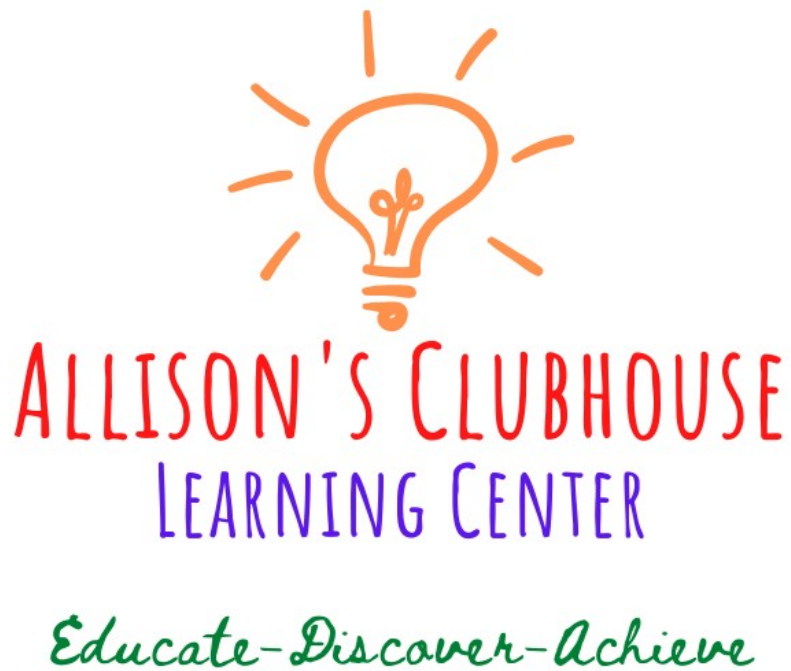


# Parent Handbook



Clubhouse: 3425 Finley Road Irving, Texas 75062  
(972) 258-1800

Owners: AlliCorp

Director: Wendy Boozer

## Revised and Effective March 2021

Welcome to our center! We wish to thank you for the opportunity to join with you in the awesome responsibility of caring for your children. This handbook provides you with the information you will need to know about our center. We look forward to caring for and teaching your children.

### **Our Philosophy**

We will provide a safe, warm, positive, healthy and loving environment for your children. Understanding that children grow and mature at their own pace, we will provide stimulating and active environments for each age group. Our staff will encourage growth, maturity, self-control, and learning to each child.

Our staff understands that no one has more information about a child than his own parents. Therefore, we ask that you help us learn about your individual child's needs, likes/dislikes, maturity level, temperament, fears, schedules, etc. The more information we receive from you, the better we can anticipate and respond to your children as individuals.

We believe that children have a right to a loving relationship with trained caregivers. We also believe that children should be offered the best possible conditions and materials to promote a healthy learning environment. We also strive to have your children's caregivers work in harmony with one another.

Our goals are to enable each child to grow and develop into their full potential socially, emotionally, cognitively and physically. We desire to enhance every child's self-esteem, value and respect for others.

We have an open door policy and invite you to visit anytime. You do not have to secure approval to visit our center, visit your child or observe your child.

### **Admissions**

We accept children ages 6 weeks to 11 years. We primarily offer full time care for all ages, but also offer part time care for ages 3 and up.

\* Playhouse: 6 weeks – 24 months \*\* Clubhouse: 24 months – 5 years \*\* Schoolers: 5 years – 11 years \*

We do not discriminate against race, color, national origin, sex, age, religion, political beliefs, or disability. We are committed to serving all of the disabled children we can without profoundly changing the nature of the group child care setting we provide. If, after a trial period, we determine that we are unable to meet your child's needs without modifying the nature of the service we offer, we reserve the right to ask you to find suitable care for your child.

### **Before your child may attend, you must fully complete and return the following forms required by TDPRS:**

1. Registration Fee
2. Admission Forms
3. Health Statement – Physician's signature that states the child is well and can attend a child care facility
4. Current Immunization Records – NO EXCEPTIONS – Must have in place before they can attend.
5. Vision & Hearing Screening – Chapt. 36 of the Health and Safety Codes require that all children enrolled in any public, parochial, denominational school, in a Department of Family and Protective Services licensed child care center in Texas, or who meet a certain age criteria, must be screened of have a professional exam or possible vision and hearing problems  
*Who must be screened:* 4 year olds by September 1st, Kindergartners, and any first time entrants (4 yrs – 12th grade)  
*When this must be done:* You have 120 days from admission to our center to get it done or your child will not be allowed to attend until it has been taken care of
6. Emergency Medical Release / Field Trip Release – Even if not applicable upon enrollment
7. Discipline and Guidance Policy
8. Facebook Photo Release Form – Your child's picture, without name, will most likely be posted to our Facebook page. If you do not want your child's picture on Facebook, please sign a form in the front office.
9. Parent Handbook Acknowledgment Form – Found in back of this handbook
10. Parent Contract – Found in back of this handbook
11. Parent Interview with Director or Assistant Director – This meeting takes about 15 minutes, but is required before your child may attend their first day. We discuss policies found in our handbook and ensure paperwork is complete.

