



**Operational Policies
and Parent Handbook**

2019

WELCOME

We are honored that you have chosen Apple Tree Day School to meet and fulfill your child's developmental needs. We are a licensed and curriculum based child care facility. It is our hope to guide your child in social, emotional, and cognitive development.

This handbook is to guide you through our policies here at Apple Tree Day School. If you have any questions or concerns, please let us know. Thank you for the opportunity to love and teach your child!

Alan Apicella and Jayme Garza
Owner Director

WELCOME TO APPLETREE DAY SCHOOL!

Confidentiality Policy

All records are kept in the strictest confidence. Information pertaining to admission, progress, health, or discharge of a child is confidential, unless written permission for disclosure is provided.

Staff Information

All Apple Tree Day School staff:

- has had and passed a Background Check
- has prior child-care experience
- is subject to random drug-testing
- is CPR and First Aid certified
- takes part in training

Licensing Information and Parent/Guardian Rights

There is a copy of the Minimum Standards for Licensed Child-Care Centers and our current licensing report in the office available for parents/guardians to view. If there are any questions or concerns regarding the operational policies, parent/guardian may request a meeting with the Director.

Parents/Guardians are welcome to visit and/observe their child any time they like.

Licensing Office: Childcare Licensing
3635 SE Military Dr
San Antonio, TX 78223

(210) 337-3399
www.tdprs.state.tx.us

Child Abuse Hotline: 1-800-252-5400

****If you or anyone you know suspects child abuse, please call the child abuse hotline.**

Apple Tree Day School staff and administration is required, under penalty of law, to report all suspected cases of child abuse and/or neglect.

All caregivers and staff undergo training on how to detect child abuse, report child abuse and protect children from child abuse. Such cases will be referred to the Texas Department of Family and Protective Services and/or to the authorities immediately.

Gang Free Zone

A gang-free zone is a designated area around a specific location where prohibited gang related activity is subject to increased penalty under Texas law. The gang-free zone is within 1000 feet of Apple Tree Day School. Certain gang-related criminal activity or engaging in organized criminal activity within 1000 feet of Apple Tree Day School is a violation of this law and is therefore subject to increased penalty under Texas law.

Hours of Operation

Apple Tree Day School is open Monday through Friday from 6:30am - 6:30pm. The observed holidays are New Years Day, Good Friday, Battle of Flowers, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and the following day and, Christmas Day and the following day. We will also have abbreviated hours for Christmas Eve and New Years Eve. The observed federal holidays and closures will be posted in advance to inform parents of holiday closures. There is no price reduction for weeks that have closures.

On school holidays, there will be an additional charge of \$15 for school age children but no additional fee on early release days.

Summer vacation time will be charged at \$180 per week, per child.

Emergency Relocation Plan and Lock down Procedures

In the case of an emergency, Apple Tree Day School will relocate to the Wanke Elementary School cafeteria. If the situation requires us to evacuate to a further location, we will relocate to the O'Connor High School band practice gym. All employee vehicles and school vans will be used to relocate children and staff in a safe and timely manner.

Alan Apicella, owner, and Jayme Garza, Director, are designated

persons to speak with media. Each teacher will be in charge of their own classroom and responsible for the safety of the children. Attendance will be taken and parents will be notified.

If Apple Tree Day School is under a lock down, NO ONE is allowed in or out of the facility until the school has been notified that the threat is over.

Wanke Elementary School
10419 Old Prue Rd
San Antonio, TX 78249

O'Connor High School
12221 Leslie Rd
Helotes, TX 78023

Jayne Garza (in case of emergency ONLY) 210-861-2015
Miranda Garza (in case of emergency ONLY) 210-286-6765

Inclement Weather Closures

Apple Tree Day School follows the NISD closure program. Always double check with front desk staff on closures or delays.

- If school CLOSES EARLY due to deteriorating weather conditions, procedures for emergency closing will go into effect as noted in "Emergency Closings".
- Extended Closings Due to Inclement Weather-- Parents should contact Apple Tree Day School's office at 210-509-1919 for updates on closings or delays. Parents may also access this information on our website at www.appletreesa.com

Registration Fee and Payment Procedures

Upon enrollment, a non-refundable registration fee of \$100 per child or \$150 per family for insurance and supplies is due every September.

If a child is enrolled between March and May, the registration fee per child is \$50 or \$100 per family. In September, the full registration amount will be due.

Tuition is due on Friday before the close of business. There will be a \$25 service charge on any instance where there are insufficient funds for direct debit. There is no reduction in tuition for days missed. The only accepted form of payment will be direct debit.

Late Fees

A late fee of \$25 anytime after 6:30 pm and \$1 for every minute past closing time will be charged if child is picked up late. Payment is due upon pick-up.

Vacation Policy

After a year of full-time, consecutive enrollment, each family is entitled to one weeks vacation. After two or more years of continuous enrollment, two weeks vacation is allotted.

