



**12107 Toepperwein Road. Suite 9, Live Oak TEXAS, 78233**

**Email: [Spiritsheartcc2@gmail.com](mailto:Spiritsheartcc2@gmail.com)**

**210-957-2110**

# Parent/Guardian Handbook

**Revised 2023**



## **Vision**

Spirit's Heart Vision is to be an active community partner and educational resource for families across America.

## **Mission Statement**

Our Mission is to enhance the quality of life within our community. To be an extension of God's hand by walking in his authority as we teach, serve and provide a high-quality curriculum that focuses on the whole child physically, intellectually, emotionally, and socially.

## **Philosophy Statement**

Development and learning are important in a child's life. Spirit's Heart Educational Curriculum is designed to help children reach their fullest potential. Our curriculum provides lessons that help develop the whole child physically, intellectually, emotionally, and socially. Spirit's Heart educational curriculum, encourages each child to learn at his or her own pace. Each day children have activities and fun play experiences to choose from; all of which are planned with specific age and interest of your child in mind and with the goals of preparing your child for the next level of learning.



**Dear Parents:**

We are honored that you have decided to entrust the care of your child/children to Spirit's Heart Childcare Center! We believe that families, just like yours, want a warm, welcoming, secure environment in which children's unique interests and abilities will be nurtured and developed.

We are pleased to offer a quality education curriculum which will develop each child's sense of worth and skills he/she will carry for a lifetime. We believe that each child should be nurtured mentally and physically so that they may reach their full potential.

Breakfast, lunch, Dinner and snacks are served daily. Menus are designed to meet the daily requirements of the child's diet. We believe that healthy eating and exercise will be carried with us through life.

We are here to provide a learning experience that is safe and enjoyable for both you and your children. We want you to be at ease when you leave for work or school, knowing that your child is in a safe, nurturing and warm environment. My purpose from God is to be here for **YOU and your children**. What we want for your children is what we want for our own!

Sincerely,

***Spirit's Heart Childcare Center Owner,  
Angela Childress***



**Registration Fees**

\$35.00 First Child                      \$25.00 Second Child

**Tuition Fees**

INFANTS (6 wks.- 17 mo.)            \$190.00 weekly  
18mo- 24mo                                \$180.00 weekly  
3 - 5yr                                         \$170.00 weekly  
School Age                                 \$100 .00 weekly  
Drop in Monday-Friday- Rate        \$10.00 hourly or \$40.00 per day (8Hours)  
Saturday From 7am-3pm                \$11.00 hourly or \$55.00 per day (8Hours)  
Summer Break for school age        \$150.00 weekly  
Home Transportation is an additional \$50.00 a week

**Guidelines for Private Pay**

- All Payments are due every Monday.
- All Payments must be paid in full.
- All Payment receipts will be provided via brightwheel.
- If payments are late there will be a \$20 late charge per week.
- An payment arrangements outside this private pay contract must be approved by owners.

**Child Care Services Pay**

- Monthly Parent Fee tuition is due every 3rd day of every month. \*\*\*If not paid by the 3rd of the month Spirit's Heart will report late payments to CCS. This can result in losing your assistance.
- If payments are late there will be a \$20 late charge per week.
- All Payments must be paid in full.
- All Payment receipts will be provided via brightwheel.
- An payment arrangements outside this private pay contract must be approved by owners.

**For ALL Families**

There are no discounts/reimbursements for days missed due to illness, absences, vacation, or the Spirit's Heart Childcare Center being closed for holidays or emergencies.

All payments must be made prior to services. If a child is out for a week, a two-week in advance written statement and a \$50.00 fee will be applied to secure their seat. Please read the Vacations section for further details. For a child's records to be released, all fees must be paid in full.

**Returned Checks**

The first time a check is returned to the center you will be charged a \$50.00 handling fee. If any subsequent checks are returned a \$50.00 handling fee will be assessed and we will only be able to accept cash or money order as payment going forward.

