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**PARENT HANDBOOK AND WRITTEN OPERATIONAL  
POLICIES  
EDITED OCT.2017**

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# **CAPITAL CITY KIDS LEARNING CENTERS**

## **INTRODUCTION:**

The purpose of Capital City Kids Learning Centers is to care for and educate the children of our community in positive emotional and social environments. We have been serving this community for over 12 years. We have qualified teachers and staff who are dedicated to providing quality child care and education for your children. We will strive to provide opportunities for growth and development in an environment that will foster a love for learning.

Please take time to read our handbook, as it will answer many of the questions you may have concerning our policies and procedures. If you have any or problems, feel free to talk to your child's Director.

## **OUR GOAL:**

To provide safe, clean and loving environments in which each child will feel loved, valued and respected regardless of their sex, race, or nationality, culture and family structure.

## **OUR SCHOOL SLOGAN:**

"Learning and Fun All in One!"

## **OUR CURRICULUM:**

Age appropriate skills and concepts will be the basic foundation through the use of professionally designed curriculum programs. Opportunities for practice of skills and understanding of concepts will be provided through cognitively stimulating strategies that include social, emotional, physical and language experiences.

## **ORGANIZATIONAL STRUCTURE:**

Capital City Kids Learning Centers are owned and operated by Ralph and Elsa Mendoza. The Centers have a staff consisting of a Director, an Assistant to the Director and classroom educators. The classroom educators report to the Director. The Director reports to the owners.

## **LICENSING AUTHORITY:**

Capital City Kids Learning Centers are licensed by the Department of Family and Protective Services of the State of Texas. All of the guidelines and operating procedures and laws are outlined in the Minimum Standards. It is available for parents' review and is located in the office at each center. These guidelines are also available for review by classroom educators as it is required that each staff member review this manual annually as part of the employee training process.

## **REGISTRATION:**

A child is not considered to be enrolled until registration is complete.

Once registration forms are submitted and the required non-refundable tuition is received, enrollment will be considered complete.

Children can be placed on a "Wait List" at any time. Due to space limitations, infants should be on a wait list up to 3 months in advance. Children currently enrolled and their siblings receive priority. Families on the "Wait List" will be required to place a non-refundable deposit 2 weeks prior to enrollment start date. Deposit will be credited to first week's tuition.

## **ENROLLMENT FORMS:**

An enrollment package must be completed before a child may attend daycare. The enrollment package contains the following forms:

Admission Information; Permission for Transportation, Field Trips and Water Activities; Authorization for Emergency Medical Attention; Physician's Medical Report; the Discipline and Guidance Policy and an Enrollment Agreement.

If information on the forms changes during the school year, parents are expected to provide updated information.

In addition, a food program application is also included. It is recommended that all families under federal assistance programs including but not limited to food stamps, CCS, CHIPS, SNAP, and Medicaid, fill out this application. If your family does not qualify for any type of federal assistance programs, then you may choose not to fill out the application completely. Simply write your child's name at the top and sign and complete the bottom portion of the application.

All children will receive free meals regardless of status.

## **REGISTRATION AND INFORMATION UPDATE:**

Childcare licensing inspectors check regularly to be sure each form is current, complete, and signed. If forms are missing, not current, not complete, or not signed, a Statement of Non-Compliance will be issued. Please make sure your child's forms are complete, current, signed and submitted on time. We require that you fill out a new Enrollment form and Food Program forms every 12 months.

**It is requested that if information changes during the course of a child's enrollment, parents notify the center immediately of any change. It is particularly important that the office and your child's teacher have up-to-date telephone numbers where parents can be reached at all times.**

**STUDENT MEDICAL FORMS:**

A medical form must be completed for each child every year. This form must have the signature of the child's physician. All children at the time of enrollment must be up to date on all immunizations. Immunization records must be signed and issued by a Licensed Doctor or Health Dept. We must have Immunization records on file within 7 days after Registration. No child will be allowed to attend the center after 7 days if Immunization Records are not on his/her file. As your child receives new immunizations, please bring the doctor's written verification to us so we may update our records. In addition,

keep us informed about allergies and any medications your child is taking. Please notify the office with changes in emergency and doctor telephone numbers.

**REGISTRATION FEE:**

Upon enrollment, there is a one-time \$50.00 Registration fee per family. This fee includes cost of school supplies, and curriculum materials. Registration fee may be waived if enrollment occurs within 7 days of touring a center.

