



# Parent/Guardian Handbook

## Vision

Spirit's Heart's 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

Our philosophy is that 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 the specific age and interest of your child in mind and with the goal of preparing your child for the next level of learning.

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**[www.spiritsheartchildcare.com](http://www.spiritsheartchildcare.com)**

**210-451-9553**

**Revised: May 2024 Changes in Policies** The fees, procedures, and policies stated in this handbook are subject to be changed at the discretion of the center owner. Policies are reviewed annually and updated if necessary. By Signing this handbook I agree and understand all revised copies will be updated and available for viewing at [Spiritsheartchildcare.com](http://Spiritsheartchildcare.com).

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## WELCOME

### Dear Parents Welcome To Spirits Heart Childcare Center

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 that will develop each child's sense of worth and the 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.

You and your family are encouraged to visit our center prior to the first day of enrollment to give our teachers, and your child, an opportunity to meet and become better acquainted. It will make separating on the first day a bit easier. The Parent Handbook has been written to describe our program, philosophy, policies, and all the practical details that go into making each day as happy and successful as possible. Please carefully read this handbook and keep it for future reference.

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! The staff at Spirits Heart Childcare Center would be glad to address any of your questions or concerns. Once again, welcome!

Sincerely,

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

***We believe...***

- ***Children are precious and must receive care from adults who are capable and caring--whose values enable them to be excellent role models.***
- ***In our curriculum Children should experience numerous positive learning milestones, leading to an increased sense of competence and independence.***
- ***Children's play is extremely vital to healthy physical development, acceptable social skills, and cognitive growth.***
- ***Teachers, drawing upon their training and experience, must create an appropriate educational environment***

*which carefully guides children from one developmental level to another.*

- *Parents contribute to and enhance the quality of care offered at Spirits Heart Childcare Center.*

*Curriculum is based on Pinnacle this can be found on our website or <https://www.cceionline.com/curriculum/>*

### **PINNACLE CURRICULUM**

### **CCEI's RESEARCH-BASED**

### **EARLY CHILDHOOD EDUCATION LESSONS**

#### ***What is Pinnacle Curriculum?***

*Early childhood education courses provide children with a wealth of knowledge to help them excel in school.*

*Pinnacle® is a research-based early childhood curriculum, designed with both teachers and students in mind. Based on the works of Piaget, Gardner, and Erikson, Pinnacle provides early childhood educators with lessons that engage children in developmentally appropriate activities. Pinnacle® is published in an easy-to-use, reusable format that includes lesson plan guides, activity enrichments, and long-range goals linked to key standards. Developmentally appropriate child care center curriculum programs are offered for Infants, Toddlers, Two's, Three's, Four's, and School-Age children.*

## **Cultural Competence and Accountability**

Spirit's Heart Childcare is a Faith Based Praying Center. However, we understand cultural competence is the basic understanding of our own culture and ethnicity, a willingness to learn about the cultural practices and worldview of others, maintaining a positive attitude toward cultural differences, and a willingness to accept and respect these differences. The purpose of this plan is to bring awareness to any unconscious biases we (as a community of teachers and learners) may have; and to be accepting of knowledge about different cultures and how culture impacts management style, problem-solving, asking for help, learning, etc. It is important for children, families, and teachers to have an awareness, positive attitude, willingness to learn, and skills to communicate with everyone. While diversity may include different faiths, socioeconomic status, and ethnicity it is not limited to just these areas. We believe that diversity also includes the different physical, cognitive, and social abilities that one possesses. We strive to create a developmentally appropriate classroom environment curriculum that supports each child's uniqueness, their home culture and heritage, and their beliefs. One of the most important things that we can do to teach our children about diversity is through role modeling that all people are treated with kindness and respect. While it is impossible to list all the things we do to encourage diversity, listed below are some of the ways we incorporate diversity into our curriculum at Spirit's Heart Child Care:

- Our CHILD ENROLLMENT form encourages families to share their home traditions with us.
- Each classroom invites students to bring in a picture board to hang in the classroom highlighting family, traditions, and likes/dislikes.
- We collaborate with Texas Rising Star and Texas Workforce Commission which assist families in childcare.
- We encourage families and members of our community, through newsletters and announcements, to

visit with us throughout the year, not just special occasions, and share their traditions and customs.

- Our teachers incorporate props and materials into the different learning environments that reflect diversity in the above mentioned areas.

Texas Rising Star- is a quality rating and improvement system for child care programs in Texas. Texas Rising Star programs meet a level of quality that exceeds Child Care Regulation standards. All child care programs serving children in TWC's Child Care Services (CCS) scholarship program must participate in the Texas Rising Star program.

Texas Workforce Commission-is a governmental agency in the U.S. state of Texas that provides unemployment benefits and services related to employment to eligible individuals and businesses

### **Special Needs Statement of Support/ Parent Conferences/Parent Participation/Assessments**

Upon enrollment a family is asked to complete an Ages and Stages Assessment. This, along with an assessment by our early childhood professionals, is a good indicator if there is a developmental area of concern. Twice a year you will have a parent conference where each family has the opportunity to meet with their child(ren)'s teachers to review developmental assessments and set individual goals. The purpose of this Special Needs Statement of Support is if there is an area of developmental concern then a plan is created to support the child(ren). The earlier an area of concern is identified the better chance that child has to reach that developmental goal prior to going off to an elementary school setting. Morning Star works with the families, outside agencies, and school special education departments to advocate for the child(ren) and their needs. Here are a few ways Spirit's Heart Child Care supports families who have children with special needs.

- We provide a Preschool Support Process in which we work with the families to gain access to assistance (Occupational Therapists, Counselors, etc.).
- We collaborate with Early-On and Build Up to ensure that children with varying abilities have the best resources available to them to meet their needs

### **Accommodations for Children and Families**

It is our program policy to support families and children who may need additional accommodations, including home/native language, differing abilities and cultural backgrounds. Parents have the right to be informed of all procedural safeguards and rights of appeal in a language easily understood by the general public and in the parents' primary language. Please inform the director if you or your child require accommodations and we will ensure that we do our part in meeting your needs.

