



## Heaven Sent Preschool Parent Policy Handbook

I am a Professional Child Care Provider, not a babysitter. My goal is to provide your child with a clean, safe, comfortable environment where they can play and learn with guidance and loving care while you are at work or attending school. In order to make our relationship as enjoyable as possible the following are some mutual beneficial requirements that are necessary to assure that there are no misunderstandings between either party, that each party is aware of the requirements, and that these requirements are carried out in a businesslike manner. There is a lot of information here. Please read all of it. If any of my policies seem unfair or unnecessary, please take a moment to think about that policy and how it would apply to your current working situation... I'm sure it will make sense in that light. These policies are enforced for the same reasons policies are enforced in any job situation - for fairness and respect. If you have any questions please ask.

At your rate of tuition per month you are paying for a specific slot, NOT per hour or per day, so no discounts are given if your child does not come to my facility.

The policies listed below are set forth by the Child Care Provider and are in accordance with the Child Care regulations. These policies and accompanying contracts become effective upon acceptance by the parent/guardian and the Child Care Provider.

### **Policy Handbook Contract**

**Parent(s) initial(s)** \_\_\_\_\_

The following contract pertains to the **Operational Policies** set forth in the Parent Policy Handbook governed by the Family Child Care Home. It is the Parent's responsibility to read the Policy Handbook completely before signing and it is the Parent's responsibility to abide by all the policies stipulated in the Policy Handbook. This is a legal and binding Contract and signing it obligates you to this Contract legally. By signing each section I (the parent) am agreeing that I (the parent) have read and understand the Policy in the Policy Handbook.

**Program Goals**

**Parent(s) initial(s)** \_\_\_\_\_

The most important goal of my early childhood program is to respect every child’s unique personality and encourage children to become enthusiastic learners. This means teaching children to be active and creative explorers. My goal is to help children become independent, self-confident, and inquisitive learners.

**Developmental Focus Areas**

**Parent(s) initial(s)** \_\_\_\_\_

Social: To help children feel comfortable in school, trust their environment, make new friends, and feel part of the group.

Emotional: To help children experience pride and self-confidence, develops independence and self-control, and has a positive attitude towards life.

Cognitive: To help children become confident learners by trying out their own ideas and experiments and by acquiring thinking skills, such as the ability to solve problems, ask questions, and use words to describe their feelings.

Physical: To help children increase their large and small muscle control and feel confident about what their bodies can do.

**Business Hours & Overtime**

**Parent(s) initial(s)** \_\_\_\_\_

I provide childcare Monday through Friday. I open at 7:00 am and Close at 6:00 pm Sharp! Please remember my/our day starts early with the children. **I do not want to work overtime nor do I want to pay my sub/assistant overtime wages.** When picking-up late, **\$1.00** will be charged **each minute** your child is picked up after **specified closing hour (posted in classroom)**

**NO EXCEPTIONS!** Late fees are to be paid at time of pickup or will be billed on next months tuition. Care will not recommence until tuition and such overtime fees are paid in full. **Please be on time daily.**

**Admission Paperwork**

**Parent(s) initial(s)** \_\_\_\_\_

Before I will assume responsibility of caring for your child I **MUST** have the following: Up to date immunization records and a statement of good health (stating your child can attend child care) must be provided to the center at the time of enrollment. Because Heaven Sent Childcare is licensed by Texas Department of Family and Protective Services, there are State regulations that must be followed. Any family that fails to follow the centers policies will be asked to withdraw their child/ren from the center. All families must have a daytime phone number that is working. You **MUST PROVIDE TELEPHONE NUMBERS** that I can contact you or other authorized persons in case of illness, injury or an emergency.

**It is your responsibility to *immediately* submit any changes of phone numbers or addresses.**

- Signed Policy Handbook Contract/Operational Policies
- Admission Paper work as required by licensing regulations
- Child Nutrition Form
- PLEASE NOTE: All forms must be updated yearly.

**Deposit****Parent(s) initial(s)** \_\_\_\_\_

A deposit is required. It will be used if there is any outstanding tuition, late fees or payment of any sort owed to Heaven Sent Childcare. This deposit will also be used if tuition is more than 3 days late from due date. After third day of your child being in my care and tuition has not been paid, do not bring your child unless you have tuition and appropriate late fees. I will not care for your child until paid in full.

**Payment, Late Fees & Non-refundable Fees** **Parent(s) initial(s)** \_\_\_\_\_

All payments must be received on the 1<sup>st</sup> of each month. When the first falls on a weekend or a statutory holiday, fees are due on the Friday before. If fees are not paid within 3 days of due date- I **will not** care for your child. You will run the risk of your childcare spot being filled by another family. There are no refunds in fees for absences due to a child's illness, vacations or any other reason. Full fees are required regardless of whether or not your child attends.

**Please, realize this is a business and there are predetermined expenses whether the school is open or closed.** Tuition is based on the annual tuition cost and remains the same each month regardless of holidays or closings. Holidays and closings are figured into the annual tuition cost and monthly tuition has already been adjusted correctly. Please also understand I have limited space available. Monthly tuition ensures your child a secured spot. If your child is out due to an illness or vacation, the standard tuition rate is charged and will not be discounted, refunded or pro-rated.