**Discounts**

A \$10 discount will be applied towards two or more siblings, active duty military, JISD worker, Teacher or County Worker

**Hours of Operation**

Spirit’s Heart Childcare Center will be open from 6:30am to 6:00pm Monday - Friday **Cut-off time for dropping off is 9:00 am except in case of emergencies, doctor or dental appointments.** All children must be signed in Spirit’s Heart Childcare Center by 9:00am to ensure that children are able to participate in classroom activities. **We will charge a late fee of \$10 for the first minute after 6:00pm and \$5 for every additional minute Monday-Friday and 3pm on Saturday.** If your child is still at the Spirit’s Heart Childcare Center after 6:00pm or 3:00pm we will/may turn your child over to the proper authorities.

**Holidays**

Spirit’s Heart Childcare Center will be **CLOSED** for the following holidays:

- |                        |                        |
|------------------------|------------------------|
| Labor Day              | New Year’s Day         |
| Thanksgiving Day       | Veterans Day           |
| Day after Thanksgiving | Memorial Day           |
| Christmas Day          | Martin Luther King Day |
| Christmas Eve          | 4 <sup>th</sup> JULY   |
| New Year’s Eve         | Juneteenth             |

We are **closed** every year the LAST Week of the year **December 25, 2023-January 2, 2024.** We close Early on December 24, 2022 at 2pm. We close every other spring break. 2023 we will be Open for spring break. March 14-18 2022.

If a holiday falls on a Saturday, the center will be closed on Friday. If the holiday falls on a Sunday we will close on monday. Spirit’s Heart Childcare Center Parent/Guardian Handbook. We have the right to close on any day.

**Vacation**

If your child has been enrolled at the center for 6 months or more, you will be allowed a (2) week vacation without payment. This request must be made in writing at least one week in advance. After the two free weeks have been used and your child misses a week you will be charged a Tuition fee of \$50.

**Arrival and Departure**

Parents must escort their child into the building and sign him/her in and out. No child may come into the building unescorted and no child will walk out of the building unescorted. Once the child is signed out, he/she is no longer the responsibility of Spirit’s Heart Childcare Center. Children must arrive before 9:30 am unless accompanied by a doctor’s note.

### **Releasing Your Child**

Only the person(s) designated by you, the parent, may pick up your child. You must supply Spirit's Heart Childcare Center with written consent designating that they may pick up your child. This should include the person(s) name, address and phone number. The designated person will need to supply identification upon arriving to pick up your child each time and a copy of their identification will be kept in your child's file. (NO over the phone permission will be accepted)

### **Authorized Adults**

Our staff will only release your child to the person(s) designated by you. It is mandatory to phone Spirit's Heart Childcare Center and notify us that a designated person will be picking up your child. They will be required to provide identification for us to release your child into their care.

### **Parents/Visitors/Participation**

We will periodically schedule extraordinary events. Parents will be notified via memorandum when an event is scheduled. Parents are invited to attend any or all extraordinary events and can assist a teacher in a group. No parent or assistant may be left alone with any child but their own. Parents are free and welcome to enter the center at any given time. Except while we are in COVID Season.

### **Nursing Mother**

If there is a mother which to breastfeed, the center will provide a close and comfortable area to help meet the needs of the mother.

### **Safe Sleep**

Parents will review and sign the policy before enrolling their infant at Spirit's Heart Childcare Center Child Care Center, all staff will follow minimum standards for infant safe sleep.

### **Withdrawal from Center**

We require a **minimum of two weeks' notice** be given before withdrawal from Spirit's Heart Childcare Center. Your account must be paid in full and you still have to pay the 2 weeks. Records will not be released unless your account is paid in full.

### **Termination of Care**

Childcare may be terminated by the Director because of non-adjustment to the program or failure to cooperate with policies of the center. Steps before a child is dismissed, first a verbal warning, second a call to the parent about the child's failure to cooperate and a signed document by the parent, then conference with the parent, and final termination of care.

