

Inspiring Hope Childcare

Operational Policies and Procedures

All information herein is current as of October 3, 2019. The information is subject to change. If policies or procedures change, we will provide timely written notice to parents. An additional copy will be posted on the “Parents Need to Know” board.

Philosophy

Inspiring Hope Childcare’s mission is to provide a safe, nurturing and recreational environment that teaches hope and inspires love in children we serve.

Eligible Individuals

In order for a child to be accepted into Inspiring Hope Childcare their parent/guardian or an immediate family member must work at Center For Life Resources. A child will no longer be eligible to attend daycare if the parent/guardian or immediate family member is no longer employed at Center For Life Resources. The child will be able to finish the current month, but will not be allowed to attend daycare the following month.

Hours of Care 746.501

January- December

Monday – Friday

Full-time care hours are 7:30 a.m. until 6:00 p.m.

Half-Day care hours are 1:00 p.m. until 6:00 p.m.

After School care hours are from 2:30 p.m. until 6:00 p.m.

Holidays/Closings:

Inspiring Hope Childcare will be closed on the same holidays at Center For Life Resources.

Anytime the center will be closed a notice will be posted as a reminder. The following days the daycare will be closed in 2020:

January 1st

January 20th

February 17th

April 10th

May 25th

June 19th

July 3rd

September 7th

October 12th

November 26th and 27th (November 28th and 29th 2019)

December 24th and 25th (2019 and 2020).

Enrollment Forms 746.501 (12)

Parents are responsible for completing enrollment forms prior to care. Forms include a Registration Form, Teacher Information Forms, Infant & Toddler Supplemental Form, Health Forms, Permission Form, Discipline Form, and a Child Release Form.

The Registration Form contains all the general information needed to enroll your child at the center. Some of the information is required by the Texas Department of Human Services, which licenses our facility. All of the information is essential to the well-being and safety of your child. You must completely fill in all areas of the form on both pages, sign, and return it to the Center at the time of enrollment.

Tuition and Fees

Tuition is based on facility and staffing that we must have available in order to care properly for your child. Therefore, if your child does not attend for any reason, tuition is NOT reduced. No reduction is given for unexpected closings, holidays, severe weather closings, absences, vacations, or domestic problems.

Tuition is payable in advance. Parents may pay for the entire month, or they may pay ½ of the month's tuition on the 1st, and pay the other ½ by the 17th. If you choose to pay weekly, payments are due every Monday. Payments are considered late on the 1st working day after the due date. Unless a written payment plan is completed and signed by the parent/family member and the daycare director. A fee of \$5.00 will be assessed for each day payments are received late.

Tuition Rates:

**Infants 6 weeks to 18 months:	\$420 month / \$105.00 week
18 months to 2 years:	\$350 month/ \$87.50 week
2 years to 3 years:	\$340 month/ \$85.00 week
Ages 3 to 4 years:	\$330 month/ \$82.50 week
5 years+	\$300 month/ \$75.00 week
After school (2:30 pm to 6 pm)	\$200 month/ \$50.00 week
Half days	\$250 month/ \$62.50 week
**Drop In Rate 18 months and up	\$15.00 a day
**Drop In Rate under 18 months	\$20.00 a day

****Regardless if infants will be enrolled full time or part time the fee is \$420, due to child-staff ratio needed for infants.

****Drop-in rates for is no more than 2 days a week.

****School age/part-time children will be charged full price on weeks they attend full days.

A discount will be given to families that have 3 or more children enrolled in the daycare.

In addition to tuition, the Center has the following required fees:

A returned check fee of \$25.00 is assessed for every check or electronic withdrawal returned by your bank. In addition, if the return causes your payment to be late, you are also assessed the appropriate late payment fee.

**Fees are subject to change per approval of CEO throughout the year. Parents will be notified prior to any changes.

Chain of Concern 746.501

When you have a concern, question, or comment, you should consider your child's teachers as your first resource. They are usually able to answer questions, not only about classroom procedure, but also more general questions about child development.

● If you have a question or concern which your child's teachers cannot address, or if you feel more comfortable talking to someone else, please feel free to ask the Director, Kaitlenn Burt.

