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PARENT HANDBOOK

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Welcome to My Little Team Texas Daycare. This packet contains detailed information about our center. Please take the time to read all pages to help you better understand our program. Should you have any questions or concerns, please feel free to contact the school director.

Also, we encourage you to visit our Facebook pages for event pictures and valuable information, <http://www.mylittleteamtexasdaycare.com/> Please share pictures and like us.

ABOUT OUR CENTER

OUR MISSION

My Little Team Texas Daycare is focused on providing a quality childcare experience that helps your child develop physically, socially, emotionally, and culturally.

PHILOSOPHY

- We believe that early childhood experiences provide the building blocks of one's life. Therefore, we provide experiences that promote the social, emotional, physical and intellectual growths of each child.
- We believe that positive reinforcement is important for children to develop self-esteem. Therefore, My Little Team Texas Daycare helps children develop positive attitudes toward themselves and everything associated with learning.
- Most importantly, we believe that children need to have fun! Therefore, My Little Team Texas provides an environment that supports free expression and stimulates learning. We encourage each child to explore what he or she can do and to take pride in his or her personal achievements.

GOALS

Our Center provides growth in the following areas:

- **Social:** (1) Provide an environment in which your child understands and strengthens relationships. (2) To help children learn to interact with other children and adults in a positive, cooperative way.
- **Emotional:** Encourage, support, and help your child develop positive self-awareness.
- **Physical:** Carry out activities that promote the development of fine and gross motor skills.
- **Intellectual:** Involve your child in appropriate experiences that will enhance discovery, communication, and creativity.
- **Hygiene:** Teach good healthy habits such as table manners, appropriate hand washing, nutrition, etc.
- **Language:** encourage language development through songs, stories, games, pretend play, drama, etc.

OUR TEAM

The Staff has been carefully selected based on relevant education, training, and experience. Members are responsible, reliable, and caring individuals whose sole purpose is the well-being of each child. They all have past criminal background checks. In addition, all employees are First Aid and CPR certified and prepared to handle an emergency, and will remain with the children in their care at all times. All staff members and children are required to participate in monthly fire drills, and practice safe exiting procedures.

**My Little Team Texas Daycare will administer CPR & First Aid if deemed necessary by our trained personnel, and will call 911 immediately if needed. The center is not responsible for the cost of the ambulance or hospital fees.*

HOURS OF OPERATION

My Little Team Texas Daycare is open from 5:30 am. – 6:00 p.m., Monday-Friday. Parents are free to visit the program at any time. During the school year, if the school district is closed due to extreme weather conditions our daycare will also be closed that day. Please tune to local television/radio for closure information. If the local authorities (Mayor, Police Chief, etc.) suggest that you stay home then My Little Team Texas Daycare will follow their suggestion. Tuition will be expected as normal. We provide both full- and part-day schedules, as outlined in the payment schedule.

VACATIONS and HOLIDAYS OBSERVED

My Little Team Texas Daycare is a year around program. We will close for major holidays and a limited amount of staff development days. Please note that tuition is not prorated on the months with closures, as we will still maintain regular overhead costs.

My Little Team Texas will have two teacher in-service days and will be closed. We will notify parents a month in advance so arrangements can be made. Please look for posted information in the Center and in the Monthly Newsletters. Holidays are subject to change.

HOLIDAYS

My Little Team Texas Daycare will close for the following major holidays:

- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day
- December 31st
- New Year's Day
- Memorial Day
- Fourth of July
- Good Friday
- Graduation Day (TBD)

During our Christmas Holiday if the holiday falls on a weekend we will close the daycare before or after check for notices.

CURRICULUM GOALS

Our Fun Shine Express and Buttercups Curriculum is for children ages 0 to 36 months. **The curriculum is based on current research and sound educational theories of early childhood learning and development. Our activities are designed to promote strong relationships between children and the adult who care for them. The children will work on hands on activities, the interactive material will allow the children and the care to experiment and explore their surroundings. The interactive activity kits encourage and guide the development of large and fine motor skills, as well as introducing music, language, art, cognitive, and other social/emotional experiences.** Our program encourages involvement and participation of family members in each child's learning.

Our three and four-year old's are part of the Texas School Readiness Program. The curriculum is Scholastic Big Day for Pre-K, teaches your child the skills necessary for Kindergarten. Each day is organized around three Big Experiences—Whole-Group, Circle Time, and Story Time lessons—that provide an anchor for conversation, play, and learning. Carefully selected activities ground the entire class in a common Big Experience.

Big Experiences provide integrated learning opportunities and introduce children to new vocabulary, concepts, and skills. *The curriculum* provides intentional instruction in all learning domains:

- Social-Emotional Development
- Oral Language and Vocabulary
- Emergent Reading
- Emergent Writing
- Mathematics
- Science
- Social Studies
- Fine Arts
- Physical Development
- Technology

My Little Team Texas Daycare is not religiously affiliated but does maintain a Christian faith-based center. Religion is not part of the regular curriculum; however, Bible stories may be incorporated into the thematic teachings of each classroom when appropriate, such as Christmas, Noah's Ark, and Easter. We also say a small prayer before each meal.

ADMISSION AND FEES

TUITION

Tuition is calculated on a weekly or monthly rate. It must be paid in advance for the services being provided. Payment can be made by cash, check, charge, money order, or bank transferred. Parents will be informed of current rates when children are enrolled. A service charge of \$25.00 may be added to your account for late tuition payments. Dishonored checks will be assessed an additional fee depending on the back fees assessed to the center. Enrollment will be terminated at the discretion of the school for non-payment of tuition. Upon request, at the end of each calendar year, the Daycare will furnish one report of all tuition and fees paid for income tax purposes. All reports thereafter will be a \$5.00 charge. Any tuition that is not paid will be forwarded to a collection agency.

If the Daycare is closed on the 1st the tuition is due the next day the daycare is open. There are no discounts for days missed due to illness, absence, vacations or if the daycare is closed for holidays, weather or emergencies.

