



## Handbook of Policies and Procedures

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**INTRODUCTION** Welcome to Belle's & Beau's Childcare Center. Our classroom encompasses students ranging in ages 6 weeks to 5 years old, allowing children to grow at their own pace, mentoring and challenging each other. Your child may develop language, math or writing skills at a higher rate than their age indicates. He/she will not be stunted or asked to wait to learn more until a space in the higher age class becomes available. In our class, your child will continually be challenged at the rate they naturally learn at. We create custom, individualized curriculum for each child. Our students enter kindergarten prepared and excited for the journey that awaits them! To facilitate greater understanding between parent(s) and provider, we have created this handbook covering childcare philosophies, business policies and expectations. Please read this carefully, and feel free to discuss with the Director any questions that you may have.

**ADMITTANCE POLICY** We ask that parents wishing to enroll their child into our Center please come in and have a tour of our facility and meet with our management team prior to enrolling to ensure this is the perfect place for your family. Communication is of the utmost importance, not only for the betterment of your child's care and education, but for the school environment as well. Educators are on the same team as parents, and if the dynamics of the two groups do not flow effectively, your child will not develop to his/her potential. An interview allows both parties to decide if our Center is the best fit for each family individually.

**WAITING LIST** Belle's & Beau's Childcare Center is a unique daycare and preschool environment. As such, admittance to our school is in high demand. If our class is at capacity, you may place your child on our waiting list, and as soon as an opening becomes available, you will be contacted. Siblings of current students will be given priority. To be placed on the list, simply fill out the form on our website at [bandbchildcare.com](http://bandbchildcare.com). When enrollment is offered to an applicant, we require a decision within 48 hours. If enrollment is not accepted, the applicant will be removed from the waiting list. If at a later date it is decided that the child should be put back on the waiting list, a new waitlist form will be required.

**CHILDCARE PHILOSOPHY** Belle's & Beau's Childcare Center's mission is to provide positive, safe, and secure childcare in a healthy, upbeat environment for children ages 6 weeks to 5 years of age, focused on southern hospitality, respect and caring for others. We intend to fulfill this mission by giving extra effort to the basic fundamentals in preparation for formal schooling, while providing a nurturing, safe, unique and creative environment for children to grow and explore in. By having open communication between parents and caregiver, we will create a more cooperative and hands-on approach to education.

**COMMUNICATION** Good communication between parent and provider is essential to any childcare program. When a new family joins our class, it is imperative we communicate openly about any concerns or questions that may arise, as well as share a similar childcare philosophy. We welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for your child(ren). Sensitive issues will be discussed in private, outside of regular childcare hours. If at any point you feel the need to have a conversation in person, a parent conference can be requested anytime. To further facilitate communication between parent and provider, an overview of your child's day will be sent through our Procure Connect App. These items will explain some of the activities and happenings within our classroom, the current curriculum topics, upcoming events, closures, or any other pertinent, fun information that may be of interest to our families. Parents are also able to communicate with our staff at any time through this app. Any message sent by a parent is seen by all members of management and your child's teachers. Through this app, parents are also able to update their contact information without having to request a change of paperwork. To update paperwork on file, you may re-submit any enrollment forms at any time at [www.bandbchildcare.com/parent-portal](http://www.bandbchildcare.com/parent-portal).

**ENROLLMENT POLICY** There are several forms that we must have completed and in our possession before we can assume the responsibility of caring for your child. **NO EXCEPTIONS.** This is required by the state and if children's files are incomplete, it can jeopardize our license. **All forms must be updated every year, sometimes sooner, according to need.** These forms can be found on our website at [www.bandbchildcare.com/parent-portal](http://www.bandbchildcare.com/parent-portal).

The forms are as follows:

- Step 1: Parent Enrollment Packet
- Step 2: Parent Handbook
- Step 3: New Family Orientation
- Step 4: CACFP Enrollment Form
- Step 5: CACFP Income Eligibility Form
- Step 6: Infant Feeding Form (only for those enrolling infants)
- Step 7: Shot Record & Well Check
- Step 8: Pay Registration Fee \$100
- Step 9: All About My Infant, Toddler, or Child (fill out by age)

\*You will receive a separate text from our food program software system, My Food Cloud, to submit the CACFP Enrollment and Income Eligibility Forms.\*

You are required to keep the Director or Operations Manager informed of any change in addresses, telephone numbers, and other pertinent information listed on any/all of the above forms. If you have any questions regarding the completion of these forms, please feel free to ask. We are a facility that accepts non-immunized children, but due to confidentiality constraints, we will not disclose who has or has not been immunized.

**TRIAL PERIOD** The first six weeks of the child's enrollment will be considered a trial period. During that time the parent or provider may terminate the childcare agreement at any time. After the trial period is complete, two-weeks written notice is required to terminate the agreement (see Termination Policy).

**TUITION & PAYMENT PROCEDURES**

Age	Classroom	Monthly Fee	Weekly Fee
0-4 Months	Tadpoles	\$900.00	\$215.00
4-8 Months	Toads	\$900.00	\$215.00
8-12 Months	Caterpillars	\$900.00	\$215.00
12-17 Months	Grasshoppers	\$880.00	\$210.00
18-24 Months	Butterflies	\$860.00	\$205.00
2 Years	Ladybugs	\$835.00	\$200.00
3 Years	Tot School	\$815.00	\$195.00
4-5 Years	Preschool	\$800.00	\$190.00
Part-Time	***ALL***	\$600.00	\$145.00

Drop-in care is \$55 per day. A child must already have current enrollment paperwork on file for drop-in care. Drop-in care is only available if requested ahead of time and there is a spot open on the requested day. If your child is enrolled in Part Time care and you miss one of their scheduled days, you can add a drop in day during the week for an additional \$55 per day. You will not be able to trade a missed day for a day they do not regularly attend.