Non-discrimination Policy

The Center is in compliance with Title VI of the Civil Rights Act of 1964 (Public Law 88-352), The Age Discrimination Act of 1975 (Public Law 94-135), and the Rehabilitation Act of 1973 (Public Law 93-112). This is an equal opportunity program. No person, in the United States shall, on the grounds of race, color, national origin, age, sex, disability, political beliefs, or religion, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination. If you believe you have been discriminated against because of race, color, national origin, age, sex, a disability, political beliefs, or religion, you may lodge a complaint against Inspiring Hope Childcare by immediately writing and/or calling the Civil Rights Department, Texas Department of Human Services, P.O. Box 19030, Austin, Texas 78714-9030 512/450-3630.

Arrival Sign In & Departure Sign Out 746.501 (2)

Parents are required to sign the attendance sheet upon arrival and departure. Every child must be signed out. As a result, no child will be released from the playground area. Our responsibility begins when you place your child in the care of a staff member and ends when you take him/her from the care of a staff member. Please do not allow your child to wander off unattended or leave the building ahead of you. For safety purposes, only those listed on the enrollment forms as designated person for pick up will be permitted to leave with your child/children. If a circumstance should arise for someone other than those on your list to pick up your child/children, you will need to update your list in advance. We will require a Valid ID for identification of an individual we do not recognize. Please inform those you have designated to pick up of our policy.

*When dropping off your child, routine upbeat departures will make their transition to our care more comfortable.

Injuries 746.501 (5 &6)

The staff makes every effort to ensure the safety of your child while in our care. Unfortunately, accidents may occur. Teachers and Center Staff are trained in CPR and basic first aid procedures. We have implemented the following procedures, should your child experience an injury while at our center.

The teacher will immediately advise the administrative staff. The administrative staff will determine the severity of the injury (i.e., scrapes, bumps, bruises, etc.) We will administer first aid and forward an accident report home with the person that picks up your child at the end of the day.

In case of a serious accident or injury, EMS (911) will be contacted first. Within the limits of their ability, the staff will administer first aid. We will make every attempt to contact you immediately. If we cannot reach you, we will call the person you have indicated on the forms to make medical decisions for your child. If we cannot reach you, we will release your child into the custody of the emergency paramedics to transport your child for immediate medical care. A staff member will remain with your child until you arrive.

Children's Illness 746.501(3)

Every effort is made by Center staff to prevent the spread of disease. Even with precautions, children entering care are likely to experience an increase in mild illnesses. The frequency and severity of these will vary from child to child. However, an average child under the age of five has six to twelve mild illnesses per year. When a child is ill, they need a special level of attention and care, and we are not able to provide that care for one child, because we must also consider the rest of the children. Also, when ill children are at the Center, they are potentially spreading germs to other children and to Center staff. In addition, an ill child is vulnerable to catching a second illness while their immune system is overworked.

If your child is so ill that they need special care, and they are not able to participate normally in Center activities, they should remain at home. If they become ill at school, you will be called upon to take your child home. In the event that your child becomes ill and we cannot locate a parent, we will contact the person(s) you designated on your emergency care form, and ask them to pick up your child. The Daycare Director is the final judge of the severity of illness.

The following conditions are causes for exclusion from the Center:

- Fever over 100 degrees. Children should stay at home at least 24 hours after a normal temperature is achieved WITHOUT the help of fever-reducing medications. For example, if your child goes home on Monday with a fever, they may come back to the Center on Wednesday, if their temperature was normal on Tuesday. The 24-hour waiting period allows your child's immune system to regain strength.

- Fever over 99 degrees with a stiff neck or back. Children may return only with a doctor's written permission.
- Diarrhea (watery, bad-smelling stools more than once in succession). Children may return when normal function returns.
- Vomiting (two or more episodes in the last 24 hours). Children may return when they can retain a light meal.
- Persistent hacking or congested cough with sore throat (very red or blistered throat). Children may return with doctor's written permission.
- Green nasal discharge (indicated a respiratory infection which requires treatment). Children may return with doctor's written permission.
- Difficulty in breathing to the point where child is very uncomfortable or unable to sleep normally.
- Convulsions.
- Persistent pain in abdomen.
- Swelling, redness, or throbbing in an injured part of the body.
- Undiagnosed profuse rash or blisters on parts of the body.
- Unexpected profuse sweating.
- Head lice. Children may return after treatment and removal of all nits.
- Infectious skin or eye conditions (such as ringworm, impetigo, or pink eye). Children may return 24 hours after treatment with an antibiotic is begun.

Medications 746.501(4)

We will administer medications if they are prescribed by a doctor. Medications must not be expired. Medications must be in the original bottle with readable instructions. We must have a note from the child's doctor explaining why the medication is needed. A medications authorization form will need to be completed and signed prior to staff administering any medication.