**Please understand that your child may not attend without all of the above information being turned into the office on or before the child's start date.**

### **Our Staff**

We believe that our staff is the most important asset we have. Our staff will show compassion and genuine concern toward all. We will model high moral character and will "treat others as they would like to be treated". We encourage communication with all of our staff members. We will do everything possible to ensure that your child has a safe, healthy, happy and fun day with us each and every day. Our staff has extensive background checks run on them and each staff member is thoroughly trained through 24 hours ongoing training. As well as CPR, First Aid, Recognizing, Preventing and Reporting Abuse and Neglect, yearly TB testing and Transportation.

If a parent has a child that is a victim of abuse or neglect, you may contact CPS at 1-800-647-7418

### **Hours of Operation**

***Our door will open promptly at 6:30 am and close at 6:15 pm. No one will be permitted entrance into the center before 6:30 am.*** Please notify the center if you are going to be late, are having someone else pick your child up, or if your child will not be attending for the day. If it is not possible for your child to be picked up on time, please make arrangements for someone on your release form to pick your child up on time.

***Please keep in mind, that our cut-off time is 10:30 am. If your child cannot be here before 10:30 am, you must call ahead of time and let the front office know when your child will be dropped off. If we do not hear from you and you attempt to drop your child off after the 10:30 cut-off time, we will not allow your child's attendance for the day.*** If you choose to drop your child off at a later time and have called ahead of time to inform the office, please make every effort to drop them off before 12:00 or after 2:30. It causes a major disruption when a child is dropped off in the middle of nap time (12:00-2:30) and is expected to rest. So, we ask that you arrange your schedule around ours so that there is as little disruption as possible for both your child and those at the center.

### **Fees: Registration / Entertainment**

Upon enrollment, you will be charged a registration fee. If within 5 days of paying your registration fee, something changes and you're unable to follow through with your enrollment, your fee is refundable. However, after 5 days, the fee is no longer refundable. ***Once your registration fee has been paid, your child is guaranteed a spot in our center for up to 60 days.*** If you are uncertain of your start date, please make sure you stay in contact with us to avoid losing your spot. If your child does not start within the 60 day period, a new registration fee must be paid to guarantee the next opening.

***Registration Fees:*** Upon enrollment, this fee guarantees your child a spot for 60 days. ***This fee is also an annual fee that is due each year on your anniversary start date.***

Playhouse/Clubhouse (6 weeks to 5 years) - \$100.00

Schooler Program (Kindergarten to 5<sup>th</sup> Grade) - \$100.00

***Entertainment Fees: These fees are charged Semi-Annual.*** If you fail to pay your child's fees, your child may not be allowed to participate in any special events.

Clubhouse \$75 per child (April & October)

Gym: \$75 per child

If you choose to un-enroll and then re-enroll, there is a waiting period of 60 days to return and a registration fee will be required to hold your spot. If a registration fee is not paid, your same spot is not guaranteed. Please note, that if re-registration or entertainment fees are not paid promptly, this will be cause for removal.

***\*Schooler Program*** – If you only need holiday care during the school year, ***please keep in mind that our registration fee is only good for one of the two time frames, during the school year or during the summer.*** After the school year, you'll have to re-enroll for summer care.

***\*Child Care Assistance*** – ***The registration fees are waived*** upon approval through CCA. ***However, the quarterly entertainment fees are still your responsibility and are due each quarter. This has been approved through CCA.***

### **Tuition**

**Tuition is due on Monday for the week.** We accept credit cards, bank draft, cash, checks, and money orders. **Payments made after 6:15 pm on Monday will be charged a late fee of \$5.00 per day, per child. If payment and accrued late fees are not received by Thursday morning, your child may not attend until full tuition and fees have been paid. Tuition is charged automatically for your child's space and is due whether or not your child is present. Full tuition is due for any week that includes holidays or inclement weather days.**