The following are ways that our program will assist in accommodating families:

1. Accurate space to allow for specific therapies.
2. Complete supporting documentation form authorized medical professionals for any accommodations related to the child's physical and developmental needs.
3. Provide materials and resources in the parent/child's primary language.
4. Provide opportunities for cultural inclusiveness by hosting cultural events throughout the year.

### **Assessments**

All age groups are assessed to ensure that the teachers plan their curriculum goals and activities to support individualized learning. The assessment tool utilized is the ASQ's and ASQ-SE. The following areas will be assessed: language and literacy, cognitive, socio-emotional, physical, science, technology, mathematics, social studies, and emergent literacy. A summary of their progress and results are shared and discussed during parent-teacher conferences. During the conference teachers will ask the parents for any feedback, comments, or concerns regarding the assessment. Our assessments are done every six months. Results of the assessment are used to help teachers write lesson plan activities to meet the children's educational needs. When assessment identifies concerns, appropriate follow-up, referral, or other intervention is used. Our families are part of the assessment process with regular communication, partnership, and involvement. Once the assessments are complete the teacher will discuss the child's progress during parent-teacher's conference. If the teacher feels that an earlier meeting is needed, they will call you to schedule a time to discuss the assessment results. If the child's Director feels that your child needs additional support outside our facility, we support our families to make the primary decisions about services that their children need. If your child needs special services, your child therapist is welcome to provide services during the day in our facility. The child therapist needs to let us know what accommodations are needed to facilitate the intervention. No referrals will be made without family consent and a signed confidentiality agreement.

### ***Steps to Successful Learning for RBT, BT Students***

- Step 1 Teacher does ASQ
- Step 2 RBT receives the ASQ
- Step 3 RBT Observes
- Step 4 RBT makes lesson plan according to ASQ per student (weekly) (template)
- Step 5 RBT makes lesson plan for entire class (weekly) (template)
- Step 6 RBT create IEP goals for semester August-December and January - May
- Step 7 RBT introducing to the routine
- Step 8 RBT implement activities
- Step 9 Meet with teachers (written by week update)
- Step 10 Meet with parents (once a semester) and written bi weekly updates
- Step 11 At end of semester evaluations
- Step 12 Graduate or determination of new IEP goals from observations and communications with teachers and staff.



**Texas**   
**Rising Star**

**Having met the Texas Rising Star  
High Quality Child Care Standards,**

**Spirit's Heart Childcare Center**

**Is hereby a**

**Four-Star certified program.**

Jul 01 2024

Issue Date

Jun 30 2027

Expiration Date

**Texas Rising Star**



four out of four star certification

Britanny Ortega

Signature

Alamo WDB - 20

Local Workforce Development Board

## Tuition and Rates



### **Registration Fees**

\$35.00 First Child                      \$25.00 Second Child

### **Tuition Fees**

INFANTS (6 wks.- 17 mo.)	\$242.00 weekly
18mo- 24mo	\$219.00 weekly
3 - 5yr day SHCC	\$208.00 weekly (M-F) full
3-5 yr weekly part-time or Schoolers	\$175.00 (M-F) Half-day JISD
School Age 6yr-13yr Schoolers	\$200 .00 weekly (M-F) JISD

Drop in Monday-Friday- Rate (Can only be used no more than 3x a week)

\$11.00 hourly or \$40.00 Half a day (5 hours) or \$50 full day (6+ Hours)

Saturday From 10 am-5 pm \$11.00 hourly or \$75.00 per day (7 Hours) (When we open on Saturdays) Coming Soon!

Summer and Winter Break for school age is \$150.00 weekly  
Home Transportation is an additional \$50.00 a week (Coming Soon)

**School-age Tuition** The School-age tuition is computed according to the first day of enrollment until the last scheduled day for the school year. The total is then divided by nine months, Sept. through May (June is divided into the previous months). The "Set Monthly Payment" is due the first day of each month and considered late after the tenth day. Tuition expected according to the child schedule, not according to the actual days attended. If parent do not call us

stating their child do not need transportation for the day and we go to the school there will be a fee of \$10.00

### **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 every monday.
- Payment arrangements outside this private pay contract must be approved by owners.
- Any child who is in our care for more than 10 hours in one day will be charged an additional \$20 fee for each day.

### **Childcare Assistant Payments /CCS**

- 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 every Monday.
- All Payments must be paid in full.
- All Payment receipts will be provided via brightwheel.
- Payment arrangements outside this private pay contract must be approved by owners.
- We encourage you to inform the facility of any elements related to your CCS enrollment that we or TRS may be able to help with.

### **For ALL Families**

Please contact the center or leave a message on brightwheel if your child will be **absent**.

Tuition is expected and no discounts/reimbursements for days your child may be absent due to illness, family emergencies, doctor visits, hospitalizations, vacations, or any other reason. Please note that tuition rates do not change in the event of a week including a holiday. After extensive research, we have found our policy to be consistent with other schools and child day care centers. Because our costs remain the same throughout the year, we rely on the specified tuition to be paid each week in order to meet our expenses. Consequently, as much as we might like to, we cannot make allowance for any days missed in your regular attendance schedule.

**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. Special payment arrangements may be made in advance with



the director. \*\*\*All refunds must be requested via brightwheel.

### **NON-Payment**

If you withdraw or unroll your child and leave a tuition balance. By Texas Law we **WILL** file a police report for theft in the amount of your balance. We will file a police report because services were rendered. A 7 day written notice will be sent to your address on file. You will have 7 days to submit the payment before the police report is signed.

### **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.

Any NSF fee: \$50.00

### **Discounts**

A \$10 discount will be applied towards two or more siblings, active duty military, JISD workers, Teachers, or County Worker's

**Hours of Operation All 12 months of the year.**

### **Drop off and Pick Up Procedures**

Spirit's Heart Childcare Center will be open from 6:30 am to 6:00 pm Monday - Friday. We are not open on Saturdays yet but once we are we will notify all parents. Saturday hours are 10 am-5 pm on Saturdays. All children must be signed in Spirit's Heart Childcare Center by 9:00 am. This is The cut-off time to ensure that children are able to participate in classroom activities, except in case of emergencies, doctor, or dental appointments. Infants and toddlers Suite 113. Pre k and Toddler suite 111. We will charge a late fee of \$10 for the first minute after 6:00 pm and \$5 for every additional minute Monday-Friday and 5 pm on Saturday. If your child is still at the Spirit's Heart Childcare Center after 6:00 pm or 5:00 pm (on Saturdays) we will/may turn your child over to the proper authorities.

