

PLAYWORKS

Child Development Center and Youth Program

OPERATIONAL POLICIES

Mission

The purpose of this program is to provide quality care for children of working and/or educating parents or guardians in the community.

Philosophy

We work at providing a high-quality childcare environment, which encourages children to develop the desire to learn and continue learning by actively engaging in interactions with materials, peers and adults. This includes attending to and providing for them in such a way as to foster trust and promote a positive sense of self-worth.

We believe that all children learn through active participation with their environment. Infants, Toddlers, and Preschoolers learn about their environment through meaningful “hands-on” experiences that promote active thinking and reasoning. We provide an environment and activities rich in developmentally appropriate experiences that support and challenge children's individual needs and interests. As the school age years near, or for those children currently attending school outside the child care, we continuously research what is new in the field with respect to school age programs and expectations from our school districts as we believe it's important in the lives of each child to “bridge the gap” between the child’s home, school and child care program.

Parents are encouraged to visit and participate in their child's program at any time, and are considered an integral part in planning for the development of their child(ren).

Days/Hours of Operation:

Playworks is open for year-round care; Monday through Friday; 6:00am-6:30 pm.

Holiday Schedule:

Playworks is closed with pay the following 12 days:

- **New Year's Eve**
- **New Year's Day**
- **MLK Day**
- **Battle of Flowers Day**
- **Memorial Day**
- **Independence Day**
- **Labor Day**
- **Thanksgiving Day**
- **Thanksgiving Friday**
- **Christmas Eve**
- **Christmas Day**
- **Day after Christmas**

*Playworks will honor any **Federal holiday** above by closing on a Friday or Monday if the holiday falls on a weekend day*

Enrollment Procedures:

Priority enrollment will happen in the following order:

- Families who need care for the sibling of a child we currently have enrolled
- All others who are currently on a waiting list, to include families on the state subsidized waiting list with CCDS

Initial Orientation: Before a child is enrolled at Playworks, the parent(s) are encouraged to meet with center personnel. Visit will include a tour by the center director, and may include a *teacher orientation (below)*. This will establish a relationship between the center staff and families. It's important that parents understand and support the policies explained during this meeting for the wellbeing of the child.

Center Enrollment Orientation: Enrollment orientation must occur prior to a child starting the program. Administrators explain policies, philosophies, methods and procedures to parents. Enrollment forms are explained and collected when completed. Parents must submit completed enrollment forms with registration and tuition fees prior to the child starting the program.

Teacher Orientation: The teacher orientation may occur before or after the center enrollment orientation, but should occur prior to the child starting the program. If this is not possible due to immediate care being needed; it's important to schedule an orientation with your child's teacher to explain specifics about daily routines, classroom activities and goals.

Enrollment Requirements:

- * Registration/Tuition/any other applicable fees
- * Tuition Agreement must be signed
- * Childcare Licensing Admissions forms completed and signed
- * Childcare Licensing Discipline and Guidance form signed
- * Policy handbook reviewed and any questions on policies discussed.
- * Immunizations must be submitted and in compliance with the Health Depts requirements for child care
- * Statement of health from doctor must be completed within a month of enrollment
- * A-topical permission signed if applicable
- * Photo release form
- * PG movie release form ~ if applicable
- * USDA Food Program Enrollment Form and Income Eligibility Form completed
- * Acknowledgement of receiving Safe Sleep Form (Infants)
- * Infants only: Infant Feeding Schedule (to be updated monthly)
- * Any other forms pertinent to Childcare Licensing and/or the USDA Food Program

Enrollment Information Updates:

Parents are responsible for updating enrollment forms as changes occur. Such changes may include, but not be limited to:

- Phone numbers
- Address change
- Emergency contact information
- Allergies & immunization updates
- Change of job, school, etc.
- Change of family structure (i.e.: divorce and/or custody issues)

All parents of full-time children must complete re-enrollment forms **and submit annual registration fees** annually (August 1st –July 31st); school age children will re-enroll each school year and beginning of summer camp with new enrollment forms and registration fees.

Supply Fees will be assessed bi-annually; currently set at \$35.00. Parents are always welcome to support their child's classroom throughout the year with supplies the teacher may request.

Immunizations & Doctor's statement/Vision and Hearing/Tuberculin testing:

Parents must submit updated immunization records and a doctor's statement that the child is physically and emotionally able to participate in the child care program. Additionally, any child who is *four years by September first*, must submit a vision and hearing screening.

A list of immunization requirements by the Health Department may be obtained from the front desk. This program does not accept children who do not meet the immunization requirements as set forth by the Health Department.

Tuberculin testing is suggested; but not yet required in Bexar County.

Curriculum & Parent Conferences:

For Preschool children and older, our program will be using the Pinnacle Curriculum which is a Child Care Education Institutes (CCEI) research-based early childhood curriculum that's designed with both teachers and students in mind and is based on the works of Piaget, Gardner, and Erikson. Pinnacle will provide early childhood educators with lessons that engage children in developmentally appropriate activities.

For Infants and Toddlers, our program plans and assesses children according to developmental skills they are currently and for emerging skills. Infants and toddler's cognition goes no further than their *immediate world and surroundings* to include their teachers, friends, families and home environments. This is taken into consideration as teachers build an authentic planning and assessment plan to foster each child's individual needs and interests.