A \$30 monthly fee will be charged to all children over the age of 12 months that are enrolled Full Time or Part Time for Stretch-N-Grow. Stretch-N-Grow classes are fun, action-packed fitness classes where kids learn strength, endurance, flexibility, balance and how healthy foods fuel their bodies.

Tuition is due no later than drop-off time on Wednesday of each week. We do not deduct for days your child(ren) is sick, vacations or other missed days. **Tuition is due regardless of attendance.** The weekly rate is a flat fee and is due each week. Before and after school children will pay full time rates on school breaks and vacations. Payment may be in the form of cash, credit card or check (please make checks payable to: Belle's & Beau's Childcare Center), as long as no checks are returned for non-payment. day for a day they do not regularly attend.

There will be a late fee of \$10 for each day that payments are not received. Late fees begin accruing on Friday for weekly and bi-weekly, and on the 5th for monthly tuition. Repeated late payments may be grounds for termination.

Credit card automatic billing may be set up for weekly, bi-weekly or monthly, charged out on Wednesday morning for weekly, the 1<sup>st</sup> for monthly and, every other Wednesday for bi-weekly. To set this up, please enable this in your Parent Procure Connect App.

A registration fee of \$100 per child is required upon enrollment.

A late fee equal to \$1 per minute that pick-ups are late, from the contracted hours, will be charged. Example: 4 minutes late, you owe \$4 per child; 16 minutes late, you owe \$16 per child. Late fees will be auto calculated to your account monthly and must be paid when the invoice is sent. This will be strictly enforced, and habitual tardiness may result in termination of services. If a parent or other pre-authorized person cannot be reached after closing and your child remains at our school longer than 1 hour past closing, the local county department of Social Services or police will be called. During this time, we will provide appropriate activities and snacks for your child.

If a check is returned for non-sufficient funds, you will be required to pay all fees that are incurred as a result of the returned check and subject to a \$35.00 service charge. Childcare services will be immediately halted until full payment of tuition and NSF charges has been made, in cash or credit card payment. In addition, we will only accept cash or credit card payment from that point forward.

There will be no refunds unless there is an error on your account. **If you withdrawal your child from care mid-week and you pay weekly, the weekly tuition fee will still be owed and there will be no refund for the remainder of the week. If you withdrawal your child mid-month and you pay monthly, there will be no refund for the remainder of the month.** If there is an error in your account billing, please get with a member of management as soon as possible to get it resolved.

**HOURS OF OPERATION** Normal hours of operation are Monday through Friday from 6:30 A.M. to 6:30 P.M. Your child must arrive to the center by 9:00am to remain in care for the day.

Add-ons or schedule changes may be accepted to our daily schedule only if there is a position open for that day, and they will be accepted on a first come, first serve basis. The only purpose for accepting add-ons or schedule changes will be as a service to our families. Please remember that schedule changes of this nature create some disruption to our normal schedule. Please provide as much notice as possible, so that we can accommodate for meals, sleeping arrangements, and any changes in activities that may need to occur.

We maintain an open-door policy for parents during preschool hours. This means that parents are always welcome to call or drop in to see their children. We would appreciate you taking into consideration our schedule when dropping in or calling and remember that visitors usually cause children to react in an excited manner. If you call during the day, please be aware that we may be busy with the children and may not be able to answer the phone. If you would leave a message, we will call you back as soon as possible or feel free to message us in the Procure Connect App.



Open door policy does NOT mean that our doors will be kept unlocked. We believe that it is extremely important to keep the doors locked for the safety of the children. We do not want unwanted or unexpected visitors to enter without our permission or knowledge. We also do not want little ones leaving the Center unsupervised. The entry door to the foyer of our Center also dings as the door is opened to alert us of visitors. This is another one of our higher-level safety precautions.

**ARRIVALS AND DEPARTURES** It is normal for some children to have difficulty separating from parents, or cry when dropping off. Please make your drop off brief as the longer you prolong the departure, the harder it gets. A smile, cheerful good-bye kiss, and a reassuring word that you will be back is all that is needed. In our experience, children are nearly always quick to get involved in play or activities as soon as parents are gone. When dropping of your child in the morning you will sign them in for the day in the foyer on the Ipad and then use your family code to get into the door. Once inside the hallway, escort your child to their classroom and hand them over to the teacher. Please make sure to give the teacher all the necessary items for the day and then hang their bag and jacket on their hook in the hall.

Our normal procedure is to release the child only to his/her parents, or someone else the parents designate. If someone other than the parent is to pick up the child, please notify us ahead of time. A verbal notice is fine on that day, if this person is on the list of people who are authorized to pick up your child. If the person is NOT on that list, we **MUST** have written permission to release your child. Please inform emergency contacts, or people designated to pick up your child, that if we do not know them, and the child is too young to recognize them ("Hi, Grandma!"), then we will need to ask for identification as well. We do not mean to offend but we take the safety of our children extremely serious. When picking up your child you will sign them out for the day in the foyer on the Ipad and then use your family code to get into the door. Once inside the hallway, walk to your child's classroom and inform the teacher you are there to pick up your child. Remember to grab all their belongings, including their cups, and then you are free to go. If the children are ever on the playground when you are picking up, feel free to go into the classroom and grab them from the playground exit door.