No tuition is due during vacation time. If vacation weeks are not used, they do not carry over into the next annual contract period.

Be sure to notify Ms. Jayme at least 30 days in advance on when you would like to use your vacation time - you will need to fill out a vacation form. The form will need to be turned in as soon as possible in order to avoid the billing cycle related to the vacation time period.

Procedures for Child Release

To gain access to Apple Tree Day School, parents/guardians and authorized persons will be registered and fingerprinted. Grandparents may be registered and fingerprinted (and allowed to enter the school) only with parent approval. All other authorized pick-up persons (unregistered/not fingerprinted) must wait in the foyer for child release. Administration will go to the classroom and bring the child to the front for release.

Children will only be released to persons designated on enrollment forms unless otherwise notified in advance. All persons that are unfamiliar to personnel will be asked to show picture identification. Staff will check their Child Release Binder to check that the person is authorized for pick-up.

If needed, parents/guardians may call to make arrangements for pick-up by persons not on the authorized pick-up list.

Immunization Requirements

Every child **MUST** have current shot records on or before enrollment date in order to attend Apple Tree Day School. Children four years and older must have documentation of vision and hearing screening.

Illness and Exclusion Criteria

If a child becomes ill, parents/guardians will be contacted and the child will be separated from his/her class and will be kept at the front desk with staff. Children with a 100.4 fever, rash, ringworm, lice/nits or other parasites, diarrhea (6+ episodes in 24 hours or 3 in 1 hour), or symptoms of a contagious disease (headache, sore throat, rash, red watery eyes, thick mucus from nose, eyes or ears) will not be allowed at the childcare facility for at least 24 hours. Parents have 1 hour from the time they are contacted by staff to pick up the sick child.

Medical Emergency Procedures

Ms. Jayme (Director) will evaluate child's injury or illness. Parent/Guardian will be notified if child needs to be picked up. In severe emergencies, an ambulance will be called at the discretion of the director.

No medication, aside from nebulizers and inhalers, will be given at Apple Tree Day School - medication must have prescription label. We do not have a nurse on staff.

Parental Notification Procedures

We will post any information on closures, policy changes, etc on the bulletin board in the front lobby. Any operational policies will be given out individually to each parent/guardian to be signed, dated, and place in the family file. Occasionally, written notices will be posted on classroom doors or sent home individually with children.

Discipline, Guidance Practices, and Behavior

As our primary strategy for discipline, we turn to positive reinforcement and redirection.

Children may be placed in a brief, supervised, quiet-time from the group for disciplinary purposes. More difficult circumstances will call for the child to be removed from the classroom for a brief, supervised quiet-time.

Parent/guardian will be notified with certain situations and, if necessary, the child will need to be picked up, and ultimately, dismissal from the school if problems persist.

All children are expected to follow facility rules in regards to acceptable behavior. If there is a chronic behavior issue that needs attention (might include such things as biting, use of bad words, chronic hitting, etc...) together, parents, teachers and administration will try to find a solution. Parents/guardians may be called to remove your child if his/her behavior prevents us from being able to properly care for the other children. If the problem continues, other arrangements for the care of the child will need to be made, for the safety and well being of all.

Video Surveillance and Photographs

For the safety of our children and staff, Apple Tree Day School has cameras throughout the facility. At no additional fee, parents/guardians may have access through the Apple Tree Day School website to view their child's classroom.

Apple Tree Day School has a fully functional website and Facebook page. We take photographs of the children in their classroom settings to use online as well as in the school. If you would not like your child to be featured in said photographs, please inform the Director.

Parent Responsibilities

Parents have the responsibility to:

- Share concerns with staff members if the program is not meeting their child's needs.
- Listen to concerns that staff members have about their child's behavior, and to work towards an agreeable solution to any

problems that might occur.

- Know about any change in program policy or procedure.
- Know the discipline procedure of the program.
- To notify a staff member when another authorized person is picking up a child.
- Inform staff if their child has been exposed to a contagious illness.
- Notify staff of planned vacation and other absences in advance.
- Pay fees on time.
- To keep the child's records up-to-date with changes in phone numbers and addresses.
- Pick up children on time; contact the center if they are to be late.
- Be available to be reached by telephone in case of an emergency; be able to pick the child up or have someone pick the child up within ½-1 hour of the call.
- To insure that all information reported on the health inventory is accurate and up-to-date.
- Inform staff of any and ALL relevant issues pertaining to their child's physical, mental, and emotional health; behavior; and/or special needs, so that staff can plan appropriately.
- Be available for parent-staff conferences in a reasonable amount of time.
- Inform staff and provide appropriate documentation pertaining to child custody issues. DFPS regulations require that daycares and schools have on file copies of any legal documents pertaining to custodial care, joint custody arrangements, etc. that may assist staff working with your child

Provisions for Breast Feeding Mothers

There is a quiet and private place for mothers to breastfeed their children at Apple Tree Day School.