An annual, non-refundable fee per child is due at time of registration. This payment should be submitted with completed admission forms. **Annual curriculum fees will be charged on August 1st each year for every child enrolled.**

PAYMENT FEE

Parents have the option of paying weekly or monthly. Please specify in your registration packages which service you will be using. **NO Refunds will be available after the first week of enrollment.**

FEE STRUCTURE

Infants (0-12 months): \$ 180
Wobblers (13-18 months): \$171
Toddlers (19-23 months): \$ 160
2 and 3-year old's Not Potty Trained (25-35 months): \$145
TSR Program 3-5-year-old and Full Time School Age: \$120
School Age Afterschool Part Time: \$75.00
Annually Registration Fee is \$100.00

Weekly tuition is due on Monday in order to secure services for that week. If the tuition is not paid by Wednesday at 6:00pm of the same week, a late payment convenience fee of **\$25** will be charged Thursday morning. An additional **\$5.00** will be charged per day for every day after that, until tuition is paid in full.

Monthly tuition is due on the 1st day of the month in order to secure services for that month. If the monthly tuition is not paid by the 3rd day of the month by 6:30 p.m., a late payment convenience fee of **\$25** will be charged the morning of the 4th day of the month and an additional **\$5.00** per day for every day after that until the tuition is paid in full.

LATE PICK-UP

A Late Pick up fee is assessed if you fail to pick up your child by 6:00 p.m. The fee is calculated at \$5.00 per hour.

OVERDUE TUITION

If the tuition is not paid in full by the following Monday, parents will be informed that the child will not be accepted until tuition and all fees are paid. Should it be necessary, a legal proceeding can be commenced, at the discretion of the management.

ENROLLMENT

All children must be enrolled before attending My Little Team Texas Daycare. Parents must also participate in a tour of our facility and a brief program orientation. The following must be completed and submitted to the daycare prior to your child's first day of enrollment:

- Application and enrollment packet
- Immunization record (up-to-date and kept current, must have child's name, date of birth, number of dose and type of vaccine, and date the child has received each immunization, stamp or signature from physical or Health Department)

- Parents permission for water play activities or other special activities and for emergency medical attention
- Written document from a licensed health professional indicating that the child can take part in the program
- Parent Manual Policy Agreement

If **any** person is officially denied access to your child, the center will require a copy of the court order. This must be retained in the Childs' personal file.

It is the responsibility of the parent to notify the center of any change of address, telephone number and alternate pick up person, change of medical status or physical health, etc. (THESE RECORDS ARE ESSENTAIL TO THE WELL BEING OF THE CHILD UNDER OUR CARE AND ARE **LEGAL REQUIREMENTS** TO OUR CENTER)

A child will be considered enrolled and tuition will be charged until the parent officially notifies the Daycare office in writing that the child is being withdrawn.

***If and when any policy changes are made, parents will be notified in writing.*

WITHDRAWAL FROM PROGRAM

Withdrawing from the program requires a two-week written notice to the Director. A child will be considered enrolled and tuition will be charged until the parent officially notifies the center in writing. If written notification is not provided you will be required to pay all fees for the program in which your child was scheduled to attend. If your child is absent from the program for two weeks and you do not call to notify us, your child will automatically be withdrawn and can only be readmitted if space is available. You are fully responsible for the two weeks' tuition. If you wish to re-enroll an additional registration fee will be due. Vacation credit cannot be used for the last two weeks of attendance.

If the Director determines that the child is not benefiting from the program, the concern will be explored with the parent. Parents may be required to withdraw the child if this is in the child's best interest. If parents are asked to withdraw their child.

SPECIAL CIRCUMSTANCES

The Daycare reserves the right to ask a parent to make other child care arrangements if the child is unable to be managed in group care, if the parent's or related adult's behavior becomes disruptive to the program, or if the family does not follow Daycare policies.

DISCOUNTS

Our Daycare offers a 10% discount for multi-child families.

VACATION CREDIT

After a child has been enrolled for 1 year, parents may request a vacation tuition credit for one week. This credit is limited to 1 week of vacation credit per 12 months of enrollment. The student must be absent for the entire week for this credit to apply. This request must be made in writing two weeks in advance and the child may not be present during their week of vacation.

COMMUNICATION

Daily communication between families and teaching staff is vital to a strong program. Our staff will communicate in a variety of ways to share information about your child. Most often we will use the following methods:

- Daily Reports: Infants through Nursery School teachers will complete a report to inform parents about a child's day. This may include information about how the child ate, diaper or potty changes, naptime, and general mood. This report will also include needs to be re-stocked, such as diapers, wipes, or baby food.
- Monthly Newsletter: Upcoming events, news, reminders, and important information will be posted in our monthly newsletter. It is posted in the main entrance and given to each child to take home.
- Parent/Teacher Communication Form: The Children in Preschool and Pre-K will have a Parent/Teacher Communication Form. This will inform parents of important classroom events

and have an area for teachers and parents to send notes back and forth as needed. Each child must provide a folder and this folder must return to the class daily.

- **Bulletin Board:** Written notices and important information will be posted in the parent information board located on the main hallway wall.
- **Classroom Postings:** Additional copies of notices may be placed in the entrance of every class as well as in the children's individual cubbies. Information pertaining to a specific classroom will be posted outside that specific room.
- **Parent Conferences:** We offer two plan conferences a year at the beginning of the school year and at the end of the program year. Parents may want to discuss concerns pertaining to their child's progress and development. You may schedule a conference with a teacher any day. We only ask that you inform them ahead of time so that we can plan on a replacement in the classroom. Please try to keep the conference to 20 minutes in length. If you would like to conference with the director, we ask that you request a meeting ahead of time so that we can plan accordingly. If you cannot do a face to face conference we can do a phone call conference.

UPDATING INFORMATION (ADDRESS, TELEPHONE, OR WORK CHANGES)

It is vital to keep the office informed of any changes made to your address, telephone numbers, or work information. Should an emergency occur we will need to contact you. We are unable to do so if the numbers are not current. It is of utmost importance that you update any new information. Please communicate any changes immediately in writing to My Little Team Texas Daycare office. Telephone numbers of individuals authorized to pick up your child should also be kept current. Please complete the form in the receptionist desk, provide information and drop it in the parent tuition box. It will be check daily by 10 am.

PROGRAM POLICIES AND PROCEDURES

DISCIPLINE/ CHALLENGING BEHAVIOR

A very important part of the preschool experience is helping children learn how to get along in the world, enjoy being with other children, and follow the direction of an adult other than their parent. A caring and positive approach will be taken regarding behavior management and discipline.

The teachers will focus on the positive behaviors of the children and reinforce and praise those behaviors as often as possible. Our focus on discipline is to teach and help the children develop self-control and responsibility for their actions.

