



Bay Area

Child Development

Center I



Welcomes your family with our:
**PARENT HANDBOOK OF
OPERATIONAL POLICIES**

5215 Embassy Dr.
Corpus Christi, TX 78411
Tel: (361) 857-6543
Fax: (361) 857-2262

Revised April 2019

TABLE OF CONTENTS

Welcome.....	3
In the Beginning.....	3
Our Philosophy of Learning.....	3
Who Is BACDC.....	4
Open Door Policy/Parent Involvement.....	4
Family Support & Community Resource/Ages & Stages.....	4
Hours & Days of Operation.....	4
Enrollment Procedures.....	5
Enrollment Fee schedule.....	5
Parent Fees.....	5
TWC-CCS Parent Fees.....	6
Drop Off & Pickup Procedures.....	6
Special Needs.....	7
Updating Enrollment Packets.....	7
Parental Notification.....	7
Discipline/Guidance.....	7
Caregiver/Parent Relationship.....	8
Mealtime / Schedule.....	8
Outside Foods.....	9
Outside Play.....	9
Inclement Weather.....	9
Clothing.....	9
Sunscreen and Insect Sprays.....	9
Immunization Records.....	9
Vision and Hearing Screening.....	9
Medicine.....	10
Absences.....	10
Medical Emergencies.....	10
Illness.....	11
Infant Sleep Practices.....	11
Breast Feeding.....	11
Daily Health Checks.....	11
Admitting Children w/ Infectious Disease.....	11
Head Lice.....	12
Biting Policy.....	12
Suspension Expulsion.....	13
Toys from Home.....	13
Media / Electronic Usage.....	13
Employee Vaccines.....	13
Child Care Licensing.....	13
Child Abuse/Neglect.....	14
Withdrawal.....	14
Parent Conferences.....	14
Complaint Procedures.....	14
New Requirements regarding Gang-Free Zones.....	15
CACFP Grievance Procedures.....	15
About TRS "Texas Rising Star".....	16
Non-Discrimination Statement.....	16
Emergency Evacuation Plan.....	17
Conclusion.....	18
Policy Acknowledgement Form.....	18

Welcome!

In order to assure that parents clearly understand the policies and procedures of Bay Area Child Development Center, Inc., we ask that all parents take the time to read the operational policies enclosed within the application packet. Any changes to this parent handbook will be posted in writing at least 2 weeks before any change takes place usually on the front door as you enter the building. The signed receipt page indicates you have received a copy of our policies and that you understand them.

In The Beginning...

During the first few weeks of school, do not be disturbed if your child

- Is shy and clings to you
- Is aggressive and will not share
- Hits and refuses to take turns
- Tires easily and cries a great deal
- Resists using the bathroom at the center and has accidents
- Doesn't talk much about what happened at school

These are all common signs of tension and stress in a new environment, and will disappear as your child becomes comfortable with the teachers, other children, and the classroom routine. Be sympathetic and supportive! You can help by:

- Letting the child bring a favorite security object (blanket or pillow)
- Letting the child just stand and watch, knowing observation is one way of participating
- Not putting pressure on the child to produce something to take home
- Not pushing the child to conform to routines without time to adjust
- Allowing lots of time for personal routine, and a pleasant safe ride to school
- Having a cheerful positive attitude as the child leaves you, either at home or at school, such as "Good-bye, I'll see you later, Have a good day!"
- Encouraging talk about school, asking specific questions, such as: "What did you play with today?" or, "What was for snack today?"

****Remember the more relaxed the parent, the more relaxed the child****

Our Philosophy of Learning

In a caring and positive atmosphere, we create a warm and happy place for children to learn. As we bridge the gap from home to school, we guide children to a continued good self-image while building social skills.

Sensory, motor, perceptual, and language skills are introduced through materials and activities that are both child-centered and teacher directed.

Our curriculum emphasizes the process rather than the product fostering a sense of accomplishment and self pride.

Based on the theory that children learn through play, classroom routines encourage active involvement, meaningful experimentation, and reinforcement through repetition. Schedules are designed to balance structure and free choice, as well as active and quiet times.

Recognizing that children grow in predictable stages, we treat each child as an individual, working from the level each child has attained and moving forward one step at a time. We teach a "love of learning"

by allowing children to experience their own stage of development and helping them to feel success without pressure.

Who is BACDC?

Bay Area Child Development Center has been a Texas Rising Star provider since 2004, and is a Four Star Texas Workforce designated Center. A licensed facility since 1996, we pride ourselves on giving our parents peace of mind, knowing that they leave their most treasured gifts in warm capable and loving hands. Every classroom in both facilities are CCTV monitored, and we encourage our parents to stop by at anytime during operation hours to observe their child's classroom. Our staff takes pride in going above and beyond state regulations, providing excellence in your child's education as well as their overall growth and development.

Open Door Policy/Parent Involvement

Our center has an open door policy. This means that you the parent are welcome to visit the center at any time during business hours. You may observe the classroom at any time.