If there are ever any issues with pick up or drop off procedures, feel free to speak to a member of management.

**ABSENCES** There will be no refunds or adjustments made for days missed due to illness, holidays, or days off. A place has been reserved for each child that cannot be filled on a short-term basis, so **it is necessary for you to pay for all days scheduled whether or not your child is in attendance.**

At the beginning of each calendar year, your child will have 5 tardy passes. These are to be used when you are running behind and do not make the 9am cutoff for your child to remain in care for the day. Once all 5 tardy passes are used up, your child will not be able to remain in care for the day if they arrive after 9am.

If your child has a doctor's appointment in the morning that runs past our 9am cutoff time, they will be allowed to remain in care for the day as long as a note is brought to the center at drop off. Prior notice must be given when a child has a doctor's appointment and will be running late. **If dropping off late, please do not drop off during nap time.**



**CLOSED HOLIDAYS & STAFF DEVELOPMENT** The following is a list of the holidays and staff development days that Belle's & Beau's Childcare Center will be closed for each year:

- January 1, 2026
- January 19, 2026
- February 16, 2026
- April 3, 2026
- May 25, 2026
- June 19, 2026
- July 3, 2026
- August 14, 2026
- September 7, 2026
- October 12, 2026
- November 26-27, 2026
- December 21-25, 2026
- \*Early release on: 10/30, 11/25, 12/31\*



**CLOTHING & ATTIRE** Children should arrive **dressed for play**. Children are encouraged to come dressed for active, hands-on learning and outdoor play. Having fun involves outdoor play and lots of messy activities, so make sure that your child is dressed appropriately. Please do not dress your child in nice clothing and expect them to be spotless when you arrive to pick them up. Clothing should be comfortable and seasonally appropriate for outdoor play. Make sure to include hats, mittens, boots and coats for cold weather. You will be expected to provide an extra change of clothing for your child. Accidents will happen, and it is always helpful that when they do, there is clothing that we can change your child into. Due to licensing and safe sleep rules, we cannot allow infants (0-17 months) to wear the Amber teething necklaces.

**PERSONAL BELONGINGS** We love if children bring toys from home, especially if it helps your child with transitions in the morning at drop-off, but it must be something that can be shared with the entire group. Little ones have a difficult time sharing with others, and this is a great learning environment for it. Please do not bring any toys with small parts that may cause for a choking hazard. If they want to bring a favorite sleepy toy for naptime, please note that they will only be able to bring it out for naptime. It confuses the purpose of the toy if they play with it and try to sleep with it. We are not responsible for any loss or breakage of personal items. All personal items must be clearly marked with the child's name.

**SUPPLIES** You are responsible for supplying diapers/pull ups, 2 cups or bottles for the day, a nap mat or blanket and pillow, a full change of clothing (including socks and underwear) appropriate for the weather, and any other supplies that your child may need. You may bring a whole package of diapers to be stored here and we will let you know when your supply runs low. Good clothing is not recommended. Soiled clothing will be sent home and a clean change of clothes should be brought back the next day. If there is a special occasion that calls for special clothing (a visit or party right after childcare or a trip to the photographer), please send the special clothing with your child and we will help them clean up and get dressed prior to your arrival. We will request certain items for different times of the year, such as boots or snowsuits. All items need to be labeled with your child's initials. You must maintain these items at all times. Failure to do so is grounds for termination. Please keep in mind that if you do not bring a needed item, it may prevent all of the children from going outside. If it becomes necessary for us to purchase supplies and/or requested items for your child(ren), you will be billed on your next payment due date.

**DAILY SCHEDULE** Young children enjoy a structured schedule that allows for flexibility. A schedule helps the day to flow more smoothly, allow the children to anticipate coming events, and aids in achieving a variety of goals. We will adhere to our written schedule to the best of our ability, keeping in mind that anything can happen when children are involved. There will be times when we have to make adjustments to the schedule. We appreciate families considering our schedule when picking up or dropping off their children. It is better if arrivals and departures do not occur during nap time, we do not accept drop off during nap time. Please make arrangements to drop off before or after in the event of an appointment. Our normal daily schedule does not include trips and any field trips planned will be given with written consent, several weeks in advance.

**MEALS** We provide all food at no extra charge. Meals will consist of a breakfast, lunch and afternoon snack. Children who arrive after mealtimes should be fed before they arrive. Menus will be posted on our website at [www.bandbchildcare.com](http://www.bandbchildcare.com). Parents choosing to provide their own meals and/or snacks from home must understand the Center is not responsible for its nutritional value or for meeting the child's daily food needs.

We are apart of the Child and Adult Care Food Program (CACFP) and follow their guidelines when serving our kiddos. The CACFP is a federal program that provides reimbursement for nutritious meals and snacks to eligible children who are enrolled for care at participating childcare centers. CACFP contributes to the wellness, healthy growth, and development of young children and adults in the United States.