Our discipline and behavior management procedures consist of the following strategies:

- Encouraging children to use their words when having a disagreement with another child. Facilitating children in their attempts to make choices and solve problems.
- Redirecting children to an acceptable activity/behavior
- Respectfully separating a child from the group as a way to help them calm down – one minute away for each year of age.
- Counseling children individually about their behaviors.
- Encouraging and modeling appropriate behavior
- Explaining unacceptable behavior to children.
- Praising children for positive behavior

Unacceptable and Disruptive Behavior distracts from the full benefit of the learning environment and will result in consequences.

The following behaviors are considered disruptive:

- Requires constant attention from the staff
- Inflicts physical or emotional harm on other children, adults, or self
- Disrespects people and materials provided in the program
- Consistently disobeys the rules of the classroom
- Verbally threatens other students and/or staff
- Uses verbal or physical activity that diverts attention away from the group of children.

Children displaying chronic unacceptable and/or disruptive behavior which is upsetting to the physical or emotional well-being of another child or staff member may require the following actions:

1. Disruptive Behavior will be addressed in a Discipline Report. This will be completed to document any inappropriate behaviors that directly impact other children, staff members, or the group as a whole. This report will be shared with the parent and will explain the behavior and how the behavior has affected others. It will also explain how the situation was resolved
2. Parents of the child will be called in for a conference. We will discuss the issues and identify some possible solutions. **Parents will be expected to give input and come up with a plan of action (in conjunction with our daycare) to help with the child's behavior. If the parent is evidently working with our center, the child will be allowed to continue if it is in the child's best interest.**
3. If the plan of action is not working, the parents will be called in for another meeting. We will discuss what is not working and develop another action plan.
4. If no progress has been made towards solving the problematic behavior, the child may be suspended from care. This suspension may range in length from the rest of the day to indefinitely.

Please discuss with your child's teacher specific guidance techniques that work best with your child. Changes in the child's environment affect his behavior. Please notify staff of any changes that may be affecting your child.

BITING POLICY

Biting is a natural developmental stage that many children go through. It is usually a temporary condition that is most common between thirteen and twenty-four months of age. The safety of the children at the center is our primary concern. The center's biting policy addresses the actions the staff will take if a biting incident occurs.

Toddlers bite others for many different reasons. A child might be teething or overly tired and frustrated. He or she might be experimenting or trying to get the attention of the teacher or his peers. Some children have poor verbal skills and are impulsive without a lot of self-control. Sometimes biting occurs for no apparent reason. The teachers will encourage the children to "use their words" if they become angry or frustrated. The staff members will maintain a close and constant supervision of the children at all times

The following steps will be taken if a biting incident occurs at our center:

- The biting will be interrupted with a firm "We don't bite people!"
- Staff will stay calm.
- The bitten child will be comforted.
- Staff will remove the biter from the situation. The biter will be given something to do that is satisfying.
- The wound of the bitten child shall be assessed and cleansed with soap and water and ice applied.
- The parents of both children will be notified of the biting incident. Appropriate forms will be filled out (Incident Report) and the biter a Discipline Report.
- The bitten area should continue to be observed by parents and staff for signs of infection.

**The center reserves the right to un-enroll the student who bites at any time depending on frequency and severity of incident(s).

TERMINATION OF SERVICES / SEPERATION PROCEDURES

In certain circumstances, it may be necessary for the Director to decide to discontinue a child's attendance. Such a decision would be based on whether it is in the best interest of that child and/or other children in the classroom. Every effort will be made to correct a problematic situation before a final decision is made. The length of time from the notice of termination to the actual termination date will be determined by the Director.

We reserve the right to terminate services to a child, parent or family who display the following:

- Disregard to Daycare Policies
- Disruptive or dangerous behavior
- Abuse of other children, staff, or property
- The center's inability to meet the child's learning needs and development
- Disrespect to Daycare Staff
- Frequent complaints or insult toward the services we provide

PARENT/CHILD GUIDANCE AT THE DAYCARE

We ask that parents be discreet when disciplining their child in front of others in the center out of respect to the child. Ask the Director should you require a place to speak with your child.

ATTENDANCE / ABSENCE POLICY

Please call the daycare by 8:30 a.m., if your child will be absent for the day. If we do not receive a call from you, we will assume that your child will not be in attendance that day and we will staff accordingly. We do not accept children after 10:00 am. **In order to ensure stability, our Center does NOT accept children/therapists between the hours of 11:00 – 2:00 even if a child comes in with a Dr. note.** If your child is sick, please keep us informed so we can alert other parents of possible communicable diseases. If your child is going to be absent for one week or more, you must notify the office. **Notifications must be given in writing two weeks prior. This includes a vacation request.**

SPECIAL PICK UP

Only the people that the parent has authorized in writing will be allowed to pick up the child. Please inform us in advance and in writing if someone other than those you have originally authorized will be picking up your child. You may also call the office and provide the person's name and driver's license. The authorized person must be over 18 years of age and present a photo ID. No child will be released to an unauthorized person. This is for the safety and protection of your child. Any person picking up a child in an impaired condition, (ill or under the influence of drug or alcohol), will be not allowed to pick up the child.

****It is very important that you update any new information immediately, such as change in residence or telephone.**

LATE PICK-UP

A Late Pick up fee is assessed if you fail to pick up your child by 6:00 p.m. The fee is calculated at \$5.00 per hour. Please notify the office if you will be late so that we can make arrangements. **After hour fees are due at the time of pickup. After hour fees will not be added to tuition.** Repeated late pick-ups and /or unpaid fees may result in dismissal from the program. Keep in mind that a child can only remain in the care of the Center for no more than 12 hours.

TARDINESS

We prefer that children arrive on time for the school day, which begins at 8:00am. We do not want the children to miss any instruction. If all the children arrive ready to begin their program at the designated time, the transition is much easier for the children and the teachers. If your child will arrive late for any reason, or is unwell, please contact the school office at your earliest convenience. **Our Center does not accept children between 10:00am – 2:00pm.**

ARRIVALS AND DEPARTURE

Our responsibility begins when you place your child in the care of a center employee. Children must be brought into the Center and released to the assigned staff. Parents must check their children into the center by signing the check-in form in their classroom. Our licensing agency requires that children be left in the presence of a staff member. Please be sure the staff sees you and greets your child before you leave.