I realize the financial burden that childcare places on parents, and hope parents understand that as a business childcare places financial burdens on the provider. These include, but are not limited to groceries, utilities, insurance, programming, toys and equipment. I also have a financial responsibility to my family.

Tuition late fee of \$10.00 will be charged on the first day tuition is late and \$5.00 for each additional day. Excessive late payments are subject to termination of contract.

Registration Fee of \$60.00 is due upon submission of application.

Supply Fee (Non-Consumables) of \$75.00 is due at anniversary date.

Deposit Fee of \$100.00 will be required per child for all families.

I will take all outstanding accounts to court and collections. Should it be necessary, parent/guardian is responsible for all court costs.

**Checks****Parent(s) initial(s)** \_\_\_\_\_

There will be a \$35.00 charge for all Checks returned NSF plus any additional charges incurred to myself and/or by the bank. Parents who have written a nsf Check will be required to pay by cash or money order.

**Receipt****Parent(s) initial(s)** \_\_\_\_\_

I keep record of your payments and will give you an end of the year statement. If you need a monthly receipt please let me know. (Please make checks payable to: Yolanda Cree)

**Adjustment period****Parent(s) initial(s)** \_\_\_\_\_

The High/Scope Educational Research Foundation, has found when a child enrolls into a new school it takes 4-8 weeks for the child to “settle in”. The first 4 weeks of childcare is considered an “adjustment period” or trial time here at Heaven Sent. Most children adapt to a consistent and caring routine. It will be my responsibility to let the parent know if the child is unhappy or the arrangement is unsatisfactory for any other reason during this period. It will be the parent’s responsibility to let me know the same. The contract can be terminated by either party during the “adjustment period” in writing. However, **the fees and tuition are non-refundable.**

**Provider Holidays, Vacation, Sick days** **Parent(s) initial(s)** \_\_\_\_\_

Heaven Sent Childcare will be closed on designated/AISD Scheduled holidays, the standard tuition rate is charged. (Posted in Classroom)

**\*IF AISD HAS MANDATORY SCHOOL CLOSURES DUE TO BAD WEATHER OR ANY OTHER REASONS,** Heaven Sent Childcare will also be closed and the standard tuition rate is charged.

Other circumstances that would make the center close are as follows.....

- No electricity for an extended period of time.
- Phone service not available leaving us without any way to contact emergency services and parents.
- Gas leak.
- No water service for an extended amount of time.
- Unforeseen/unexpected provider illness.

**Heaven Sent Childcare will be closed the following Holidays, with pay.**

Martin Luther King, Good Friday, New Year’s Eve, New Year’s Day, Memorial Day, Independence Day (4th of July) Labor Day, AISD Thanksgiving Holiday, AISD Christmas Holiday. We will be closed on the day following New Year’s Day.

I will be taking or have the option to take four weeks vacation per year with pay. I will provide at least one month’s notice of the dates. Specific dates are given with substantial notice. Vacation days may be taken all at once or divided up as needed.

I will provide a substitute on occasion when it is necessary for me to be gone for short periods of time or if I become sick. I will try my best to give you adequate notice. However, in some instances of illness providing a substitute is impossible. When choosing a Licensed Home Daycare/Preschool for your child/children, parents are strongly encouraged to have a family member, friend, or childcare back-up available during these designated holidays, vacation,

sick days, and/or emergency situations.

When I am providing a substitute in my home and you wish to make your own arrangements for childcare you will not be reimbursed as the only way I can afford to provide an alternate is through the parent fees.

### **Parent Vacations**

**Parent(s) initial(s)** \_\_\_\_\_

Please notify me as at least 2 weeks in advance when you plan to take vacations. I expect full payment for all days and hours your child is normally scheduled to be here. Payment is due prior to your vacation. Even while you are on vacation I am still holding your child's space.

### **Weather**

**Parent(s) initial(s)** \_\_\_\_\_

If we are under severe or threatening weather conditions we are closed: tornadoes, blizzards, and severe wind chills and/or temperatures. If the schools are closed then we are closed. I will also request to pick child up if weather conditions are threatening while child is here.

### **Absences & Extended Absences**

**Parent(s) initial(s)** \_\_\_\_\_

In cases of your potential absence due to maternity leave, summer, or extended leave from your job, I will require full payment of your monthly fees for the entire time of your absence to **hold** your child's position.

**TEACHERS-** The option of paying in advance for holding a spot for the summer months of June and July are available. Please speak to me if you're interested in finding out more details. I as the childcare provider will have the option to deviate from the above Extended Absences Policy if I feel the need.

Please notify me if your child is going to be absent or if he/she will be arriving later than their usual drop-off time. This is important because I usually wait until all the children have arrived before we engage in a "special activity."

\*Please call by 8:00 am if your child **will not** be attending daycare that day.