**\*Child Care Assistance** – Upon enrollment, you will receive a monthly copay. Your CCA Payment Agreement will summarize your options as well as due dates for payments. **If you choose to pay monthly, your copay is due on or before the 1<sup>st</sup> of each month; if you choose to pay bi-weekly, your copay is due on or before the 1<sup>st</sup> and 15<sup>th</sup> of each month; if you choose to pay weekly, your copay is due on or before the first Monday of each week. Your copays must be paid on time and additional late fees, outlined above, are applicable, if not paid on time.**

### **Vacation**

**Every 6 months your family will earn one week of tuition free vacation. During this week, your child must be absent for the entire week and you will not have to pay weekly tuition. Once you decide when you'd like to use your week of earned vacation, we ask that you turn it into the office, in writing, at least one week in advance of your intended vacation.**

**Keep in mind that vacations are not accumulative and do expire.** We will not remind you of your free week, but you may ask the front office if you are eligible. Please note, that if you have any outstanding balances with us (tuition, NSF fees, late fees, activity fees, etc.) you will not be granted your free week until all past due balances have been paid.

**\*Schooler Program** (Kindergarten – 5<sup>th</sup> Grade) – Our vacation policy is treated a little different. Every 6 months your family will earn one week of tuition free vacation during the school year and one week of tuition free vacation during the summer. If your child attends Allison's Clubhouse for the summer only, you will still be granted your one week of tuition free vacation.

**\*Child Care Assistance** – Due to the fact that you are only allotted a certain amount of absence days, vacations must be approved through the Child Care Assistance program. You must also notify us of an extended absence. If you fail to notify us, on the third day we can discontinue care through CCA.

### **Late Pickup Fee**

**An initial late fee of \$10.00 per child, starting at 6:16pm, will be charged to anyone who picks up after our closing hours. After 6:25 pm, you will be charged an additional \$2.00 per minute, per child, until your child is picked up.** Please be prepared or prepare the individual picking up your child, to pay the late fees when your child is picked up. **If your late fee is not paid when your child is picked up, your child will not be allowed to attend the following day until the late fees have been paid. No exceptions.**

### **Arrival / Departure**

**For safety reasons, we ask that you sign your child in and out each day.** There are sign-in logs located in the front office of each of our buildings. Please mark the times in and out each day.

**We have also implemented a cell phone free zone through all of our buildings.** We ask that when you come through our doors, you give your children and our staff your full attention.

When picking up and dropping off your little ones, please pull through the drive as far as you can or park in a parking spot. Do not park in the middle of the street or in our fire lanes.

**\*Child Care Assistance** – **It is mandatory that you check your child in and out on their attendance machine before you drop your children off. If you fail to clock them in and out on a daily basis, you will be subject to regular tuition rates and may also risk losing your assistance. If your child will be absent more than two days, you must notify us of their absence and why. If you fail to notify us of the extended absence, on the third day we will discontinue care through CCA.** If you lose your card, please let our front office know and also contact Child Care Assistance immediately.

### **Release of Children**

Please make sure that you designate someone, other than parents or legal guardians that may pick up your child in case of an emergency. They must be listed on your pick up list giving us authorization to release them to that particular individual.

***When someone other than the designated parent or guardian arrives to pick up your child, they will need to have a picture ID and be willing to show it to office staff to be able to pick them up. If someone arrives to pick up your child and they are not on the list or cannot show proof of ID, we will not release your child and you will be expected to pick them up.***

***If for some reason you need to have someone else pick up your child that is not on your authorized list, you will need fax us their name, ID information, and your signature giving us the authority to release your children.*** If you fail to follow this procedure, and our office cannot reach you, again, we will not release your child and you will be expected to pick up your child.

***It is very important to keep your pick up list and phone numbers current,*** if anything changes, you will need to submit a notice in writing that someone needs to be taken off your list.

***\*If your family has custody/visitation issues,*** please note that we must have legal documentation on file in order to follow any court orders. Without a court order, we cannot legally deny a parent access to his or her child.

### **Adjustment Period**

It is not unusual for children to be anxious as they enter a new daycare. The signs vary from child to child but may include the following: crying, temper tantrums, nausea, loss of appetite, etc. Please be aware that parents may also feel some of these same symptoms and that it is perfectly normal. Older children sometimes have a much harder time adjusting than a younger child. Often times these symptoms are noticeable right away, but some children seem to adjust very well and then a few weeks down the road experience anxiety or fear of change. Again, this is normal and to be expected. As parents and teachers/caregivers, we need to do all we can to make this adjustment period as comfortable as possible and to ease these emotional upsets as they occur.