- **Morning health checks are done each day to ensure that your child is feeling well.** This takes a few minutes. This procedure has been found to prevent the spread of disease. Your cooperation is appreciated.
 - **Please sign your child in and out.**
 - When children are picked up from the Center, be sure to sign them out in the check-out form in their classroom and inform the assigned staff.
 - Children will be asked to pick up materials that they are using before they leave the room or playground. Please check their cubbies for artwork, soiled clothing, and notes to the parents. My Little Team Texas Daycare is not responsible for the child once they have been signed out.
 - A child can only remain in the care of the center for no more than 12 hours.
- **Infants:** If the child is brought in asleep, the parent wake the child up and remove him/her from any carrier before the child is signed in.

PARENTAL INVOLVMENT

Our door is always open. During regular operation hours, parents are welcome to observe activities. We only ask that you limit distractions so we do not disrupt the learning environment. If a parent decides to visit their child's classroom on a regular basis for longer than 15 minutes, it is necessary for our Center to run a background check for safety reasons. If you would like to speak with the Director to address any concerns, please respect office hours, which are 8:00am to 5:00pm.

We encourage our parents to participate in the following:

- Assisting in the classroom during special parties or activities throughout the year; (notice will be posted)
- Going on class field trips
- Helping with fundraising in efforts to benefit My Little Team Texas children
- Making things for the program
- Sharing a talent or a job
- Contributing to the curriculum

VISTORS

- Parents are welcome to visit the daycare at any time.
- Family members and friends who are unfamiliar to the staff should check in with the office and sign the visitor's log.
- All others (such as therapist, caseworkers, etc.) will be asked to sign in and out in the visitor's log and provide required documentation.

IMMUNIZATION

As part of our enrollment requirements, all immunizations required for the child's age must be completed by the date of admission. The medical form must be completed by a licensed physician that states the child has been seen by the physician within the past year, is physically able to take part in the program. Each child enrolled in the program must have current immunization according to schedules of the Health Department. **Immunizations must be kept current.**

MEDICATIONS

As a service to our parents, the Staff will administer medication prescribed by your physician.

All other over-the-counter medication will not be administered. Parents must complete a "Permission to Administer Medication Form". This can be found in the office and it must accompany the medication. These forms are found at the front desk in the Blue Binder.

If the staff is going to administer medication:

1. Prescription medication must be in the original container labeled with child's name, date, and directions and physician's name. The center must administer the medication as stated on the label's directions. The Center will not administer medication after expiration date.
2. Parent must sign and date medication forms before any medication can be administered. Parent must specify date, time, amount given, and the number of day to be administered.
3. The Center must return medications to the child's parents when no longer needed. The Center must dispose of medications when a child withdraws from the Center or the medication is out of date.
4. All medication is to be given directly to the staff person and not left in the child's bag. All medications will be stored in the office.

Please let your pediatrician or family physician know that your child is in a childcare. Often medication can be administered before you bring the child to the center and again in the evening, avoiding administering medication at the center.

ON HEARING AND VISION SCREENING

All children who turn four years of age by September 30 of each school year are required by the State Health Department to have a hearing and vision screening by a licensed physician, qualified professional or certified screener. The screening must be completed by November 30 of the school year and a record of screening must be turned into My Little Team Texas Daycare.

HEALTH AND SAFETY

One of the most serious challenges facing group care situations for young children is preventing illness. The staff will strive to maintain the highest standards of cleanliness. Proper hand washing procedures will be followed and taught to the children. Toys, eating surfaces, toileting and diaper equipment will be sanitized between children's use. **Please do not bring your child if there is any indication of illness.** If the staff believes a child is sick and should not attend, the facility holds the right to refuse admittance. If your child has an oral temperature of 100.4 or higher and has one or more of the **symptoms listed below**, he/she should stay home. If the temperature and symptoms occur after you leave your child at the center, we will notify you. Your child should be picked up **within an hour** of the time you are called.

SYMPTOMS

The child may not return to the Center until he/she is symptom-free for 24 hours, unless there is a doctor's note stating the child may return sooner. If a child brings in a doctor statement for readmission, but is unable to participate in the regular activities of the day, he/ she will not be allowed in our program. If there are any lingering signs of illness, i.e. glassy/watery eyes, listless, and/or drowsiness, etc., please keep your child home an additional day. This will help to ensure that the illness has actually passed and that your child will be well enough to resume activities. Their immune systems may still be weak and reentering the Center environment may retrigger infection or sickness.

Possible Symptoms:

- Two or more bowel movements, within an hour, that is atypical for the child indicating the possibility of infectious diarrhea. Children cannot return to the center until diarrhea subsides without medication.
- Nasal discharge that is green or yellow and undiagnosed
- A blotchy rash on the stomach and back or a fine red rash all over the body indicating the possibility of measles or scarlet fever.
- Discharge from the eyes or crusted eyelids indicating the possibility of infectious pink eye.
- A very sore throat as indicated by refusing food and drink
- Listless, lethargic behavior, lack of appetite, refusal to eat or drink, extreme irritability, or clearly unusual behavior for the child which persists over time indicating the likelihood of oncoming illness.
- Repeated vomiting
- Any combination of these symptoms listed above.
- The illness prevents the child from participating comfortably in facility activities.
- The illness results in a greater need for care other than the staff can provide without compromising the health, safety, and supervision of other children.

NOTE: We will not administer fever reducing medication to a child so that he/she can remain at the Center. If your child has a fever, he/she cannot remain at the Center and cannot return until the fever has been below 100° for at least 24 hours.

In addition, when contagious illnesses are identified among children who attend My Little Team Texas Daycare, a notice will be posted indicating the type of illness, symptoms to look for and other information that may be of interest to parents, such as the incubation period of various diseases. We do this as much in advance as we can so that you can plan for alternate care for your child should he/she become ill. Names of ill children are not made public, only the type of disease and related information is shared.

HEAD LICE

This is a very common occurrence in young children. Although yucky by nature, this has nothing to do with cleanliness. They are very easily transmitted by children who have a limited capacity to understand the nature of personal space. Head lice checks are conducted by office personnel. If lice are found on a child, the following steps are taken:

- Parents are notified and child must be picked up from school
- Child's head must be treated with a product formulated to remove head lice.
- Nits must be removed with a special nit comb included in product.
- The child will be excluded from the Center the following day.
- Upon returning to the Center, state health laws require examination of hair and scalp by office personnel before returning to the classroom.
- A handout of additional information regarding lice is given to parents at the time of pick-up.