**TUITION AND PAYMENT POLICIES:**

Tuition is due and payable on the first business day of each week unless we are closed. A late charge of \$5.00 will be added on the second business day. Exceptions: If your child is absent on the first business day of the week, your tuition will be due on the second business day without a late charge. Enrollment terminates if payment is not received by the end of the third business day.

Please refer to the current price list for weekly tuition fees. Payment should include a \$10.00 late fee on the third business day.

There is a 10% discount for 2 or more children from the same family that are attending FULL TIME daycare not including camps.

Tuition is not prorated. **Complete weekly tuition is due regardless of number of days child is present.** Tuition is still expected when child is out on vacation or for other circumstances.

Payment for tuition should be in the form of check or money order. Cash is not accepted. There is a \$25.00 returned check fee.

Tuition receipts are emailed unless paper form has been requested.

**TERMINATION OF ENROLLMENT:**

Enrollment will be considered terminated if:

- \* The Center receives 2 weeks advance notice of withdrawal.
- \*Payment is delinquent beyond the third business day of the week.

- \* The parents fail to comply with Capital City Kids Rules and Regulations.
- \* If the safety of other children enrolled is compromised.
- \* There is serious illness or death of the Child.

## **SCHEDULE AND HOURS OF OPERATION:**

Capital City Kids Learning Centers are open-year round from 7am to 6 pm Monday through Friday. **There will be a late pickup fee of \$1.00 for every minute after 6:00pm, which must be paid in cash on the following morning.**

## **HOLIDAYS AND CLOSINGS:**

A yearly calendar with Holidays, abbreviated days and closings is available on our website and will also be posted at our centers. Upcoming holidays and closings will be posted on the door of the center. Parents will also receive reminders on newsletters.

## **SEVERE WEATHER CLOSINGS:**

Severe weather closing decisions for Capital City Kids Learning Centers are tied to the closing decisions made by Pflugerville ISD. In the event of bad weather during the day, please monitor broadcast TV stations or call us, as **Capital City Kids Learning Centers will close if Pflugerville ISD closes and children must be picked up immediately.** The Center will re-open when Pflugerville ISD re-opens. Capital City Kids Learning Centers will alert parents for pick up in case of emergencies by phone and or email. These guidelines also apply to early closing and delayed opening.

## **SCHOOL ATTIRE:**

Children's clothing should be comfortable, washable, and suitable for daily indoor and outdoor activities. Since children spend time outdoors almost every day, parents should consider weather conditions when planning daily dress. To encourage development of independent bathroom skills, children's clothing should be **easy for them to manipulate with a minimum amount of assistance.** Open toe sandals, flip-flops and Crocs are prohibited!

## **PICTURES:**

Capital City Kids Daycare occasionally takes photos of children for classroom purposes or art projects. Professional pictures for purchase will be taken twice a year and participation and purchase is optional.

## **CHANGE OF CLOTHES:**

It is recommended that 2 complete sets of change of clothing (every item labeled) should be kept at the Center. Place the clothes in a marked Zip-Lock plastic bag and give it to the teacher.

## **PERSONAL BELONGINGS:**

Other than a change of clothing, the following 3 items will be allowed to help smooth the transition from home:

1. A child size light blanket for nap time.
2. A travel size pillow for nap time.
3. A small stuffed animal (that fits in the child's cubby).

\* Special items for "show-and-tell" days are allowed upon teacher request.

\*Please do not send candy, gum, carbonated beverages, balloons or money with your child.

## **REST TIME:**

Nap or rest time (for all children) lasts approximately 2 hours in the early afternoon. Only child size non-porous mats will be permitted. Exercise and yoga mats are not approved for napping. Nap mats must be in good condition and must not be ripped. Torn mats will need to be replaced as needed.

## **OUTDOOR PLAY:**

Outdoor Play is scheduled twice daily. Parents should dress children accordingly. Closed toe shoes are required for outside play. Outside time is cancelled in the event of loud thunder, lightning, rain or temperatures below 40 degrees. Air quality, pollutants and heat index are also taken into consideration when playing outdoors. Indoor physical activities and games will replace outside time when it is cancelled.

## **WATER PLAY DAYS:**

While the weather is warm, we may have "Water Play Days" with sprinklers or wading pools that do not exceed a capacity of 18in. of water. All children 2 years old and older may participate. We will inform you three days in advance so that you may provide a

swimsuit and towel. Please alert the staff if your child has ear tubes or needs ear protection. Sunscreen will be applied upon parent request.