We welcome any parent volunteers who would like to spend time in the classroom helping the teacher with the children or any ongoing activities that may be in progress such as birthday or holiday parties. We also hold parent meeting several times during the year to discuss any concerns or changes within the center or with the licensing laws.

Note: Any parent who volunteers and intends to spend time in the classroom with the children must be willing to provide the information necessary for a criminal history check in advance of allowing any person or parent to actually work within the other children.

Family Support & Community Resources / Ages & Stages Procedure

Here at Bay Area Child Development Centers Inc. we encourage our families to take an active role in their child/ren's growth and development. With your children's enrollment packet you will receive an Ages & Stages packet appropriate to your child's age range. We ask that you fill this out and return it with your enrollment packet. This helps our teachers to guide your child in the right direction of his/her development. If at any point you feel your child may have need for some extra help developmentally, please feel free to speak with your child's teacher or Center Director so that we can help guide you to the appropriate community resources such as ECI (Early Childhood Intervention) and other outlet information can be gathered for you upon request.

Hours and Days of Operation

It is our mission to provide the highest quality childcare currently available in a consistent, reliable and professional manner.

The center is licensed for care from 7am-7pm, Monday thru Friday. The center will be closed on Saturday and Sundays until further notice. The following Holidays are observed by the center and we will be closing the evening before:

The current observed holidays are as follows:

New Years Day	Labor Day	Christmas Eve	New Years Day
Good Friday	Thanksgiving Day	Christmas Day	
Memorial Day	Day After Thanksgiving	New Years Eve	

Enrollment Procedures

An Enrollment packet contains the following:

1. Enrollment Information sheets
2. Enrollment Agreement
3. Physician's Statement Form
4. CACFP Documentation Acknowledgement Form
5. Child Nutrition Program Application
6. Photograph Release Form
7. Parent Handbook
8. Financial Information Statement

All documents listed above including proof of current shot records, Vision/ Hearing Screening (if your child is 4 years or older) must be filled out before your child can attend the center. After all documentation has been turned in, your child will be admitted. **It is the parent's responsibility to let the center know of any changes in addresses, home phone numbers, work phone numbers, new shots, and changes to the pick up list, etc.**

In the case of an emergency and the center needs to get in touch with you, non-working addresses and phone numbers could prove to be extremely detrimental to our communication with you. Once every couple of months, we request that you recheck the information you provided at enrollment to ensure that this information is current and in compliance with state requirements.

Enrollment Fees are as follows: (subject to change).

	Full Time	Part Time
Infants: 0 - 17 months	\$180.00	
Toddlers 18 - 35 months	\$165.00	\$130.00
3 yrs and Up	\$150.00	\$125.00
Drop In Fees (Daily)	\$45.00	Registration Fee: \$75.00

Parent Fees

The center assesses a one-time registration fee. Parents are responsible for payment of fees on Monday or the first day of care for the week in advance. A late fee of **\$5.00 per day** will be added to accounts not paid by 7:00 pm on Monday. Tuition can be paid weekly, biweekly or monthly, in advance. **Those parents who do not keep their child's tuition up-to-date will be terminated with no option for re-enrolling the child and will be assessed the 2 weeks withdrawal fee.** If fee's are not paid, the account will be sent to a collection agency where you will be responsible for contacting the agency, and you will be charged an additional 49% for the collection fee. **There is no reduction of fees for absences.** After one year, one week per year will be charged at $\frac{1}{2}$ the normal rate for vacations. **A 2 week notice is required before the vacation week will begin.** In the case of an extended illness of the child, arrangements are to be made with the front office immediately.

Parents of children who are registered for care must pick up the child on time. Any child left at the center past the 7:00 deadline time will be assessed a late fee of \$5.00 per minute per child past the deadline time. This fee is to be paid at the time of pick up. Parents **MUST** call and inform the center of late pick-ups. If your child is left at the center for more than 1 hour without parental contact, Texas Department of Family & Protective Services will be notified as well as law enforcement. When there are

other persons listed as persons designated to pickup the child/ren from the center, they should be contacted by the parent prior to this type of situation.

Children are enrolled for a specified amount of time. Any time used over the specified amount of hours will be charged at the hourly rate by the end of the week and will be due on Monday before the next week begins. (This center does this to ensure that the proper child-staff ratio is maintained, that the proper designated person will pick up the child/ren, and that all state and local law requirements have been abided by.) Late pick-up causes hardship for staff and cannot be condoned. Repeated lateness will result in suspension or possible termination.

The parent, or a responsible designated adult, will walk into the building to pick up the child/ren, sign them out, and inform the teacher that they are leaving. It is equally important for you to enter Bay Area Child Development Center at the end of the day when you pick up your child/ren. Each child should be signed in and out by the parent and make certain that the caregiver is aware that you are removing the child from the classroom. This is so we know you have assumed responsibility for them. IF someone else other than the parent is picking up your child, you must inform the office previously in writing that the person has approval to pick up your child. That person must present a valid Texas Drivers' License to the person in charge and then begin regular check out procedures. If approval was not given in writing by the parent prior to pick up, **THE CHILD WILL NOT BE RELEASED**. If a Custody Order is in effect, a copy of the custody agreement must be provided.

