



PARENT HANDBOOK

Fort Worth:
3206 Collinsworth Street, Fort Worth, 76107
Phone: 817-708-2885
Email: info@theplayspacefw.com

Willow Park:
147 Willow Bend Drive, Willow Park, 76008
Phone: 817-441-1366
Email: infowp@theplayspacefw.com



WHO WE ARE

The PlaySpace is an hourly drop in or by reservation play care center, designed with your child's enjoyment in mind. A drop-in playcare center is very similar to traditional childcare, with a few exceptions. We are certified, trained in early childhood education, experience working with kids, and undergo state mandated criminal background checks and FBI fingerprint checks. We are also licensed by the state to operate under the same regulations that apply to all Texas childcare facilities.

MISSION STATEMENT

At The PlaySpace, our mission is to provide a safe and stimulating environment, nurturing care and fun! We believe that children are talented, capable people who...

Construct their knowledge of the world through investigation and exploration, story, and play.

Are born with a sense of wonder and a natural curiosity about the world around them.

Need to express their feelings, ideas and experiences in many different ways.

Benefit from active, creative play to enrich their development.

NON-DISCRIMINATION POLICY

It is our policy to provide an environment that is free from unlawful discrimination of any type, including discrimination based on race, color, religion, sex, national origin, age, disability, veteran status or any other characteristic protected by law. This policy governs all aspects of our center's operations.

AGES

The PlaySpace is licensed by the State of Texas to accept children from the age of six weeks through twelve years.

HOURS OF OPERATION

Monday-Thursday 9:00 a.m.-10:00 p.m.

Friday-Saturday 9:00 a.m.-midnight

Closed Sunday - Open for private events or birthday parties

Open during school vacations and some holidays

PAYMENT

We accept Visa, Master Card, and American Express. We do not accept checks or cash.

MEMBERSHIP

The PlaySpace charges an annual membership fee of \$45.00 per family. This is optional but allows the family the opportunity to have a passcode for ease of drop off and pick up, a discounted rate, parent portal access, reservation ability, as well as availability to book birthday parties in the space

FORT WORTH RATES

MEMBERS

Infant (6 weeks-18 months): \$12/Hr.

First child (18 months-over): \$11/Hr.

Each additional child: \$5.50/Hr.

Meals: \$4.50 each

NON- MEMBERS

Infant (6 weeks-18 months): \$13/Hr.

First child (18 months-over): \$12/Hr.

Each additional child: \$6.50/Hr.

Meals: \$5.50 each

WILLOW PARK RATES

MEMBERS

Infant (6 weeks-18 months): \$13/Hr.

First child (18 months-over): \$12/Hr.

Each additional child: \$6.50/Hr.

Meals: \$4.50 each

NON- MEMBERS

Infant (6 weeks-18 months): \$13/Hr.

First child (18 months-over): \$12/Hr.

Each additional child: \$6.50/Hr.

Meals: \$5.50 each

REGISTRATION/ENROLLMENT

Parents can enroll on our website at www.theplayspacefw.com; or come into the space to enroll. We must maintain current immunization records, unless the child is currently enrolled at a school/daycare program in which the name, address, and telephone number must be provided.

DROPPING OFF AND PICKING UP A CHILD

For the safety of all the children, they must be signed into and out of the facility by a parent or an authorized adult. Authorized adults are listed in the child's file and a picture I.D. will be required when picking up a child.



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SNACKS AND MEALS

The PlaySpace provides mid-morning, afternoon, and late evening snacks. Lunch and dinner can be purchased. The parent may bring in meals; however, The PlaySpace is not responsible for its nutritional value or meeting the child's daily food needs. We are a nut free facility. Friday and Saturday are pizza nights.

PARTIES

The PlaySpace can host birthday parties or private events on Sundays for members only. Please contact Lindsay@theplayspacefw.com

ACTIVITIES

Sports Gym, Indoor jungle gym, Movie Room, Arts and Craft area, Video game area, Nursery for Infants under 18 months, Books, Developmentally appropriate gross motor activities

WE DO NOT TRANSPORT CHILDREN, HAVE WATER ACTIVITIES, OR TAKE CHILDREN ON FIELD TRIPS. ANIMALS ARE NOT ALLOWED IN THE CENTER EXCLUDING SERVICE ANIMALS.