MEDICAL EMERGENCIES

If there is a critical illness or injury, which requires immediate attention of a physician, we will:

1. Contact Child's parents to receive instructions on next steps and/or discuss if child needs to be picked up.
2. Administer first-aid treatment or CPR if appropriate.
3. Contact the physician identified in the child's record if needed.
4. Contact emergency medical services or take the child to the nearest emergency room if needed.

*****By enrolling in our program, parents and guardians release My Little Team Texas Daycare and individuals from liability in case of an accident during regular activities related to attending a child care program, as long as the Center and staff have taken normal safety procedures. If your child needs to be transported by an ambulance, a staff member will accompany your child. It is the parent's responsibility to assume any cost incurred for emergency care.***

DISASTER/EMERGENCY PROCEDURES

In the event we have to evacuate the Center, the daycare personnel will contact the local police or fire departments (or any other local authority such as health department if necessary). Parents will be contacted immediately by our staff and given instructions on how and where to pick up their child. If center employees are unable to contact parents; parents should contact local authorities for information.

My Little Team Texas Daycare has an Emergency Disaster Plan in place, which may include moving children away from the Center to another location. In which case parents will be immediately notified via phone, text message, Facebook page, and Remind App. Our Relocation Facility is Spicewood Elementary (11303 Tilson, **San Antonio**, Texas 78224).

Fire and evacuation drills are held monthly to acquaint your child with evacuation procedures. Our evacuation routes are posted at each classroom for your review. Each child is accounted for using our sign-in out sheets and a current Center roster. *This is why it is vital to check in students at drop-off. Parents will be contacted using the phone numbers provided on the admission forms.

Emergency Practices

My Little Team Texas Daycare documents emergency practice including evacuation, sheltering in place, and lock-down drills. We document the dates drills were performed, exit times and the date that smoke detectors and carbo monoxide detector were inspected. Our state licensing reviews our inspections. If parents have any questions regarding documentation it is available in the receptionist desk.

Fire Drills: Children and caregivers are evacuated to a designated safe area in an emergency such as a fire. The children and staff must be able to safely exit the building within three minutes. We must practice a fire drill every month

Sheltering/ Severe Weather: We practice taking shelter within the center to temporarily protect children and staff from situations such as tornados. Sheltering can also be used when an endangered person is in the area, though not on the premises. We practice sheltering/ severe weather drill four times in a calendar year.

Lock-down Drill to Keep children and staff in place to protect them from a volatile person on the premises. We must practice a lock down drill four times in a calendar year.

ACCIDENTS & INJURIES:

First Aid will be administered to a child needing care. Each accident will be recorded on a report. Parents will be given a copy of this report and the center will maintain a copy. Serious accidents will be reported to the Texas Department of Family and Protective Services (TDFPS).

INCLEMENT WEATHER

My Little Team Texas Daycare will follow the SAISD severe weather policy. If SAISD closes due to bad weather, the Center will close as well; please check the morning news for this information. However, we do reserve the right to close or have early dismissal due to bad/severe weather. We will make every effort not to, however in these cases we will notify all parents via phone call as soon as possible, and will not leave the Center until all children have been picked up by an authorized adult. **Your child must be picked up within the hour.**

MEALS AND SNACKS

Children are served a nutritious breakfast, lunch, afternoon snack and supper. Our menu include milk, fresh fruit, vegetables, meats and grains. **Healthy Snack (as listed by the Texas Department of Agriculture) are available for school age children as children arrived from school.** The menus are posted in the kitchen and on the Parent Board located in the main hallway. Seconds are offered to children. Children will be encouraged, but not forced, to try new foods. We encourage children to practice good manners, converse freely, and eat at the table. Before meals we say a small prayer to bless the meal. Children are invited to participate **but not required** to say the prayer. If a child requires a special diet, please provide written directions from a physician; the parent is responsible for providing any special foods. Other than dietary needs, **no outside food may be brought into the center.** Substitute meals or snacks should be brought from home. **Meals will be inspected by the teachers to ensure children safety due to other children's' allergies. Otherwise No outside food is allowed.**

Staff do not use food as a reward for good behavior nor do they reward the children for a “clean plate” at mealtime

Note: All liquids and food hotter than 110F are kept out of reach. All staff are educated on food allergies and they **take** precaution to ensure children are protected. On days that MY Little Team Texas provides meals, prepared food that is brought into the program to be shared among children is commercially prepared or prepared in a kitchen that is inspected by local health officials.

Breakfast is served from: 7:30am to 9:00am. If your child arrives late, we cannot serve him/her breakfast.

We begin serving lunch at 10:45 a.m. The lunch count is based on the number of children at the Center by 9:00 am. No food, gum, or candy will be allowed from home. Moreover, no outside food will be allowed in the Center due to our Food Program guidelines. Parents are informed that the Center is part of the Free Meal Food Program which is monitored by Texas Department of Agriculture. We need to follow their guidelines in order for our program to continue to receive this service.

REST TIME

All children are required to have a rest time after lunch. Even if your child does not sleep, he or she will be expected to lie quietly and rest during this time. The room will be darkened but each child will be visible to the supervising staff. All children sleep on individual rest cots. Parents are asked to bring a crib sheet to cover the cot and a light blanket to cover the child. These items will be sent home every Friday to be washed and returned on Monday. **Children will not be accepted during nap time. We also ask not to bring bulky items, toys, or big pillows as they will not fit in the cubbies and will be difficult to store.**

DRESS CODE

Uniform Policy

My Little Team Texas Daycare feels it is important for children to develop an understanding of appropriate dress and appearance to suit the occasion. Therefore, All Pre-K 3, 4 and 5 are required to wear *uniforms*. The manner in which students wear their uniform reflects pride in their learning environment. To this end, students are required to wear the uniform and be neatly groomed. A complete uniform consists of dark blue pants or khakis (skorts or rompers also may be worn for girls), and a light blue polo shirt.

Benefits of wearing a uniform:

- Cohesive group, children know they are a member of a special group which encourages character building.
- Enhance school spirit
- Lower long-term clothing costs
- Easier to dress children each morning

Infant and Nursery students are not required to wear a uniform. Comfort and ease with toileting and diapering is key. Clothes should also be easy for children to take off and put on during toileting and napping.