TWC-CCS Parent Fees

Parent fees are due on the 1st of each month. Fees not paid in full, risk the availability of your child's space at the center. These fees are required to ensure that the center is following its agreement with the Texas Workforce in that parent fees must be collected in advance of provided childcare. There will be no exceptions. All parents must use their cards to sign their child/ren in, if you forget to sign your child in you will be responsible for paying for the days that Texas Workforce does not pay the center for. You will be billed your daily rate plus late fees.

PLEASE NOTE THAT ANY CHILD RECEIVING TEXAS WORKFORCE CHILDCARE SERVICES MUST SIGN IN/OUT USING THEIR CARD ON A DAILY BASIS. CARE IN THE CENTER FOR FULL-TIME STUDENTS MEANS THEIR POSITION AT THE CENTER IS HELD FOR THEM ALL 5 DAYS OF THE WEEK. IN THE CASE THAT YOUR CHILD IS ABSENT, NOT SIGNED IN OR ILL, IT IS YOUR SOLE RESPONSIBILITY TO SIGN THEM IN FOR THE DAY IN ORDER FOR THE WORKFORCE PROGRAM TO PAY FOR THAT PARTICULAR DAY. ANY DAYS NOT PAID BY THE TEXAS WORKFORCE CHILDCARE SERVICES, WILL BE YOUR SOLE RESPONSIBILITY TO PAY PRIVATELY. THOSE CHARGES WILL BE ADDED TO PARENT FEES AND WILL BE PAID BEFORE PAYMENT IS APPLIED TO PARENT FEES. NON-PAYMENT OF ANY FEES CHARGED TO THE PARENT OR TEXAS WORKFORCE LEFT UNPAID WILL RESULT IN CHILDCARE SERVICES AT THIS CENTER OR ANY OTHER CENTER BEING SUSPENDED UNTIL YOUR ACCOUNT IS PAID IN FULL. OUR CENTER WORKS CLOSELY WITH TEXAS WORKFORCE IN ORDER TO PROVIDE OUR PARENTS AND CHILDREN WITH CHILDCARE ABOVE AND BEYOND THE MINIMUM REQUIREMENTS OF THE STATE AND THEREFORE MUST PROTECT ITS INTEREST IN GETTING PAYMENTS TIMELY AND ENSURING THAT EACH DAY THE CHILD'S SPOT IS BEING HELD FOR IS PAID ACCORDINGLY.

Drop off & Pick Up Procedures

Hours of daily operation are from 7:00am to 7:00 pm. Admittance into the facility is until 10:00am each day. This of course has exceptions, such as medical appointments. For those parents that have changing schedules on school schedules you can provide your Center Director with a copy of your child/ren's schedule so that this exception can be made. Upon arriving for drop off or pickup you must make sure you sign your child / children in and out for the day.

Special Needs

In the enrollment forms there is a space for special needs. Any items put into this area by the parent **MUST** have an emergency plan on file before care begins. The emergency plan paperwork is kept by the Director. Your physician must fill this form out. Please notify us of any changes to your child's special needs.

Updating Enrollment Packets

As a Licensed facility we are required to update All enrollment information once a year. The first week of October every child will need to fill out and return these to the office.

Those parents who have not completed these will not be admitted into care the following week until all forms are completed.

Parental Notification

Parents will be notified in writing of any changes that occur within the center to any policies. Parents will receive a receipt that needs to be signed stating that they have received and read the new changes in any of the center policies.

In the event that the center must close for any reason such as inclement weather, interruption in electricity, air conditioning or anything that our parents need to be informed of, we will post to our Bay Area Child Development Center's Face book page as well as contact the parents by phone.

Discipline/Guidance

We believe that children learn best through experiences. We also believe that the teachers must lovingly guide and direct children to stimulate learning and interaction with their peers. We promote positive educational experiences, which encourage and enhance their growth and development while in our care. We believe this is best accomplished by:

- Having a variety of developmental and age appropriate activities for children
- By the use of group and individual instruction
- Limiting the number of children in each classroom, allowing more educational materials and opportunities for constructive and meaningful interactions in-group or individual setting.
- By meeting the needs of the children
- By redirecting a child if their behavior is inappropriate for the activity
- By using positive language with the children to reinforce appropriate behaviors

During class time and in applying the above methods of guidance, if a child is still having a difficulty interacting with others in their classroom, he/she is directed to another center and observed for a while. If group behavior is a problem or the play center has become a difficult situation for the group, the activity is closed and the children are regrouped and redirected to other activities in the classroom.

The staff member will speak with the child in positive problem solving manner:

- Children with continual difficulties in group participation and/or activities are introduced to these methods and if necessary, the parents are counseled and their input is requested. If necessary, outside assistance is sought.
- Please be advised that any form of hitting, corporal punishment, abusive

language, ridicule, harsh, humiliating or frightening treatment is against our philosophy, ideas and methods of teaching. None of these methods of discipline shall occur at this center.

- We try to be as consistent as possible with specific classroom rules so that children will know what is expected of them. We find that this instills positive reinforcement and guidance, which contributes to their success.