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## **DROP OFF:**

Capital City Kids Learning Centers open daily at 7:00 am. Depending on their age, children may need to be dropped off in rooms other than their assigned class, since teachers have different starting times ranging from 7:00 am to 8:30 am. Children may not enter or leave the Center unless accompanied by an adult. We also ask that you refrain from cell phone use when in the building at drop off and pick up time so that important information between the teacher and parent may be exchanged. **Brief conversations with teachers are always welcome, while longer discussions should be arranged by appointment. If you call in advance, you will be assured of having adequate time for discussion with individual teachers or the Director.**

Please be sure to sign your child "IN" and "OUT" each day on the attendance sheet located at the foyer. The attendance sheet is also used during evacuation drills to ensure all present are safe and accounted for.  
Please be sure that a staff member acknowledges your child's arrival so that your child receives a health check before you leave the center.

## **We are requesting parents to bring children to the Center no later than 9:00 am each day they attend.**

There are several important reasons for this:

- \*Many of the important activities of the day take place during the morning hours starting at 9:00am.
- \*To avoid disrupting the class, during planned group activities.
- \*To ensure that your child has had the opportunity to be greeted personally by the teacher. These personal greetings are crucial to the process of bonding between the children and teachers where friendship and trust are established and nurtured.
- \*Appropriate State required Teacher to child ratios must be maintained at all times and we begin to make staff adjustments at this time.
- \*So that we may take into consideration your child's late arrival when we make our adjustments.
- \*So that we may request surplus teachers to return to work at specific times.

## **\*Parents are required to call the center by 9am each day if you will be arriving late due to medical or dental appointments.**

**\*Please make every effort to have your child arrive prior to 9:00. We will not accept children arriving after 9am if a call was not received.**

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**Children may not enter or leave the Center unless accompanied by an adult.**

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**SAYING “GOODBYE”:**

To help achieve the goal of allowing your child to become independent and well adjusted, we recommend the following practices with the children ages two and older:

- \* If possible, children should be walked in, not carried.
- \* Present your child to the teacher upon arrival.
- \* Good-byes should be sweet and brief with reassurance about the planned pick-up time.
- \* Parents should encourage children to make friends with teachers and children.
- \* On the way to the Center, parents should talk to children about the wonderful things they will do at the daycare.
- \* On the way home, parents should talk with their child about what activities they did at daycare that day.

**DEPARTURE/PICK UP:**

Departing children will be released only to parents or other persons shown on the “Child Release Authorization List” of the enrollment form. No one else may pick up your child unless you have left written instructions for the day. In your written instructions, be sure to provide the person’s complete name as it appears on his/her current driver’s license. You will also need to provide the person’s phone number. Be sure to let the person know that they will have to show a current driver’s license or a valid ID when picking up your child. NO EXCEPTIONS!

**\*Please remember to sign your child in and out each day.**

**PARTIES AND CELEBRATIONS:**

Birthdays and holidays are an especially exciting time for young children and the Center will be pleased to help your child celebrate with classmates and staff **if arrangements are made in advance.**

Parent participation is welcome, but not required. Party planning should attempt to minimize disruption of routine and prevent unwarranted anxiety for the children. Balloons are a choking hazard for young children and should not be brought into the Center (if you absolutely cannot do without balloons, Mylar balloons are acceptable). Since licensing regulations prohibit *any type* of open flame in the Center, birthday candles are not permitted.

### **FIELD TRIPS:**

Field trips provide opportunities to improve social skills and to expose children to environmental experiences. Children 4 and older will occasionally travel on field trips. Notice will be posted at least 48 hours in advance. Parent participation in these excursions are encouraged and appreciated. For safety and identification, each child will wear a Capital City Kids Daycare T- shirt. A First Aid Kit is always taken and attendance is checked periodically throughout the field trip. Typical field trips may include but are not limited to the Public Library, Nature Center, Fire Station, A pumpkin patch, City Parks, the mall, HEB and the Children's Museum.

### **LIVE PETS AND ANIMALS:**

Children in the Center may not have direct contact with chickens, ducks, reptiles (turtles, lizards, snakes), or amphibians (frogs, toads). Children may not bring pets from home into the Center. Occasionally, a teacher may bring a safe, domestic pet in accordance with licensing regulations. The children and staff will practice good hygiene and hand washing when pets or their 'accessories' are handled. At no time will children be forced to touch, pet or carry a pet. "PET VISITOR" notice will be posted 48 hours in advance so that children and parents are aware and may communicate any concerns with the teacher.