If a child has a recurring medical condition, such as asthma or allergic reactions, the child's parent or health care provider may sign a medication authorization form allowing Inspiring Hope Childcare to administer the medication when symptoms occur for up to a six month period. The authorization must include information on symptoms to watch for. The parent must provide diaper Ointment, Sun Screen, and Bug Repellent labeled with the child's name as well as a parent's signature on the container in order for the Center to administer the product.

Immunizations 746.501(9)

Immunizations are required of all children attending child care in the state of Texas. We understand that there may sometimes be a medical reason not to give an immunization on the scheduled time. However, unless we have a written note signed by your child's physician, we are not allowed to make any exceptions. We will not accept any child that is not receiving immunizations. TB testing is not required by the county for children to attend Child Care.

746.501(10)

IMPORTANT: You must show proof of the appropriate immunizations BEFORE your child can attend the Center. Your physician's office must sign an Immunization Form. You may have your child's Pediatrician Fax it to us at 325-643-3512

Every child four (4) years of age or older is required to have a vision and hearing screening yearly. This can be done by your child's physician. We must have current record of this screening for your child to be in care. 746.501(11)

Napping Policy §746.501(9)

Safe sleep for infants 12 months old or younger that is consistent with the rules in subchapter H of this chapter (relating to basic requirements for Infants) that relate to sleep requirements and restrictions, including mattresses, bedding, blankets, toys and restrictive devices

Each day after lunch will be rest time; the length of the naps depends on the individual child; Naps are not mandatory, children who have outgrown naps will have quiet time, to lay quietly, read books, or other appropriate activities.

Parent/Child Interaction 746.501(18 & 19)

Parents are welcome to visit the Center any time during the Center's hours of operation to observe their child, the Center's operation and program activities, without having to secure prior approval. Parents may also participate in the Center's operation and activities. We ask that you refrain from coming during nap time.

Parents have the right to breastfeed or provide breast milk for their child while in care. A rocking chair is available in infant rooms for comfortable seating. 746.501 (24)

Photographs

Pictures taken in the daycare will be for the enjoyment of the program participants. A consent form must be signed by the parent prior to the child being photographed. Photographs may be shared on bulletin boards, craft activities and on Inspiring Hope Child care page on Workplace.

Inclusion Policy

We will work with parents to make adaptations to the activities and environment to assist children with special needs. If children need special services, open communication will be maintained with parents and service providers, including school programs. If desired, service providers are welcome to come to our child care to serve your child.

Emergency Preparedness 746.501 (23)

In the event of an emergency, operating procedures are in place to ensure the safety of children. Evacuation Plans:

- All employees are responsible for moving children to the designated safe area.
- Emergency evacuation & relocation diagrams are located in areas specified by HHSC & local authorities.

- In some circumstances, parents will be called upon to pick up their children. As needed, the local authorities will be called to aid in the transportation of the children to an alternate shelter away from the center.
 - Upon departure and arrival, the director or alternate assistant will have a list of all children that must be accounted for. Together, the director or alternate assistant and the caregivers will verify that all children are present.
 - The director or alternate assistant is responsible for calling the local authorities needed such as: Fire department, ambulance, local police or sheriff, poison control, and HHSC child care licensing.
 - The director or alternate assistant is responsible for securing children's emergency numbers, emergency medical authorizations, and attendance sheets during an emergency.
1. In the event of an emergency, operating procedures are in place to ensure the safety of children.
 - a. Evacuation Plans:
 - i. All employees are responsible for moving children to the designated safe area.
 1. Staff will conduct a head count prior to leaving the room
 2. Staff will conduct a head count once arriving at the designated safe area.
 - ii. Emergency evacuation & relocation diagrams are located in areas specified by HHSC & local authorities.
 - iii. In some circumstances, parents will be called upon to pick up their children. As needed, the local authorities will be called to aid in the transportation of the children to an alternate shelter away from the center.
 1. A sign-out sheet will be provided to sign children out.
 - iv. Upon departure and arrival, the director or alternate assistant will have a list of all children that must be accounted for. Together, the director or alternate assistant and the caregivers will verify that all children are present.
 - v. The director or alternate assistant is responsible for calling the local authorities needed such as:
 1. Fire department, ambulance, local police or sheriff, poison control, and HHSC child care licensing.
 - vi. The director or alternate assistant is responsible for securing children's emergency numbers, emergency medical authorizations, and attendance sheets during an emergency.
 - vii. The director will be the last individual out of the daycare facility in the event of an emergency; once a final sweep of the facility is completed.
 1. Coordination of implementing emergency preparedness:
 - a. The director is responsible for implementing the emergency preparedness plan.
 - b. The director may also designate additional employees to be in charge during an emergency evacuation and relocation that occurs when the director is not at the operation.
 2. Practice of emergency preparedness:
 - a. The daycare must practice a fire drill every month. The children must be able to safely exit the building within three minutes;