### **Arrival, Departures & Release of Children**

**Parent(s) initial(s)** \_\_\_\_\_

**Children are to arrive clean, hair brushed and fed** (fed---If arriving 15 minutes after a meal time). **Parents are responsible** for applying sunscreen in the morning prior to drop off.

Breakfast 8:15

Lunch 11:30

Snack 3:30

When arriving 15 minutes after mealtime your child is not guaranteed a meal. Once meals are cooked and served there may not be any food left to serve if your child arrives late. **Please feed your child** if they are missing the scheduled eating time.

It is normal for some children to have difficulty separating from parents or cry when being dropped off. **Please be very brief during drop-off times.** A smile, cheerful good-bye kiss, and a reassuring word that you will be back is all that is needed. In my experience, children are always quick to get involved in activities as soon as parents are gone. Please have your

child walk into the classroom. Holding your child while dropping off makes it difficult for child.

Please, be brief at pick-up times as well. Pick-up times are often a time of testing. When two different authority figures are present (parent & provider) children will frequently test to see if the “rules” still apply and which adult is going to enforce them. I don’t want to discipline your child while you are here.

**If you need to chitchat with me when picking up your child please consider arriving early so I can close my classroom at the appropriate time. I dedicate over 11 hours a day to the children in my program, the classroom and their families.**

At appropriate time (posted in Classroom) my family time begins. I will charge \$1.00 per minute for working during my family time. **NO EXCEPTIONS!**

Please do not allow your child to walk to the door by themselves at drop off. It is important to take a minute to walk them to the door and greet me. This gives us both the opportunity to discuss any schedule changes for the day or anything else.

At pick up, please **DO NOT** let your child leave the classroom until you are ready to walk out with them.

It helps your child tremendously if your child is aware that you will be arriving early (or late) in that they come to expect regularity and thrive on it. I also have children put their coats and shoes on in preparation for your arrival time. Please keep me informed so I can in turn keep the child informed! Drop off and pick up times are not good times to discuss serious problems. Little ears and minds hear and understand everything. I am not comfortable discussing a child in the presence of anyone, but their parents. Topics that concern day-to-day events or lighthearted discussion are fine.

To ensure the safety of your child, only you or the person listed on your pick up sheet may pick up your child. Phoning me to let me know someone other than you will be picking up your child is fine if I know the person or your child can identify him or her. I will also need to make a photocopy of ID.

Verification of legal custody: I must have a copy of the court order recognizing the parent who has legal custody of the child, as well as visitation schedules. Otherwise I have no choice except to release the child to his/her parent.

## Cleanliness, Hygiene & Clothing Parent(s) initial(s) \_\_\_\_\_

We do our best to maintain strict cleanliness and hygiene standards. Children's hands are washed before and after meals, coming in from outside and after toileting. If these skills are stressed at home also your child may remain a good hand washer when he/she gets older. Please have your child bathed and dressed for play. A clean child is a healthy child.

Beginning at toddler age washable nap mats are used. Each child has a separate nap mat with blankets. These will be taken home and washed weekly (unless soiled, then they will need to be taken home and washed). Toys are sanitized with a bleach solution once a week (Fridays). Please make sure you always dress your child appropriately depending on the weather. NEVER send your child in an outfit you do not want ruined. Unless, your child has an accident they will remain in the same clothes that you brought them to school in. To encourage independent bathroom skills, children's clothing should be easy for them to manipulate with minimal assistance. Please label all your children's items. It is your responsibility to check your child's box for EXTRA clothes. \_

## Termination Parent(s) initial(s) \_\_\_\_\_

One month's written notice (on or before the first of the month, for the following month) is required by the parent to myself. Fees will still be due if the parent withdraws the child before notice is given, or at any given time during the notice. One month's fees may be paid in lieu of one month's notice. Termination notice will NOT be accepted while provider or parents are on vacation. This policy is in place due to budgeting.

I will provide the parents with one month's written notice if I am no longer able to care for your child. You are still responsible for paying the monthly fee **during** this notice regardless, whether your child attends or not.

I will terminate our child care arrangements immediately for any of the following reasons (but not solely limited to):

- Failure to comply with the policies set forth in this book.
- Failure to comply with the contract.
- Destructive or hurtful behavior of child that persists even with parent cooperation in stopping the behavior.
- Non-Payment of childcare fees or late and/or recurring late payment of fees.
- Failure to show up for 5 days in a row without any communication.
- Failure to complete required forms.
- Inability to meet the child's needs without additional staff.
- Blatant disrespect from parent(s) or child towards provider or provider's family.
- If parents knowingly bring their child ill.

## Child Abuse & Neglect Hotline

Parent(s) initial(s) \_\_\_\_\_

It is law and also my responsibility as a childcare provider to report any and all abuse or neglect performed on a child. I cannot turn my head on a child that has been abused or neglected. Therefore, I will notify Children's Protective Services and the Police Department when it appears that a child in my care is being physically, sexually, or emotionally abused, neglected, or exploited.