### **SAFETY:**

The following safety precautions have been established to help ensure the safety of children and staff:

- \* Emergency evacuation drills are held regularly without notice. Parents present should participate in the drill.
- \* Emergency exit plans are posted in every classroom.
- \* The daily record of children's arrival and departures is used as an attendance Checklist during safety drills.
- \* All classroom staff is trained in First Aid and CPR.

### **CHANGES TO THE PARENT HANDBOOK:**

At its discretion, the Center may change any policy contained in this handbook. Parents will be notified in writing of any changes made.

## **PARENT VISITS:**

Parents are encouraged to visit the Center and observe how their child interacts with the staff and other children from outside the child's classroom door however, if you wish to interact with your child during your visit you may do so outside of the classroom in the common areas where a rocking chair or table and chairs are provided.

In cases of divorce, the office must be notified when the non-custodial parent is attempting a visit. The classroom is not meant to be a place where parents conduct their supervised visits with their child.

## **PARENT COMMUNICATION**

A parent communication bulletin board is posted at the center and in the classrooms. Parents of infants and toddlers can also expect a daily report of their child's experiences throughout the day. Please remember to turn off cell phones when dropping off and picking up so that teachers may relay any important information to you. Capital City Kids also distributes newsletters with upcoming news and events via email. Please be sure that we have your correct email address.

## **PARENT CONFERENCES:**

Parents are encouraged to attend parent/teacher conferences. These meetings are generally held to discuss children's progress, to share information or to discuss concerns. Conferences may be requested by the teacher or the parent. Generally, parent conferences are held twice a year.

## **PARENT CONVERSATIONS WITH TEACHERS:**

\*Please remember that the children in the class need the teacher's undivided attention in order to provide them with a safe learning environment so please limit your conversations with the teacher.

**It is unfair and unsafe for the children in the class to not have their teacher's undivided attention.**

\*Parents should not exchange personal information such as phone numbers, email addresses, any type of social media, etc. with teachers for any reason including for

discussion of your child's progress. A parent conference can be requested for a later date so that a substitute teacher may supervise the class during the conference.

## **GROUP ASSIGNMENTS**

Children are assigned to a group based on their age, skills and overall level of development as evaluated by the Director and/or Teacher. Children may be moved up to the next age group if the child is developmentally ready and if there is an opening in the age-appropriate class. Re-assignments may occur at any time during the year based on reassessment of developmental progress and availability of space, following a consultation among the Teacher, parents and the Director.

## **STAFF:**

Capital City Kids Learning Centers are fortunate to have nurturing, dedicated teachers and caregivers working with your children. All employees meet the licensing requirements in order to be able to teach in a licensed facility in the State of Texas. Requirements include criminal background checks and FBI fingerprints. All staff receive a minimum of 30 hours of in-service training yearly. Documentation of in-service training is maintained in the school office.

## **SUPERVISION:**

Your child's safety comes first. Teachers supervise by positioning themselves to see as many children as possible. Teachers who are with infants and toddlers must have children in line of sight and sound at all times. Teachers will count children before leaving a classroom and transitioning to other areas of the Center. Teachers also use a face check, head count, and attendance roster to maintain supervision. Teachers will continue to count the children as they are moving them through the hallways and around corners. Teachers supervising walking infants and young toddlers will have additional assistance from another staff member when transitioning them from one area of the Center to another. All teachers receive annual supervision training for classroom and playground environments.

## **CHILDREN WHO HAVE SPECIAL NEEDS:**

We ask that parents inform the Center if/when their child has been diagnosed with a condition or impairment that may impact the child's successful participation in normal activities of the classroom. Professional diagnosticians, and/or therapists such as but not limited to physical, speech, occupational, psychological therapy may visit and work with the child at the Center.

Enrollment termination may be recommended by the Director for children who have special needs that we feel our staff are not qualified to meet. The Director may provide

the parent with resources to help find a qualified program that can better meet the child's needs.

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### **DAILY SCHEDULES:**

Classroom daily schedules are posted in the office as well as in each classroom. Schedules consist of daily routine such as arrival, meal times, outdoor times, center times, circle times, and naptime.

### **CURRICULUM:**

Teacher's use state adopted guidelines together with current educational literature and philosophies of teaching to design their curriculum and developmentally appropriate lesson plans. Teachers also attend annual training to keep current with new guidelines and early childhood philosophies.