### **Parent Participation**

We welcome our parents to participate in any of our field trips or special activities. We also encourage parents to volunteer in our classrooms for things such as storytelling, class parties, etc. However, we will not ask you to be responsible for a group of children without one of our qualified staff members being present. Any parent volunteers may be asked to give information to the Director in order for a criminal background check to be performed on you before you can actually participate in any volunteer activity.

A parent may visit the child care center at any time during our normal business hours to observe their child, observe our daily activities, to walk through the building or playground at any time, without having to secure approval.

### **Updating Personal Information**

Upon enrollment, we ask you to provide us with all working phone numbers where you may be reached during the day. We will need accurate work, cell, and home numbers, as well as e-mail addresses. Please do not use your cell phones for your work number unless this is truly the only work number you have. There are times when you are unable to answer your cells at work and therefore, we need a good hard line that can be called in this case. We must be able to reach you at all times in case of emergency.

**It is extremely important for you to keep us posted on any changes regarding phone numbers, employment or home addresses.** If we attempt to reach you and we are unable to, due to improper information, you may be asked to remove your child from the center until you can provide the proper information to us. ***\*We must be able to reach you at all times during the day.*** Please make this an important matter to keep updated with our office.

We also need to always have current shot records on file and other testing results that may aid in our care for your children.

## Email Address

We find communicating via email with our parents is sometimes easier for you. We realize that this has become a very convenient and comfortable communication tool for all of us.

So, if we do not have your email information on file, please get that information to our offices or just send us a short email from your email address. You may direct your questions or replies to [Wendydirector98@gmail.com](mailto:Wendydirector98@gmail.com).

## Staff/Parent Communication

We communicate with our parents via text blasting, Facebook, as well as our website. Parent Conferences are available upon parent request.

## Class Activity / Curriculum

Each of our teachers follow a daily schedule and lesson plan. Most of our center uses Pinnacle Curriculum. It provides hands-on, center-based activities that promote the development of emerging skills in all developmental areas while discovering and experiencing God's love. Our Pre-Kindergarten class uses the A Beka Curriculum during the school year. The program focuses on a teacher directed approach and is a Christian base educational program.

## Clothing / Personal Belongings

Simple clothing that is washable will allow your child to enjoy his day at Allison's Clubhouse. **Please make sure that your child has a change of clothes at all times and that everything is labeled with your child's first and last name on it. \*We will not be responsible for lost items.** Children have "accidents" and we cannot always prevent spills. ***If your child does not have a change of clothes, you will be called and asked to bring something for them to change into.*** At times, we may have donated clothing that we can use to get through the day, but they are not always the right size or appropriate for the weather. Again, every child is required to have a change of clothes at the center at all times.

Please keep in mind that children will get dirty, especially playing outdoors, and at times they may need to dress in layers for the conditions that change from indoor to outdoor. You're encouraged to dress them in clothes that they, themselves, can operate easily when going to the bathroom.

Tennis shoes are ideal for daily activity at our center, but boots and sandals may be worn. However, sandals must have a back or strap that will keep them on your child's feet during the day.

***During nap time, your child will need a nap roll to use while sleeping on their mat or cot. This will be sent home on Fridays to be washed.***

***In the Playhouse, our Infant Center, parents must supply bottles, pacifiers, and diapers.*** We do provide wipes, formula, rice cereal, and sippy cups if you choose to use ours.

***In the Clubhouse, in order to protect the health of our children, pacifiers, bottles and sippy cups must be kept at home or in the car.*** Our pre-school children are taught to drink from child-size drinking cups. We ask that you do not leave these items in your child's cubby. Children are very smart and are keenly aware of their personal belongings.

Your child may bring a movie with a G or PG rating from home on Fridays only. Please do not bring toys or things you would not want lost. Check with your child's individual teacher for exceptions.

## Technology/Screen Time

Students are not allowed to have tablets, cell phones, laptops, etc.

Screen Time/TV, PC is limited to 45 minutes per day, all programming at discretion of our staff.

\*For children under two, no TV time is permitted.

## Food

We are on the USDA Food Program and follow their nutritional and serving guidelines. ***We serve breakfast, lunch, and an afternoon snack to those who can eat table food.*** The Food Program allows us to provide ***Gerber Good Start Gentle***

**Formula & Gerber Rice Cereal for our Infant Center parents**, if you choose to use ours. We do ask that you bring your own water to make bottles; we aren't able to use our hand washing sinks to make bottles.