You may use the following number to report any incidents of suspected child abuse or neglect to the authorities.

**Child Abuse Hotline: 1-800-252-5400**

## Supplies

Parent(s) initial(s) \_\_\_\_\_

Parents are responsible for supplying:

- All items on Consumable School Supply List
- Bug repellent is optional and supplied by you. If your child does not have a labeled bug repellent I will **NOT** apply any to your child.
- The parent is responsible for administering sunblock prior to arriving to school. I will **NOT** put sunblock on your child.
- Please make sure your child has an EXTRA full change of clothing-Extra clothing for the season, at all times. You are responsible for checking your child's box. I cannot loan out other children's clothing.
- One fitted crib sheet, light blanket for summer, heavy blanket for winter. It is your responsibility to take sheet and blanket every Friday and brought back on following Monday.
- **\*\*\*\*\*All personal belongings/items should be marked with your child's name.**

It is not necessary to bring eating utensils, cups or dishes as they will be supplied.

Donations help me keep costs down, so if you have any of the following items on hand and are willing to donate them, it would be greatly appreciated. This is not mandatory.

- Snack Foods (fruits, crackers, etc.)
- IDEAS! We welcome any ideas that you may have for fun activities or crafts!!!

I teach the children creativity, problem solving, and pride in their skills. Sometimes these activities get messy. Some days we will be painting, so please send your child in appropriate clothing. Please dress your child for real success. Their "work" or "Job" here is play! Provider is not responsible for your child's clothing or personal items brought into childcare home. I will let you know when I need more supplies for your child.

## Toys

Parent(s) initial(s) \_\_\_\_\_

I provide a wide variety of playthings. I ask that **NO** toys be brought to preschool from home. Anything brought will be put up safely until the child is picked up. This policy is for the concern of all children in my care. It is difficult to keep up with the recall list.

The **ONLY** exceptions to this policy is:

- A special blanket OR stuffed animal/Doll to be used during Nap Time. This will be put up and **ONLY** used for the appropriate time. One item limit.

## Meals, Snacks & Outside Food

Parent(s) initial(s) \_\_\_\_\_

I will provide a nutritious Breakfast lunch and snack depending on the hours your child is attending. The meal schedule I follow is listed below. If the Child is here during those times, they will be served. Children who choose **not** to eat **will not** be served again until the next scheduled Meal or Snack. If the child will be arriving 15 minutes after mealtime please feed them before they arrive. **DO NOT SEND YOUR CHILD TO SCHOOL WITH FOOD UNLESS THERE IS ENOUGH FOR EVERYONE**

- 8:00 A.M. Breakfast
- 11:30 A.M. Lunch
- 3:30 P.M. Snack

For the safety of the children, no gum, hard candy, small toys, etc. are allowed in my daycare (unless celebrating a holiday or birthday).

**Outside food is not permitted at school** Parent(s) initial(s) \_\_\_\_\_

If you choose to feed your child at home, please give yourself enough time in the morning to feed your child breakfast at home. **Leave food and drinks at home or in car.** You are always welcome to bring enough of your child's favorite breakfast/snack to share with everyone. **Sodas, candy, and gum are not allowed. Please do not send them with your child.**

## Birthday Celebrations

Parent(s) initial(s) \_\_\_\_\_

Parents are welcome to provide a special treat along with drink for afternoon snack. If you decide to bring cupcakes or cake please make sure the frosting is **VERY** limited or none at all. Your child will get to wear the classroom Birthday Crown during the day.

## Immunizations

Parent(s) initial(s) \_\_\_\_\_

All children are required to have a photocopy of their current shot records. Parents are required to keep their children's shots up to date. This is very important because State licensing does come unannounced and checks all my paperwork to make sure its current.

## House Rules

Parent(s) initial(s) \_\_\_\_\_

Unless given my permission parents & children are NOT allowed to enter my home. My family needs their home and should feel/be comfortable in their home during my business hours. Classroom and Playground are for my business use. Children will only be allowed to use the bathroom.

## Child Illness & Exclusion

Parent(s) initial(s) \_\_\_\_\_

Under no circumstances should you bring your child to care sick (fever of 100°f or higher, vomiting, diarrhea not contained in a diaper, sore throat, continuous coughing, runny nose other than clear, draining eyes or ears, unexplained rash, lice, etc.) If you are not sure your child is well enough to attend child care call and discuss it with me.

Masking your child's symptoms with over the counter medications and bringing them to care anyway is not allowed and could be cause for immediate termination. It is also inconsiderate to all families involved. A sick child should be allowed to recuperate fully at home after an illness so that the other children and the provider do not risk unnecessary exposure. If you are unable to stay home with your sick child it will be necessary for you to make arrangements at your own expense. If your child is out ill regular fees still apply.