**CLEANLINESS & HYGIENE** We do our best to maintain strict cleanliness and hygiene standards. Children's hands are washed before and after meals and after toileting. We use paper towels for drying hands, so children do not have to use the same towel. Staff washes their hands frequently and also uses antibacterial sanitizer. Washable mats are used for naptime. Each child has a separate nap mat. Sheets are washed weekly unless soiled and then they are washed as needed. Please have your child bring a blanket and pillow or nap mat if they are used to sleeping with them, they will be sent home weekly to be cleaned unless soiled during the week.

Children use separate cups, plates, bowls and eating utensils. Please provide a cup for water and a cup for milk that your child is used to. Children will also be provided the use of a hook for their personal belongings to be kept. This maintains healthy sanitary conditions, while also providing the benefit of personal space for each child.

**TOILET TRAINING** Toilet training will be done in a relaxed manner with the cooperation of the family. Thirty months of age is a good rule of thumb to start checking for signs of readiness. Toilet training cannot begin until the child is old enough to have independent urges. The child must also be ready in three areas. First, the child must be physically ready (meaning he or she can "hold on" for a period of at least an hour or more, although several hours is a better indicator of readiness.) Second, the child must be intellectually ready (that is, he or she understands when and how to use a toilet). And third, the child must be emotionally ready (in other words, he or she must be willing to use the toilet). When the three areas of readiness occur together, toilet learning is usually easy and rather quick. When the time is right for your child, and until he/she is totally successful in his/her toileting, he/she should wear clothes that promote their independence. **Your child must have two complete changes of clothes (don't forget the socks!)** The best items are shorts and pants with elastic waists, or dresses. Try to avoid really tight clothing, pants with snaps and zippers and belts, overalls, and onesies. These are difficult for children to remove "in a hurry".

I did it!



We ask that you begin toilet training at home during a weekend or vacation after which, we will follow through and encourage your child here. When a child is ready, the process should go pretty quickly. Come up with a plan for pull-ups versus underwear with your child's teacher. Putting a child in diapers part time, and training pants/underwear part time, can be confusing and delay the training process. Please keep in mind that the activity level here can

distract your child from responding to an urge to use the potty, more so than at your home. Therefore, we will continue to communicate about best practices for your child and their success with potty training in the classroom. If the teacher feels the child is not yet ready for underwear but thinks pull-ups are better, they will communicate that. use pull-ups until your child can and will announce that he/she must use the bathroom (not just at home, but here, as well) and can control his/her bladder and bowels for a few minutes beyond that announcement.

Your child's readiness is something we can discuss because consistency between your home and our Center will be very important. This is a special time for your child, a sign that he/she is growing up. Toilet training should be a good experience.

**NAPS & QUIET TIME** There will be a designated nap/rest time each day. All children must either nap or rest quietly during this period. Rest time gives everyone a much-needed break during the day. Without rest time, some children are argumentative in the afternoon, short-tempered with others, and not very happy when they go home in the evening. **Parent assistance may be required.**

**CORE KNOWLEDGE CURRICULUM** Our kiddos love school. It's our number one priority. We know that in most cases, we are your child's first experience away from home. Home is a safe, fun place where mom and dad tell us what we can and can't do. School should just be an extension of this. If it is not fun, safe, and nurturing, your child will associate with school negatively, and fail to thrive and grow to their potential. At Belle's & Beau's Childcare Center, we make learning fun. If your child wants to color, why not color an Elsa or Elephant page for E? When playing tag, why can't we call out letter sounds to unfreeze? Strategically planned curriculum creates easy avenues for your child to learn without a negative association. We set the foundation for positive school experience that they will take with them through the rest of their education.

We believe every child has a right to learn at his/her own pace and should not be categorized solely by their age. In our unique class setting, we are able to teach and challenge your child according to his/her abilities. If by two-and-one-quarter, she knows her letters, then by three-and-one-half, she can probably grasp most of the phonetic sounds as well. If by three-and-three-quarters, your child can count and recognize numbers from 1-20, he/she should also be able to start doing simple addition and subtraction. Age does not dictate your child's capabilities.

Our children are able to learn and acquire so many skills through strategically planned curriculum and repetition. Your child grows within the same classroom, with the same teachers, so we really get to know your child and his/her best learning method. Never is your child forced to do something boring like sitting at a desk and memorize flashcards. We make learning fun and you'll be surprised what your child can accomplish and enjoy doing. We are all born innately with a desire to explore and learn, and it is only when we have failures, struggles and boredom within a classroom that we begin to dislike education. Our students look forward to our programs and will miss school on days off. Please note: the following is a list of skills our students generally acquire before entering kindergarten from our school and are not requirements for kindergarten.

1. Recognizes, states, and properly writes all 26 letters (lower & uppercase) of the alphabet.
2. Phonetically sounds out all 26 letters of the alphabet.
3. Recognizes, states, spells and properly writes his/her first & last name (using lower & uppercase letters).
4. Recognizes and states phone number and address.
5. Recognizes, counts and writes numbers from 1-20, forwards and backwards.
6. Can do simple addition and subtraction.
7. Can recite the days of the week & months of the year.
8. Can say the Pledge of Allegiance.
9. Is independently able to dress himself/herself (with the exception of tying shoes).
10. Is potty trained.
11. Is socially able to interact in a group setting.
12. Feels confident when speaking in front of a small group.
13. Able to jump, hop, skip, climb, & walk backwards.
14. Knows how to count to ten in Spanish, and may have a small vocabulary of other Spanish words.
15. Can cut, glue, and color independently.
16. Able to follow 3 sentence instructions.
17. Is able to sit quietly during story/group time.
18. Knows how to stand in a line.
19. Knows a large assortment of animal sounds.
20. Can categorize where an object belongs.