Breakfast – 7:30 to 8:30

Lunch – 11:00 to 12:00

Afternoon Snack – 2:45 to 3:45

**We serve nutritious meals and snacks throughout the day. In turn, we ask that you do not send your child with any type of junk food to eat while at the center.** If they come in with donuts, pop tarts, soft drinks, chips, cookies, candies, etc. the food will be put in their cubby and they may have them when they leave for the day.

If you wish to bring something special for your child's birthday or class parties, **the food item must be store bought, unopened, and peanut free.** We do not allow **homemade goodies** to be brought into the center for the children. Birthdays and class parties are celebrated during our afternoon snack time.

Our mothers are also welcome to either send breast milk to be given to their children or come to our center to breastfeed. We provide a comfortable, private place for you feed.

\*Upon parent request we have breast feeding resource information available.

**Please be sure to notify the front office upon admission if your child has a food allergy.** We will do our best to work around it. Due to the prevalence of food allergens, especially those of peanuts, **we are a peanut free center.**

### Outdoor Play

**Our daily schedules include outdoor play at least twice a day, once in the morning and once in the afternoon.**

**All children, including infants, will be taken outdoors daily as long as weather permits.** Children will be kept indoors or their outdoor time will be restricted under the following conditions:

**Orange Ozone Alert - Outdoor time will be cut in half.** The kids can go outside, but should not run hard or play hard.

**Red Ozone Alert / Temperatures above 95° or below 35°** - Outdoor time will be shortened.

**Inclement Weather** - There will be no outdoor play for rain, ice or lightning.

Be sure to dress your child appropriately for each season. During the summer months, ice cold water will be provided on the playground.

**Please keep in mind that outdoor play is a normal, everyday activity for the children. As per licensing, any child attending a licensed child care center must be able to participate in all normal every day activities. This includes playing outdoors. If your child, for whatever reason, cannot play outdoors, your child may not attend until they are able to participate in all daily activities. Any child well enough to attend school, is well enough to go outdoors.** A doctor's note will no longer overrule our outdoor policy, this per licensing.

During the warmer month we may have water play days consisting of sprinkler play.

### Nap Time

Our preschool's nap time is from 12:00 to 2:30. The center will provide mats or cribs for each child-whichever is appropriate. To protect the health of the children, mats and cribs will be cleaned daily and as needed. You will need to provide a nap roll for your child to comfortably sleep during this time.

All infants must sleep on their back unless they are able to turn themselves over. Otherwise, if you want your infant to sleep on their back, you must have a sleep exception form signed by a physician stating a medical necessity.

### Field Trips

We DO NOT provide field trips for any age. All activities are brought to our center.

### Transportation

We will provide transportation from select public schools and on planned field trips. We do not offer home pickup or home delivery. On our vans, we provide booster seats for the appropriate ages to sit in.

**\*Schooler Program – If your child won't need to be picked up from school, we ask that you call us no later than 2:00 that day to let us know.** We cannot leave the school until we have accounted for each child.

## Discipline

***Discipline will consist of verbal reminders, redirection, time out, and positive reinforcement.*** The use of physical or corporal punishment will not be permitted in the center.

***Inappropriate behaviors that are not acceptable, but are not limited to, are as followed:***

- Disregard for class rules
- Defiance, physical or verbal abuse toward caregivers
- Bullying, physical or verbal abuse toward other children
- Disruptive behavior in class
- Actions that could potentially lead to injury to their self or others (i.e. hitting, pinching, spitting, kicking, biting, throwing objects, cutting, etc.)
- Bringing any type of item that could be deemed a weapon onto our property (i.e. knives, blades, etc.)
- Any other behavior issues that disrupt the day

***After following our discipline plan and we see improvements have not been made, we will consult with the parents on how a resolution might be achieved. This may involve phone calls or requests for you to personally visit with your child during the day. If after consulting with the parent, we find this not to be effective, our policy does allow for suspension for a period of time or removal from our center. Removal of your child, at any time, is at our discretion.***

Your role as a parent plays a vital part in the life of your children. We do not choose to be the parent, but we will take an active role in helping your children mature into caring, respectful, self-disciplined, sensitive and happy individuals. This is, we feel, a joint effort between parents, teachers and staff. We will keep the lines of communication open and we encourage the same from the parents. Once we have made contact with you via email or telephone, we expect prompt response within 30 minutes. If you do not respond promptly it could be cause for removal from our center.