Your child may be brought to care if they have a common cold (which means a slight cough, clear runny nose, sneezing); however I will call you if your child is just plain miserable (whining, crying, repeatedly asking for you). Your child should not attend if they are not feeling well enough to participate in our daily activities (i.e. a child wanting to sleep all day, lay on the couch and watch TV etc.) \*\*\*The Health Department regulations prohibit the admittance of any child into a family childcare home that exhibits any of the following symptoms:

- Fever (100°f or higher) – child needs to be fever free for 24 hours without the aid of medication

- Diarrhea – child must be symptom free for 24 hours without the aid of medication
- Vomiting – child must be symptom free for 24 hours without the aid of medication
- Runny nose with colored discharge –check with doctor
- Rash – check with doctor
- Discharge from eyes or ears
- Lice – child needs to be treated and nits removed before return
- Communicable diseases – chicken pox, measles, mumps, conjunctivitis (pink eye), influenza etc. The child may return when the incubation and contagious period is passed and the child is well enough to resume normal childcare activities.

I have the right to refuse to care for a sick child. If your child develops any of the above symptoms while in my care, you or your alternate will be required to pick up your child immediately. If the child is not picked up within an hour of my calling a \$5.00 for every 15 minutes or portion thereof charge may be assessed.

**If I have to call a parent to pick up a child that has been dropped off for care but ill to participate the day of drop off the child will also be required to stay at home the following day. Which means if your child is sent home with a fever, diarrhea, vomiting or any of the above symptoms they CANNOT RETURN THE NEXT DAY and until they**

**have been symptom free for 24 hours without the aid of medications.**

**I am responsible for the health and well being of many children so I will closely follow health department regulations when it comes to illness. I understand and respect your need to be at work, but your cooperation is extremely important on this.**

### **Dispensing Medication**

**Parent(s) initial(s) \_\_\_\_\_**

I will not be administering any medications to your child while in my care.

### **Medical Emergencies**

**Parent(s) initial(s) \_\_\_\_\_**

Minor bumps and scrapes are inevitable, but I make every effort to keep your children safe through supervision and childproofing. Minor injuries will receive appropriate first aid, and if an emergency injury or illness occurs, you will be contacted immediately. If I am unable contact either parent, I will call the emergency contact numbers supplied to me to make the medical decisions for the child. If necessary your child will be transported by ambulance to the nearest hospital. Parents are responsible for costs involved in emergency medical treatment, including transportation if required.

### **Nap & Quiet Time**

**Parent(s) initial(s) \_\_\_\_\_**

Each child will have a rest time as required by state law. Minimum standards states a child must sleep or lay quietly for at *least* one hour and sleep no longer than three hours. I consider this policy a requirement for my program. Nap time is a very important part of our day. This is the time I have designated to prepare for the other ½ of the day, write communication notes, document important issues, take a lunch break, and most importantly the children are able to rest their little bodies so they can participate cooperatively with their friends and teacher in the afternoon. If you think your child may not be capable of lying quietly or sleeping for at least ONE hour during the scheduled naptime, this may not be the right child care program for your child.

### **Potty Training**

**Parent(s) initial(s) \_\_\_\_\_**

**Your child should be fully potty trained. Please be advised I do not potty train your child for you.** You can help your child by establishing the potty behaviors at home first, where children are most comfortable. After these behaviors have become consistent and routine at home, they should translate over to the daycare setting.

### **Behavioral Goals, Discipline & Guidance** **Parent(s) initial(s) \_\_\_\_\_**

While in my care only positive encouragement is enforced. Children will NOT be subject to spanking, hitting, kicking, restraint, or to, verbal, emotional, or physical punishment. I believe the most effective ways of enforcing positive behaviors are: Praise, Respect, Re-Direction, and Positive Re-Enforcement. I don't play "REF"; I use strategies to engage children in their own problem solving. During conflict it is important for children to feel respected, secure, loved, important and special. They need to know I am always available to listen and help, not to judge. My goal is to coach the children so they can negotiate, compromise, brainstorm and

work it out together. I do not believe in “adult initiated” time outs/breaks, as I feel when used punitively it takes away from a valuable teaching experience. I will only have a child take a “break” if I feel that they are a threat to the safety and well being of themselves or others. When this becomes necessary I make sure everyone is all right, then I stay with the child and we will talk and think about what happened.

If something of a more serious nature or a persistent behavior should occur that is of concern to me or a threat to the safety of others, I will need to discuss it with you so that we can jointly decide on a course of action that is followed at home and in my care. If the problem cannot be resolved arrangements must be made for the child to receive care elsewhere.

**Prohibited discipline & Punishments** Parent(s) initial(s) \_\_\_\_\_

- Corporal punishment or threats of corporal punishment.
- Punishment associated with food, naps or toilet training.
- Pinching, shaking or biting a child.
- Hitting a child with a hand or instrument.
- Putting anything in or on a child's mouth.
- Humiliating, ridiculing, rejecting, or yelling at a child.
- Subjecting a child to harsh, abusive, or profane language.
- Placing a child in a locked or dark room, bathroom or closet with the door closed.
- Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

**Field Trips** Parent(s) initial(s) \_\_\_\_\_

We do not take field trips.