### **Arrival, Departure and absences**

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.

We encourage you to understand the significance of consistent arrival time and coming daily. Children should arrive before the education portion of our program begins, to limit disruption. Consistent routines prepare children to transition to kindergarten.

### **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 notifies 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.

### **Holidays**

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

Labor Day  
New Year's Day  
Thanksgiving Week  
Veterans Day  
Memorial Day  
Christmas Week  
Martin Luther King Day  
4<sup>th</sup> of JULY  
New Year's Eve  
Juneteenth

We are **closed** every year the LAST Week of the year. This Year the dates are **December 25, 2023-January 2, 2024**. We close Early on December 22, 2023, at 2 pm. We close every other spring break. 2023 we will be open for spring break. Closed Spring break 2024.

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's 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.

### **Nursing/breastfeed Mother**

If there is a mother to breastfeed, the center will provide a close and comfortable area to help meet the needs of the mother. If your child is between the areas of 0-17 mo. You as a parent are allowed to breastfeed in the infant room for your privacy. A divider will be available for your use. You can receive resources from WIC and LATCHED here in San Antonio Texas. or at [texaswic.org](http://texaswic.org) or [latched.com](http://latched.com)

Resources: Nutrition and Breastfeeding:

<http://www.medelabreastfeedingus.com/breastfeeding-guide>

<http://www.breastmilkcounts.com>

[WIC State Agency](#)

### **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** to 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. If Spirit's Heart Childcare is no longer available to take care of a child, we will notify the parent in written form at least 24 hours in advance. Except Extreme emergencies, Parents will then get notified immediately.

### **Termination of Care**

Childcare may be terminated by the Director because of non-adjustment to the program or failure to cooperate with the 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 a conference with the parent, and final termination of care.

The director at Spirit's Heart Childcare Center reserves the right to cancel the enrollment of a child at his/her discretion, or for the following possible reasons:

- Non-payment or excessive late payments of tuition and fees.
- Not observing the rules of the center as outlined in the parent agreement.
- Children have special needs that we cannot adequately meet with our current staffing patterns.
- Physical and/or verbal abuse of staff or children by parent or child.
- Expired or non-immunizations and/or physical.

### **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.

### **BrightWheel (Updating information)**

Brightwheel is 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.

Your child's records are located at a secure site on brightwheel.com. The best way to access this link is from the home page of our website (Spiritsheartchildcare.com). Parents are encouraged to check their child's site frequently to view tuition status. It is the parent's responsibility to check Brightwheel.com for their current tuition amount. Contact the office to receive your Welcome Letter. You will log on to Brightwheel.com to receive your confirmation code and login information. Parents without Internet connection will receive "hard copies" of tuition statements and center communications. Inform the office if you need to be placed on our Parent PrintOut List.

**\*\*\*Parents Can Access BrightWheel to update any information without any staff assistance.**

### **Communication**

Communication between our parents and the teachers and staff of Spirits Heart Childcare Center is extremely important. Teachers will use Brightwheel To update your child's daily news feed with information on a regular basis. All children's parents will receive daily reports. You are welcome to call to arrange a meeting with your child's teacher--even just to become better acquainted! Concerns about any aspect of our program, or your child's care, may be expressed to the center director. Each child is provided with a mailbox and/or cubby. Please check brightwheel daily for notes, newsletters and

daily reports. Remember to communicate in writing any changes in your child's schedule. We must be informed, in writing, regarding any changes in the person picking up your child. You may add or delete names of authorized adults allowed to pick-up your child on the Child Information Record. ***Our main office and Brightwheel, must be informed of any of the following changes:*** • address and/or phone numbers, or e-mail address • parent/guardian employment, • health/immunizations up-dates, or; • other pertinent information related to your child. • In addition, if you are a family that uses English as a second language we will make an effort to communicate to you in your chosen language if requested.

### **Confidentiality**

Each family has the right to confidentiality. SHCC keeps certain information on file regarding children and families that may be considered personal in nature. We maintain this information in confidence and do not discuss or release it to persons outside of SHCC unless written permission has been obtained from the parent(s).

### **Treasures and Possessions (Parent Participation)**

Sometimes children need to bring special toys or newfound treasures to use as a "bridge" between home and school. On these occasions we will work with you and your child to make it a positive sharing experience. Past experience has shown us that often toys from home create problems at school. We encourage you to keep personal belongings and toys at home unless the teacher has scheduled a "show-n'- tell" day. Videos brought in to share with the class must be 'G' rated. Spirit's Heart will not be responsible for any lost items. Important...there are four things we feel strongly must remain at home: toy guns, gum, money, and candy.

### **Clothing and inclement weather**

Because of the wide range of activities it is recommended that children be dressed in washable, comfortable clothing. Plastic aprons will be provided by the center for art and water activities. Water activities, sand play, and occasional bathroom accidents necessitate that an extra set of clothing be kept at the center at all times. All extra clothing should be marked with the child's name and placed in a labeled plastic bag. Clothing should include underwear, socks, pants, and shirts. If wet or dirty clothes are sent home, please return a clean extra set of clothes the next morning. ***Licensing requires that children be taken outdoors each day.*** The

children will play outdoors if the temperature is 20° or warmer. Children should be dressed accordingly: light jacket, cap, rain boots (for damp days) in fall and spring; heavy winter jacket, mittens, scarf, hat, and snow boots in winter. An extra sweater or sweatshirt at school is recommended for sudden changes in temperature. All clothing, including coats and boots, must be labeled clearly with your child's name. **inclement weather we will communicate via brightwheel and we will follow JISD School District.**

### **Physical Activity (Outdoor Procedures)**

746.2206:

- Outlines the activities a child-care center must include in a written activity plan and requires the child-care center to include the approximate times of the activities in the plan. New requirements include:
  - o A minimum of two opportunities for outdoor play, weather permitting, for:
    - An amount of time as tolerated by an infant birth through 12 months of age; and
    - A minimum of 60 total minutes daily for an infant 13 months through 17 months of age, a toddler, or a pre-kindergarten age child; Indoor and outdoor active and quiet play, which must include moderate to vigorous active play for:
      - A minimum of 60 minutes for toddlers; and
      - A minimum of 90 minutes for pre-kindergarten age children; and Caregiver-initiated activities, two of which promote movement.

