-care center will be notified in writing and within 48 hours of becoming aware that a child in our care or an employee has contracted a communicable disease deemed notifiable by the Texas Department of State Health Services. All parents of children in attendance of child-care center will receive written notice within 48 hours when there is an outbreak of lice or other infestation in the group.

Immunization Requirements:

Austin Kids Retreat is required to obtain a copy of the child's immunization record by the date of admission as specified by the Texas Department of State Health Services.

Provided immunization records must include the following:

- The child's name and birth date;
- The number of doses and vaccine type
- The month, day, and year the child received each vaccination; and
- The signature or stamp of the physician or other health care professional who administered the vaccine unless it is generated from an electronic health record system in which case we just need the clinic contact information
- For a child attending a school away from the childcare center, parents may note on the admission form that the child's immunization record is current and on file at another school that the child attends
- For parents that cannot provide an immunization record and/or are exempt, an affidavit will need to be provided in accordance with the Texas Department of State Health Services rules in 25 TAC §97.66.

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

Hearing and Vision Requirements:

Hearing and vision screening tests are required for children 4 years old by September 1st. Parents are required to provide one of the following as documentation:

- The individual visual acuity and sweep check results
- A signed statement 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.
- An affidavit stating that the hearing or vision screening conflicts with the tenets or practices of a church or religious denomination of which the affiant is an adherent or member.

Vaccine-preventable diseases for caregivers:

At Austin kids retreat, teachers and staff encouraged, but not required to obtain vaccinations for vaccine-preventable diseases. Employees are required to wear gloves while changing diapers or dealing with any bodily fluid and must wash their hands to prevent the spread of diseases.

Meals, Food Service and Preparation:

At Austin Kids Retreat you have the option of purchasing a healthy, filling and tasty meal that your kiddo will love for a very nominal fee; or we can feed your child a nut-free meal that you have prepared in your own home! It is our driving goal to always ensure that your child is completely cared for in every manner throughout their day with us. A morning and afternoon snack will be provided free-of-charge.

Austin Kids Retreat is a **NUT FREE** facility, we will not serve any food containing nuts and require all food brought from home to be **NUT FREE** as well. Some products served at Austin Kids Retreat are produced in facilities that may also produce nut products.

It is the parent's choice as to whether Austin Kids Retreat can feed their child the center-provided snacks and meals. Parents always have the option to request that only food from home be served to their children.

All food and drinks will be of safe quality and will be stored, prepared, distributed, and served under sanitary and safe conditions as monitored by the Health and Human Services Department.

*For those children not yet eating table food, please bring **prepared** bottles labeled with your child's first name, last initial, the contents of the container (formula or breast milk), and date. All bottles need to be pre-portioned for each feeding and formula must be pre-mixed at home. Any unused items need to be taken home daily.

Breastfeeding Children:

Austin Kids retreat has a rocking chair located in the infant room that enables a mother to breastfeed her child while in our care. In addition, parents have the right to provide breast milk for their children. Please pre-measure serving sizes for each feeding and label all bottles with the infant's first name, last initial, serving size, and the contents of the bottle.

Infant Safe Sleep (12months and under):

Austin Kids Retreat follows Infant Sleep Safety Guidelines as outlined in the Minimum Standards for Child-Care Centers and as outlined by the Consumer Product Safety Commission.

All cribs at Austin Kids Retreat meet the CPSC safety guidelines. Crib compliance documents are on file and can be viewed upon request.

Infants not yet able to turn over on their own must be placed in a face-up sleeping position in the infant's own crib. To avoid suffocation, nothing is allowed in the crib with the infant, including blankets, bottles, and stuffed animals. Sleep positioning devices are prohibited. For any exception to sleep positions and/or positioning devices, parents will need to complete a Sleep Exception Form that includes a signed statement from a health-care professional stating that a different sleeping position for the child is medically necessary. Pacifiers are allowed, however straps that are attached to the child's clothing and pacifiers with stuffed animals attached are prohibited. Amber necklaces are also prohibited as they pose a choking hazard.

Diaper Changing:

Austin Kids Retreat changes all diapers (both disposable and cloth) regularly while the children are in our care. Parents must provide diapers/changing supplies for their child-diapers, wipes, diaper cream. (These will be available for purchase if they are forgotten)
If cloth diapers are being used, we ask parents to bring a bag that closes to store soiled diapers.
Austin Kids Retreat employees will change diapers according to Subchapter R, Health Practices, Division 2, Diaper Changing of the Minimum Standards for Child-Care Centers.
Caregivers will document diaper changes that take place while children are in our care.

Potty Training:

Please let your child's teacher know when you are transitioning to potty training so we can do our best to make this transition as smooth as possible for everyone! We ask parents of children who are potty training to bring extra clothes and wipes!

Transportation and Field Trips:

Parents are required to fill out a transportation form if they wish for their children to participate in any of the following optional activities:

- After School Pick-up from participating schools and daycares
- Field trips
- Infant buggy rides for children ages 6 months and older

Water Activities:

During the summer months, Austin Kids Retreat will offer optional water days in which children play in the sprinklers outside on the playground. Parents who wish for their children to participate will need to sign a permission form that includes their sunscreen preference. We will send out reminders before our water days. Please remember sunscreen, a towel, and a change of clothes!

Insect Repellent & Sunscreen:

Due to the number of children and wide array of desires from parents, Austin Kids Retreat will not apply insect repellent or sunscreen to the children with the exception of water days (see section above) in which a specific permission form will need to be signed by parents.