### **ASSESSMENTS:**

The teacher conducts periodic assessments to determine your child's growth and development throughout the year. Assessments are made through teacher observation, evaluation tools, and student work samples. Once the teacher has interpreted the findings, parents will be informed and a face-to-face conference may be set upon parent and/or teacher request.

### **BEHAVIOR MANAGEMENT/DISCIPLINE:**

Our teachers are empathetic and understanding in dealing with each child as he/she learns to play and work with others. Teachers are trained in the technique of re-direction in order to manage behavior. Children are encouraged to talk through their inappropriate behaviors with adult guidance and prompting. If children are unable to manage themselves in a particular activity or classroom center, teachers may remove them from that area and provide them something else to do. Occasionally, if re-direction is ineffective, or the child is emotionally out of control, children are asked to take a "time out" for a brief period of time so that they may collect themselves before re-joining the group. This "time out", or cooling off period, is usually in the "thinking time" spot of the classroom, and is closely monitored by the teachers. Children are encouraged to re-join the group as soon as they are ready. "Time out" is not used as a punishment, but instead, a form of re-direction that gives a child an opportunity to manage their feelings and emotions. On occasion, the child may need to be removed from the classroom by an administrator so that the teacher and classmates may continue with the curriculum program. The Director and/or teacher will talk with parents by phone or conference,

should inappropriate behavior become an ongoing concern. Our goal is to become a team with parents, working together for the benefit of the child. Parents are encouraged to talk with teachers should they feel that their child is having difficulties at school, or if they can provide insight into their child's behavior. Under no circumstance will teachers use physical or psychological punishment with a child, nor will they withhold food as punishment.

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### **DIFFICULT BEHAVIOR:**

We will make every effort to work with the parent or guardian to ensure a cooperative approach for children having difficulties with behavior. We are here to serve and protect all our children. A parent may be called at work or home at any time the child exhibits uncontrollable behavior that cannot be modified by the center's staff. The parent may be asked to take the child home immediately. In cases where a child is physically harming themselves, another child or teacher, then the child may be restrained to protect injuries from occurring.

### **CONSULTATION FOR BEHAVIOR ISSUES:**

#### **Initial Consultation:**

The Director may request that the parent or guardian meet for a conference. The problem will be defined on paper. Intervention strategies will be discussed. The best solution toward solving the problem will be agreed upon by the center director, teacher, and parent or guardian.

#### **Second Consultation:**

If the initial plan for helping the child fails, the parent will again be asked to meet with the director and teaching staff involved. Another attempt will be made to identify the problem, and establish a new, or revised, approach for solving the problem.

### **DISENROLLMENT:**

When the previous attempts have been followed and no progress has been made toward solving the problem, the child may be disenrolled from the center at the discretion of the center director. The center director can disenroll any child for physically harming another child or teacher, repeatedly without going through the consultation process.

**Note:** Corporal punishment will not be allowed. This is defined as the use of negative physical touching.

### **NON DISCRIMINATION:**

The Center does not discriminate. Children and staff of all races, nationalities, and religions are welcome. The Center respects cultural diversity. Capital City Kids Daycare is an Equal Opportunity Employer.

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**BITING:**

Biting is one of those difficult situations that often don't have an easy or quick solution. Biting can be controlled by using a method that requires the biter to be closely monitored in an attempt to prevent the situational triggers, such as frustration, fatigue, or possessiveness over a particular toy. It is the place of the care providers to do what needs to be done to ensure the safety of every child present at daycare. The child-care providers will work with the child, as well as the parents in an attempt to curb the unwanted behavior. "No, we do not bite our friends. Biting hurts people and you may not do it." is what the biter will be told. The offending child will be removed from the vicinity until the bitten child has been taken care of (received first aid). Capital City Kids Learning Centers will take every precaution to protect your child from being bitten. In the event that your child is bitten, the staff will administer immediate first aid to your child and an incident report will be filled out. If one child is a consistent biter, and biting has become a safety issue for other children in the class, then the parent may be called to pick up the child for the rest of the day. Suspension or expulsion may become the last resort.

**EXTERNAL PREPARATIONS:**

Capital City Kids may use the following external preparations on your child if needed: Wipes, Alcohol Pads, Antiseptic Spray, Neosporin and Gauze or Band-Aids. Each will be used in accordance with the directions for use on the container.

**If you prefer that we not use one or any of these preparations, please notify us in writing.** Sunscreen and Insect Repellent will not be used on your child unless you supply it. Be sure to write the first and last name on each container.