Children must be fully dressed when they arrive at the Center. Because play activity is such an important part of learning, clothing should be practical and comfortable. **No open toed shoes, sandals, or jellies are permitted.** Little toes are easily hurt and children have a difficult time on the playground. We prefer sneakers type shoes with socks. We also prefer that children do not wear jewelry, as these are easily lost.

Every child must have a complete change of clothing at all times, including socks and underwear. If your child has changed clothing during the day, please take home the soiled items and replace them the next school day. All clothing items must be labeled with the child's full name when possible. **The Center is not responsible for missing items.**

DIAPER CHANGING:

Hands will be washed before and after changing diapers. The changing mat is sanitized with recommended bleach solution before and after each use. Soiled diapers will be disposed of in a closed and sanitized container.

TOYS & EQUIPMENT:

These will be sanitized daily or as needed with the recommended bleach solution.

CLOTHING GUIDELINES:

Your child should be provided with a full set of extra clothes to be kept here in case of emergency. These items will be taken home daily if they are soiled, to be laundered and brought back.

Potty training- For our potty training classes we encourage several changes of clothes to be provided and replaced as needed.

Lost and Found is located near the front desk. All items will be donated after two weeks.

INDIVIDUAL SUPPLIES

Parents of infants and young toddlers are asked to bring a daily supply of disposable diapers and wipes. We change children often so plan on 8 to 10 diapers for an infant and at least 6 for toddlers and two's. If you decide to bring baby food, label it with the child's first name and last initial. Remember that our center provides baby food and it is not necessary to bring extra food. Formula must be in bottles labeled with the child's name. Each bottle must be capped and labeled. **Bottles must be made before dropping your child off. Staff will not make bottles.**

BREASTFEEDING

Our Center promotes breastfeeding. Please refer to the Breastfeeding guidelines that were given to you during the enrollment process. **BREASTFEEDING:** Mothers have the right to breastfeed or provide breast milk for their child. There is a designated location with a comfortable seating area where mothers can nurse. Also, if a mother chooses to send breast milk or formula for her baby, we will accept it as well. Our staff is educated on how to storage and manage breast milk/formula to keep safe. Water is available for mothers that nurse in our infant classroom. For information online, google La Leche League of San Antonio, The MILC Group LLC or San Antonio Breastfeeding Coalition. Also, you may visit the WIC office. Upon request resources will be provided.

What your Child May Bring from Home

Please do not allow your child to bring toys from home. Violent toys, videotapes, guns, and swords may not be brought to school. Toys from home cause a disruption in class, and may be lost or broken. Children are also not allowed to bring cosmetics, candy, gum or money to the Center. We have plenty of toys in class that all children can share. In the event your class/teacher has a special "share day" they will send out notification with the instruction on what to bring.

TOILET TRAINING

Teachers will work with parents whose children seem ready to learn to use the toilet. Generally, the staff has found "pull ups" to be ineffective, cause confusion for the child and hinder the changing process. The staff prefers children in diapers until they are able to achieve significant daytime control and will encourage children showing signs of readiness to use the toilet, especially if their diaper is dry. The Director will determine if it is beneficial to continue training after 2 weeks of unsuccessful attempts. Children newly in underwear should bring changes of clothes every day, including socks and shoes. Toileting accidents will be dealt with in a calm, pleasant and casual manner.

OUTDOOR PLAY

Children require fresh air and exercise. Parents are advised to be aware of daily weather conditions so that appropriate outer wear is sent with your child. Children will be taken outdoors in hot and cold

weather and teachers will monitor the weather conditions. They will limit time children are outside to assure that children are neither too hot nor too cold. If your child is unable to participate in outdoor play they should not be in attendance that day. **Children cannot be left inside while their class plays outdoors. Outside play is conducted to help children gain physical development (gross motor skills) activities such as running, climbing, hopping, sliding and jumping.** Outdoor play extends opportunities for large muscle development, small muscle development by offering variety challenge and complexity in ways that are not attainable in a confined indoor space. Research recommends that children 18 months and older should be allowed 60 to 90 minutes of outdoor time each day.

SCREEN TIME

Planned activities may include screen time for children two years and older. The staff will only choose screen time that is age appropriate, related to planned activities, and will not exceed one hour per day. This time will only be used to supplement and not replace any activities. Any children who choose not to participate will have the option of choosing a different activity. For children under two media time is not recommended since during the first two years of life children's brains and bodies are going through a critical period of growth and development. (746.2205 TDFPS. Minimum Standards)

WATER ACTIVITIES

At times the lesson plans may include water table play or outside water play (sprinklers or splashing/wading pools) for two- year- olds and older. The enrollment forms include a place for special permission for your child to participate in water activities. Children will not be allowed to participate without parental authorization. Please supply a bathing suit (and cover-up if needed) and pre-apply sun screen when the weather permits such activity. Parents will be notified before these activities occur and asked to send the child in appropriate attire.

BIRTHDAYS/CELEBRATIONS

Birthdays are special and important occasions. Parents are welcome to bring store bought items only in their original container for health reasons. Birthdays are usually celebrated during the afternoon snack. Please limit the amount of "sugary" snacks. We encourage nutritional snacks. No balloons are allowed due to the safety hazards. We are **NUT FREE ENVIROMENT**

We celebrate Thanksgiving, Christmas, Valentine's Day and Easter. We also recognize and celebrate other cultural and national holidays. Please share with the Center other celebrations that are important to your family. Every effort will be made to be culturally sensitive.

FIELD TRIPS

Three-year old classes and older enjoy field trips to educational and fun venues throughout the local area such as the zoo, library, movies and parks. Preschoolers and school agers are required to wear same color shirts on field trips (not required for nature walks). The color is based on classroom; ask your teacher.

Two year olds and younger will participate in a nature walk field trip around South Port Retail only (Around the Daycare). Parents will be notified in advance of any planned trip for their child's class. Field trip notices are posted in each classroom and entrances. Nature Walks around South Port Retail are considered a field trip; therefore, Children will not be allowed to participate without parental authorization. Parents are encouraged to participate on field trips if their schedules allow.

CHILD CUSTODY AND ACCESS

Parents who are separated, divorced or remarried are required to provide accurate information on custody and access arrangements to the Director or Staff. Sharing information to the center may be helpful to the Daycare staff and will be held in the strictest confidence.