Every day you will receive a daily summary; a basic synopsis of your child's day. We encourage you to discuss with your child what things he or she learned during the day. This not only opens communication between you and your child, but will also help your child recall activities, a valuable skill needed in formal schooling. Children learn through repetition and the additional enforcement they get from home, the more beneficial our program will be to them.

**ASSESSMENTS & MILESTONES** Several times throughout the year we do assessments for all children to make sure our curriculum and milestones are on track with where they are at academically. These assessments can always be requested by a parent. They are to gauge our classrooms development and ensure that we are teaching the appropriate things at the appropriate times. We also make sure our kiddos are meeting those necessary milestones that are so important for all ages. Teachers observe and learn these kiddos each day and can definitely see when a new milestone has been reached! Our Procure Connect App has a milestone and assessment tracker to keep a history on each child.

**T.G.I.F.** Fridays are a special day and should always be celebrated! Here at Belle's & Beau's Childcare Center, we do our own version of T.G.I.F. with the afternoon movie will be G rated only and decided by a majority class vote.



Friday is also a time when your child gets to choose a Special Treat for not striking out the entire week. We have a wide assortment of prizes for your child to pick from in our special treasure chest. It may be a small toy, but your child will take such pride in knowing that he/she earned it for making great choices all week. Our reward ceremony singles out each child and recognizes them for their hard work and accomplishment. This is what makes this system so effective. A child does not want to lose their Special Treat and, by doing so, it has a powerful impact upon the child, making them rethink the choices they will make in the upcoming weeks. It is human nature to crave positive affirmation, and this system creates that environment for your child.



**BIRTHDAY PARTIES** Birthdays are a special time and we really like to celebrate them! On your child's special day, we will have a small celebration and recognize the milestone they have achieved. Feel free to send treats, such as cookies or cupcakes. Please let us know ahead of time what you are planning so that we do not duplicate sweets. (Please understand we are a nut-free Center)

**SAFETY & DRILLS** We have written shelter, lock down, and evacuation plans and we incorporate fire safety curriculum into our program. We regularly practice emergency drills. We are also sure to practice active shooter/hostile person drills as often as we can.

**CENTER RULES** There are certain Center rules that all children will be taught and expected to follow. This is for the safety and well-being of everyone. Hitting, pushing, biting, grabbing, kicking, spitting, or pinching other children or adults will NOT be allowed. No standing or climbing on chairs or tables. There will be no use of obscene, derogatory or disrespectful language. Respectful treatment of other people and all property, toys, and furniture is expected. No smoking is permitted on the premises.

## **INDOOR/OUTDOOR PLAY & INCLEMENT WEATHER**

Indoor play: We provide a variety of age-appropriate toys for indoor play. Although the toys are categorized in centers, during free play time we believe it is an important part of your child's learning to explore outside the confinements of structured areas. Barbie's may ride on trains, or Legos built into racetracks need cars to drive on it. Limiting imagination only stifles creativity, and we believe this to be a fundamental part of your child's education. After play time, all toys will return to their designated areas. These activities help promote good health in our children. We try to instill a love for physical movement early on, so that they carry it with them into adulthood.

Outdoor play: We will play outdoors every day that the weather permits. When weather does not permit outdoor play, great lengths will be taken to do more music and movement and physical activities inside. We will provide sunscreen with a SPF of at least 15. We will also provide Natural Deet-Free Insect Repellent. If you wish to bring your own sunscreen and bug spray, please let us know. Please make sure that your child is appropriately dressed for outdoor play at all times.

As you are aware, West Texas can often bring all 4 seasons in one week and even sometimes in one day. When inclement weather occurs, our children will have plenty of activities lined up and ready for them in the classrooms. We do not go outside when temps are above 100 degrees and below 50 degrees. Please ensure your children have appropriate clothing for the weather.



## DISCIPLINE – STRIKE ZONE

We believe that children behave according to what is expected of them. As long as children know what rules are in place, they naturally will begin to follow the boundaries set forth. While they are in the process of learning those boundaries, we use a strike system to help guide them. This system uses the basic idea that children will make mistakes and should not always be punished for them. Strike one simply is a reminder of the rule that they are breaking and a warning to change the negative behavior. Strike two causes the child to be removed from the area he/she is continuing to make the bad choices in and must choose a new center. If the child receives a third strike, the child will lose freedom of choice, for a brief, age-appropriate period, and be told where to play and what to play with to help him or her better understand the rules of the classroom.



On the other hand, though, children should also be rewarded for following the rules as well. Every Friday, your child either gains or loses the Special Treat, depending on whether or not he/she struck out during the week. This system, based upon the baseball tradition of “three strikes, you’re out,” allows your child to develop a sense of responsibility and control over his or her actions. If your child makes good choices, he/she will be rewarded for this. But if he or she chooses to make inappropriate choices, then there are consequences for these actions as well. The system allows the child the independence to make their own choices and to learn, grow and be responsible for them.