Toys

Children are not allowed to bring toys to school. If a child does bring a toy from home it will sit in the office and must be picked up by a parent. Small stuffed animals are allowed but children may only have them out during nap time.

Proper Dress and Additional Clothing

It is recommended that children wear closed toe sandals or tennis shoes at school for safety purposes. This will allow for participation in a variety of activities. Children should come to school dressed comfortably and, for older children, in clothing that they can fasten and unfasten on their own. For girls with skirts or dresses, bloomers or shorts must be worn under. Children should have a complete, clean set of clothing and a spare set of shoes. If your child is potty training, it is suggested that you provide at least two complete sets of clothing.

Meals

Afternoon snack time is extended for after school children. School menus are posted in the lobby and on our website (www.appletreesa.com) and are included in the tuition.

Breakfast: 7:30am-8am	Lunch: 11:00am
Morning Snack: 9:00 or 9:30am	Afternoon Snack: 3:00 or 3:30pm

Birthdays and Celebrations

At Apple Tree Day School, we love to celebrate! All cupcakes or cakes must be store bought as home baked items are no longer permitted.

Transportation

School vans are ONLY used for Summer Camp, Pre-K field trip, and before school drop-off and after school pick-up. Children will not be transported in school vans without prior given permission.



OPERATIONAL DISCIPLINE AND GUIDANCE POLICY

Purpose: This form provides the required information per minimum standards §744.501(7), §746.501(a)(7), and §747.501(5).

Directions: Parents will review this policy upon enrolling their child. Employees, household members, and volunteers will review this policy at orientation. A copy of the policy is provided in the operational policies.

DISCIPLINE AND GUIDANCE POLICY

Discipline must be:

- 1) Individualized and consistent for each child;
- 2) Appropriate to the child's level of understanding; and
- 3) Directed toward teaching the child acceptable behavior and self-control.

A caregiver may only use positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction, which include at least the following:

- 1) Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
- 2) Reminding a child of behavior expectations daily by using clear, positive statements;
- 3) Redirecting behavior using positive statements; and
- 4) Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age.

There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:

- 1) Corporal punishment or threats of corporal punishment;
- 2) Punishment associated with food, naps, or toilet training;
- 3) Pinching, shaking, or biting a child;
- 4) Hitting a child with a hand or instrument;
- 5) Putting anything in or on a child's mouth;
- 6) Humiliating, ridiculing, rejecting, or yelling at a child;
- 7) Subjecting a child to harsh, abusive, or profane language;
- 8) Placing a child in a locked or dark room, bathroom, or closet with the door closed or open; and
- 9) Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

ADDITIONAL DISCIPLINE AND GUIDANCE MEASURES (ONLY APPLIES TO BAP/SAP PROGRAMS THAT OPERATE UNDER CHAPTER 744)

A program must take the following steps if it uses disciplinary measures for teaching a skill, talent, ability, expertise, or proficiency:

- Ensure that the measures are considered commonly accepted teaching or training techniques;
- Describe the training and disciplinary measures in writing to parents and employees and include the following information:
 - (A) The disciplinary measures that may be used, such as physical exercise or sparring used in martial arts programs;
 - (B) What behaviors would warrant the use of these measures; and
 - (C) The maximum amount of time the measures would be imposed;
- Inform parents that they have the right to ask for additional information; and
- Ensure that the disciplinary measures used are not considered abuse, neglect, or exploitation as specified in Texas Family Code §261.001 and Chapter 745, Subchapter K, Division 5, of this title (relating to Abuse and Neglect).



SIGNATURE

This policy is effective on the following date:

Signed by:

X

Role:

- ☐ Parent ☐ Caregiver/Employee
☐ Household Member (Ch. 747 only)

MINIMUM STANDARDS RELATED TO DISCIPLINE

- Title 40, Chapter 746 Subchapter L:
[http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac_view=5&ti=40&pt=19&ch=746&sch=L&rl=Y](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=40&pt=19&ch=746&sch=L&rl=Y)
- Title 40, Chapter 747 Subchapter L:
[http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac_view=5&ti=40&pt=19&ch=747&sch=L&rl=Y](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=40&pt=19&ch=747&sch=L&rl=Y)
- Title 40, Chapter 744 Subchapter G:
[http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac_view=5&ti=40&pt=19&ch=744&sch=G&rl=Y](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=40&pt=19&ch=744&sch=G&rl=Y)

Withdrawing from Apple Tree Day School

We require at least two weeks notice prior to school withdraw.

I have read Apple Tree Day School's Operational Policies and Parent Handbook. I understand the content and agree to abide by the terms outlined in the handbook. I understand that changes may be made to the policies at any time and that I will be notified of these changes.

Signature

Date