

His branches shall spread; His
beauty shall be like a tree

Hosea 14:6



Parent Handbook

Operation Policies

Learning Tree Children's Academy

7713 Milwaukee
Lubbock, Texas 79424
T (806) 771-2323
F (806) 771-0725

LearningTreeCA.com

INTRODUCTION

We proudly welcome you to our child care center. Our facility is state licensed and is dedicated to providing your children with the best quality care while offering a variety of fun filled learning experiences. We strive to foster a positive self-image as well as a positive attitude within every child in our school. Our wonderful well-trained staffs' top priorities include the safety, happiness, and well-being of each child in their care. We ask that you take a few moments to read through this Parent Handbook. It contains the operational policies of our child care center.

HOURS OF OPERATION & HOLIDAYS

Our facility is open year round (January through December), Monday through Friday from 6:00AM until 6:30PM. We will be closed and will not provide childcare in observance of the following holidays:

- | | |
|---------------------------|--------------------------------------|
| a. New Year's Day | January 1 st |
| b. Good Friday | Friday before Easter |
| c. Memorial Day | Last Monday in May |
| d. Independence Day | July 4 th |
| e. Labor Day | 1 st Monday in September |
| f. Thanksgiving Day | 4 th Thursday in November |
| g. Day after Thanksgiving | 4 th Friday in November |
| h. Christmas Eve | December 24 th |
| i. Christmas Day | December 25 th |
| j. Day after Christmas | December 26 th |

Our facility will close at 3:00PM on the day before the holidays listed in f-h. We make every effort to provide consistent daily care for your children. In the event of our facility being closed or delayed due to weather conditions, advance notice will be posted on local television and radio stations

PARENT VISITS

We enjoy an open door policy for our parents. We welcome parents to drop in and visit anytime throughout the day. We do ask that parents sign in on the visitor log at the front desk. A daily activity schedule is posted inside every classroom. Use this schedule to help you decide if you would like to visit during a busy time like outdoor playtime, or a quiet time such as story time. We strongly encourage parents to attend the classroom parties that we have planned throughout the year. We love to have you share in any of the many activities we offer. All visitors that do not have a security code will need to ring the guest doorbell and be signed in at the front desk after presenting proper identification.

MINIMUM STANDARDS & DFPS

All child care facilities registered and licensed by the Texas Department of Family and Protective Services must comply with state minimum standards. A copy of the minimum standards is available for review in the front office. It is our policy to post the most recent licensing inspection report on our parent information board.

Texas Department of Family & Protective Services
5121 69th Suite A4, Lubbock TX 79424
806-698-5500
www.txchildcaresearch.org
Child Abuse Hotline 1-800-252-5400

POLICY CHANGES

We will notify parents of any changes to center policy in the following manner: changes will be dated and posted on the parent information board.

AFTER SCHOOL CARE & SUMMER CAMP

We are proud to provide our school age children with a building of their own. Boardwalk is located at 2434 25th Street. During the school year, school age children are picked up from elementary school and transported to Boardwalk for a nutritious snack and fun afternoon activities. Parents have the option of picking their children up directly from Boardwalk before 4:30PM or from the home facility after 5:00PM. Boardwalk's summer camp program has been specially designed to cater to the interests of school age children while still providing excellent quality care that allows parents peace of mind. Please ask for additional information on Boardwalk at the front office.

TRANSPORTATION, FIELD TRIPS & WATER ACTIVITIES

- a. It is our policy to only transport children age 4 and older. We adhere to the safety standards set by the Texas Department of Motor Vehicles when we transport children to and from school and the childcare center.
- b. Written notification of fieldtrips will be given to parents indicating when and where the class will be going, and when the class is expected to return to the facility. A copy of this notice will be posted 48 hours in advance of the fieldtrip on the parent information board.
- c. Advance notice of water related activities will be posted on the parent information board.
- d. It is our policy that every child attending a fieldtrip must wear our school t-shirt. Please see the front office to purchase a school t-shirt.