Caregiver/Parent Relationship

Teachers spend a great deal of time and energy with the children in their care. Parents may wonder if teacher's feelings are hurt when the child runs joyfully to his/her parent's arms, at the end of the day, and is delighted to see the parents. This is the way it should be. Teachers are not a substitute parent nor are they meant to be. They are caregivers. They are interested in your child's care, and they take this trust very seriously. Many consider it a privilege-but are still caregivers.

* Some parents are unable to observe this reaction in their child. They may feel uncomfortable with the relationship the child and teacher develop. This is important to the child's ability to cope and have successful experiences. It takes nothing away from the child's relationship with Mom and Dad.

* Sometimes a child acts as if he/she doesn't want to go home. There may be several reasons for this. The child may have just started some new game or project and doesn't want to leave it; perhaps he/she may just be tired. They want to go home, but don't want to go through all the fuss and bother to get there. Remember, they do not prefer the teacher to parents, or the school to home.

* If parents have any concerns, contact the Director or Assistant Director if you would like to discuss this further.

It is perfectly normal to have these feelings concerning you child.

Mealtime

Bay Area Child Development Center serves three nutritiously balanced meals and an afternoon snack to our children daily. Breakfast is served between 8:00 a.m. - 9:00 a.m. If you arrive later than 9:00 a.m. plan to feed you child before you arrive at the center. Lunch begins at 11:00 a.m. and our afternoon snack is served beginning at 2:00 p.m. Dinner will be served at 5:30 p.m. We participate in the USDA Child Care Food Program, and our kitchen, menu, and food service meet their strict guidelines and are posted monthly.

Mothers who are still nursing their Infants are welcome to provide breast milk for their children or may come in and utilize the nursery and rocking chairs to nurse you child.

Schedule for Meals are as follows:

	Breakfast	Lunch	Snack	Dinner
6-12 months	8:00 - 8:30	11:00 - 11:30	2:00 - 2:30	5:00 - 5:30
12-17 months	8:00 - 8:30	11:00 - 11:30	2:00 - 2:30	5:00 - 5:30
18-24 months	8:00 - 8:30	11:00 - 11:30	2:30 - 3:00	5:00 - 5:30
2 year olds	8:00 - 8:30	11:00 - 11:30	2:30 - 3:00	5:00 - 5:30
3 year olds	8:15 - 8:45	11:15 - 11:45	2:30 - 3:00	5:30 - 6:00
4 yrs and up	8:30 - 9:00	11:30 - 12:00	3:00 - 3:30	6:00 - 6:30
School Age & Older	8:30 - 9:00	11:30 - 12:00	3:00 - 3:30	6:00 - 6:30

*Liquids and foods that are hotter than 110 degrees are kept out of reach of children at all times.

**Healthy snacks (as listed by the Texas Department of Agriculture) are available for school aged children as students arrive. (cont)

***Children will also have access to milk, fresh fruit, and vegetables, for those that bring in lunch from home.
****All Staff are educated on food allergies and they take precautions to ensure children are protected.
*****On days that providers serve 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.

Outside Foods:

We ask the parents to not bring any outside food (exception: allergies, etc.) into the daycare. We provide well balanced meals as set out by the USDA and it will make it difficult for the other children who are not provided that particular outside food.

For Party days we are always glad to have parents involvement, although we must ask that you bring only store bought items from health inspected kitchens.

Packed Lunches:

Due to some children's Allergy sensitivities, if you need to pack meals from home to meet those needs, we have refrigerators and other means to assist in maintaining the appropriate temperatures for safekeeping of these foods.

Outside Play:

Each day the children are scheduled to participate in outdoor activities in the morning and again in the afternoon. The children are scheduled approximately 45 for each age group. In the event that there is bad weather or extreme heat/cold, the children will be kept inside and will participate in indoor activities instead. We determine the too hot or too cold by checking the daily weather report for the area. On weather heat advisory days we will not participate in any outside activities.

Inclement Weather:

In the event of serious weather incidents (hurricane, severe storms, etc), we will follow the schedule of the Corpus Christi Independent School District. In other words, if they are close for serious weather, we will close.

We will post any notifications concerning unscheduled closings on our Face Book page as well as contact the parents via telephone.

Clothing

All preschool and kindergarten children need a complete change of clothing and a blanket (and pillow if your child requests it) at all times. Always label your child's clothing and other items the child brings to the school with permanent marker. These items, which will be located in your child's cubby, should be taken home on Friday of each week and returned with your child on Monday to ensure sanitation. Children should always be dressed appropriately for the weather. Please be sure that your child's clothing is comfortable, washable and allows for self-dressing. We get involved in activities and should not have to be overly concerned with staying clean.

- * Dresses with ruffles or bows, pants with difficult belts and fastenings should be avoided
- * Jelly shoes or flip-flop sandals do not stay on feet at all times, and do not provide enough traction on steps, ladders, or tricycles-THEY ARE NOT ALLOWED!
- * When the weather is cold, always send a hat and a sweater to layer over clothes (we do go outside, weather permitting 2 times each day).
- * Children should wear shoes and socks to the center each day.