### **Screen Time**

Spirit's Heart is free from activities not directly involving the teaching, care, and supervision of children, such as: personal use of electronic devices, such as cell phones, MP3 players, and video games. TV/video, computer, or video games will be used to supplement, but may not be used to replace, the activities for children ages two years and older. Tex. Admin. Code § 746.2207(b). TV/video, computer or video games as an activity for children, you must ensure that they do not exceed two hours per day. If you use TV/video, computer or video games as an activity for children, you must ensure that they are related to the planned activities. Tex. Admin. Code §

746.2207(c)(1).

This includes parents. Upon your arrival please limit technology, refrain from cell phone use in order to facilitate better communication between teacher and parent. It is better if parents are not distracted by the use of electronic devices while at the center.

You can find resources inside or lobby or at

<https://sph.uth.edu/research/centers/dell/child-health-toolkits/child-screen-time-toolkit>

### **Oral Health Policy**

Staff play an important role in promoting oral health in child care programs. Staff can check the items below that reflect what they are doing to promote good oral health for babies, toddlers, and young children. Any items not checked can serve as goals to help staff work toward improving their practices related to foods and drinks and oral hygiene.

### **Babies (Birth to Age 1)**

#### **Foods and Drinks**

- Hold babies while feeding them breast milk or infant formula from a bottle.
- Never put babies to sleep with bottles or sippy cups. Also, never prop bottles into babies' mouths.
- When babies are able to eat solid foods, give them healthy foods like fruits, vegetables, milk products (cheese, yogurt), and wholegrain products (bread, cereal) for meals and snacks. Follow U.S. Department of Agriculture Child and Adult Care Food Program requirements for meal and snack preparation, service, and storage.
- Do not serve babies juice.
- Offer babies over age 6 months tap water, ideally with fluoride, throughout the day.

#### **Oral Hygiene**

- Make sure that each baby has their own infant-sized, soft-bristled toothbrush. Label the toothbrush with the baby's name.
- Replace each baby's toothbrush every 3–4

months, when the bristles become worn or frayed, or after an illness.

- Wash hands with soap and water before and after brushing each baby's teeth. Child care program staff should wear a new pair of gloves for brushing each baby's teeth.
- Brush babies' teeth with a small smear (rice-size amount) of fluoride toothpaste as soon as the first tooth comes into the mouth.

### Toddlers (Ages 1–3)

#### Foods and Drinks

- Do not allow toddlers to carry bottles or sippy cups around with them.
- Give toddlers healthy foods like fruits, vegetables, milk and milk products (cheese, yogurt), and whole-grain products (bread, cereal) for meals and snacks. Follow U.S. Department of Agriculture Child and Adult Care Food Program requirements for meal and snack preparation, service, and storage.
- If you serve juice to toddlers, give no more than 4 oz of 100 percent fruit juice per day. Serve juice in a cup, not a bottle or sippy cup.
- Limit foods and drinks with added sugar. If foods and drinks with added sugar are served to toddlers, give them as part of a meal, not as a snack.
- Offer toddlers tap water, ideally with fluoride, throughout the day, and encourage them to drink.

#### Oral Hygiene

- Make sure that each toddler has their own child-sized, soft-bristled toothbrush. Label the toothbrush with the toddler's name.
- Replace each toddler's toothbrush every 3–4 months, when the bristles become worn or frayed, or after an illness.
- Wash hands with soap and water before and after brushing each toddler's teeth. Child care program staff should wear a new pair of gloves for helping each toddler brush their teeth.
- When dispensing toothpaste from a tube, put the

toothpaste for each toddler on the rim of a cup or on a piece of wax paper, and scoop the toothpaste from their cup or wax paper onto the toddler's toothbrush. Or make sure that each toddler has their own labeled tube of fluoride toothpaste.

- Help toddlers brush their teeth with a small smear of fluoride toothpaste.
- After brushing, have toddlers dribble the remaining toothpaste into a cup, but do not have them rinse. Then have toddlers wipe their mouth with a napkin and place the napkin inside the cup. The cups and napkins are thrown away.
- Do not allow toddlers to play with toothbrushes.
- Rinse each toothbrush, and store the toothbrushes in a holder that allows them to air dry (no toothbrush covers) in an upright position without touching each other.
- Disinfect the sink after all the toothbrushes are rinsed and put away.

### Young Children (Ages 3–5)

#### Foods and Drinks

- Give children healthy foods like fruits, vegetables, milk and milk products (cheese, yogurt), and whole-grain products (bread, cereal) for meals and snacks. Follow U.S. Department of Agriculture Child and Adult Care Food Program requirements for meal and snack preparation, service, and storage.
- If you serve juice to young children, give no more than 4 to 6 oz of 100 percent fruit juice per day.
- Limit foods and drinks with added sugar. If foods and drinks with added sugar are served to children, give them as part of a meal, not as a snack.
- Offer children tap water, ideally with fluoride, throughout the day, and encourage them to drink.

#### Oral Hygiene

- Make sure that each child has their own child-sized, soft-bristled toothbrush. Label the toothbrush with the child's name.