STAFF

The PlaySpace requires its staff to be enthusiastic, respectful, fun, and encouraging towards all children. They must maintain at least 24 clock hours of childcare training annually, pass a criminal history check, TB tests, certified. We take pride in our staff being an active participant in the children's adventure. Staff is not required to have their immunization records on file at our facility. However, if a staff member does appear sick, they will be sent home, so as to not spread infectious disease

CHILDRENS HEALTH POLICY

Parents are the best judges of their child's health and we trust families not to bring a sick child to the center. However, if in the opinion of the staff, a child is ill, a parent will be called to come and pick them up. The PlaySpace does not administer medication. *Willow Park families: Please add insect repellent and sunscreen prior to arrival at our facility.

PARENT NOTIFICATIONS

In the event of an emergency, all parents will be notified via text, email, and phone call. Our children lists are updated hourly and parent contact information is on these lists. All our children/parent information is available via our electronic software system and accessible by Internet. In the event that we must evacuate our facility, all children will be taken to
FORT WORTH: Courtyard Marriot Hotel at 3150 Riverfront Drive, 76107.
WILLOW PARK: Railhead BBQ on Ranch House Road, 76008

SUSPENSION/EXPULSION POLICY

Unfortunately there are times that cause for immediate suspension from The PlaySpace, however our facility prefers to work with families and children to prevent enforcing this policy. Reasons for suspension include: the child is at risk to cause serious harm to himself or others; a parent threatens intimidating actions to the facility or staff members; parents exhibit verbal abuse to staff in front of enrolled children.

HEALTH AND MEDICAL ISSUES

Our commitment to a clean and healthy environment compels us to take precautionary steps to prevent the spread of communicable diseases. Our center is designed to be easily cleaned and maintained at high standards and sanitation. Toys in the infant and toddler rooms are sanitized daily. Tabletops are regularly sanitized, including before and after meals, and snack times. We promote cleanliness and good hygiene with children on a regular basis. Frequent hand washing is practiced by both staff and children. We require all children have had a hearing and vision screening per physician recommendations.

IMMUNIZATION REQUIREMENTS

All children must be current on their immunizations before being admitted to The PlaySpace. This applies to children in early care from birth through school age. We will accept documentation through your child's daycare or physician. You have the right to waive immunizations. To do so, a written statement (or state-required form if applicable) must be provided indicating the parent's choice to waive immunizations.

CHILDRIEN WITH ALLERGIES

Please notify us immediately if your child has allergies. If a child requires medication for a life-threatening allergic reaction (i.e. bee stings), the child's prescription may be kept at The PlaySpace during drop-off. Of note, The PlaySpace is a nut-free facility.

DISCIPLINE AND GUIDANCE

The PlaySpace expects children to follow rules for their safety and the safety of others. The safety and well-being of children is of utmost importance to us. All staff will be expected to use positive reinforcement with all children as well as kind words for redirection techniques. Education is provided on this



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reinforcement.

Rules for FUN: Walking Feet, Kind words, Listening ears, Gentle Hands, Share with friends, Take turns

Consequences: Verbal Warning, Redirection, "Take a Break" Chair, Call Parent

PERSONAL ITEMS

The PlaySpace has many toys and activities for the children to enjoy during their stay with us and, therefore, encourages parents to leave personal items at home. If your child does require a personal item (blanket, bottle, toy, diapers) please ensure the item is labeled with his or her name. Children in diapers should bring their own diapers and wipes. All infant items, including bottles and jar foods need to be labeled with the infant's first and last name. The PlaySpace is not responsible for lost or stolen items. Use of personal electronics such as phones are strictly prohibited.

PARENT BULLETIN BOARD

A bulletin board and web site are available to keep parents informed of events, or policy changes at The PlaySpace. All documents are also posted on our web site at: www.theplayspacefw.com

KEEPING CHILDREN SAFE

Texas law, community organizations and caregivers are working together towards preventing and responding to abuse and neglect of children. Staff is required to attend 2 hours of training annually on prevention, recognition and reporting child abuse and neglect that will guide them to be aware of warning signs, prevention techniques, intervention and helpful community organization. To better understand issues regarding suspected child abuse or neglect or actions that parents should take to obtain assistance and intervention of a child who is victim of child abuse and neglect. Log on to www.dfps.state.tx.us or www.childwelfare.gov or call 1-800-242-5400, or your local office at 1-800-582-6036 to make confidential reports.