To prevent a child from being released into the care of a non-custodial parent who does not have access, a copy of the custody agreement or court order must be on file in the center. If there is no agreement on file, staff cannot refuse or deny access to the non-enrolling parent. If no agreement exists and conflict between parents/ family is evident, the Daycare may refuse to care for the child unless both parents sign a written agreement confirming details of pick-up and access to information about the child.

In cases where legal custody has been awarded to a parent whose child is in the care of the daycare, the daycare must have on file custody documentation with legal symbol affixed on it. It is the parent/guardian

responsibility to provide accurate and up-to date information concerning legal guardianship of the child (ren). If this information changes at any time, it is imperative that staff be notified immediately. Without Custody Order or Court Order on file, child care staff cannot deny access to the non-enrolling parent. If the non-enrolling parent is not on the authorized pick –up list, the policy relating to unauthorized persons will be implemented. The parent or guardian is responsible for providing all consents.

TRANSPORTATION POLICY

My Little Team Texas provides afterschool transportation from nearby public elementary schools. If we regularly pick up your child from school, please be sure to notify our center by noon each day if your child will not be riding the van that afternoon.

Transportation is also provided for various field trips.

Transportation rules:

1. All children under 4 Ft. 9 inches tall or less than 8 years of age must be in a child booster seat and must have a harness safety belt.
2. Children must remain seated and their safety belt latched while the van is in motion.
3. If a child breaks rule #2 or their behavior otherwise places another child or the My Little Team Texas driver at risk of harm the child will be suspended from afterschool pick up.

Gang Free Zone

The purpose of the gang free zone is to deter certain types of criminal activities in the area where children gather by enforcing tougher penalties. If you see any gang activities, please report it to the local authorities and notify the Center.

Gang-related criminal activity or engaging in organized criminal activity within 1000 feet of a child care center is in violation of the law and is therefore subject to increased penalties under state law. For more information regarding new requirements of a Gang Free Zone in the area please see our parent board information.

DISCRIMINATION POLICY

My Little Team Texas Daycare does not discriminate against any child based on the child's race, color, national origin, sex, religion or disabilities. Reasonable accommodation will be made to provide services to persons with disabilities. All children are accepted on a probationary basis. The staff and parents will evaluate your child's needs to ensure that the program is able to meet the needs of your child.

To file a complaint of discrimination, write to:

USDA

Director, Office of Adjudication and Compliance

1400 Independence Avenue SW

Washington D.C. 20250-9410

Or call (866) 632-9992 (toll free), (202) 260-1026, or (202) 401-0216 (TDD).

USDA is an equal opportunity provider and employer.

LOCAL CHILD CARE LICENSING OFFICE

My Little Team Texas Daycare holds a child care license from the Department of Family Protective Services. In the event you wish to contact them, their number is (210)333-2004. They are located at 33635 SE Military Dr., San Antonio, Texas. Child Abuse Hotline: For reporting please contact 1-800-252-5400 or visit www.dfps.state.tx.us for more information.

Minimum Standards for Child Care Centers

My Little Team Texas Daycare adheres to the minimum standards for daycare centers and is licensed by the Texas Department of Family Protective Services. Parents are welcome to review the minimum standards for child care centers at any times. These standards are located on the Parent Information Board in the entrance of the Center.

HELPFUL NUMBERS TO PARENTS

Parents should also be aware of the following important contact information:

- Child Care Licensing Office: 210-333-2004
- Child Abuse Hotline: 1-800-252-5400
- Poison Control Center: 1800-222-1222

- Ask A Nurse: 1-877-647-7440 or 210-226-8773
- Child Care Licensing Website: http://www.dfps.state.tx.us/child_care/

PARENT RESOURCES

The following websites are wonderful resources that we recommend if you're interested in parental guidance or educational classes:

- Love and Logic: www.loveandlogic.com/parents
- Parent Toolkit: www.parenttoolkit.com
- PBS Parents: www.pbs.org/parents/
- Parent Magazine: www.parents.com

WHAT TO EXPECT WHEN STARTING A NEW PROGRAM

Separation from the Parent

The process of separation from the parent as the young child enters and attends preschool is one of the most important accomplishments of the preschool child and a major milestone in Social Emotional development. Typically, children begin to show signs of separation anxiety around 12 months, it will begin to diminish at 36 months. As children mature, they begin to identify themselves as independent personalities. In separating from you, your child is learning:

- To develop an interest in the activities of the preschool
- To feel comfortable with others at preschool
- To understand that his/her parent will come back and pick him/her up
- To understand that all parents leave their children and come back for them
- To understand that parents often must concentrate on their own interest and duties which are separate and different from those of a child

It is important to point out that sooner or later, after the initial successful adjustment at school is made, all children want to explore the limits of not going to school. This can occur suddenly, but it usually lasts only a short time. When this occurs, here are some suggestions, which may help you handle the situation:

- Place an emphasis on what the child is doing at school rather than what your activities are while he/she is in school
- See that the child is involved in a specific activity or is in the hands of a teacher before you leave him/her
- Tell the child when you are leaving. Avoid prolonged good-byes, and don't just disappear.
- Ask the teacher for help in separation. We expect the crying and usually the tears are for the parent's benefit. Come up with a routine upon arrival that is quick and to the point.

Suggestions for Parents:

- Keep scheduling and routine in the morning. If you are rushed and stressed, your child will feel it.
- Ensure your child has enough sleep at night. Good sleep ensures they are not grumpy and sleepy in the morning.

What to expect the first few days of school

Give them a sense of what to expect

If your child is anxious about starting preschool, help calm their fears with information. Talk to them about what to expect when they get to school – where they will be going, what they'll be doing, and who will be in class with them. Before school begins, visit the classroom together at least once, preferably when other children and their future teacher(s) are there. You can also read stories about starting school. For example, *Franklin Goes to School*, by Paulette Bourgeois.