### **Child Custody Issues**

Spirit's Heart Childcare Center is committed to providing a safe and stable environment especially during divorce, separation or remarriage. Spirit's Heart Childcare Center cannot restrict the non-custodial parent from visiting the child, reviewing the child's records or picking up the child unless the Spirit's Heart Childcare Center has been furnished with current legal documents. These court documents will be kept in the child's file.

### **Child Abuse & Neglect**

Suspected child abuse or mistreatment must be reported within 48 hours to the Texas Department of Family and Protective Services and/or a Law Enforcement agency. Preventing and responding to abuse and neglect of children, including: annual training for employees, methods for increasing employee and parent awareness of issues regarding child abuse and how to look for signs that a child may be a victim of abuse and neglect, techniques and strategies for coordination between center and community organizations, actions that the parent of a child who is or maybe come a victim of abuse or neglect should take to obtain assistance and intervention.

*Child abuse and neglect are against the law in Texas, and so is failure to report it.*

### **Child Abuse Hotline 1-800-252-5400**

### **Emergency Closures**

There may be times when we are forced to close the center for the safety of the children, or the weather is unsafe for families and staff to travel (i.e. flooding, ice, sleet, etc.). In the event of severe weather and other emergencies, we will be closed when the San Antonio School District closes. Please keep abreast of school closures during severe weather warning or other emergency circumstances. If we must open late or close due to circumstances beyond our control, no discounts or credits will be given.

If we have less than 5 students show up, we will close the daycare for the day, or we will close early.

### **Medical Emergencies/Accidents**

- 1) Immediate treatment will be obtained for a child who sustains a minor injury (i.e. scratches, scrapes, and insect bites).
- 2) If a major injury occurs, the staff will immediately call for professional help (911). Parents, designated emergency contact, or the child's doctor will be notified promptly.
- 3) Parents are **required** to sign a medical emergency form included in the application packet. ("If the emergency requires immediate attention, the staff has my permission to take my child to the hospital.")
- 4) Parents are **required** to have their own medical insurance. Spirits Heart Childcare Center is **NOT** reliable for any ambulance or Hospital bills any bills related to any injury or illness.

### **Health/Medications**

Children over 6 months of age, must have had a physical within one year of admission to Spirit's Heart Childcare Center, or a physical must be obtained within one month of admission. Infants under 6 months of age, must have a physical within 15 days of admission. After the initial physical, a yearly physical is required.

We must receive a copy of your child's immunizations, along with a record of your child's physicals from the pediatrician. A statement signed by your pediatrician indicating that your child has been screened for lead poisoning is also required for children 2-6 years old. For all infants and toddlers (walkers) we recommend stride ride shoes to reduce tripping and falling. These are slip resistant.

### **Health Checks**

Health Checks are done on children upon arrival and departure in the Daycare. We will do a health check for all children by staff daily.

### **Diapering and toileting**

All children will be checked hourly, if soiled they will have their diaper/pullup changed. If not, there will be no change taking place until soiled. We will sit all potty trainers on the toilet every 2 hours and when they communicate that they need to use the restroom.

### **Medication Administration**

Medication is not dispensed by Spirits Heart Child Care except for emergencies only. IE:(Epipen provided by the parent, inhalers for asthma attacks. ONLY) No daily medication will be given. The above medication must be administered by the parent or guardian for the first 24 hours dosages. The child's name must have a label in the original container. A consent form must be signed by you or the prescribing physician. Medication will not be administered after its expiration date. All medication must be documented with parent and employee signature.

**NO non-prescription medication (over the counter) will be given. We can refuse administering medication too.**

### **Immunization**

All children are required to have current immunization on file.

### **Sunscreen/Repellent**

Parents must sign a form that gives permission for staff to apply any type of cream, or spray to their child's body.

### **Allergy Emergency Plan**

The child's health care professional must provide the center with a written statement of the food allergy. A copy must be kept in the child's file and posted in each classroom for teachers only.

### **When to Keep Your Children Home**

Please keep your children home if these symptoms or conditions occur with the child or anyone in the household or have been in contact with the child. Please provide a doctor's note before returning. If you can not get a doctor note your child can not return to the center for 3-14 days director discretion.