As well as the Strike System, we understand children strive on positive affirmations. To promote an encouraging environment within our classroom, we use a sticker/clip chart reward system. They can earn a reward by demonstrating good choices with cleaning up, manners, sharing and any other behavior we believe to be good. It is human nature to want attention and we try to bestow positive words and rewards as much as possible within our classroom so that positive attention is what is strived for, and not negative.

While it is normal for children to push boundaries, there are certain guidelines we must follow to keep our staff and other children safe while in care. If your child is aggressive towards a staff member and/or another child – hitting, kicking, scratching, spitting, causing one to bleed etc. – they will be sent home for the day and able to return the next day to try again. If this cycle becomes more and more consistent with your child, we will implement a 3-strike rule per day. This rule is only implemented when parents and staff are all on the same page about a child’s behavior and helping the child succeed. If an aggressive behavior, not normal of the child’s age, is directed towards a staff member or another student, that will count as a strike. If a child reaches 3 strikes in one day, the child will be sent home and can return to school the next day with a fresh start to try again. If we see this cycle continually repeating itself, it can be grounds for termination. **Parent participation will be required when repeated behavior instances occur.** This includes Procare communication, calls from the office to home, and - in more serious cases - a parent coming to the center to intervene and help with the child's behavior.

Under NO CIRCUMSTANCES will there be any spanking, physical abuse, verbal abuse, name-calling or isolation used. Neither food nor sleep will ever be withheld from children as a means of punishment.

We understand that abusive treatment of children is prohibited by law and by the licensing regulations. To report evidence or knowledge of suspected child abuse or child neglect, call the abuse and neglect hotline at 1-800-252-5400.

**TELEVISION & VIDEO POLICY** Television will only be allowed for Movie Day on Friday afternoons and for transition time during drop-off and pick-up. At no other time will children be permitted to watch television. We believe that you are bringing your child here for an education and social interaction. Television diminishes both of these elements. We are by no means saying that television should not or does not play a role in your child’s life. We just do not have time for it in our busy daily schedule.

## **BITING POLICY:**

In an effort to address the sensory, emotional, and communication needs of our kiddos we feel it is important to implement a policy that covers the safety and well being of all our children in our classrooms.

Once a child bites 3 times in a day they are to be sent home to reset and can start fresh the next day in care.

\*However, if a child bites and breaks skin to the point of bleeding, we have the right to send them home before they make it to 3 bites to ensure the safety of the others in the classroom.\* Often times children need a break from the class for the day and can re-group and be better prepared for the next day.

After a child has begun a pattern of biting (typically 3-5 days in a row of attempts and actual biting) the child will be placed on a probation period. During this probation period, if a child bites more than twice in one day, they are to be sent home to reset and can start fresh the next day back in care.

\*Probation is to last for a two-week time period. If your child does not bite at all during a two-week time period, they are no longer on probation. If they bite on day 5 of the two-week time period, then the two-weeks starts over. The goal is for your child to get off probation and not make it to suspension.\*

After a child has been sent home 5 times for biting twice in a day while on probation, the child will then be placed on a suspension period. During this suspension period, if a child bites more than twice in one day, the child will be suspended from care for 48 hours and will not be able to return until this suspension has ended. After a child has been suspended 3 times, the child will then be terminated from the center and care will not continue.

A few things to note:

- Tuition will be due regardless of probation/suspension status. The spot in care for your child is still being held, therefore tuition is still due.
- If a full-time child begins to show the pattern of biting, a temporary part-time care plan can be implemented to help the child transition during a difficult communication period for them. If you feel this is something that may benefit your child, please let us know as soon as possible.
- Before a child is placed into a probation period, the parents will be informed in person with management staff so there is thorough explanation of the biting policy and plan moving forward. It is our goal to help your child during this time so being on the same page about the plan is of the utmost importance.
- Management will reserve the right to terminate at any point during a probation/suspension period if needed. Also, management will reserve the right to extend a probation/suspension period if necessary.
- Lastly, at no point do we ever wish to see a family go, especially for something that is developmentally appropriate at this age, however, the safety and well being of all children in our classrooms have to be our top priority.

For any clarification questions, please see management.

**ILLNESSES** Belle's & Beau's Childcare Center is a "well-child" preschool facility. At no time do we provide sick childcare. The following illness policies will be strictly enforced, for the health, well-being and safety of all concerned.

**Sick Child Policy:** Under no circumstances may a parent bring a sick child to day care if the child shows any signs of illness or is unable to participate in the normal routine and regular day care program. Sick children expose other children, as well as staff, to their illness and require additional care and attention that we are unable to give. Moreover, sick children want care from their parents in the comfort of their own homes. If other children become ill due to exposure to your sick child, either because he/she was returned to day care before full recovery or because he/she was not picked up promptly upon notice of becoming ill, other parents will be unnecessarily inconvenienced and exposed. Because this is disruptive to other children and their families your cooperation on this issue is extremely important.

Every effort is taken to reduce the spread of illness by encouraging hand washing and other sanitary practices (see Cleanliness and Hygiene).

If your child is unable to participate in the normal activities of the day care (including being able to play outside), then your child MUST stay home.

Children will be visually screened when they arrive in the morning. In the event a child becomes ill and needs to be picked up, the parent(s) will be called and expected to come pick the child up within one hour (60 minutes). If the parent(s) cannot be reached, or have not arrived within an hour, the emergency contact person will be called and asked to come and pick the child up.