**MEDICATION:**

Parents are encouraged to administer medication outside the Center. At the discretion of the Director, a Center staff member may administer medication. All medication must be furnished in the original prescription container, with an appropriate dispenser, marked with the child's name, date, and directions for use and placed in a Ziploc plastic bag. Please, personally hand it to the director or person in charge. Parents must sign the medication authorization each time a medication is brought in. All over the counter medication for children under 2 years of age will require a doctor's written permission or prescription. **All medication is kept in a secure place away from the classrooms. Please do not place medications in your child's classroom cubby or diaper bag.**

## **ILLNESS EXCLUSION POLICY:**

### **Children should remain at home (or will be sent home) with:**

- \* **Fever.** A temperature of 100.4 or higher.
- \* **Conjunctivitis.** “Pink eye”, redness of the eye and/or lids, usually with Secretion of yellowish discharge or crusting.
- \* **Respiratory Symptoms.** If child exhibits difficult or rapid, shallow breathing or severe coughing, the child is prevented from attending school. If the child makes high pitched croup or whooping sound after he/she coughs, and the child is unable to lie comfortably due to continuous cough, the child is prevented from attending school.
- \* **Bronchitis.** Usually begins with cough, hoarseness, and a slight elevation in temperature.
- \* **Rash.** Unidentifiable rash, which has not been diagnosed.
- \* **Impetigo.** Red pimples which become small vesicles surrounded by a reddened area. When blisters break, the surface is raw and weeping. Look for signs in neck creases, groin, underarms, face, hands, or edge of diaper.
- \* **Diarrhea.** Watery bowel movements that look different and are more frequent than usual. If it occurs more than two times within 24 hours. Parents will be notified when the first episode of watery bowel movement occurs. Parents will be informed that if a second watery movement occurs during the school day, parents must pick up the child. Parents will be asked to pick up a child immediately if abdominal pain, fever or vomiting accompanies the first or second occurrence of diarrhea. To be certain that the diarrhea does not reoccur; children are to be excluded from the program for 24 hours from the time the diarrhea occurs. For example, if a child has had diarrhea during the previous day or evening, the child will not be allowed to attend school the following day, but must remain at home for 24 hours, free of diarrhea symptoms.
- \* **Vomiting.** More than usual spitting up. If this occurs within 24 hours. If two or more episodes of vomiting occur within the previous 24 hours, the child shall be excluded from the program. If vomiting occurs during the school day, parents will be called and asked to pick up child immediately. Gagging due to excessive crying does not constitute vomiting.
- \* **Head lice.** Eggs or lice on the scalp, hair or neck. Child may not return until lice have been treated and all eggs have been removed.
- \* **Eye/Nasal Discharge.** Thick mucus or pus draining from the eye or nose. Green or yellow mucus may indicate an infection or allergy. If the doctor indicates that mucus is due to allergy and is not contagious, a note from the doctor must be brought in order for the child to return to the center.
- \* **Any contagious disease.** Measles, Chicken Pox, Mumps, Roseola, Strep Throat, etc. will require a readmission note from a physician.

## **EXCLUDING CHILDREN FROM CENTER DUE TO ILLNESS:**

### **The main reasons for excluding children from the Center are:**

- \* An illness prevents the child from participating in routine activities;
- \* An illness requires more care than the staff can provide without compromising the needs of other children in the group;
- \* A child’s presence poses an increased risk to others with whom the child may come in contact. Should your child contact a contagious illness, please notify the Center immediately so other parents can be alerted about the exposure.

**Please remember that when you are called to pick up your child due to illness, your child should be picked up within 1 hour.** Keep in mind that any illness requiring your child to be sent home may cause us to compromise the health of other children in your child's group. An ill child also poses an increased risk to others with whom the child may come in contact with therefore picking up your child immediately is strongly suggested and appreciated.

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### **IF YOUR CHILD HAS SEVERE ALLERGIES:**

The Center will make every reasonable effort to meet the needs of children with severe allergies. However, we cannot guarantee that your child will not come in contact with allergens. **Please let the office know, as well as your child's teacher, if your child has severe food allergies that require specific protocols such as antihistamine and/or epi-pen.** You must have doctor's orders so that we may administer treatment and in order for the child to attend school. All staff is informed as to how to administer epi-pens. Every effort is taken to provide healthy, safe meals but unknown additives may be present in some products. The school cannot guarantee that a child will not accidentally come in contact with a substance he is allergic to.