**Policy Revisions** Parent(s) initial(s) \_\_\_\_\_

Revisions to policies and procedures, contracts and forms I make may be done with a minimum of 2 week’s notice in writing UNLESS it is a new regulation – these changes will take place immediately. Policies, contracts, and forms will be reviewed periodically and updated, if necessary (usually every January). I will notify parents in writing of any changes. All previous forms will become obsolete.

## **Open Door Policy & Communication** Parent(s) initial(s) \_\_\_\_\_

While your child is in my care, you can always be assured that the door is open to you. Open Door does not mean that we keep our doors unlocked. For the safety of me and the children doors are kept locked except for scheduled drop off and pick up times. Please feel free to drop in and check on your child, however, keep in mind a child adjusting to a new surrounding will want to leave with you if you pop in for a visit. I would appreciate your taking into consideration our schedule when dropping in or calling, and remember that visitors usually cause children to react in an excited manner that does not normally occur when I am alone with the children. Please keep in mind there may be times when it is not possible for me to run to the phone. If the phone goes unanswered, please do not become alarmed, simply leave me a voice mail and I will call you as soon as I am able. **Parents have the right to review minimum standards and a copy of most recent Licensing Inspection Report. Copy of Minimum standards is provided in classroom. You can also go online to [www.dfps.state.tx.us](http://www.dfps.state.tx.us) and pull up Standards and Regulations.** Here is the contact information if at any time you feel the need to contact the Department of Family and Protective Services.

Texas Department of Family and Protective Services  
14000 Summit Dr. #100  
Austin, Texas 78728  
Ph: (512) 834-3195

PLEASE sign in/out EVERY day. Communication is very important to me. When I accept a new family into my home I like to be sure that we can share openly any concerns or questions that may arise. I feel that we are a team raising your child. If we can work together then your child can feel secure in knowing they have two families who love them very much. I grow to love each child I teach very much and I am always glad to have a chance to be a part of their lives. It is important that there is a similar childcare philosophy between us. I welcome questions, feedback, or discussions of any kind that affect a positive outcome for the child. Sensitive issues will be discussed either by letter, email, phone or a scheduled conference. You may call me between 7:00 a.m. – 7:00 p.m. I often provide information/pictures via cell phone/email that are sent to parents explaining some of the activities we are doing.

**Please read all postings on front door for important information, special announcements, etc.**

## **Daily Flexible Schedule** Parent(s) initial(s) \_\_\_\_\_

Everyday we have teacher-initiated play time, child-initiated play time, one-on-one time, and many opportunities to practice social, cognitive, gross motor, fine motor, manners and self help skills.

Television is limited. When movies or the television is viewed it is always age appropriate. Please keep in mind “outdoor play time” will depend on our crazy Texas weather.

## **Parent Policy Handbook Contract**

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| <b>Section Title</b>                      | <b>Parent(s)<br/>Initials</b> | <b>Section Title</b>  | <b>Parent(s)<br/>Initials</b> |
|---|-------------------------------|---|-------------------------------|
| Business hours/Overtime                   |                               | Toys  |                               |
| Admission Paperwork                       |                               | Meals & Snacks  |                               |
| Deposit                                   |                               | Birthdays   |                               |
| Payments, Late Fees & Non-refundable Fees |                               | Immunizations   |                               |
| Checks                                    |                               | House Rules   |                               |
| Receipts                                  |                               | Child Illness & Exclusion   |                               |
| Adjustment Period                         |                               | Dispensing Medication   |                               |
| Provider Holidays/ Sick Days/Vacations    |                               | Medical Emergencies   |                               |
| Parent Vacations                          |                               | Nap/Quiet time  |                               |
| Weather                                   |                               | Potty Training  |                               |
| Absences & Extended Absences              |                               | Behavior, Discipline and Guidance   |                               |
| Arrival, Departure & Release of Children  |                               | Prohibited Discipline & Punishments   |                               |
| Cleanliness, Hygiene & Clothing           |                               | Field Trips   |                               |
| Termination                               |                               | Policy Revisions  |                               |
| Child Abuse & Neglect Hotline             |                               | Open Door Policy/<br>Communication/Minimum Standards/Recent Inspection Report |                               |
| Supplies                                  |                               | Daily Flexible Schedule   |                               |

I (the parent) hereby acknowledge that I (the Parent) **have received a copy** and am aware of the conditions stated in the **Family Child Care Home's Policy Handbook**, and agree to abide by the above signed policies and requirements in conjunction with the financial agreement and the Agreement for Child Care Services.