## Potty Training

***We agree to help you with potty training once your child is 21 months and showing signs that they are ready. However, we consider potty training a team effort which includes both the parents and the staff. If we feel your child is not ready or is coming into the center with diapers each day, we will halt potty training and will start when everyone is ready.***

***\*Also, it is a requirement that all children are completing potty trained by the age of 3. By their third birthday if they have not completed potty training and self sufficient in the restroom, they will be removed from our center until they have mastered this requirement.***

## Biting

Biting is one of those issues that we have to address, but wish we did not. Biting happens in the best of families and the best of child care programs. There are many reasons children bite, however, we cannot always identify the cause of a particular child and why they may bite. Our policy is to redirect this behavior. We can do this in several ways. We can, at times, move them to another room temporarily. Sometimes we can give them something else to bite like a soft toy or teething biscuit. Most times we will ask for your support and help. Please do not be surprised if your child is bit or if your child bites. It's almost one of those "necessary" evils for most young children. However, we will do everything we can to prevent the biting and comfort those who may be bit. If your child gets on a roll with biting and we cannot do anything to resolve this issue, there may come a point where we will have to remove your child.

If your child gets a bite during the day, unless it breaks the skin or is on an obvious location on their body such as their face, you will not receive a phone call from us. However, if we feel it is a serious concern due to infection or again, an obvious bite that we feel you would notice right away, we will give you a call and let you know what has happened. Otherwise, you will receive a "boo-boo" report when you pick up your child.

## Accidents / Boo Boo Reports

If your child receives a **minor** injury during the day, you will receive a written report at the end of the day. Please sign the "Boo Boo Report" and return to the front office. If you would like a copy, one will be provided to you. If your child receives an injury that occurs to their face or head, we will contact you during the day as well as through a "Boo Boo Report". If your child is **seriously** injured, we will take proper measures to ensure your child will be taken care of. We call 911 first and then contact you. We must have a signed medical release form on file for all children.

Please understand that in a group setting, we see most incidents, but occasionally, there may be an incident we do not see.



Although they try, our teachers simply cannot see everything.

\*We will not be responsible for normal childhood injuries (i.e. fall on playground, injury from running or horsing around on property, etc.) and all medical bills are the responsibility of the parent or guardian.

### **Illness Policy**

SICK CHILDREN WILL NOT BE PERMITTED TO ATTEND OUR CENTER, ABSOLUTELY NO EXCEPTIONS.

#### ***Children will be sent home or may not attend for the following reasons:***

1. Fever of 100.4 – underarm
2. Vomiting or diarrhea (one episode)
3. Uncontrolled coughing, runny nose, etc.
4. Discharge from eyes or ears
5. Undiagnosed rash
6. Unusual behavior (excessive crying, whining, restlessness, or any other sign or symptom that we are not comfortable with) all of which can be signs of an impending illness

***They may have one or all of the above-mentioned symptoms, but they must be FREE OF ANY ILL SYMPTOM for 24 hours (the 24 hours starts the next day) before they can attend the daycare center.*** For example, if your child comes down with a fever of 100.4 or above at the center or at home, your child may not attend until they have been fever free for 24 hours, without fever reducing medicines such as Tylenol. ***This holds true for any symptom. If you attempt to return your child before the 24-hour time period has elapsed, your child will be sent home. As a reminder you must follow our 24 hour policy which states your child must be well for a full 24 hours, symptom free, not medicated before returning. To ensure your child is symptom free for 24 hours, your child may not return the next day. In other words, your child will be out a minim of 2 days in order to insure 24 hours of wellness.***

Please note that if we have an illness or virus circulating through our center, we reserve the right to send children home at the first sign of the illness. We are simply trying to keep the illness or virus from spreading.

- When we make contact with you via email or telephone, we expect prompt response from you. If you do not respond within 30 minutes it will be cause for removal from our center.

There may be a point in time where you will be asked to take your child to the doctor before your child may attend or return to the center. If we ask you to take your child to the doctor, children may return after they have received a written statement from your doctor stating that they are free of illness, not contagious, and may attend daycare.

Please understand that young children can rapidly show signs of impending illness. Your child may be fine when you drop them off, but may become feverish or ill within a matter of minutes. So, when you receive a phone call asking you to pick up your sick child, please do so in a timely manner (30 minutes). We understand that it is not always convenient for you to leave work. We also understand that your employer may not understand, and that you only have so many paid days off. So be prepared and have a backup plan for when you cannot pick up your sick child. Designate someone on your release form that can pick up your sick child when you cannot. We expect your sick children to be picked up promptly – within 30 minutes of notification. If you do not pick up your child in a timely manner or have not assigned someone to pick up your child in a timely manner, this may be cause for us to phone CPS. WE ARE A WELL CENTER and cannot stay well when we have sick children in attendance. Please notify the center if your child contracts a communicable disease so we can notify other parents.