Come up with a good-bye ritual

If this is the first time your child will be away from you, he/she may worry that you're not coming back, or that you'll get lost and won't be able to find your way back to the school to pick them up at the end of the day. Invent a special parting ritual – such as a high-five, or saying something like, "I'll be back to get you soon, long before we see the moon" – that you do each time you drop them off. During the first few days, allow extra time to get them ready and out the door in the morning, too. The calmer things are at home, the easier the separation will be; And though you might be tempted to sneak out without so much as a

wave when you drop them off, don't do it! They will only be more distressed when they realize you're gone. Instead, make a point of saying good-bye. **Don't drag it** out or let on that you might be upset, too. Just do it matter-of-factly and confidently and they'll learn to do the same. You will be amazed how quickly upset children get happy once they are engaged in class. Also they will be proud of themselves for being such a big boy/girl. Really praise your child for achieving their great milestone, as well as yourself for giving them the gift of independence.

Should you have any questions concerning these policies, please contact the Director. Thank you for choosing My Little Team Texas Daycare. We hope you feel secure in the knowledge that your child is safe and actively participating in a positive educational environment.

Policies are reviewed annually and updated if necessary.

Receipt of Acknowledgement

This is to acknowledge that My Little Team Texas Daycare has provided me with the "Parent Handbook of Policies and Procedures". I have read the Handbook, understand and agree to abide by all the policies and procedures including the Discipline & Guidance Policy set forth by My Little Team Texas Daycare. I have also been informed that an Emergency Preparedness Plan has been prepared and is available for review.

PLEASE READ, INITIAL, SIGN AND DATE THE LAST PAGE OF THIS HANDBOOK AND RETURN IT TO THE DIRECTOR.

1. I have read and understand this handbook of the policies & procedures. I also understand that this is a legally-binding contract. _____
2. I agree to abide by all policies and procedures listed _____.
3. I understand that changes can and will be made at anytime with notice. _____.
4. I will report all changes in writing to the Director. _____.

5. If I agree to follow all stipulation outline in this handbook. Failure to follow procedures could jeopardize my child's enrollment. _____.
6. I agree to pay the contracted amount explained by the Director and signed by me_____.
7. I agree to the scheduled pick up times explained by the Director and signed by me_____.
8. I understand that this is a legal contract and can be used against me in a court of law ____.

Child's Name in care

Date of Birth

Sibling's Name in care

Date of Birth

Parent's Signature

Date

My Little Team Texas Daycare

Date

Director's Signature

Date

END OF EARLY CHILDHOOD PARENT HANDBOOK



Items to Bring the 1st Day of School and Reminders

- **Extra Clothing:** Please bring 1 to 2 pair of extra underwear, socks, pants, shirts, and shoes. All clothing items must be labeled with your child's name and put in a zip block bag.
- **Bedding Bag:** Every Monday you will be required to bring your child his/her bedding items for nap time (standard crib sheet and blanket), every Friday the teachers will put the bedding in a bag (preferable canvas bag, NO PLASTIC BAGS PLEASE!) so that it is ready to go home when you pick up your child.
- **Diapers & Wipes:** Only if your child has not been toilet trained.
- **All Important School Paperwork:** Please return to the office on the first day of school. (Paperwork that was given at the time of enrollment)
- **Copy of Immunization Records**
- **Tuition Payment:** Due in advance

Things to Remember!!!

1. **Call the office when your child is sick.**
2. **Notify the office of any address change, new home, cell or work number.**
3. **Follow the Center's Illness Policy. We ask that you DO NOT send your child sick to school. Please help us keep all the children healthy.**
4. **Notify your child's teacher or office if you plan on having someone pick up your child, please make sure they are on the pick-up list.**
5. **Tuition Payments: Tuition is due every week on Monday.**
6. **Withdrawal Policy: A written two-week notice is required for dis-enrollment of our program.**
7. **Please remember to sign in/out your child every day.**

CHILD ABUSE AND NEGLECT AWARENESS AND PREVENTION

All employees of My Little Team Texas Daycare are **annually** trained in Preventing and Responding to the Abuse and Neglect of children.

My Little Team Texas provides and coordinates with parents on how to obtain information and assistance from local community organizations. A resource binder is located in the Directors' office. If you need assistance, feel free to ask for help and a copy of the resources will be provided. Staff will provide assistance regarding child abuse.

A copy of the information on Reporting Child Abuse Handout is located on the Parent Information Board.

In an effort to protect the well-being and safety of the children, The Department of Family and Protective Services requires anyone who suspects child abuse and neglect to report it to the proper authorities. All suspected indications will be documented and reported. The Center is required by law to cooperate with any investigation of child abuse and neglect. You will be notified if your child is questioned as part of the investigation.

The law requires any person who believes that a child or person 65 years or older or an adult with disabilities is being abused, neglected, or exploited to report the circumstances to the Texas Department of Family and Protective Services (DFPS) Abuse Hotline. A person making a report is immune from civil or criminal liability, and the name of the person making the report is kept confidential. Any person who suspects abuse and does not report it, can be held liable for a Class-A misdemeanor.

As a professional we must report suspected abuse or neglect of a child within 48 hours of suspecting the child has been or may be abused or neglected. A professional cannot delegate this duty to another person to make the report. Reporting suspected child abuse makes it possible to protect the child and for a family to get help.

For life threatening or emergency situations, call your local law enforcement agency or 911 immediately, and then make a report to DFPS. There are two options for reporting abuse, neglect and exploitation to the Texas Department of Family and Protective Services.

- By Phone: Call the Abuse Hotline, 24 hours a day, 7 days a week, toll-free 1-800-252-5400 from anywhere in the US to report abuse or neglect that occurred in Texas.
- By Secure Internet Website: From your internet browser, go to <https://www.txabusehotline.org>. When you get to the web site, there will be directions to the links to report abuse or neglect against children or to report abuse against elderly or disabled adults. If you have trouble or questions about making a report on the website, call (512) 929-6784 or 1-800-252-5400 for help.

TYPES OF CHILD ABUSE:

What is Exploitation?

Exploitation is misusing the resources of a person 65 years or older or an adult with disabilities for personal or monetary benefit. This includes taking Social Security or SSI (Supplemental Security Income) checks, abusing a joint checking account, and taking property and other resources.

Information that is helpful to have on hand when filing an abuse report includes (if known):

- The name, age, and address of the child or person 65 years or older or an adult with disabilities.
- Your name and contact information.
- A brief description of the situation and the child or vulnerable adult.
- Current injuries, medical problems, or behavioral problems.
- Parents' names and names of siblings in the home (for a child).
- Names of relatives in or outside the home and name of perpetrator (for an adult).
- Explain how you know about the situation