- b. The daycare must practice a sheltering drill for severe weather at least four times in a calendar year;
 - c. The daycare must practice a lock-down drill for a volatile or endangering person on the premises or in the area at least four times in a calendar year; and Medium
 - d. The daycare must document these drills, including the date of the drill, time of the drill, and length of time for the evacuation, sheltering, or lock-down to take place.
3. Evacuation and relocation:
- a. A floor plan of the daycare will be posted by the main daycare entrance.
 - i. This floor plan will show the fire exits for the building and where to meet at in the event of a fire or drill.
 - ii. Staff will lead children to the nearest and safest exit and then to the parking lot across the street from Coggin Intermediate School and CCCT.
4. Fire Extinguishers
- a. The director or designee must inspect them monthly. The date of the inspection and the name of the employee must be recorded.
 - b. Fire extinguishers must be serviced as required by manufacturer's instructions, or as required by the state or local fire marshal.
5. Smoke Detectors
- a. The daycare must have a working smoke-detection system. This may be an electronic alarm and smoke-detection system, or individual electric or battery-operated smoke detectors located in each room used by children, or both.

Emergency Drills

Emergency Fire Drills are held monthly and Severe Weather Drills are held every three months to ensure children are accustomed to emergency evacuation and relocation procedures.

Weather Closures

The Center will close for emergency weather conditions based on what Center For Life Resources does. If Center For Life Resources opens at 10:00am, we will open at 10:00am. Check local TV and radio stations as well as Workplace for updates.

Clothing & Personal Belongings

Children are not allowed to bring personal belongings such as toys or makeup from home. The Center is not and will not be responsible for any items brought from home, including jewelry. Your child will have the opportunities to experience a variety of activities. Children will be using art materials, enjoying outside play and self-feeding at times. Please do not bring your child/children in clothing or shoes that should not get dirty. All children will go outside for a minimum of 30 minutes per day, weather permitting.

Each child will need one complete set of clothes at the center. Please mark all personal items for easy identification, such as coats, sweaters, gloves, blankets, etc. ***We will not replace lost articles.

Infants & Toddlers: Parents must provide the following: Diapers or Pull-ups, Wipes, Ointment, Bottles (liners if necessary), Pacifier, and Formula. We will notify parents when their child is running low on supplies.

Discipline and Guidance Policy 746.501(7)

At Inspiring Hope Childcare, your child will develop self-discipline & constructive self-management of conflicts through positive guidance & understanding that every action has a logical consequence. Behavior modifications begin with re-direction, warnings, if-then statements, time away from the group or activity in a Thinking Spot. A discussion of inappropriate action or behavior to help the child understand what is and is not appropriate will occur. Corporal punishment is prohibited by parents while on center grounds. The following disciplines will be used in order:

1. Positive Reinforcement: The child will be encouraged when he or she is demonstrating acceptable behavior.
2. Redirection: The child is redirected to another activity and given an opportunity to try again at another time.
3. Time In: Spend time close to the caregiver to “cool down” and discuss what they have done.
4. Time-Out: The child is separated from the group for an age appropriate amount of time (one minute per one year of age). This technique is only used when a child repeatedly will not follow our directions or listen to our words, is exhibiting temper tantrum type behavior, or hurting one’s self, others or equipment. When the child shows that he or she is ready to demonstrate acceptable behavior, they are encouraged to join the rest of the group to try again.
5. Last Resort: When a child's behavior is continually upsetting or dangerous to others, a conference will be called with the parents. If the problems cannot be resolved, arrangements will have to be made for the child to go elsewhere for care.

You will receive 2 copies of the discipline and guidance policy form; one for you to keep and one for you to sign and return to us.

We reserve the right to refuse or discontinue service if a child exhibits a pattern of defiance towards authority, uses excessive harsh language, bites, or poses a threat against self, staff or the children in care.