- Replace each child's toothbrush every 3–4 months, when the bristles become worn or frayed, or after an illness.
- Wash hands with soap and water before and after brushing each child's teeth. Child care program staff should wear a new pair of gloves for helping each child brush their teeth.
- When dispensing toothpaste from a tube, put a pea-size amount of toothpaste for each child on the rim of a cup or on a clean piece of wax paper, and have the children scoop the toothpaste from their cup or wax paper onto their toothbrush. Or make sure that each child has their own labeled tube of fluoride toothpaste.
- Help children brush their teeth with a pea-size amount of fluoride toothpaste.
- After brushing, have children spit the remaining toothpaste into a cup, but do not have them rinse. Then have children wipe their mouth with a napkin and place the napkin inside the cup. The cups and napkins are thrown away.
- Do not allow children to play with toothbrushes.
- Rinse each toothbrush, and store the toothbrushes in a holder that allows them to air dry (no toothbrush covers) in an upright position without touching each other.
- Disinfect the sink after all the toothbrushes are rinsed and put away.
- Promote good oral health by regularly including oral health topics in the curriculum such as:
  - Eating healthy foods
  - Brushing teeth with fluoride toothpaste
  - Visiting a dental office or clinic
  - Preventing oral injury, for example, by wearing a helmet when riding a tricycle or scooter

### Oral Health Emergencies

- Have a plan and a first aid kit to handle oral health emergencies such as:
  - Toothaches
  - Cut or bitten tongue, lip, or cheek
  - Broken tooth, broken jaw
  - Continued bleeding after a primary (baby) tooth falls out
- Have a plan for transporting a child with an oral

health emergency to the child's dentist or the nearest source of emergency oral health care.

- Have contact information for each child's dentist and a signed release form that allows the child's dentist to share information with the child's child care provider.

### Diapers & Toilet

Training Parents supply all diapers at Spirit's Heart Childcare Center. Wipes will be provided by the center unless the parent makes alternate arrangements. Our teachers are experienced in training young children in how to use the bathroom. It is essential that the parent and teacher communicate about the needs of the child and work together to make this developmental milestone positive and successful. We recommend that when in training, your child be dressed in "user-friendly" clothing. Overalls, zippers, and snaps are difficult for small children to manage-- especially in a hurry! While toilet training, parents are to provide lots of thick training underwear, plastic pants, socks, and outer clothing. We do not allow the use of "pull-ups" at Morning Star. They seem to only delay the toilet training process plus require extra time to change.

### Bodies and Boundaries

There is a natural curiosity among children with regards to their bodies. When situations arise where we have to speak to children about body parts, we use the anatomically correct terms. We also teach children that every person has boundaries and that our bodies are private and should be respected. Parents will be notified if situations occur in the classroom that directly affects their child(ren).

### Bottles, Blankets and Pacifiers

You may send extra bottles (infant room), a small security blanket and/or a pacifier for your child. Staff will make every effort to keep track of these items but will not be held responsible if lost. When you are ready to wean your child, please communicate with your child's teacher so a consistent strategy between home and our center may be established.  
\*\*\*\*Blankets and sheets are provided

### Birthday Celebrations

Parents are welcome to send in a treat to share with their child's classmates on birthdays or special occasions. Some classrooms have strict allergy guidelines. Inform your child's

teacher in advance about what kind of treat you plan on bringing. This is for the safety of all of the children. Ask your child's teacher for suggestions. Parents are always welcome at their child's birthday celebration. If a birthday is to be celebrated away from school and the entire class is not invited, please mail the invitations. If the entire class is invited, you may distribute the invitations into the cubbies. Our center will not distribute mailing lists or phone numbers.

### **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/ Unexpected 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 JISD School District closes. Please keep abreast of school closures during severe weather warnings 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.

### **Addressing Challenging Behavior**

Our Philosophy is to provide school readiness skills and social/ emotional development. We are proud to work with families to develop different strategies of success. These strategies start with ongoing communication with families.

Some of our favorite tips include: **Remain Calm:** It's understandable to feel frustrated when one of your students is throwing a temper tantrum in the middle of your music lesson. But, if you don't take a moment to collect your emotions, you might respond by lashing out and showing that frustration. Not only is that detrimental to your relationship with the student who is acting out (and those who are watching), but it can also encourage the student to mirror your emotions and continue acting out. Instead, take a deep breath and pause before deciding how to respond to the student. This will help you respond more rationally to the behavior, and it can serve as an example to your students on how to respond to others who act out.

**Change the Setting:** Challenging behaviors aren't just annoying for you; they're also disruptive for other students and can take away from their learning experience. With that in mind, we recommend encouraging students who are acting out to take part in another activity or move to another area, if possible. This can help contain the behavior and ensure your other students still feel supported. It can also help in de-escalating the situation. However, it's important to let your student know why they're being moved to another area (or taking place in a different activity) and ensure they still feel supported and attended to.

**Teach Them Other Ways to Respond:** Instead of simply telling your students what they're doing is wrong, turn the moment into a learning opportunity and teach them better ways to handle the situation in the future. For example, if Johnny snatched a book out of Isaac's hands because he wanted to look at it, let him know that in the future he should stop and ask Isaac if they can share the book instead. This will help your students learn how to better express their emotions and will help prevent them from repeating bad behaviors in the future.

**Practice Positive Reinforcement:** For some students, challenging behaviors may be their way of trying to get attention. That's why it's crucial for teachers to make a habit of recognizing when their students do good — even if it's a

small act. One of our favorite ways to do this is by instituting daily “good job rewards.” Did Sally offer to help pass out art supplies? Did Marquis notice his friend crying and come to console them? They should both be rewarded in front of the class and notes should go home to let their parents know (so they can celebrate the behavior at home). You can even go the extra mile and create a chart to display good acts throughout the week.

**Let Parents Know of Recurring Challenges:** Children don’t stop learning and growing when they leave the classroom. So, if you notice that one of your students is starting to have consistent behavior issues, set aside time to talk to their parents about the challenge and how they can support their child at home. By talking with their immediate family members, you might also be able to gain more insight into why the behavior is happening, which can help you better support the student in class. If necessary, make an action plan with the family about how you can both work in tandem to help their kid turn over a new leaf. This should include realistic, attainable goals along with a timeline for when those goals will be met and steps both parties will take to meet them.

**Keep Routines:** Another common cause of challenging behaviors in preschool is students’ inability to deal with change. Thankfully, creating and maintaining regular routines inside the classroom can help with this. At the beginning of the year, create a semi-regular schedule for each school day. For example, you can start each morning with some quiet individual assignments before moving into a larger circle time. In addition to creating regular schedule blocks, we also recommend creating transition activities to help your kiddos go from activity to activity. This sense of routine will help your students better anticipate what’s happening throughout the day and can help reduce (or eliminate) outbursts from students who don’t want to go from coloring to learning.