Emergency Preparedness Plan:

Evacuation routes and relocation plans are posted in every room. If evacuation to the playground will get the children and staff out of danger, that is our first plan of action for clearing the building. If evacuation to the playground does not remove children and staff from harm's way, staff will walk children along the sidewalk to the South Star Bank parking lot where a full name-to-face attendance check will be completed. In the event of severe weather, all staff and children will be instructed to "shelter in place" in our theater room. This room is clear of windows and is easily accessible. The theater will also be our first choice for "sheltering in place" in the event of an intruder or active shooter. Austin Kids Retreat will conduct random drills for all emergencies monthly/quarterly per licensing requirements. Staff will be thoroughly trained on all emergency procedures.

Firearms and Other Weapons:

Peace officers as listed in §2.12 of the Code of Criminal Procedure and security officers commissioned by the Texas Private Security Board who are trained and certified to carry a firearm on duty may have firearms and ammunition on the premises of the child-care center. For all other persons, firearms, hunting knives, bows and arrows, and other weapons are prohibited on the premises of the child-care center.

Texas Penal Code:

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

Minimum Standards and Licensing Inspection Report:

A copy of the Minimum Standards for Child-Care Centers as well as the most recent Licensing inspection report is available for review at Austin Kids Retreat upon request. In addition, parents can find it online by going to:
http://www.dfps.state.tx.us/child_care/

Local Licensing Office, PRS Child Abuse Hotline and the PRS Website Information:

Licensing Office
http://www.dfps.state.tx.us/child_care/
14000 Summit Drive, Suite 100
Austin, Texas 78728
(512) 834-3195

Reporting Suspected Child Abuse:

For information from the Texas Department of Family and Protective Services on reporting abuse, neglect or exploitation, visit:
http://www.dfps.state.tx.us/Contact Us/report_abuse.asp

Abuse Hotline and Website:

Call the Texas Abuse Hotline toll-free at 1-800-252-5400 24 hours a day, 7 days a week, nationwide
Make your report through their secure web site and you will receive a response within 24 hours: www.txabusehotline.org

Preventing and responding to abuse and neglect of children:

Austin Kids Retreat will ensure annual training is completed by employees to prevent and respond to abuse and neglect of children.

Recognizing the Signs of Child Abuse:

1. Physical Abuse
Physical Abuse is physical injury that results in substantial harm to the child, or the genuine threat of substantial harm from physical injury to the child. The physical injury (ranging from minor bruises to severe fractures or death) can result from punching, beating, shaking, kicking, biting, throwing, stabbing, hitting, burning, choking, or otherwise harming a child. Such injury is considered abuse regardless of whether the caretaker intended to hurt the child.

Suspect Physical Abuse When You See:

- Frequent injuries such as bruises, cuts, black eyes, or burns without adequate explanations
- Frequent complaints of pain without obvious injury
- Burns or bruises in unusual patterns that may indicate the use of an instrument or human bite; cigarette burns on any part of the body
- Lack of reaction to pain
- Aggressive, disruptive, and destructive behavior
- Passive, withdrawn, and emotionless behavior
- Fear of going home or seeing parents
- Injuries that appear after a child has not been seen for several days
- Unreasonable clothing that may hide injuries to arms or legs

2.Neglect

Neglect is failure to provide for a child's basic needs necessary to sustain the life or health of the child, excluding failure caused primarily by financial inability unless relief services have been offered and refused.

Suspect Neglect When You See:

- Obvious malnourishment
- Lack of personal cleanliness
- Torn or dirty clothing
- Stealing or begging for food
- Child unattended for long periods of time
- Need for glasses, dental care, or other medical attention
- Frequent tardiness or absence from school

3.Sexual Abuse

Sexual Abuse includes fondling a child's genitals, penetration, incest, rape, sodomy, indecent exposure, and exploitation through prostitution or producing pornographic materials.

Suspect Sexual Abuse When You See:

- Physical signs of sexually transmitted diseases
- Evidence of injury to the genital area
- Pregnancy in a young girl
- Difficulty in sitting or walking
- Extreme fear of being alone with adults of a certain sex
- Sexual comments, behaviors or play
- Knowledge of sexual relations beyond what is expected for a child's age
- Sexual victimization of other children

4.Emotional Abuse

Emotional Abuse is mental or emotional injury that results in an observable and material impairment in a child's growth, development, or psychological functioning. It includes extreme forms of punishment such as confining a child in a dark closet, habitual scapegoating, belittling, and rejecting treatment for a child.

Suspect Emotional Abuse When You See:

- Over compliance

- Low self-esteem
- Severe depression, anxiety, or aggression
- Difficulty making friends or doing things with other children
- Lagging in physical, emotional, and intellectual development
- Caregiver who belittles the child, withholds love, and seems unconcerned about the child's problems

Parents are welcome to contact Austin Kids Retreat's director and owner, Ketti Prout, with any questions that they have regarding their children's care at our center or about the center's operational policies and procedures. She can always be reached through email at Ketti@austinkidsretreat.com.

Austin Kids Retreat may choose to update our Policies and Procedures from time-to-time. The most current version of our Policies and Procedures can be found on our website at www.austinkidsretreat.com or in print at the front desk.

Thank you again for entrusting us with the care and education of your children. We understand that the decision of who a parent/guardian leaves their child with is not one taken lightly and we appreciate that you have chosen Austin Kids Retreat. It is truly our pleasure to help your family!