PROCEDURE FOR HANDLING MEDICAL EMERGENCIES

In the event of an emergency, the person in charge will call for medical assistance, notify the parents, and tend to the child. Staff is certified to provide CPR and first aid as needed. We will document and call DFPS to report any incidents that require medical attention.

LATE PICK-UP CHARGES

Late charges are in affect after closing hours (Mon. - Thurs. after 10:00 p.m. Fridays and Saturdays after midnight). Customers who are late will be charged a \$5 late fee and \$1 for every minute after closing hours.

GANG FREE ZONE

Under the Texas Penal Code, The PlaySpace and any area within 1000 ft. is a designated gang free zone.

EMERGENCY CLOSING AND INCLEMENT WEATHER INFORMATION

It is our intention to be open and provide child care services during our operating hours. However, situations out of our control such as inclement weather, natural/national disasters, or major building issues may disrupt service. We ask that you call ahead to ensure The PlaySpace is open during such periods. If The PlaySpace must close after you have dropped off your child, you or your designated emergency contacts will be notified so that you can make appropriate arrangements for picking up your child.

POLICIES AND OTHER DOCUMENTATION

Maintaining an open door policy is an integral part of the The PlaySpace philosophy. A copy of the minimum standards for Texas daycares, and The PlaySpace most recent licensing inspection are available on-site for your viewing or as requested via email. If you have any questions, please do not hesitate to discuss them with The PlaySpace management.

STATE LICENSING REQUIREMENTS

State licensing requirements and strict enforcement of standards are in the best interest of all children. Our center meets or exceeds applicable licensing regulations and standards. These standards relate to our facility, staff, health and safety procedures, caregiver/child ratios, and record keeping. Our center is subject to inspection by state, county and city health, fire, and licensing officials. * Parents can access our licensing inspection reports online at the Texas HHS website. As well as the minimum standards that we follow.



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HEARING AND VISION SCREENING

The Special Senses and Communication Disorders Act, Texas Health and Safety Code requires a screening or a professional examination for possible vision and hearing problems for children of certain ages and grades. If your child has had a screening please provide a copy of the results to The PlaySpace along with your immunization records.

POLICIES AND OTHER DOCUMENTATION

Maintaining an open door policy is an integral part of the The PlaySpace philosophy. A copy of the minimum standards for Texas daycares, and The PlaySpace most recent licensing inspection are available on-site for your viewing or as requested via email. If any policies in the parent handbook change, parents will be notified via the email they provided in their children's profile. If you have any questions, please do not hesitate to discuss them with The PlaySpace management.

PARENT PARTICIPATION

Due to Texas State mandated ratio policies, parents will be unable to enter the "play area" when ten or more children are in the space. We welcome parents to watch from the lobby while their children enjoy our center.

PARENT NOTIFICATION

The PlaySpace members will receive notifications through text and email about any changes or updates to our procedures. Non-Members will be notified verbally. Changes and updates will also be posted in the lobby.

FIRE PROCEDURE

In the event of a fire The PlaySpace employees will escort all children, after making sure they are all accounted for, to the
FORT WORTH: Courtyard Marriot across the street.
WILLOW PARK: Railhead BBQ on Ranch House Road

Parents will be notified immediately and will be able to pick their children up with proper identification.

EMERGENCY CLOSING AND INCLEMENT WEATHER INFORMATION

It is our intention to be open and provide child care services during our operating hours. However, situations out of our control such as inclement weather, natural/national disasters, or major building issues may disrupt service. We ask that you call ahead to ensure The PlaySpace is open during such periods. If The PlaySpace must close after you have dropped off your child, you or your designated emergency contacts will be notified so that you can make appropriate arrangements for picking up your child. If an emergency lock-down is issued for our area, parents will not be able to pick their children up until the lock-down is lifted

BREASTFEEDING

Mothers will have the option to breastfeed in the infant room at any time their child is in our center. Breastmilk may also be provided to the center for feedings. Any specific instructions for the preparation of the breastmilk will need to be given to the infant instructor at the time the child is dropped off.

For any questions please contact:

Lindsay Jones

214-995-3385 | Lindsay@theplayspacefw.com

Thank you for choosing The PlaySpace