VERY IMPORTANT – Before enrollment, it is advisable to plan and appoint someone to care for your sick children when you cannot be with them. All children get sick and you must plan for this! We do not allow sick or contagious children into the center. So, please keep your sick children home and follow our illness policy.

### **Medications**

As of January 2013, ***we no longer dispense medicine. Please dispense all medications at home.***

Diaper ointment may be applied if you write your child's name on the container.

If you want your child to have insect repellent or sunscreen applied to them, you may do so at home or come up at your convenience and apply it.

## Holidays

Our center will observe the following holidays:

New Years Eve	Memorial Day	Friday After Thanksgiving
New Years Day	July 4 <sup>th</sup>	Christmas Eve
Martin Luther King	Labor Day	Christmas Day
Good Friday	Thanksgiving	

***Please keep in mind, full tuition is due for any week that includes holidays or inclement weather days.***

## Closures / Hazardous Weather Policy

On those days when the weather makes driving hazardous and forces area schools to close, we will do the same. **We will follow the Irving ISD closings. If the IISD chooses to close, we will close.** If IISD chooses to delay their opening, you will need to call the center and listen to our recorded message for our status. If the weather turns bad during a school holiday when IISD is already closed, you will need to call the center and listen to our recorded message regarding our status.

When we are forced to close due to weather, power outages, or other circumstances beyond our control, tuition is not refundable.

## Emergency Evacuation Procedure

In case of natural disaster and we must evacuate the property, we will relocate to the Mi T Fine Carwash across the street from the center. If the circumstance requires more distance than the Carwash would provide, we will relocate to the Irving Mall. We will transport children with either daycare vans or use personal vehicles, depending on availability, circumstances or emergency.

In the case of intruder emergency we will teach the children to act quickly and appropriately without in stealing fear. We will practice this once a month.

## Returned Check Policy

There will be a \$30.00 fee charged for all returned checks. If you have two or more returned checks within 6 months, you will be placed on a cash or money order basis for the next 6 months. **We will not rerun checks.** When we notify you of a returned check, please take care of this promptly. The \$30.00 NSF fee and the amount of your check must be paid in cash or money order. If you do not take care of this matter promptly, your child will be sent home or may not attend. Our policy is to refer all unpaid checks to JP Court for prosecution.

## Withdrawal

***If you desire to cancel enrollment with our center, you must give two weeks written notice.*** If proper notice is not received, you will be charged for two weeks of tuition, based on an average week or at the Director's discretion. Tuition will not be refunded if a two week notice is not given before withdrawal.

## Dismissal Policy

***Although we will try to work with each child and family, we reserve the right to remove families for the following reasons:***

- A problem continues which negatively affects other children in attendance with Allison's, such as behavior, threats, cursing, stealing, bullying, disrespect towards both children and staff
- Failure to comply with Allison's policies (i.e. Illness policy, Medication policy, etc.)
- Failure to pay tuition or any fees associated with your care in a timely manner
- Absence for more than a 3 days without communication and/or proper notice of absence was not given
- Failure to complete all required forms and keep information updated
- Lack of parent cooperation
- Our inability to meet the child's needs
- Your failure to communicate with us within 30 minutes

## Minimum Standards, Licensing Reports and Local Licensing Offices

Parents may ask to view the minimum standards and/or look over the most recent report from Licensing by calling or dropping by the main office during normal business hours. If you feel the need to make a report regarding child abuse or a concern you feel necessary to report to licensing, you may do so by visiting the website at [www.tdprs.state.tx.us](http://www.tdprs.state.tx.us) or by calling 1-800-862-5252.

**Loose Ends**

We do not allow animals on the premises without proper documentation that the animal has been properly vaccinated and is well. Service animals excluded.

We are a gang free zone. Any area within 1000 feet of our center is a gang free zone. We will provide to our parents any known information related to organized crime activity that may have taken place on or within the perimeters of our facility and will report to police if needed.

Policy changes will be handled via an addendum to this handbook in a timely manner. Your response will be required through a sign and dated form you will receive from us.

Our staff is trained on a regular basis to look for signs of both abuse and neglect. As per state standards we are obligated to report any suspected or probable child abuse or neglect.

If you feel that you have a legitimate civil rights complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (202)720-5964.