For children who show severe allergic reactions the school's plan of action is:

1. Follow doctor's protocol in administering antihistamine and/or epi-pen
2. Call 911 and indicate that we want to transport an allergy victim
3. Call parents

### **IF YOUR CHILD IS INJURED AT SCHOOL:**

If the injury is minor, the teacher will treat the injury. When the parent arrives to pick up the child, the teacher will explain how the incident occurred. The parent will be asked to sign an incident report that includes a summary to confirm that the incident was communicated to her. In the case of a more severe injury the appropriate first aid measure will be taken immediately to care for the child, the parents will be notified, and if necessary parents will be asked to pick up the child for further medical treatment. Emergencies will result in a call to 911. It is very important that all telephone numbers and emergency information be kept current so that parents can be reached at all times. If cell phone numbers have been provided to the school, please be sure cell phones are turned on while your child is attending school or that we have a daytime phone on file where you can be reached in case of an emergency.

### **AFTER-SCHOOL PICK UP:**

The learning center at the E. Howard Lane location will pick up a limited number of children from Dessau Elementary, Delco Primary, Barron Elementary and Wieland Elementary Schools. If your child is absent or has left school early and will not need after school pick up, please notify the center as soon as possible. If your child is expected to be picked up and does not show up, a call to the parents will be placed by the bus driver to confirm absence.

### **SUMMER CAMP:**

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Capital City Kids has a fun filled Summer Camp program for children ages 6-10. Our trained and certified camp staff will escort your child to fun outings like bowling, movies, skating, indoor playgrounds, etc. Transportation will be provided. We will also have arts and crafts, computers, games and educational programs at our center.

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### **FOOD AND NUTRITION:**

Infants will be provided with formula, juice and infant cereal unless parents supply their own.

All other children including toddlers, will be provided with a nutritious breakfast, lunch and mid-afternoon snack. All meals meet the required child nutrition program guidelines. Although we strongly suggest that no outside food be brought to the daycare, if there is a meal on the menu that your child will not eat or if you prefer that your child not have, please supply your child with a substitute meal. It must be in a labeled lunch bag or lunch box. It must also be something that does not need to be heated. We will not be able to cook or warm up food brought from home.

### **Program Nutrition Practices include the following:**

- Liquids and food hotter than 110 degrees F are kept out of reach.
- Staff are educated on food allergies and they take precautions to ensure children are protected.
- 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.
- Healthy snacks (as listed by the Texas Department of Agriculture) are available for school aged children at a scheduled time after arrival from school. Staff does reward good behavior or clean plate with foods of any kind.
- Milk, fresh fruit and vegetables are available for children who bring lunches from home.

### **LUNCH FROM HOME:**

Parents may opt to send a lunch from home. Please be aware of state nutritional guidelines and adhere to the following recommendations:

The guidelines state that a school lunch should contain protein (meat, cheese, eggs), vegetables (carrots, celery, beans, tomatoes, etc.), fruit (apple, banana, grapes, etc.), and grains (crackers, bread, whole wheat products, etc.)

**No carbonated beverages or candy are allowed. Inform teacher if your child's lunch needs to be refrigerated or heated.** Some suggestions for a healthy lunch are a sandwich, crackers and cheese or soup in a thermos, raw vegetables and dip, fresh fruits and juices, yogurt and milk. Cookies or other sweets will be offered after the other items in the lunch have been at least partially eaten. No child will have lunch withheld for any reason. Likewise, teachers will always ask that children at least try their lunch, even if they say they do not want to eat. At least one teacher sits with children while they are eating snack or lunch. Children are never forced to eat what they do not want to eat. Unopened items will be returned in lunch kits; however, partially eaten, messy items will be thrown out. Children are prohibited from sharing lunches with one another.

**SCREEN TIME:**

Screen time is limited to under one hour a day and is supervised.

This includes:

- TV/DVD
- Computer
- Video games (Summer Camp only)

Parents who wish their children to be excluded in participating, will need to notify the office in writing.