Sunscreen and Insect Sprays

At this time, this center does not provide sunscreen or insect spray. If you as the parent, want your child to use these items daily, you must bring your own, clearly marked with your child's name on the container to the center. It will be applied before outside time or as parent requests.

Immunization Records

The shot records of each child must be current. The TDPRS and the Texas Department of Health check these shot records periodically. If your child is missing an immunization, he may not be allowed to attend the center until he/she has received those immunizations. The center periodically does its own audit of the files and will try to let the parents know when an immunization is about to become due or is overdue. Hepatitis A series are now a required shot as of September 2002.

It is the parent's responsibility to keep the required schedule of immunizations and to give a copy of any new immunization record to us immediately. This is very important for the health and safety of all children in our care.

Vision and Hearing Screening

When your child reaches 4 years old, it is required by DPRS that your child have a current vision and hearing test conducted by the physician and a copy of the results must be in the file.

Medicine

The center has opted to not administer any medications. Parents are asked to discuss with their physician medications that can be given before and after care or the parent him/herself can come to the center to administer them as required.

Absences

Parents are expected to call the childcare center to inform us of intended absences. Please refer to our policy regarding infectious disease for procedures on returning to school after such an illness. **Childcare fees are based on enrollment in the program rather than attendance. Therefore adjustments will not be made for days missed.**

Parents whose children are enrolled under Workforce Development Program must follow the specified guidelines for attendance, scheduling and reporting absences.

Medical Emergencies

In the event of a medical emergency, Emergency Medical Services will be called to evaluate the situation. After Emergency Medical Services has been contacted or if at all possible parents we will be contacted at the same time and asked to come to the center as soon as possible. If the Emergency Medical Services determines that the child needs to be taken into the Emergency Room, the director or assistant director will accompany the child to the Emergency Room of the hospital listed in your child/ren's file, until the parent is able to arrive.

Illness

Children must be kept home when they are ill. Children with fever, diarrhea or vomiting in a previous 24-hour period may not attend school without a doctor's approval. Children too sick to participate in the full program, including outside play, need to be kept at home. If your child is ill and will not be attending the center on any given day, parents need to call and inform the center.

If a child comes to school when he/she is not feeling well, he/she will be more vulnerable to infection. It is in the best interest of the child and staff to keep your child at home when he/she is ill. Children need to be well to participate actively in the program. Following a fever a child's temperature must remain normal (98.6) for 24 hours before he/she returns to school. Child Care Minimum Standards state that a fever exists at 100 degrees.

Infant Sleep Practices

Back to sleep for every sleep. To reduce the risks of SIDS, infants should be placed for sleep in a supine position (completely on the back) for every sleep by every caregiver until 1 year of life. Side sleeping is not safe and not advised.

Pacifiers are allowed during naptime as long as there are no cords or attaching mechanism that might be strangulation risk.

Babies are placed on a firm sleep surface, covered by a fitted sheet. No soft objects, loose bedding, bumper pads, or any object that could increase the risk of suffocation. One infant per crib, comfortable temperature in the room, no wedges.

Breast feeding

We at Bay Area Child Development Center want each and every parent to feel welcome. For the parents of Infants that are breast feeding, you are welcome at anytime throughout the day to come and bond with your child. We will provide you a rocking chair. For those who can't, we provide refrigerators in each of the infant rooms so that you may pump and store it here at the facility for daily use. If you have any questions regarding breast feeding here at the center, please feel free to ask your center Director.

Daily Health Checks

Each morning a child comes into the center, they are checked for any physical marks, etc. for documentation in the file. This helps caregivers and parents when there are questions from parents, caregivers or licensing. These inspections are done as early as possible upon entering the classroom. Please alert caregivers if there are any marks or injuries that you have concerns about. When your child comes to the classroom, the teacher will be looking for the following items: breathing difficulties, severe coughing, discharge from the nose or eyes, changes in skin color, bruising or swelling, cuts, sores and rashes.

Any information concerning your child such as sleep, eating and drinking, toileting habits, mood and behavior at home that might affect your child's day at the center would be helpful.

Admitting Children with Infectious Disease

Parents or guardians of any child enrolled at Bay Area Child Development Center or parents making application for enrollment must notify the director of any medical condition requiring special attention or consideration.

Children afflicted with an infectious disease shall be excluded from the center. When the child is free of disease, a physician's note to that effect must be submitted to the office. The child may then be readmitted.

Head Lice

Children may not attend the center while infested with head lice or nits. Infestations must be treated with medicated shampoo and nits removed before children may return to care. In an effort to control outbreaks of head lice, the Texas Department of Health is appealing to parents to be on the lookout for the lice, and to take prompt action if their children become infested. Treatment includes the use of medicated shampoo and the disinfecting of personal articles.

The center does its own periodic checks of the children to try to ensure that lice are not spread through the center. Notices are placed near the door area of the classroom if any child shows positive for the lice so that parents can be aware and on the lookout. All measures for protection are used continuously.

Fumigation of homes and school is not recommended. Although they can spread from person to person, head lice (unlike body lice) do not transmit disease. However, scratching of bites may lead to secondary bacterial infection.