**Sexual Abuse Policy**

This organization prohibits and has a zero tolerance for any sexual abuse.

**Procedure**

Screening – All potential employees and volunteers must undergo a comprehensive background check before being allowed to work.

Training – All employees and volunteers will be trained on what constitutes abuse and molestation and how to respond.

Prevention – This organization has a detailed listing of ways to minimize occurrences and reviews the listing annually.

Identification – This organization monitors events, patterns or trends that can indicate abuse. Physical and behavioral evidence or signs that someone is possibly being sexually abused include, but are not limited to:

- o Difficulty in walking;
- o Torn, stained or bloody clothing;
- o Pain;
- o Bruises or bleeding in the genitalia;
- o Reluctance to be left alone with a particular person;
- o Wearing lots of clothing;
- o Nightmares or fear of night.

Reporting – This organization will take all allegations of sexual abuse seriously and will promptly and thoroughly investigate whether sexual abuse has taken place.

- o We have two people identified to report any suspected abuse to. All employees and volunteers have been educated on the names and how to contact them, and understand that retaliation is prohibited against the person who makes the good faith complaint of sexual abuse.

Investigation – It is this organization’s objective to conduct a fair and impartial investigation.

- o Every reasonable effort will be made to keep the matters involved in the allegation as confidential as possible, while still allowing for a prompt and thorough investigation.

- o This organization will report the incident to the police as indicated.

- o This organization will cooperate fully with any investigation conducted by law enforcement or other regulatory agencies.

Protection – All victims will be protected from harm during the investigation.

- o Remove the alleged perpetrator from contact with all residents and staff, pending outcome of the investigation.

Response – Analysis of the occurrences will be conducted to determine what changes to policies and procedures are needed, if any, to prevent further occurrences.

Review – The sexual abuse policy should be reviewed periodically.

- An annual review for staff and volunteers will be provided on the following with a documented sign-off:

- Organization’s sexual abuse policy;

- Identifying sexual abuse; and

- Reporting sexual abuse.

### **Final Comments**

Your child’s safety and well-being are our number one concern. We have an open door policy, so please feel free to call or come by and visit with us about any concerns you may have. If this handbook does not answer all of your questions or you would like to discuss our handbook, policies, and procedures, you are welcome to do so. Just speak to our office staff and we will be happy to assist you.

Thank you for allowing us the privilege of caring for your children.

Wendy Boozer, Director

## Parent Handbook Acknowledgment

I have received, read and understand the Parent Handbook. I understand that I can discuss with the Director any questions or concerns that I may have regarding the Handbook.

By initialing each category and signing below, I agree to comply with all policies.

_____ Our Philosophy	_____ Nap Time
_____ Admissions	_____ Field Trips
_____ Our Staff	_____ Transportation
_____ Hours of Operation	_____ Discipline
_____ Fees: Registration / Activity	_____ Biting
_____ Tuition	_____ Accidents / Boo Boo Reports
_____ Vacation	_____ Illness Policy
_____ Late Pickup Fee	_____ Medications
_____ Arrival / Departure	_____ Holidays
_____ Release of Children	_____ Closures / Hazardous Weather Policy
_____ Adjustment Period	_____ Emergency Evacuation Procedure
_____ Parent Participation	_____ Returned Check Policy
_____ Changes to Personal Information	_____ Withdrawal
_____ Email Address	_____ Dismissal Policy
_____ Class Activity / Curriculum	_____ Minimum Standards, Licensing, etc.
_____ Clothing / Personal Belongings	_____ Sexual Abuse
_____ Screen Time/Loose Ends	_____ Food
_____ Outdoor Play	_____ Final Comments

Child's Name \_\_\_\_\_ Start Date: \_\_\_\_\_

Parent Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### **Parent Contract**

I have read and understand the policies and procedures outlined in the Parent Handbook.

Our billing period is from Monday to Friday. Tuition is due on Monday of each week. If tuition is not paid on Monday, a late fee of \$5.00 per day, per child is added to your fee. If tuition and late fees are not paid by Thursday morning, when you drop your child off for the day, your child will not be allowed to attend.

Registration fees are due upon enrollment and annually on the anniversary of family's start date.

All fees must be paid before vacation will be granted.

I understand the Illness Policy and agree to follow the guidelines.

I understand that I must keep all personal information, including phone numbers and emergency contacts, current and up to date at all times.

I understand that two weeks written notice is needed in order to end care with the center.

I also understand that if my child does not attend, without proper notice, my child may be withdrawn.

Our start date for child care is: \_\_\_\_\_

Parent Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_