



Parent & Client Handbook

Kidz 1st Choice Mobile Childcare

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1. Welcome to Kidz 1st Choice Mobile Childcare

Welcome to Kidz 1st Choice Mobile Childcare

We are honored that you have chosen us to support your family, organization, or event. Kidz 1st Choice Mobile Childcare was created to provide reliable, nurturing, and professional childcare services beyond the traditional daycare setting, meeting families and clients exactly where they are.

With years of experience operating licensed childcare programs, we recognized a growing need for flexible, high-quality care in homes, hotels, workplaces, and special events. Our mobile childcare model allows us to deliver structured, engaging, and attentive care while maintaining the safety, professionalism, and standards families expect.

This handbook outlines our policies, expectations, and procedures so that families and clients understand how we operate and how we can work together to ensure a positive experience for everyone involved.

2. Our Services & Care Settings

Kidz 1st Choice Mobile Childcare provides temporary, short-term childcare services in a variety of approved settings, including but not limited to:

- Private homes
- Hotels and resorts
- Corporate offices and workplaces
- Conferences, weddings, and special events
- Community or private venues approved in advance

Our services are designed to support families needing short-term or scheduled care, traveling parents, employers seeking family-friendly support for staff, and event hosts who require safe, supervised childcare during functions.

All care is provided by trained childcare professionals who follow company policies and professional standards.

3. Enrollment & Booking Policies

All services must be scheduled and confirmed in advance. Prior to the start of care, families or clients must complete all required enrollment or booking forms and receive written confirmation of services.

Enrollment or booking may include child information forms, emergency contact details, health and allergy disclosures, service agreements or contracts, and payment confirmation.

Care cannot begin until all required documentation is received and approved.

4. Licensing, Compliance & Reporting

Kidz 1st Choice Mobile Childcare operates in accordance with applicable Texas laws and regulations governing childcare services.

All staff members are trained to follow safety protocols, supervision standards, and mandated reporting obligations where applicable. We take child safety seriously and adhere to professional childcare best practices at all times.

5. Parent & Client Responsibilities

To ensure a smooth and safe experience, parents and clients are expected to provide accurate and up-to-date child information, disclose any medical conditions or allergies, remain reachable during the scheduled care period, follow agreed-upon drop-off, pick-up, and handoff procedures, and respect staff professionalism and boundaries.

Failure to follow these expectations may impact the continuation of services.

6. Health, Illness & Exclusion Guidelines

Kidz 1st Choice Mobile Childcare provides care in a variety of environments and is committed to protecting the health and well-being of all children, families, clients, and staff. For this reason, we operate as a well-child childcare service and are unable to provide care for sick children.

Children must be healthy enough to comfortably participate in normal activities at the time care begins. If a child shows signs of illness prior to the scheduled service, families or clients must notify us as soon as possible.

Care will not be provided if a child exhibits symptoms including fever, vomiting, diarrhea, persistent cough, breathing difficulty, rash, lice, ringworm, or any condition suggesting contagious illness.

If a child becomes ill during care, the parent, guardian, or designated emergency contact will be notified and must assume responsibility for the child as soon as possible.

Children may return to care when they have been symptom-free for at least 24 hours without the use of fever-reducing medication and are able to participate comfortably in activities.

7. Safety, Supervision & Child Protection

The safety and well-being of every child in our care is our highest priority. Children are supervised at all times by trained childcare professionals who maintain appropriate ratios based on the number of children present, their ages, and the care environment.

Kidz 1st Choice Mobile Childcare follows all applicable child protection laws. Staff members are trained as mandated reporters where required by law and are obligated to report suspected abuse or neglect to the appropriate authorities.

In the event of injury or emergency, providers will administer basic first aid when appropriate, contact emergency services if needed, and notify parents or clients promptly.

8. Personal Belongings & Supplies

To help ensure organization, safety, and accountability during mobile childcare services, families and clients are responsible for providing and labeling their child's personal belongings.

All personal items must be clearly labeled with the child's first and last name, including diapers, wipes, diaper rash creams, cups, bottles, feeding items, changes of clothing, and comfort items.

Smaller items or items that cannot be written on directly may be placed inside a labeled Ziploc bag.

Medications of any kind may not be left in a child's bag. Kidz 1st Choice Mobile Childcare does not provide or administer medication.

When care is provided exclusively in a family's home and only the family's children are present, labeling personal items is not mandatory.

9. Activities, Engagement & Screen Use

Kidz 1st Choice Mobile Childcare provides age-appropriate activities designed to support children's social, emotional, and developmental needs. Activities may include free play, arts and crafts, reading, music, movement, and guided play.

Screen use is limited and intentional, reserved for short periods of age-appropriate, child-friendly, educational content. Activities and screen use may vary depending on the care site, duration of care, and the needs of the children.

10. Emergency Procedures

Emergency procedures may vary based on the care site. In the event of a medical emergency, emergency services will be contacted immediately if necessary and parents or emergency contacts will be notified promptly.

In hotel, corporate, or event settings, providers will follow both company procedures and site-specific emergency protocols. Parents and clients are expected to remain reachable and retrieve children promptly if requested.

11. Communication, Feedback & Concerns

Open and respectful communication is essential. Parents and clients must remain reachable during care. Questions, feedback, or concerns should be communicated directly and respectfully.

Concerns should not be discussed in front of children or during active care. Our goal is always to resolve concerns professionally and in the best interest of the child.