Biting Policy

Biting is not unusual when speaking about young children. Children may bite for many reasons. Some reasons include: teething, excitement, anger, frustration, curiosity and many more. Biting, however, is a behavior that is stressful and painful to all persons involved - the biter, the victim, parents and staff.

IF YOU'RE CHILD BITES ANOTHER CHILD:

- He/she will be separated from the rest of the group for a short period of time. The caregiver will explain why this behavior is unacceptable.
- The parent will be notified and the teacher will discuss agreeable methods for handling biting with the parent.
- A second biting incident will call for a conference between the parents and the teacher and can result in the child being suspended for the rest of the day.
- A third incident will mandate alternative solutions including but not limited to dismissal and /or a conference with the director to discuss alternative solutions and will involve suspension and possible termination

The Director, at her discretion, has the right to suspend or terminate a child who becomes a risk to the other children.

IF YOUR CHILD IS BITTEN:

- Ice will be applied to the injured area
- If the skin is broken, hydrogen peroxide will be applied
- Parents will be notified and made aware of the situation
- Extra precautions will be taken to keep the bitten child away from the biter
- Extra precautions will be taken to keep the biter close by the staff member's side

We realize biting is not uncommon, however after several documented incidents of this behavior, the center shall have the option to terminate or dismiss the child permanently from further attendance to the center. Licensing standards dictate that childcare centers must provide a safe and healthy environment for its children. If you wish to discuss this or any other child care policy of the center, the Assistant Director or Director will explain this policy in more detail.

Suspension or Expulsion

In accordance with the Minimum Standards and Guidelines for Daycare Centers as promulgated by the Texas Department of Protective Services, this center shall have the right to exclude any person who appears to endanger the health and safety of the children or employees of the center.

This center shall have at its discretion, the exclusive right to permanently dismiss or terminate any child or person from enrollment or further attendance, should persistent misbehavior or disruptiveness of office and /or classroom activities occurs. This includes but is not limited to biting, fighting, loud or excessive talking, and refusal to follow center and/or classroom rules, juvenile delinquency or any action that could put the caregivers or the center in jeopardy. Medical diagnoses of children suffering from mental and/or physical disabilities or hyperactivity shall not be inferred as exceptions to grounds for dismissal. Should it be determined that your child poses a threat to other children or employees of the center, the relationship shall be terminated.

Toys from Home

Toy guns, swords, and toys that could hurt another child are not allowed! They will be taken away and put aside until dismissal - PLEASE keep them at home. Cartoon inspired toys encourage specific sorts of play. They keep children from the open-ended activities, which we offer and from the equipment we provide. Please leave these toys at home. When children bring their toys from home problems occur.

- The toys get broken and the children get upset
- The children give the toys away without permission from the parents
- The children argue over the toys and their ownership
- The toy may get lost

THE CENTER WILL NOT BE RESPONSIBLE FOR LOST TOYS!!

Media/Electronic Usage in Centers

Staff and children are not allowed cell phones in daycare at anytime. Video's may be allowed only if it is curriculum based and only for 30 minutes per week.

Employee Vaccines

Our caregivers decide for themselves if they would like to be vaccinated prior to during their employment. We encourage all caregivers to get their yearly allowable vaccinations but do not require a copy of each caregivers vaccinations.

Child Care Licensing

Childcare licensing is a state agency, which governs the minimum standards for day care centers. The enrollment information packet contains the documentation required from the parent by licensing. This means that you must fill out all information clearly and it must be kept current. If there is a space that you do not have an answer for, a N/A must be in the space provided to document that you have read each area.

Licensing comes to the center periodically to check the center to ensure it is following minimum standards. Licensing also comes to the center for an investigation of any accident, incident or allegation. These reports are located on the required posted documents board on the wall just inside the door of the center. Any questions you may have about any report can be taken up with the Assistant and/or Director at any time for further information.

A copy of the Minimum Standards for Day Care Centers is available at you request at any time during business hours. You may contact Texas Department of Family & Protective Services at 361-878-3451 or at their web site www.DFPS.state.tx.us

Child Abuse/Neglect

As required by law any suspected abuse or neglect must be reported to the 1-800-252-5400 child care abuse hotline or you can reach them on their secure website at www.txabusehotline.org.

All employees are trained annually on the following topics: Factors indicating a child at risk for sexual abuse or other maltreatment, likely warning signs indicating a child may be a victim of sexual abuse or other maltreatment, internal procedures for seeking assistance for a child who is at risk for sexual abuse or other maltreatment, including referral to a social worker, or another mental health professional, techniques for reducing a child's risk of sexual abuse or other maltreatment, community organizations that have relevant existing research-based programs that are able to provide training or other education for staff members.

Our center will be working in conjunction with the following agencies to increase awareness and prevention: Children's Advocacy Centers of Texas, Inc. One with Courage Campaign, DFPS-Preventing Child Abuse, Texas Association Against Sexual Assault, Child Welfare Information Gateway: Preventing Child Abuse and Neglect, Child Welfare Information Gateway: Sexual Abuse Prevention Programs, Prevent Child Abuse America and the Texas Council on Family Violence.