Parent(s) Signature \_\_\_\_\_ Provider Signature \_\_\_\_\_  
 Date \_\_\_\_\_ Date \_\_\_\_\_

## Emergency Evacuation Plan For

Heaven Sent Preschool  
10526 Bilbrook Place  
Austin, Texas 78748  
512-699-1497

In the event of an emergency situation that requires an evacuation of the center due to **fire or toxic fumes** and the children cannot stay on the premises, the children will be taken by car to

**Alternative Shelter**  
Texas Oaks Baptist Church  
9910 Bilbrook Place  
Austin, TX 78748

In the event of **exposure to toxic materials or gases**, and a physical examination is recommended, children will be transported by EMS to

Dells Children's Medical  
4900 Mueller Blvd.  
Austin, TX 78723

In the event of a widespread emergency and encompasses a larger area such as neighborhood or several homes due to a non-confined environmental threat such as **toxic fumes from a spill, flood waters, brush fires, etc.** and the children cannot remain in the area, the children will be taken by car to **Kocurek Elementary 9800 Curlew Drive, 512-414-2547**

In the event of a major environment hazard or disaster that requires a larger area evacuation such as several neighborhoods, a city/town or geographical area, due to a large non-confined hazard such as **earthquake, hurricane, etc.**, children will be transported by car to a **Red Cross designated mass shelter**

## Fire Evacuation Plan

Fire extinguisher is located in classroom on right side of wall facing the curtain. In the event of an actual fire the caregiver will be responsible to notify 911 of the emergency from a cell phone outside the building once the evacuation is complete. Once children are all accounted for the caregiver will immediately contact all parents.

In the event of **tornado or severe weather**, the best location for safe haven is in the master bedroom closet. We practice these drills every three months. In the event of a national disaster, I will maintain communication with the local media and follow advisory warning accordingly.

In the event of an **ANY** evacuation emergency it is the caregivers responsibility to move the children to a designated safe area or alternate shelter, including a Red Cross Designated Mass Shelter known to all household members, caregivers, parents and volunteers.

**Relocation (Designated Safe Area)**  
4 houses down to corner of Bilbrook and Watchful Fox

**Alternative Shelter**  
Texas Oaks Baptist Church  
9910 Bilbrook Place  
Austin, TX 78748

Caregiver shall be responsible to gather the children in a group and supervise an orderly evacuation from closest available door to the designated area or Alternative Shelter by foot or by car. Caregiver will remain with and care for the children at all times during an event. Attendance will be checked whenever children are moved.

**In all above events** the caregiver is also responsible to bring Cell phone, Emergency kit, current sign in log, parent emergency contact telephone numbers and authorization for emergency care for each child. Upon leaving the center and arriving at the designated evacuation area, all children must be physically accounted for (head count) against the sign-in log. Cell phone will be used to communicate with local authorities (such as fire, law, medical services), parents and Texas Dept. of Family and Protective Services.

**For inclement weather, if possible, take appropriate supplies to protect the children.**

Heaven Sent Preschool  
 Out-of-area Emergency, Lockdown/Intruder Alert  
 And  
Emergency Evacuation Preparedness Procedures Form

**We encourage you to familiarize  
 yourself with the  
 disaster plans and policies established  
 for our preschool.**

I have received a copy and I understand Heaven Sent Preschool has established Out-of-area Emergency, Fire, Emergency, Emergency Lockdown/Intruder Alert and Evacuation Preparedness Procedures and will respond appropriately to a disaster.

Parent Signature (print): \_\_\_\_\_ Date: \_\_\_\_\_

Parent Signature (print): \_\_\_\_\_ Date: \_\_\_\_\_

Provider 's Signature : \_\_\_\_\_ Date: \_\_\_\_\_

During a disaster, communications may become challenging. Often it is easier to contact an out-of-area phone number than the local number or cell number. Our facility is requiring an out of area number to relay information throughout a disaster. Please put this number in a convenient and accessible place that you were able to get information about your child should local calling become challenging. Our out of area contact is:

Childs Name: \_\_\_\_\_

**Out of area contact (100+ miles away):**

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

City, State: \_\_\_\_\_

Phone: \_\_\_\_\_

Relationship to Parent: \_\_\_\_\_

# Information on Reporting Child Abuse

- **Child abuse and neglect are against the law in Texas, and so is failure to report it.\***
- *If you suspect a child has been abused or mistreated, you are required to report it to the Texas Department of Family and Protective Services or to a law enforcement agency.*
- You are required to make a report within 48 hours of the time you suspected the child has been or may be abused or neglected.

**What is Abuse?** Abuse is mental, emotional, physical, or sexual injury to a child or failure to prevent such injury to a child

**What is Neglect?** Neglect includes (1) failure to provide a child with food, clothing, shelter and/or medical care; and/or (2) leaving a child in a situation where the child is at risk of harm.

### How do I make a report?

1. Call the abuse and neglect hotline at **1-800-252-5400**.
2. When you make a report, be specific. Tell exactly what happened and when. Be sure to record all injuries or incidents you have observed, including dates and time of day and keep this information secured.
3. Reports should be made as soon as possible but no later than 48 hours before bruises and marks start to fade. It is important for the investigators to be able to see the physical signs.
4. Give the agency person any information you have about the relationship between the child and the suspected abuser.
5. Please provide at least the following information in your report.
  - Name, age, and address of the child
  - Brief description of the child
  - Current injuries, medical problems, or behavioral problems
  - Parents names and names of siblings in the home

**Will the person know I've reported him or her?** Your report is confidential and is not subject to public release under the Open Records Act. The law provides for immunity from civil or criminal liability for innocent persons who report even unfounded suspicions, as long as your report is made in good faith. *Your identity is kept confidential.*

**Finally, err on the side of caution.** If you have reason to suspect child abuse, but are not positive, *make the report.* If you have any doubts about whether or not it is abuse, call the hotline. They can advise you if the signs you have observed are abuse.