ENROLLMENT & ADMISSION

The following forms must be **completed** and on file when care for your child begins:

- a. Admission Information
- b. Health Requirements
- c. Enrollment & Information Sheet
- d. Financial Agreement
- e. Food Nutrition Program Application
- f. Examining Physician's Report
- g. Current Immunization Record
- h.

It is essential that you keep us informed of changes in contact information as well as special care needs for your child as they occur. It is our policy to conduct a routine update of the information in every child's file twice a year.

Parents are encouraged to purchase a school spirit t-shirt for their children to wear on Friday Spirit Days. These school t-shirts are also required for field trips. Please contact the front office for information on purchasing a school spirit t-shirt.

Every child between the ages of 12 months and 5 years will need an individual nap mat. Nap mats are available for purchase at the front office. Due to space limitations in regards to storage, all nap mats that were not purchased at the facility must be approved by the front office

TUITION & FEES

As outlined on the Financial Agreement you signed in your child's enrollment packet, tuition is due each Monday in advance for that week and will be considered late on Tuesday along with any applicable late fees. The enrollment fee is due at the time of enrollment. Student fees are charged once a year in August. An annual fee is charged in January. Money paid to our facility is non-refundable.

CHILD SIGN-IN/RELEASE OF CHILDREN

It is our policy that an adult must accompany every child into the facility. Please be sure to release the child only to a member of our staff. Please remember to use the designated computer in the front office to electronically sign in and out your child(ren) daily. It is our policy to allow only parents and designated people listed under the Emergency Information and Release section in your child's enrollment packet to pick up your child. You may update this list at anytime. All changes to your authorized pick up list must be made in writing. It is helpful if you notify us in advance if someone on this list will be picking up your child. Individuals asking to pick up a child from our facility **must** present valid picture identification and must be verified by a member of the office staff before they will be allowed into the child's classroom. We ask that all parents and persons authorized to pick up children come through the front office to correctly sign out each child. Our staff is trained to not release children from playgrounds or parking lots.

PARENT RESPONSIBILITY

At the end of the day, the parent or authorized person signing out the child becomes responsible for the child as soon as he/she is in the presence of the child.

Every child has a designated cubbie labeled with the child's name for storage of personal belongings. We ask that parents label all personal belongings such as blankets, jackets, extra clothes, etc with the child's first name and first initial of the child's last name. The facility will not be responsible for lost or broken items such as eye glasses, coats, shoes, watches, rings, bracelets, toys, etc.

Our facility is equipped with a large variety of toys and age appropriate learning materials. You will notice that we change out the equipment for the fun activity centers in individual rooms several times throughout the year to provide the children with fresh and exciting opportunities for group and individual play. With all that we provide for the children, we ask that parents discourage children from bringing toys from home. However, we are always grateful of donations of toys, books, art supplies, etc.

INFANT FEEDINGS

We require parents to fill out an Infant Feeding Schedule at the time of enrollment and update it at the beginning of every month. The information provided by parents on this form gives the care givers individual instructions for your baby. It is the parent's responsibility to provide bottles pre-made with formula/milk and all infant cereal or jar food required. Due to our rigorous standards for cleanliness and safety, we ask that parents provide daily enough bottles for the number of feeding required by their infant. When your child is a year old and ready for table food, we will provide breakfast, lunch, and afternoon snack in accordance with the posted menu.

ANIMALS

From time to time, we are visited by pets. Whenever we have an animal friend attend our child care center, we will post a notice on the parent information board. In keeping with Texas State Standards we will adhere to the following:

- a. A statement of good health from a veterinarian is kept on file for all animals that visit the facility.
- b. Vaccinations as required by Texas Health and Safety Code, Chapter 826 for all animals that visit the facility are kept on file.
- c. All caregivers and children will practice good hygiene and hand washing after handling or coming into contact with items used by an animal, such as water bowls, food bowls, cages, etc.

PEST CONTROL

Our facility strives to maintain the cleanest, most sanitary environment possible. Posted inside the facility is the current schedule for pest control.