If we can be of any help to any parent who needs more information, please see the Director. All employees are required to report any suspicions' of abuse and neglect to the appropriate authorities.

Withdrawal

A notice of withdrawal is required 2 weeks before the end date of care. This is to ensure that another child can be put into the space provided for your child. Since most centers base their income by enrollment, children on the waiting list will be given priority to fill the space. **If notice is not given, the parent will be charged an early withdrawal fee, which is 2 times the weekly rate.**

Parent Conferences/Participation

We believe that the parents are the primary teachers of their child/ren and that the partnership between staff and parents is necessary to maximize the benefits each child receives from this program. Parents and staff conferences are encouraged to create a team approach for fostering each child's development. Parents are encouraged to participate informally on a daily basis to provide and receive feedback concerning their child's developmental progress. When a formal conference is needed we will be happy to schedule a meeting at the parent's convenience to discuss individual developmentally appropriate goals and expectations. Otherwise, we will try to schedule two conferences between parents and his/her teacher each year.

Parents are always welcome to join us for any birthday parties, holiday parties and activities that the center may be involved in. Once again, we request that all items brought to the center for these parties be store bought or provided from a kitchen that is regularly inspected by public health officials.

Complaint Procedures

It is our intent to resolve any concerns parents have about the operation of the program and the care of their children. We encourage parents to have open communication between teachers and administrators and we welcome their comments regarding our services. When necessary the following procedure will be followed to resolve complaints:

1. **The initial concern should be expressed to the appropriate teacher or administrative staff member on duty.** It is our goal to resolve concerns and answer questions as soon as they are brought to our attention.
2. **In the event that the complaint or concern is not resolved, the parent will register the complaint verbally with the Assistant Director or Director of the program.** The outcome of

this meeting is usually a prompt resolution of the issue. The decision of the Executive Director is final.

New Requirements Regarding Gang-Free Zones

As a result of House Bill 2086 that passed during the 81st Legislature, Regular Session, Chapter 42 of the Human Resource Code includes section 42.064, effective September 1, 2009. This new statute requires that information about gang-free zones be distributed to parents and guardians of children in care at licensed child care centers. The following is a tip sheet to assist in complying with the new law. This information may be posted at your child care operation or copies may be provided to parents.

What is a gang-free zone?

A gang-free zone is a designated area around a specific location where prohibited gang related activity is subject to increased penalty under Texas law. The specific locations include day care centers. The gang-free zone is within 1000 feet of your child care center. For more information about what constitutes a gang-free zone, please consult sections 71.028 and 71.029 of the Texas Penal Code.

How do parents know where the gang-free zone ends?

The area that falls within a gang-free zone can vary depending on the type of location. The local municipal or county engineer may produce and update maps for the purposes of prosecution. Parents may contact their local municipality or court house for information about obtaining a copy of a map if they choose to do so.

What is the purpose of gang-free zones?

Similar to the motivation behind establishing drug-free zones, the purpose of gang-free zones is to deter certain types of criminal activity in areas where children gather by enforcing tougher penalties.

What does this mean for my day care center?

A child care center must inform parents or guardians of children attending the center about the new gang-free zone designation. This means parents or guardians need to be informed that certain gang-related criminal activity or engaging in organized criminal activity within 1000 feet of your center is a violation of this law and is therefore subject to increased penalty under state law.

When do I have to comply with the new requirements?

The law is already in effect, so providers should begin sharing information regarding gang-free zones immediately. Licensing staff will offer technical assistance to facilitate compliance until rules are proposed and adopted, which is estimated to occur in March 2010. In the meantime, providers should update their operational policies and procedures to include providing the information mandated by this law to the parents or guardians of the children in care.

For further information please contact your licensing representative or your local licensing office.

CACFP GRIEVANCE PROCEDURES

Bay Area Child Development Centers, Inc. is operated in accordance with the U.S. Department of Agricultural policy, which prohibits discrimination on the basis of race, color, sex, age, handicap, religion or national origin.

It is our intent to resolve any concerns parents have about the operation of the program and the care of their children. We encourage parents to have open communication between teachers and administrators and we welcome their comments regarding our services. When necessary the following procedure will be followed to resolve complaints:

1. **The initial concern should be expressed to the appropriate teacher or administrative staff member on duty.** It is our goal to resolve concerns and answer questions as soon as they are brought to our attention.
2. **In the event that the complaint or concern is not resolved, the parent will register the complaint verbally with the Assistant Director or Director of the program.** The outcome of this meeting is usually a prompt resolution of the issue. The decision of the Executive Director is final.

If you believe that you have been discriminated against in any department activity, service, or program you should immediately contact the civil rights office listed below.