**Reflect on Your Responses:** You’re likely to experience a number of challenging behaviors over the course of your teaching career and, like your students, you can learn from

each one. Create a reflection journal where you write about any behaviors you experienced that day and how you dealt with them. Are there things you could have done better? Were there techniques you found especially effective? Write them all down in your journal, so you can reflect back on them from time to time. Be sure to keep your filled-out journal at your desk so it’s easy to reference should you need to consult it in the future.

Occasionally, children present dangerous behaviors in the educational setting, in such circumstances, children may need more intensive interventions to help them learn appropriate behavior.

1. Each classroom will follow a Challenging Behavior Site Plan. The Challenging Behavior Site Plan will include the following:

1. A designated safe and appropriate place in the classroom and outside the classroom where an adult can take a child away from peers for the purpose of assisting the child to calm and self-regulate. A staff member will always remain with the child; children will not be placed in seclusion (involuntary confinement of a student alone in a room from which the student is physically prevented from leaving).

2. When dangerous behaviors occur, staff will communicate the incident to the director, and the director will contact the child's parent to debrief the incident.

2. Challenging behaviors will be documented using an Incident Report when appropriate.

3. Staff will share behavior concerns with families in a timely manner and will work with families to develop strategies and interventions.

4. When challenging behaviors persist or are dangerous to self, others, or property, staff will work with the family to develop a Behavior plan and will meet to discuss potential referrals for additional services

5. The Behavior Plan will be individualized based on information collected by the family and teaching staff.

1. Behavior Plan will be developed by the family, center team, and specialists from partner agencies as needed.

The behavior Plan will include:



2. Description of behavior of concern including triggering events

3. Prevention Strategies

4. Strategies for when the challenging behavior occurs

5. Staff will implement a behavior plan and meet with the team regularly to discuss progress and modify plans as needed. Ongoing documentation and communication with parents are expected.

Continual communication with parents and guardians must be maintained concerning the child's behavior and ongoing documentation and progress reports are required. Staff will be sensitive to different cultural beliefs and values.

### **Role Model**

Being the Role Model your children look up to. According to the social learning theory, people learn by watching others. It's really hard to model appropriate behavior for your kids all the time, and no one is expecting you to be perfect. But you should strive to model the rules and behaviors you want your kids to follow. For instance, if you don't want your kids using bad words/ cursing, it's probably not a good idea for you to continue using bad words yourself.

### **Family Education Developmental Milestones/ Assessments**

All age groups are assessed to ensure that the teachers plan their curriculum goals and activities to support individualized learning. The assessment tool utilized is CDC Developmental Milestones and CLI Engage Developmental Milestones Checklist. Results of the assessment are used to help teachers write lesson plan activities to meet the children's educational needs. When assessment identifies concerns, appropriate follow up, referral or other intervention is used. Once the assessments are complete the teacher will discuss the child's progress during the parent teachers conference. If the teacher feels that an earlier meeting is needed, they will call you to schedule a time to discuss the assessment's results. If the child's director feels that your child needs additional support outside our facility, we support our families to make the primary decisions about services that their children need. If your child needs special services, your child therapist is welcome to provide services during the day in our facility. The child therapist needs to let us know what accommodations are needed to facilitate the intervention. No referrals will be made without family consent and a signed confidentiality agreement.

We provide families with opportunities to better understand the child's growth and development. We partner with Family Services of Association. We offer in person and virtual Parenting classes.

Spirit's Heart Non-Profit and Aid the Silent to help deaf children. We also partner with SAC and Texas School of the deaf to provide ASL for children to help with cognitive thinking. You will be able to access your students assessments with a written notice and/or parent teacher conference. These assessments include ASQ and ASQSE

ASQ-is a developmental screening tool that pinpoints developmental progress in children between the ages of one month to 5 ½ years. Its success lies in its parent-centric approach and inherent ease-of-use—a combination that has made it the most widely used developmental screener across the globe.

ASQSE- is designed to exclusively screen for social and emotional behaviors outside a young child's typical ups and downs.

We also provide a monthly newsletter to help keep you knowable on children's growth and development. Our lobby and staff also have many resources available at your fingertips. Parent Surveys are available online and inside our lobby. The Parent Suggestion box is located in our lobby. All Assessments, surveys and suggestions are looked at by the director and teacher. We present all to the curriculum and policy team every staff meeting and will make changes to our handbook accordingly based on the results of the Assessments, surveys and suggestions.

We also conduct CDC's Developmental Milestones annually. You can look at the assessments

<https://www.cdc.gov/ncbddd/actearly/milestones/index.html>

CLI Engage Developmental Milestones Checklist

<https://public.cliengage.org/tools/assessment/infant-toddler-checklists/>

We use all assessments to guide the curriculum. Children reach milestones in how they play, learn, speak, act, and move.

### **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 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 rite 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.

We encourage all parents with any concerns to allow our staff and parents together to conduct a health check upon departure. This will eliminate any confusion, allow parents to ask the questions they need and lastly to address any concerns parents might have.

Addressing concerns via brightwheel after the child has left the center can be frustrating for staff and parents. Health Checks upon departure removes all frustration and allows all staff, parents and children to have a relaxing and enjoyable evening and/or weekend.

### **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 on 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 signatures.

**NO non-prescription medication (over-the-counter) will be given. We can refuse to administer medication as well.**

### **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.

### **Learning ASL and Spanish**

Spirits Heart Childcare, first language is English. We do teach basics of ASL American Sign Language and Spanish. By Signing the consent at the end of the handbook, you are giving permission to teach ASL and Spanish. These are taught via classroom, Interns, educational videos, TTY equipment and volunteer interpreters.

### **Pet vaccination records**

We have documentation at our child-care center showing dogs and cats have been vaccinated as required by Texas Health and Safety Code. We have a statement of health from a local veterinarian at our child-care center. We have a Standard Poodle named Pharaoh. He is Hyperallergic. He comes at the children's request 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's note your child can not return to the center for 3-14 days at the director's 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 the 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 a 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 are 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/Nutrition education and procedures**

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.