INJURY & PARENT NOTIFICATION

Although we closely supervise the children in their activities, some accidents inevitably occur during the course of normal play. Every caregiver is certified in First Aid and has been trained on how to handle various types of injuries. A written accident report is filled out for all types of injuries. For minor injuries, this written report will be presented to parents at the end of the day for a signature. Serious injuries are always reported to the parent immediately, detailed written reports are made, and any appropriate medical attention will be given as stated in the Emergency Information and Release you signed in your child's enrollment packet. In an emergency, we will call 911.

IMMUNIZATIONS, PHYSICIAN'S STATEMENT, ALLERGIES, & SPECIAL NEEDS

- a. In compliance with the requirements of the State of Texas, we must have on file a copy of the current immunization record for each child in our care. Every child must be current on the following: Polio, DPT, HIB, Hepatitis A & B, MMR, and Varicella. A current TB test will be required when specified by the Lubbock Health Department.
- b. An annual physician's statement of good health must be on file for every child enrolled in our care.
- c. For the safety of your child, we ask that you provide us with a physician's statement in regards to any allergies your child might have. This statement should include the nature of the allergy, the possible allergic reaction your child might have (i.e. signs and symptoms), and what care should be provided in the event of an allergic reaction.
- d. In order for us to be able to provide the best care possible for every child, it is important that parents notify us at the time of enrollment of any special needs required for the care of their child. We ask that you provide us with a physician's statement detailing the type of care needed for your child's special needs. Depending upon the nature of your child's special needs, our facility might not be the right environment for your child.

MEDICATION & ILLNESS POLICY

Please take note of our Medication Policy:

- a. All medication is kept in a secure location and is administered by office staff.
- b. Medication is given around 12:00 noon. Medications needed at other times are the responsibility of the parent.
- c. Parents **must** complete written instructions on the medication form prior to medication being given.
- d. All medication (over-the-counter or prescription) **must** be in the original container with the child's name clearly marked along with specific directions for use.
- e. Any over-the-counter medications to be given **must** be accompanied by written authorization from a doctor.

Our Illness Exclusion Policy is as follows:

- a. Any child who is contagiously sick should not be brought to the facility for care. Please find alternative care until your child is no longer contagious, has been symptom/fever free for 24 hours, or has been released by a physician to return to group care, and feels well enough to actively play with other children.
- b. If your child becomes ill while at school (e.g. develops a temperature registering 100 degrees or higher, vomits, has diarrhea, etc) we will notify you at once and you will be expected to make arrangements to have your child picked up from the facility within 30 minutes. If your child has not been picked up within 30 minutes, in accordance with the policies in the Financial Agreement in your child's enrollment paper work a late pick up fee will be charged to your account.
- c. If your child has been sent home ill, your child should not return to the facility for care until his/her temperature has registered normal for 24 hours without the aide of medications or has been released by a physician's statement.

Our Medication and Illness Policies help protect the safety and health of all of the children and the staff.

VISION & HEARING SCREENINGS

All children age 3 and older will participate in vision and hearing screenings on site at our facility as required by Texas Standards. A minimal fee will be charged to your account to cover the cost of each screening. You will be given advance notice of the date and time of each screening so that your child may be present to participate.



MEALS & SNACKS

We are proud to provide our children with breakfast, lunch, and afternoon snack. We offer tasteful, nutritious well-balanced food that is cooked on site at our facility and meets the requirements and guidelines of the USDA Food Program. Our menus are always posted on the Parent Board. Meal times are posted on the daily activities schedule inside each classroom. Please notify the school if your child will be arriving after 10:00AM so he/she will be counted for lunch. If your child arrives at the facility after a scheduled mealtime, it is your responsibility to feed your child. In the event that your child has a food allergy to a menu item for the day, you may choose to provide an alternative meal from home. Please understand when you provide a meal for your child, our facility is not responsible for the nutritional value or for meeting your child's daily food needs.

DISCIPLINE & GUIDANCE

It is our policy to treat each child with respect, fairly and firmly. In the event that a child's behavior is not acceptable we will redirect that child in accordance with the following Discipline and Guidance Policy:

Discipline will 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

Staff will 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 expectations
daily by using clear, positive statements.
- (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 will 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 toileting;
- (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.

If unacceptable behavior is severe or continuous, we will notify and discuss appropriate actions and solutions with parents.