- 1) Temperature over 100 degrees. Exceptions may be an elevated temperature due to recent immunizations or prolonged physical activity.
- 2) Severe cold with a temperature elevation, sneezing, or nose drainage.
- 3) Diarrhea- liquid stool
- 4) Continued, unexplained vomiting
- 5) Rashes you cannot identify or a physician has not diagnosed.
- 6) Ear or throat infections diagnosed by a physician. If the child is given antibiotics, he or she should not return to school until medication has been given for at least 24 hours.
- 7) It is important that you let us know if your child has been exposed to contagious disease.



**Some of these are but not limited to:**

Measles, strep throat, Pink Eye/Conjunctivitis, RSV, Hand/Foot/Mouth, Chicken Pox, Ringworm (Scalp and/or body), Bronchitis, Croup, COVID19, Scabies, Mumps, Impetigo, Head Lice, Pinworm.

**Conjunctivitis-** an eye infection commonly referred to as “pink eye.” The eye is red, burning and may have some drainage.

**Bronchitis-** this can begin with hoarseness, barking cough, or a slight temperature elevation.

**Impetigo-** skin lesions start in a small delicate blister containing yellow fluid or white pus and surrounded by reddened skin.

***\* Children must be symptom free for 24 hours before returning to the Spirit’s Heart Childcare Center.***

**Non- Discrimination**

Spirit’s Heart Childcare Center does not discriminate on the basis of race, religion, cultural heritage, political beliefs, marital status, national origin, sexual orientation or disabilities. All children will receive equal treatment.

**Complaints**

The Director is available upon request to talk with you about any concerns or complaints you may have regarding the center and/or its policies and procedures. The Director will do their utmost to address your concerns or complaints. Should the Director be unable to do so to your satisfaction, the Daycare can refer you to the Texas Department of Family and Protective Services and/or to a Law Enforcement agency.

**Food Services**

No food will be served between the hours of 6:30 am and 7:30 am. Breakfast will be served at 7:30 am. Children will be encouraged to eat, but will not be made to do so. All meals will be nutritionally balanced. Menus will be posted weekly. Please let us know if your child is allergic to any foods. There must be a written statement by a physician of any food allergy.

**Clothing**

Simple, washable clothing that your child can handle with ease for outdoor play and restroom use is recommended. Children should be dressed appropriately for the weather. Tennis shoes are highly recommended. Each child will have their own cubby, so a complete change of clothing should be kept at Spirit’s Heart Childcare Center Daycare for your child’s use. Please label all clothing.

**Discipline Policy**

The primary method of guidance or correction will be verbal. No physical punishment, such as spanking, shaking, etc. will be permitted. We will use redirection and time out should it become necessary. If a child becomes too disruptive or endangers others, removal from the situation may be necessary. Written documents of the behavior will be placed in the child’s folder. Parents will be notified of the disruptive behavior. A child can be terminated at any time for behavior issues.

**Suspension and Termination Policy**

Spirit’s Heart Childcare Center will enforce the following policies as it concerns suspension and termination. We will schedule a meeting via telephone or in person with the parent. The Director will provide a written statement explaining why Spirit’s Heart Childcare Center is recommending additional services, along with a summary of observations. A child can be terminated at any time for behavior issues.

**Reasons for Suspension & Termination**

Suspension or termination can occur for the following reasons:

- The health and safety of your child or other children cannot be assured in the center.
- For non-payment of tuition fees. (see fee agreement)
- Frequency of inappropriate behavior; such as biting, spitting, hitting or foul language, etc.
- The child’s developmental needs are not being met at the center/parent’s needs are not being met.

**Staff**

Spirit’s Heart Childcare Center staff is experienced in Early Childhood Education and Child Care. We are required to have a minimum of 24 hours annually training. All staff members are required to be certified in CPR and First Aid.

**Immunization Requirements for Bexar County**

Staff are not required to have any immunization, now.