\*\*\*All liquids and foods hotter than 110 degrees Fahrenheit are kept out of reach of children. Any food that is brought into the program to be shared among children is commercially prepared OR is prepared in our kitchen. Our kitchen is inspected annually by a local health inspector. The health report is available for your review at your request\*\*\*\*

#### **\*\*\*\*Infant food will be made from scratch**

**The center will provide milk for Breakfast, lunch and dinner.** and one snack with water for each day. Parents will provide breast milk for children up to the age of 12 months. SHCC will provide formula for ages 6wk to 12 months old. Whole vitamin D milk for children between the ages of 12 and 24 months. 1% milk will be provided for children from 25 months to 12 years of age. If there are dietary needs, or allergies, it is the parent's responsibility to notify both the center director and the classroom teacher. Parents will need to supply any special foods required. An Allergy Action Plan and a Medical Action Plan are available in the main office and must be filled out if a child has an allergy or medical need. Parents need to have

lunch with their child each day. Lunches sent from home should be self-serving or easy to serve and clearly labeled. A microwave will be available. Lunch boxes that have a frozen pack inside are recommended. The children participate in preparing snacks as much as possible and are served family

style at each snack time. Spirit's Heart offers hot Meals.

**Healthy Choices** While the occasional donut, chocolate milk, and fruit snacks make for a good treat they do not necessarily make a healthy meal. We ask that parents reserve these items for special occasions. Bringing in these items on a daily basis for their child does not encourage healthy eating patterns. We are happy to provide parents with a list of healthy, fun, alternatives upon request.

### **Resources: Nutrition and Breastfeeding:**

<http://www.medelabreastfeedingus.com/breastfeeding-guide>

<http://www.breastmilkcounts.com>

[WIC State Agency](#)

### **Conflict Resolution**

If an issue should arise between a family and a staff member, or between two families, we encourage the concerned party to speak directly to the staff member, or family, prior to coming to the directors. If the problem remains unresolved, or the parent wants to make sure the administration is aware, our door is always open. Administration will act as a moderator in situations that require more attention or are reoccurring. We will make every effort to remain fair, with our main priority being the safety and quality of care of the children at Spirit's Heart. Family Gatherings Spirit's Heart families have a chance to meet with other families and the teachers several times a year. These gatherings are meant to provide a sense of community and to celebrate the families here at Morning Star. Dates and times will be posted. Our Winter Family Festival is usually held in January, dinner and entertainment is provided. In June we celebrate preschool graduation by having a family potluck. Often each classroom will have a special celebration also. Family members are invited to Grandparent's Day, Mother's Day, and Father's Day celebrations. Center Happenings Spirit's Heart makes every attempt to keep parents up to date on happenings here at the center and in the community. Center newsletters are sent out at least 4 times a year and classroom newsletters are sent out monthly. Parent bulletin boards are in each classroom,

and white boards are located in each classroom and updated daily. Notices are sent out at least monthly from our website. Please read them. It is also the parents' responsibility to keep up to date by being aware and checking for updates. Together, as partners, we will be able to provide your child with a fun and safe learning environment

### **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.

### **Additional Support for Children with special needs or learning disabilities**

If we refer you to ECI or IFSP or IEP it is your responsibility to get us the paperwork.

If your child needs additional support for red flags and you don't want to help them, by continuing in our referral program, we will terminate or not enroll. All students with special needs or disabilities must still follow all safety policies and can and will get suspended or terminated if causing harm to any child or staff member.

- We will make accommodations for some children and modifications for others depending on their needs. An accommodation is a device, material, or support process that will enable a student to accomplish a task more efficiently. Modification refers to changes to the instructional outcomes; a change or decrease in the course content or outcome.
- We provide specialized instructional strategies in

a structured environment that supports and enhances their learning potential. It is important to remember that learning-disabled students are not students who are incapacitated or unable to learn; rather, they need differentiated instruction tailored to their distinctive learning abilities. Use these appropriate strategies with learning-disabled students:

- We Provide oral instruction for students with reading disabilities. Present tests and reading materials in an oral format so the assessment is not unduly influenced by lack of reading ability.
- Provide learning-disabled students with frequent progress checks. Let them know how well they progress toward an individual or class goal.
- Give immediate feedback to learning-disabled students. They need to quickly see the relationship between what was taught and what was learned.
- Make activities concise and short, whenever possible. Long, drawn-out projects are particularly frustrating for a learning-disabled child.
- Learning disabled youngsters have difficulty learning abstract terms and concepts. Whenever possible, provide them with concrete objects and events—items they can touch, hear, smell, etc.
- Learning-disabled students need and should get lots of specific praise. Instead of just saying, “You did well,” or “I like your work,” be sure you provide specific praising comments that link the activity directly with the recognition; for example, “I was particularly pleased by the way in which you organized the rock collection for Karin and Miranda.”
- When necessary, plan to repeat instructions or offer information in both written and verbal formats. Again, it is vitally necessary that learning-disabled children utilize as many of their sensory modalities as possible.
- Encourage cooperative learning activities (see Teaching with Cooperative Learning) when

possible. Invite students of varying abilities to work together on a specific project or toward a common goal. Create an atmosphere where a true “community of learners” is facilitated and enhanced.

- Let the child know what will happen next. children that don’t like changes and can be upset if they find themselves in an unfamiliar situation. You can even set timers or use “What comes next” pictures for the activities during the class.
- Be consistent and follow through should feel comfortable with you and trust you.
- Give them a choice. simply say “Today we’re going to practice vocabulary. Do you want to work like this, or with this?” This will make them feel in control. Just don’t use too many options as you can easily overwhelm them.
- Use a weekly and daily schedule- This way the child will know what comes next and parents can also prepare them before coming to school.
- Don’t resist if the child wants to hold on to something. For example, when moving from one activity to another. Let them keep an object or give them time before they’re ready to transition.

### **Accommodations for Families**

This document outlines our program’s policy and process in supporting families and children who may need additional accommodations, to include home language, differing abilities and cultural backgrounds. Parents have the right to be informed of all procedural safeguards and rights of appeal in a language easily understood by the general public and in the parent’s primary language. Please notify the Director if you or your child require accommodations and we will ensure that we do our part in making sure your needs are met.

Below are ways that our program will partner with families:

1. If specific therapies are needed during the day while the child is in our care, we will provide space to accommodate sessions.
2. Participation in all comprehensive care meetings if needed
3. Complete supporting documentation from authorized medical professionals for any accommodations related to child’s physical or developmental needs.
4. Provide materials and resources in parent’s/child’s primary language.