**CHILD ABUSE HOTLINE 1-800-252-5400**

Parent(s) Signature \_\_\_\_\_  
Date \_\_\_\_\_

Provider Signature \_\_\_\_\_  
Date \_\_\_\_\_

\* Failure to report is a Class B criminal offense, punishable by a \$2,000 fine and/or imprisonment for up to 180 days. Failure to report also could subject you to considerable monetary liability in a civil rights action.

|  |                                      |
|--|--------------------------------------|
| Caregiver<br><b>Yolanda Cree</b>                           | Telephone No.<br><b>512-699-1497</b> |
| Address<br><b>10526 Bilbrook Place, Austin Texas 78748</b> |                                      |

### Licensed Family Home Caregiver/Parent Agreement

#### AGREEMENT

I, \_\_\_\_\_, agree that caregiver Yolanda Cree,  
(Parent)

will care for \_\_\_\_\_.  
(Children)

beginning on \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_.  
(month) (day) (year)

Care will include the following meals and snacks:

- Breakfast
- Morning Snack
- Lunch
- Afternoon Snack
- Supper

I will pay a  Weekly  Monthly fee of \$\_\_\_\_\_. Payment is due in advance on 1st of every month.

If this fee is not paid by that day, a penalty of \$10.00 first day late and \$5.00 every day after will be charged, or my child must be withdrawn from care.

My children will be in care between the hours of \_\_\_\_\_ and \_\_\_\_\_ on Monday-Friday.  
(time to arrive) (time to leave) (days)

Care outside of these hours will require an additional fee of \$1.00 per minute that will be paid the same day or billed to next month's tuition.

When I withdraw my child (ren) from care, I will give at least 30 days advance notice.

\_\_\_\_\_  
Signature-Parent(s) Date

\_\_\_\_\_  
Signature-Caregiver Date

**Discipline and Guidance Policy for** Heaven Sent Preschool

Name of Operation

- ◆ Discipline must be:
  - (1) Individualized and consistent for each child;
  - (2) Appropriate to the child’s level of understanding; and
  - (3) Directed toward teaching the child acceptable behavior and self-control.
  
- ◆ A caregiver may only use positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction, which include at least the following:
  - (1) Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
  - (2) Reminding a child of behavior expectations daily by using clear, positive statements;
  - (3) Redirecting behavior using positive statements; and
  - (4) Using brief supervised separation or time out from the group, when appropriate for the child’s age and development, which is limited to no more than one minute per year of the child’s age.
  
- ◆ There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:
  - (1) Corporal punishment or threats of corporal punishment;
  - (2) Punishment associated with food, naps, or toilet training;
  - (3) Pinching, shaking, or biting a child;
  - (4) Hitting a child with a hand or instrument;
  - (5) Putting anything in or on a child’s mouth;
  - (6) Humiliating, ridiculing, rejecting, or yelling at a child;
  - (7) Subjecting a child to harsh, abusive, or profane language;
  - (8) Placing a child in a locked or dark room, bathroom, or closet with the door closed;
 and
  - (9) Requiring a child to remain silent or inactive for inappropriately long periods of time for the child’s age.

Texas Administrative Code, Title 40, Chapters 746 and 747, Subchapters L, Discipline and Guidance

My signature verifies I have read and received a copy of this discipline and guidance policy.

---

Signature \_\_\_\_\_ Date \_\_\_\_\_

Check one please:      Providers Signature \_\_\_\_\_

parent       employee/caregiver       household member of child-care home

# Heavensent Preschool

## Photo and Media Release

Photographs, videos and sound are taken throughout the day while children are playing with friends, learning during hands-on activities, and themed lessons. We use these photos for a variety of reasons. Some examples include but are not limited to: advertising, marketing, educational conferences, teaching, arts, and crafts, business website, parent gifts, Facebook pages, pinterest boards, etc.

I hereby waive the right to receive any payment for signing this release and waive the right to receive any payment for Heaven Sent’s use of any of the material described above for any of the purposes authorized by this release.

Your permission is greatly appreciated. Please understand if you choose to **not** permission and our preschool is given the opportunity to participate in a professional education training Video, commercial or filmed observation you will be asked to make other child care arrangements for your child the day(s) our school is participating. Advance notice on special events is given. Photographs are taken spontaneously throughout the day/week and notice will not be given. Thank you for your understanding and cooperation.

I give permission       I do not give permission

Child’s full name \_\_\_\_\_

Parents name (Print) \_\_\_\_\_ Date \_\_\_\_\_

Parents name (Print) \_\_\_\_\_ Date \_\_\_\_\_

Provider’s Signature \_\_\_\_\_ Date \_\_\_\_\_