**Hearing and Vision Screening**

Screening is required for hearing and vision on four-year-old children within 120 days of admission within 120 days of their 4<sup>th</sup> birthday.

**Gang Free Zone**

Spirit’s Heart Childcare Center Daycare is a Gang-Free Zone. Any gang-related criminal activity or organized criminal activity within 1000 feet of the Daycare will be considered a violation of HB 2086, which regulates Gang-Free Zones.

**Policy Changes**

Parents, Guardians and Staff will be notified in writing by the Director of any policy changes as soon as possible.

**Water Activities, if Applicable**

Spirit’s Heart Childcare Center does not engage in swimming activities. During summer months sprinklers may be allowed.

**Field Trips**

We will have field trips that require transporting children. Any in house field trips will be posted for the parents to stay informed and give permission for the child to attend.

\*\*\*\*\*Water Guns or Pistols are prohibited\*\*\*\*\*

**Minimum Standards and Daycare’s Most Recent Inspection Report**

The Policy Handbook is provided to all new enrollments. The Minimum Standard Rules for Licensed Child Care Centers Manual is required to be on premises at all times and is available to parents and guardians upon request. The manual may not be removed but a copy may be requested. All inspection reports are posted in the Daycare.

**Local Licensing Office, Protective and Regulatory Services, Child Abuse Hotline and the PRS**

Local Licensing Office	210-337-3399
PRS hotline	800-252-5400
PRS website	<a href="http://www.dfps.state.tx.us">www.dfps.state.tx.us</a>
Texas State Licensing website	<a href="https://hhs.texas.gov/services/safety/child-care">https://hhs.texas.gov/services/safety/child-care</a>

**Transportation**

Parents who choose to use Spirit’s Heart Childcare Center Van Services to and from school must fill out the required paperwork to use this service. Parents must understand that some of Spirit’s Heart Childcare Center routes are located across the railroad tracks that may cause delays if a train is passing and cause traffic to stand still for a period of time. In the event that this occurs Parents and School will be notified of our tardiness.

**You may pick up your child from school but you are required to tell us before 2pm so that the transportation staff can prepare their routine. If you do not tell us in advance and our vans make the trip you will incur a \$15.00 Trip Fee.**

**Operation Plan**

Spirit’s Heart Childcare Center daycare has implemented an emergency prepared plan that addresses procedures for severe weather and evacuation procedures. This can be reviewed in front of Spirit’s Heart Childcare Center administration board and requested.

**Fire Drills**

Fire drills are held regularly at Spirit’s Heart Childcare Center. We check our fire extinguishers on monthly & fire drills. For the safety of our children. We maintain a regular monthly report of fire drills and annual inspection which are posted at the front Information Board.

**Emergency Preparedness Plan**

An emergency preparedness plan is designed to ensure the safety of children during an emergency by addressing staff responsibility and facility readiness with respect to emergency evacuation, relocation and lockdown. The plan addresses the types of emergencies most likely to occur in the Childcare Center area including but not limited to natural events such as tornado, floods, hurricanes, disruption of utilities, health events such as medical emergencies, communicable disease outbreak and human-caused events such as intruder with weapon, explosion or chemical spill.

**Emergency Evacuation Plan**

- Purpose is to relocate children/staff to a designed place of safety in case of an emergency.
- Director selects a school or other appropriate facility close to the daycare.
- Director contacts the school or other facility, asks the Principal or other appropriate responsible person and explains the emergency evacuation/relocation plan. Director will obtain permission to relocate children/staff to their location in case of emergency and if permissible, post his/her name and contact information including telephone number,

- name and address of the relocation site on the front door of the facility.
- Each teacher must take with them their emergency contact folder and the 30-minute count form, once outside each teacher records a count of each child.
- Designated person performs a sweep of the building to ensure no one is left behind
- Designated person is responsible for bringing the first aid kit.
- Designated persons will be assigned to any child that may have limited mobility.
- If the Director instructs staff to stay indoors (sheltering in -place), staff seal the building so contaminants cannot enter, or move all children into areas of the building with no windows, teachers take emergency contact, 30-minute count, and flashlight.
- If there is an Intruder or Terroristic threats shall be indicated by staff indicating a CODE RED, teachers move into their designated areas until they hear “all is clear”.