5. Provide opportunity for cultural inclusiveness by hosting cultural events throughout the year.

### **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 of annual 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 which 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 2 pm 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 preparedness 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 inspections 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 tornadoes

, floods, hurricanes, disruption of utilities, health events such as medical emergencies, communicable disease outbreaks, and human-caused events such as intruders with a weapon, explosion or chemical spill.

### **Emergency Evacuation Plan**

- The purpose is to relocate children/staff to a designed place of safety in case of an emergency.
- The director selects a school or other appropriate facility close to the daycare.
- The director contacts the school or other facility, asks the Principal or other appropriate responsible person, and explains the emergency evacuation/relocation plan. The 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.
- A designated person performs a sweep of the building to ensure no one is left behind
- The 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 threat shall be indicated by staff indicating a CODE RED, and teachers move into their designated areas until they hear "all is clear".

### **Communication Including**

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

### **Emergency Evacuation and Relocation**

**Diagram:     POSTED**

**Emergency Evacuation and Relocation Diagram:     POSTED**

**Emergency Relocation Site:**

**Hopkins Elementary  
2440 Ackerman Road  
kirby, Texas 78219  
210-661-1120**

# PHOTO CONSENT FORM

## Full/Part Time Childcare

Tuition is due and payable on the first day of the week (*Monday*) regardless of the 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 childcare 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 abovementioned hours, 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. You agree you have received and understood brightwheel and how it will be used at Spirit's Heart Childcare Center.

I, \_\_\_\_\_  
 grant permission and give my consent to Spirits Heart Childcare Center LLC. to photograph and video my child/children for the use of photograph(s) Printed marketing and electronic media images on our brightwheel app, Spiritsheartchildcare.com website, spirits heart social media sites, and any other form of media for presentation under any legal use:

☐ - I understand that with my authorization below the photograph(s) may never be revoked.

☐ - I understand that I may revoke this authorization at any time by notifying Spirits Heart Childcare Director in writing. The revocation will not affect any actions taken before the receipt of this written notification. Images will be stored in a secure location and only authorized staff will have access to them. They will be kept as long as they are relevant and after that time destroyed or archived.

Releasor's/Parent Signature \_\_\_\_\_

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

\_\_\_\_\_  
 Date

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

\_\_\_\_\_  
 Date



## Spirit's Heart Childcare Center Daycare

I have read the Parent's Handbook in its entirety and fully understand its content.

If I have any questions, I will direct my concerns, comments or suggestions to the Director at Spirit's Heart Childcare Center.

\_\_\_\_\_  
Parent's Signature Date

\_\_\_\_\_  
Child's Name Age

\* If registering more than one child, please list their name and age below:

\_\_\_\_\_  
Child's Name Age

\_\_\_\_\_  
Child's Name Age

**PLEASE SIGN ABOVE AND RETURN TO SPIRIT'S HEART  
CHILDCARE CENTER**

**Note: This form must be signed and in your child's file prior  
to your child's first day.**

**Retain Parent Handbook for your records and references**

**Diaper Changing Cream, Sunscreen, Bug  
Repellant and any other ointment as  
needed.**

I \_\_\_\_\_ give Spirit's  
Heart Child Care Center's Staff  
permission to apply cream/ointment/spray  
to my child/children  
\_\_\_\_\_ body as needed.

## Parent Orientation

**\*This Orientation is found on our website at**

**Spiritsheartchildcare.com**

**Child/children Name:** \_\_\_\_\_

**Name of Parents/guardian:** \_\_\_\_\_

I have received information on the following:

- Introduction to the staff
- Parent visit with the classroom caregiver
- Overview of the parent handbook
- Policy for arrival and late arrival
- An explanation of the Texas Rising Star Program
- Encouragement to share elements of my CCS enrollment so that the provider may assist, if applicable
- Family support resources and activities in the community (in the lobby and on our website in our monthly newsletter, or you can ask any one of our staff)
- Child development and developmental milestone
- The significance of consistent arrival time, including: before the educational portion of the school begins impact of disrupting other children's learning, the importance of consistent routines in preparing children for the transitions to kindergarten.
- Statement about limiting technology use on site to improve communication between staff, children and families
- Statement reflecting the role and influence of families

I acknowledge receipt of the above information.

**Parent signature** \_\_\_\_\_ Date: \_\_\_\_\_

Director signature \_\_\_\_\_ Date: \_\_\_\_\_

**TRS Parent Orientation**

Virtual Tours are also available online at  
SpiritsHeartChildcare.com

Tour Date: \_\_\_\_\_

Classroom(s) Toured: \_\_\_\_\_

Tour will consist of an introduction to all administrative/office staff and your child's teaching staff. Families may request to extend their visit in their child's classroom after the tour has concluded, depending on classroom activities that are occurring. Families may also request the opportunity to schedule a meeting with their child's teaching staff prior to enrollment. This is your opportunity for an extended period visit in your child's classroom by parents and child to allow both to get comfortable. The Parent Handbook is provided to all interested and enrolling parents, which details all of the program's policies and procedures. Acknowledgement of receipt of this handbook is required before, or on, the child's first day of enrollment.

Parent Handbook received: \_\_\_\_\_ (initial)

The following topics will be discussed during the tour or within the Parent Handbook, as applicable:

Tuition fees and extra-curricular opportunities,

Meals,

Daily schedules,

Arrival and late arrival policy/ procedures (use of the check-in computer system and benefits of consistent arrival) Via Brightwheel and CCS.

Child Development Milestones checklist for child's applicable age

Parent Conferences

Texas Rising Star certification

Importance of family involvement

Partnership with WF Board – Capital Area for subsidy child care and requirements as a participating family (see our website for links on how to see if you qualify) Family

Resource Board and Lending Library (suggestion box and complaint procedure) Technology-free Zones

I acknowledge that I received a tour and that I was provided the above opportunities and/or information prior to completing enrollment for my child.

\_\_\_\_\_

Parent Signature & Date \_\_\_\_\_ (Admin initials)

OFFICE USE ONLY: Registration Fee Paid Enrollment Start Date