A sick child will not be permitted to return to care for 24 hours after condition has returned to normal. The child may return 24 - 48 hours (depending upon the illness) after they have received the first dose of an antibiotic. If a child receives an antibiotic for an ear infection, (s)he may return to daycare immediately if he has been free of other symptoms mentioned for at least 24 hours. If you aren't sure about whether or not to bring your child to care, please call to discuss it. Allergy related symptoms, and non-communicable illnesses do not require exclusion.

If a child or member of the household tests positive for COVID-19, the following guidelines will be followed.

- If a child tests positive, the child is required to quarantine for 10 days from the day the symptoms began.
- If a parent/family member tests positive and the child does not, the child must quarantine with the parent for 5 days and the parent must wear a face mask for 5 days following the quarantine while in the center. The child will need to have a negative test on the 5<sup>th</sup> day of quarantine before returning. The child must be symptom free.

If a child presents with lice, the following guidelines will be followed:

- The child will be unable to attend care until the lice are treated and dead.
- If the child comes to the center with live lice, they will be sent home.

If a child presents with Hand, Foot & Mouth, or similar, the following guidelines will be followed regardless of a doctor's note:

- A child will be unable to attend care if the virus is still fresh and new lesions are popping up.
- The child can return to the center once the lesions have popped or blistered and are healing. There will also be no new lesions showing up on the skin.

If the child tests positive for Flu, Strep, RSV, and/or other similar viral/bacterial viruses, the following guidelines will be followed:

- The child can return to the center once fever and symptom free for 24 hours.
- A doctor's note with a return date is required.

### **Symptoms requiring removal of child from day care:**

- Fever: Fever is defined as having a temperature of 100°F; (a child needs to be fever free for a minimum of 24 hours before returning to preschool, that means the child is fever free without the aid of Tylenol®, or any other fever reducing substance.)
- Fever AND sore throat, rash, vomiting, diarrhea, earache, irritability, or confusion.
- Diarrhea: runny, watery, bloody stools, or 2 or more loose stools within 4 hour period.
- Vomiting: 2 or more times in a 4 hour period.
- Frequent scratching of body or scalp, lice, rash, or any other spots that resemble childhood diseases, including ringworm and pink eye.
- Allergic reactions
- OR any combination of multiple symptoms within a 4 hour period. For example: 1 diarrhea and 1 vomiting, allergic reaction and diarrhea, ect.

**MEDICATIONS** Parents will provide any medications needed by the child, including over the counter and prescription medicine. Written authorization is needed for the Center to administer ANY medication, prescription or over the counter. All medicines must be in their original container with pharmacist or manufacturer's label, child's name, dosage instructions, current date, name of medication, and times to be administered clearly written. **All medication must be kept at the front desk.** Any medicine found in a child's backpack will be removed and taken to the office, including OTC medications.

**MEDICAL EMERGENCIES** Minor bumps and scratches are inevitable, but we make every effort to keep the children safe through supervision and childproofing. Minor injuries receive appropriate first aid, and if an emergency injury or illness occurs, you will be contacted as soon as possible. If necessary, your child will be taken to the nearest hospital where you will be asked to meet us. If you are not going to be at your usual place of employment, or at home, please make sure that we have a number where you can be reach.

Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation, if required. The owners of Belle's & Beau's Childcare Center, or their families will not be held liable for any sickness or injury of either parent/guardian or child while on these premises, or while the child is in the company of the provider during field trips or outings.

**Suspected Child Abuse** As a licensed Center, we are required to report all suspicions of child abuse to our local police department or child protection agency.

**ILLNESS RELATED CLOSURES & FINANCIAL RESPONSIBILITY** In the event Belle's & Beau's must close due to an illness. All parents will receive a 10% weekly tuition credit per day the center is closed on the next billing cycle.

If the school is not closed, but your child is unable to attend, due to COVID-19 or another virus excluding them from care, you will be responsible for full tuition. This ensures your spot is kept while you are out.

If the school is open but unable to serve your family due to state, country, or licensing regulations, you will not be required to pay tuition for the days missed. For example: essential worker specification

If you choose to keep your child home for an extended period of time due to COVID-19, but would like to hold your child's spot, you will be responsible for full tuition.

If you choose to keep your child home and do not pay to hold your spot, you will be placed on the waiting list for an available spot when you choose to return.

**FAMILY PARTICIPATION & INVOLVEMENT** Several times throughout the year we have events or classroom parties that families are very much welcome and encouraged to attend. Teachers or management will send out notice for you to come to these events with times and schedules. For example; Donuts with Dad, Muffins with Mom, Bagels with Buddies, Pancakes with Pals, Pastries with Parents, and all holiday parties. We also host an annual Fall Festival that is open to the community to come and trick-or-treat in a safe environment.



**EMERGENCY PROCEDURES** In the event of an emergency concerning the safety of the children in our care, such as a fire, flood or evacuation of the Center for any natural or unnatural reasons, we will take the children out of the affected area. Parents will be notified by telephone where the children will be taken. Please note our Director's personal cell number is 806-559-8795.

Our primary point of contact will be at the southeast mailboxes in the parking lot near the street of Belle's & Beau's. If for some reason this is not far enough, we will then take the children to Church Without Religion parking lot, 6007 66<sup>th</sup> St., Lubbock, TX 79424.

In the case of a lost child, the authorities will be notified first, and then the parents.

A conscientious effort will be taken to secure the safety and well-being of your child(ren) and you will be notified as soon as possible of any such emergency and the location in which we are at.