Meals 746.501

The Center serves a breakfast, lunch and afternoon snack to all children who are in attendance at the time of service. Meals are served at no extra charge. All three meals strive to meet the Department of Human Services guidelines for nutritious, appropriate foods for young children.

Our Menus, kitchen facilities, and cooking procedures also follow their guidelines. Our kitchen is inspected regularly by the Brown County Health Department. We welcome menu suggestions. However, we are NOT able to prepare separate meals for children based on their preferences. All children will be served the same meal, with the following exceptions.

► A child that is allergic or sensitive to a particular food. In this case, a physician's note is required, which must state which food(s) are to be avoided. In those cases, the identified foods will not be served. Families must provide acceptable substitutions if desired. Please notify the Director upon enrollment if this applies to your child. If your child will not be eating the Center's food, you may provide a meal from home. Please ensure that the meal is nutritious, and do not include foods that will cause problems in the classroom, such as candy, gum, sweets, or soda. Infants are served whenever they are hungry. All other children eat their meals together with their classmates. Breakfast service starts about 8:15 am, lunch starts about 11:00am and afternoon snack is served about 3:00pm. We will not "hold" meals for your child. If your child is not at the Center when a meal is served, he/she will not receive that meal. Please make arrangements for your child to be fed prior to arrival if it is after meal service time. All menu changes will be posted on the "Parents Need to Know" board.

****If a parent chooses to bring food from home for their child, then they are accepting the responsibility to provide all nutritional aspects. They must also sign a form stating that they agree to accept the responsibility.

License & Regulations 746.501(20 & 21)

Inspiring Hope Childcare is licensed by the state of Texas as a Child Daycare Center with the capacity for 44 children, 6 weeks to 10 years of age. Learning programs are based on developmentally appropriate practices. You are entitled to see the following information. You may ask the Director to show you the most recent copy of:

*Minimum Standards for this Child Daycare Center; these are also available on the web at www.HHSC.state.tx.us or your local Licensing Office.

*The most recent HHSC Inspection/Investigation Report, (compliance information is also available on the web at www.HHSC.state.tx.us or your local Licensing Office)

*The Child Daycare Center's Operational Policies and Procedures (hand book)

Keeping Children Safe

Reporting Abuse or Neglect: Texas Law requires caregivers to report suspected child abuse or neglect to the Texas DPRS or law enforcement. Call 1-800-252-5400 to make confidential reports. Failure to report suspected abuse or neglect is a crime. Employers are prohibited from retaliating against caregivers who make reports in good faith. These are also available on the web at www.HHSC.state.tx.us or your local Licensing Office at 325-646-0541. The Center's Director or teacher will notify the Department of Protective Services, and/or the local law enforcement officials, when it appears that a child is being seriously neglected or abused.

The Texas Family Code (sections §34.07) States, Failure To Report: (A) A person commits an offense if the person has cause to believe that a child's physical or mental health or welfare has been or may be further adversely affected by abuse or neglect and knowingly fails to report it, in accordance with Section §34.02 of the code, (B) An offense Under this Section is a "Class B" Misdemeanor.

Gang-Free Zone 746.501(22)

Under the Texas Penal Code, any area within 1000 feet of a child-care center is a gang-free zone, where criminal offenses related to organized criminal activity are subject to harsher penalty.

Smoking Policy

There will be no smoking, vaping, or e-cigarette's allowed on the property of Community Connections of Central Texas (this includes the parking lot).

Employee Records

Meet the requirements in 40 TAC Chapter 745, Subchapter F (relating to Background Checks); Must have a current record of a tuberculosis examination, showing the employee is free of contagious TB, if required by the Texas Department of State Health Services or local health authority; and Complete a notarized Licensing Affidavit of Applicants for Employment form as specified in Human Resource Code; § 28.025(d)

Things to bring for your child:

Infants:

- Change of clothes
- Diapers
- Wipes (In plastic container the first time, refills thereafter)
- Diaper ointment
- Pacifier
- Formula
- Bottles
- Jar baby food

Toddlers:

- Change of Clothes
- Diapers
- Wipes (In plastic container the first time, refills thereafter)
- Diaper ointment
- Small blanket for naptime

Pre- School:

- Small blanket for naptime

*Change of clothes is a must. When we send clothes home, please replace them the following day.

We look forward to helping your child grow, learn, love, and experience new adventures daily. If you have any questions, please contact the daycare director Kaitlenn Burt at 325-646-5939.