Civil Rights Office
M.C. W-206
P.O. Box 149030
Austin, TX 78714-9030

Voice: (512) 438-4313 TDD: (512) 438-2960
Fax: (512) 438-5866

About TRS - "Texas Rising Star"

The Texas Rising Star program is "a voluntary, quality-based child care rating system of child care providers participating in the Texas Workforce Commission's subsidized child care program." TRS Certification is available to Licensed Center and Licensed and Registered Child Care Home providers who meet the certification criteria. The TRS Provider certification system offers three levels of certification (Two-Star, Three-Star, and Four-Star) to encourage providers to attain progressively higher certification requirements leading to a Four-Star level.

Texas Rising Star (TRS) provider is a child care provider that has an agreement to serve Texas Workforce Commission (TWC)-subsidized children and that voluntarily meets requirements that exceed the State's Minimum Child Care Licensing (CCL) Standards. Across Texas, parents and families enroll their children into child care programs, including center-based and home-based programs. Numerous research studies have shown that at-risk children who attend higher quality child care programs are more prepared for school entry than children who do not attend quality child care programs.

Those providers that voluntarily achieve TRS provider certification, offering quality care that exceeds the State's Minimum Child Care Licensing Standards for director and staff qualifications, caregiver-child interactions, age-appropriate curricula and activities, nutrition and indoor/outdoor activities, and parent involvement and education, are in a better position to contribute to the early development of children. As providers progress through the levels of TRS provider certification, they contribute progressively more to the development of the children they serve on a daily basis.

CACFP Non-Discrimination Statement:

The U.S. Department of Agriculture prohibits discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W. Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at Program.intake@usda.gov.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

USDA is an equal opportunity provider and employer.

EMERGENCY EVACUATION/RELOCATION PLAN

Part 1: Establishing a shelter in place

In the event of an airborne release of toxic fumes or other hazardous chemicals, and or inclement weather, it is usually best to stay inside and take steps to protect children. Quick work is important. Stay calm don't panic. Move all children to back main hallway.

- | | <u>Responsible Person/s</u> |
|---|-----------------------------|
| 1. Turn off air conditioning/heating | Office Staff |
| 2. Close all windows and doors | All Staff |
| 3. Seal all doors and windows with wet towels/sheets or duct tape | All Staff |
| 4. Turn TV or radio on for emergency information | Office/Staff |
| 5. Provide damp towels for all staff and children to breathe through, if it becomes difficult | Kitchen/Office |
| 6. Avoid Drinking tap water as it may become contaminated. | All Staff |

Part 2: Evacuation

- | | <u>Responsible Person/s</u> |
|--|-----------------------------|
| 1. Forward telephones to the buddy center or leave center or leave emergency message on recorder. (If safely possible) | Asst. Director/Director |
| 2. Gather children under 24 months and put the children in the emergency evacuation cribs located inside each of the classrooms as well as assist any children who have mental, visual or hearing impairments. | Teachers/Floaters/Cook |
| 3. Move children to designated place. Children with the ability to walk, will walk in a line with their teachers. | Teachers/Cook/Floaters |
| 3. Collect the following items: Attendance logs and all children enrollment records. | Asst. Director |
| 4. Post a sign on the facility door | Asst. Director |
| 5. Notify the authorities as daycare licensing, upon arriving at your destination by telephone. | Asst. Director |
| 6. Contact parents to inform them about the evacuation location using the phone numbers from the enrollment files. | Asst. Director/Director |
| 7. Upon arrival to designated area the staff will ensure that all children listed on their daily roll call is present and accounted for. | Teachers/Floaters |
| 8. Staff will continue to care for the children until each child is safely united with his/her parent and will record each child sign out times. | Teachers/Floaters |
| 9. If possible Director will check to be sure building is clear as she assists with evacuating the children. | Director |

Any Relocation will be to the parking lot located or building of Century Hospice's offices located at 4550 Corona Dr. next door to the left side of the daycare center.

Conclusion

We are very happy to include your family in our center. We look forward to getting to know your child and his/her family. We would like to do everything to help you and your child/ren is happy and hope that you're family and this center will have a long and lasting relationship. Feel free to contact the Assistant Director or Director at any time. We appreciate any comments or suggestions that will ensure the excellent care of your children.

Bay Area Child Development Center Parent Handbook
Policy Acknowledgement

I, _____ACKNOWLEDGE, I have received a copy of the Parent Handbook for BACDC, and hereby agree to abide by the aforementioned policies as my child/ren is/are enrolled in this center. I further understand that upon withdrawal from the center, I must give a 2 weeks advance notice, and that I am obligated for payment of tuition until final withdrawal. If fee's are not paid the account will be sent to a collection agency and you will be charged an additional 49% for the collection fee.

Parent or Guardian

Date: _____

*Please keep this for your records.

Bay Area Child Development Center Parent Handbook
Policy Acknowledgement

I, _____ACKNOWLEDGE, I have received a copy of the Parent Handbook which describes in detail our policies and procedures for BACDC, and hereby agree to abide by the aforementioned policies as my child/ren is/are enrolled in this center. I further understand that upon withdrawal from the center, I must give a 2 weeks advanced notice, and that I am obligated for payment of tuition until final withdrawal. If fee's are not paid, the account will be sent to a collection agency and you will be charged an additional 49% for the collection fee.

Parent or Guardian

Date: _____

*Please return this page to the center for verification.