**DISASTER PLAN OUTLINE**

Tornado/Severe storm: If a tornado/severe storm warning occurs, we will divide the children between the main hallway, cafeteria and 4-year-old room of the building to be away from all exterior windows. We will maintain a tornado/severe storm kit (flashlights, blankets, books, radio, water, snacks that we can use to get through the storm. Maintaining a calm environment in all emergency situations is essential. Communication between us will be maintained through telephone as much as possible.



Fire: If a fire should occur in the Center, we will immediately evacuate the children to the southeast mailboxes of the parking lot.

Lockdown: In the event of a lockdown, all teachers will be required to keep children in their classroom, lock their classroom doors, turn out the lights, move students to the furthest point from the classroom door and remain quiet until further instruction is given. All parents will be notified of the lockdown as soon as possible.

PRESCHOOL DISASTER PLAN	
Main phone number: 806-993-2273    Director's Cell: (806) 559-8759	
Address: 6308 Iola Ave, Suite 100, Lubbock, TX 79424	
<i>Primary Emergency Meeting Place:</i>	
Southeast mailboxes of Belle's & Beau's parking lot near the mailboxes by the street.	
<i>Secondary Meeting Places:</i>	
Church Without Religion parking lot, 6007 66 <sup>th</sup> St., Lubbock, TX 79424	

**TAX INFORMATION** We will supply you with a year-end summary of all daycare fees paid during the year for tax purposes. This will be given to you at the end of January each year or when services are terminated. You may request a statement at any time.

**FEEDINGS** Breastfeeding moms are always welcome to come in and feed their babies whenever it is needed. You may sit in one of the gliders in the infant room to do so. Also, you may provide breastmilk to be used throughout the day during care. We partner with UMC of Lubbock and can provide additional resources and support for breastfeeding if desired.

**WITHDRAWAL & TERMINATION POLICY** We reserve the right to terminate for the following reasons (but not limited to):

- Failure to pay
- Failure to complete the required forms
- Lack of parental cooperation
- Failure of child to adjust to the Center after a reasonable amount of time
- Physical or verbal abuse of any person or property
- Our inability to meet the child's needs
- Lack of compliance with handbook regulations
- Serious illness of the child or provider
- Uncontrollable Behavior
- Slander

We appreciate as much advance notice as possible when terminating care. Parents are required to give two-weeks written notice when they decide to terminate childcare including CCS families. The two-weeks will be paid in full, regardless of whether or not the child is in attendance. CCS families that do not give a two-week's notice will be responsible for the full tuition amount during the two week notice period regardless of attendance.

A child may be terminated at any time, for any reason by either party with proper notice. Proper notice will consist of written or verbal notice to the provider no less than two weeks prior to the child's last day of care.

If at any time, after consultation with the parent or guardian, we feel that you or your child pose a safety risk to any of the children in our care, we will give you as much written notice as possible that care is terminated. This action will be reserved for extreme cases only, and we will first attempt to resolve any issues with you before resorting to termination of care.

We will give two-weeks written notice of termination for which full tuition is due, whether or not the child is in attendance. The provider reserves the right to give written notice of immediate termination where there are circumstances that affect the well-being of the provider or other children in attendance. In this situation, the two-weeks payment of tuition is still required.

**RECALLS** On a regular basis, [www.cpsc.gov/](http://www.cpsc.gov/) website will be checked for the list of product recalls that may be found within our preschool. Any toy, equipment or furnishing found to be on this list, will be removed from the Center immediately.

## REVISIONS TO THE HANDBOOK

All families will sign a yearly revision to this handbook and the accompanying contract each year. We reserve the right to make changes in rates and policies, as we deem necessary. You will be notified, in writing, of any changes that may occur. Every attempt will be made to give at least two-week notice of changes.

To file a complaint about this facility contact:  
The Texas Health and Human Services, Childcare Licensing Office,  
5121 69<sup>th</sup> St., A4, Lubbock, TX 79424  
Or call: 806-698-5510

For the Texas Childcare Center Minimum Standards, please visit: <https://hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/provider-portal/protective-services/ccl/min-standards/chapter-746-centers.pdf>

For the Texas Department of Family and Protective Services, please visit: <https://www.dfps.state.tx.us/>

Under the Texas Penal Code, any area within 1,000 feet of a childcare center is a gang-free zone, where criminal offenses related to organized criminal activity are subject to a harsher penalty.



I acknowledge that I have a duty to read and understand the contents of Belle's & Beau's Childcare Center's Parent Handbook. Belle's & Beau's Childcare Center admits children to programs on a space available basis, without regard to race, religion, creed, color, national origin, or sex.

I also understand that the policies and procedures stated within the Parent Handbook are guidelines, to be a matter of information only, and are not to be construed as a contract between Belle's & Beau's Childcare Center and the recipient of this Parent Handbook. I also understand that Belle's & Beau's Childcare Center, in its sole discretion, may change, alter, modify, amend, or rescind any of its policies and procedures stated in the Parent Handbook from time to time without prior notice.

I have received and read this Acknowledgment of Receipt, know and understand its contents, and sign the same of my own free will.

P A R E N T   C O P Y



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I have received and read this Acknowledgment of Receipt, know and understand its contents, and sign the same of my own free will.

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Parent Name (Please Print)

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Date

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Parent's Signature

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Child's Name(s)