**POLICY REGARDING CHILD CUSTODY MATTERS:**

It is the goal of the school to work in partnership with parents to implement our programs in a safe, nurturing environment. As a general presumption, all parents (whether biological or adopted) and legal guardians have the rights enumerated in the Texas Family code, 153.071. Where there is no Order modifying the parental rights, both parents share the same rights and responsibilities with respect to their child/children. In order to accomplish the goal of partnership between school and parents, divorced or separated parents, shall comply with the following guidelines:

1. Upon enrollment, a parent is to supply the Director with the divorce decree or court order establishing the rights of each parent. Any modifications to those orders shall be provided immediately upon issuance by the Court.
2. Campus personnel will make their best efforts to interpret and comply with the terms of the orders affecting the parent child relationship.
3. Parents are welcome to attend school functions and volunteer in the classroom as long as their presence is in compliance with court orders and as long as their presence is not disruptive to their child or the class as a whole. The school determines if parents are a disruption.
4. The school campus will not be used as a visitation site.
5. The parent shall not ask the teacher or administration to inform them when the other parent visits the school, participates in school activities, asks the teacher for information, or requests information from the office.
6. Students will be released consistent with the terms of the court order – that is, they will be released only to those person(s) identified in the order and only at are
7. The school's enrollment form release and emergency information must be consistent with the court order.
8. If the order allows for a parent to designate another competent adult to retrieve their child from school, such designation must be in writing and signed by the parent.
9. The school reserves the right to ban any person who causes a disruption or has no legitimate purpose for being on campus.

10. If the school finds that it is impossible to work with the family due to the parents' disagreement regarding the interpretation of court orders; or if either parent refuses to comply with court orders, the school shall terminate services immediately.

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### **Child Protective Services Act:**

Under the Child Protective Services Act, mandated reporters are required to report any:

Suspicion of abuse or neglect to the appropriate authorities. The employees of our center considered mandated reporters, under this law. The center employees are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

As mandated reporters, the staff of our centers cannot be held liable for the reports made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith." Causes for reporting suspected child abuse or neglect include, but not limited to:

- \*Unusual bruising, marks, or cuts on the child's body
- \*Severe verbal reprimands
- \*Improper clothing relating to size, cleanliness
- \*Transporting a child without appropriate child restraints
- \*Dropping or picking up a child while under the influence of illegal drugs or alcohol
- \*Not providing appropriate meals
- \*Leaving a child unattended for any amount of time
- \*Failure to attend to the special needs of a disabled child
- \*Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.

### **Court Orders**

In cases where an enrolled child is the subject of a court order (ex. Custody Order, Restraining Order, or Protection from Abuse Order) our centers must be provided with a Certified Copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed.

In the absence of a court order on file with our centers both parents shall be afforded equal access to their child as stipulated by law. Capital City Kids Centers cannot, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason.

If conflicting court orders are presented, the most recently dated court order will be followed.

Once presented with a Protection from Abuse Order or a Restraining Order, Capital City Kids Centers is obligated to follow the order for the entire period it is in affect. Employees of the centers cannot, at the request of anyone, except the issuing Judge, allow a Protection from Abuse Order and/or a Restraining Order to be violated.

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### **CONFIDENTIALITY:**

All information shared with us is confidential and will be used only for business purposes. The staff that has direct contact with your children will have access to your files but shall not use it for any purpose other than what it is was meant for. For this reason, we require that you refrain from exchanging addresses and/or phone numbers, etc. with individual employees at our centers. It is also against company policy for employees to transport, care or babysit children away from the center. In addition, inviting staff to social engagements is prohibited. We encourage a professional relationship between the parent and the teacher.

### **GRIEVANCE PROCEDURES:**

If a parent has a concern, we want to address it immediately. Please talk to the Director or your child's lead teacher. Every effort will be taken to resolve the matter as quickly and as effectively as possible. Please refrain from discussing these matters with others including parents or other staff.

### **CHILDCARE REGULATIONS CONTACT INFORMATION:**

Capital City Kids has posted copies of the Centers most recent licensing inspection report, and other required notices including the publication "Parents' Guide to Daycare." A copy of the Texas "Minimum Standard Rules for Licensed Child Care Centers" is also available at the center.

Parents should also be aware of the following important contact information,  
Local Child Care Licensing Office 512-834-3195  
Texas Child Abuse Hotline 800-252-5400  
Child Care Licensing Website: [www.dfps.state.tx.us](http://www.dfps.state.tx.us)

I am opting out of receiving a hard copy of the handbook as I will read it online. Any questions that I may have regarding the written operational policies may be clarified by the Center Directors. I do understand that copies of the “new” Parent Handbook are always available in the office for review.

OR

I am receiving a hard copy of the “new” handbook. Any questions that I have regarding the written operational policies may be clarified by the Center Directors.

Child’s Name: \_\_\_\_\_

Parent Name: \_\_\_\_\_

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

Date: \_\_\_\_\_

This receipt must be turned in to the office.