**Communication Including**

- Director calls 9-1-1 immediately; tells the operator of the emergency. Give your name, address and contact phone number, stay on line and do as instructed by the emergency operator.
- Teachers will continue to care for the children by singing songs, story reading, finger play, and others as needed.
- Director or Owner notifies/contacts parents with further information/instructions.
- Director will report the incident to TDFPS Licensing, and complete a written TDFPS Incident Report and submit it to Licensing staff.

**Emergency Evacuation and Relocation Diagram:    POSTED**

**Country Home Learning Center 11909 Toepperwein  
Road  
210-650-3115**

**Emergency Relocation Site:**

**ZONE  
New Beginnings International Worship  
12107 Toepperwein Rd. Ste.1  
Live Oak, Texas 78233**

**Full/Part Time Childcare**

Tuition is due and payable on the first day of the week (*Monday*) regardless of child's attendance. Part-time childcare is defined as three days per week.

The weekly tuition rate will be \$ \_\_\_\_\_ per week for \_\_\_\_\_ days.

Childcare fees will not be adjusted for late arrival, early pick-ups or missed days. If the child is out for a week half price will be applied to secure the child's seat.

**Contracted Hours**

The provider shall provide child care services as follows:

- Monday: \_\_\_\_\_ to \_\_\_\_\_
- Tuesday: \_\_\_\_\_ to \_\_\_\_\_
- Wednesday: \_\_\_\_\_ to \_\_\_\_\_
- Thursday: \_\_\_\_\_ to \_\_\_\_\_
- Friday: \_\_\_\_\_ to \_\_\_\_\_
- Saturday: \_\_\_\_\_ to \_\_\_\_\_ (*by appointment only*)

The weekly tuition rate is based on the contracted hours listed above. Any change to these hours may result in a change in the tuition rate. You are required to notify me at least two weeks in advance of any changes in the contracted hours. Overtime fees will be based on the hours listed above, not our business hours.

By signing this contract, you agree to and have read the business policies and expectations as outlined in the Parent Handbook. You also agree to the terms set forth above with respect to the start date for childcare services, the weekly rate and the contracted hours for childcare services.

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director Signature

\_\_\_\_\_  
Date



**Spirit's Heart Childcare Center Daycare**  
12107 Toepperwein Suite 9  
Live Oak, Texas 78233  
210-957-2110

**Diaper Changing**  
**Sunscreen**  
**Repellant**

I \_\_\_\_\_ gives Spirit's Heart Child Care  
Center's Staff

permission to apply cream/ointment/spray to

\_\_\_\_\_ body as needed.

**Thanks,**  
**Director**

Dear Parents,

We recently started using brightwheel, a tool that significantly helps teachers & administrators manage their classrooms, observe & track the children, communicate with you, take attendance, send invoices, and offer online payments. Please remember our staff will update when it's safe to. Please note that all communication will be done via brightwheel and postings on the front door. We can not make you download the app but we advise you to use the app to at least get important notifications from staff.

Soon you will be receiving an invitation to join brightwheel. To create a brightwheel account all you need to do is create a parent account through either the web or mobile app.

After creating your account please click here to set up your payment information through your online brightwheel account  
<https://schools.mybrightwheel.com/payments/settings>.

If you need additional help setting up your payment information you can reference this step-by-step guide [Billing: Parent Setup Guide](#).

Once you create your account, you'll be automatically linked to your child's profile. Shortly thereafter you will begin receiving daily updates along with invoices for your child's tuition and fees.

Best wishes  
Director Angela Childress

I \_\_\_\_\_ (name of parent) have received and understood brightwheel and how it will be used at Spirit's Heart Childcare Center.

Sign \_\_\_\_\_

Date \_\_\_\_\_