Parent's will be reported of children's progress through progress reports at least twice a year. Children will begin Portfolio's at the beginning of the school year (or when they enroll) and be allowed to take home at the end of the school year; prior to summer activities.

Non-Discrimination Policy:

This program admits children of any race, sex, religion, disability, and national/ethnic origin to all the rights, privileges, programs and activities made available at Playworks.

Arrival and Departure / Release of children / Children left after hours:

Parents must sign in and sign out their child(ren) each day. Your child will only be released to the parent(s) and any other person whom you have given advance permission for release and are in your child's file as an authorized person to pick up. For safety purposes, please accompany to and from his/her class, in and out the door and to and from your vehicle.

For the child's safety, children must not run ahead of you or roam freely on our property.

All children need to arrive by 9:00am unless they are scheduled for an appointment somewhere that morning, making for a late arrival. Lunch counts are taken during this hour. Please call ahead and ensure your child brings in a doctor's note if a morning appointment makes for late arrival. Director reserves the right to disallow children to enter after the morning curfew as late arrivals make for distractions in the morning activities already in session.

Please make drop off and pick up time brief! Some children have a hard time separating from parents... the longer you stay, the more stress it creates for your child and disrupts the rest of the group. During pick up time, children are excited to see you. This is normally a time where children may act out to see if rules still apply. Teachers are authorized to correct any behaviors that are not acceptable in the program. (i.e. running, getting into supplies, playing in area has been cleaned and closed down for play, etc.). Parents are expected to respect and follow through with any discipline necessary!

Be prepared at all times to show photo ID when picking up your child(ren). As staff shifts may change and some may not have met you, this is an example of a time you will need to spontaneously show ID. Copies of ID's will be taken and remain in your child's file for anyone other than parents/guardians listed in the child's file.

Child care providers are legally responsible for the children left in their care and should only release children to the following:

- child's parents or legal guardian
- individuals the parent has authorized in writing
- police and child welfare workers with proper authorization

NO EMPLOYEE OF PLAYWORKS is allowed to act as an emergency contact person for picking up your child due to illness, or another situation. You must choose people who are not employed with us.

Children left after hours may not be taken home with employees; unless an employee has been authorized to pick up your child and it is included on your enrollment paperwork. Every attempt will be made to contact parents and emergency contacts. If no designee can be located within one hour, the police department will be contacted and given the name of the parent/guardian.

If the child is released to authorities for temporary care, and the center is closed, a note will be left on the front door advising the parent of the situation.

Parents/guardians abusing closing policy may be subject to immediate termination from the program.

Health Checks:

A health check will be conducted on each child at arrival time. This will include an overall observation of child's temperament & physical features. ALL providers receiving children reserve the right to conduct a head to toe check of each child in the presence a parent at drop off time. Please ensure you disclose anything new that has occurred with your child; i.e.: lack of sleep, falls, skin lesions, bruises, doctor/hospital visits, etc.

Information from Childcare Licensing regarding the importance of this practice is available for your review!

Releasing children to apparently intoxicated Parents:

If the individual authorized to pick up the child appears to be intoxicated and intends to operate a motor vehicle to transport the child, staff will ask if there is someone else who is present and in a better condition to drive.

Staff will release the child(ren) only if another person who does not appear to be intoxicated agrees to drive. If there is no other parent, we will offer to call someone else to come and drive you and your child(ren) home.

Should the parent refuse to have their child(ren) driven home by someone who is not under the influence of alcohol, then staff are mandated to immediately call the police department.

The following reporting procedures will be applied:

- 1 Report to the police department
- 2 Report to child protective services (CPS)
- 3 Fill out an incident report and report to TDFPS within 24 hours

Severe Weather Days:

Playworks will follow the NISD school closures due to severe weather conditions; i.e.: ice days.

Emergency Procedures:

The center has evacuation routes and emergency procedures for severe weather.

All staff are responsible for familiarizing themselves with the emergency procedures and evacuation plans.

*****See Exhibit A attached hereto***

Illnesses:

Children who have exhibited any symptoms of infectious illness WITHIN 24 HOURS PRIOR TO ARRIVING AT THE PROGRAM are likely to be contagious and should remain at home. Examples of associated symptoms include, but are not limited to: fever of 100 deg. auxiliary (under the arm); nausea or vomiting; diarrhea; sore throat; loss of voice; hacking or continuous coughing; rapid breathing or labored breathing; severe cold; stiff neck; runny nose (yellow or green discharge); draining eyes or ears; yellowish skin or eyes; rash; lice; contagious illness of any sort; and/or too ill to participate in daily activities. **WE WILL NOT ACCEPT ANY CHILD IF ANY OF THE LISTED SYMPTOMS ARE PRESENT OR HAVE BEEN PRESENT WITHIN THE LAST 24 HOURS.**

- 1 If a child displays any of the above symptoms while in care, he/she will be removed from the group. The parent or authorized adult will be notified to come pick up the child.
- 2 Parents/authorized adults have **ONE HOUR** from time of notification to pick up the child and may not return to care for a minimum of 24 hours from the time the child is signed out.
- 3 Unless circumstances make it impossible or strict adherence to parental instructions would result in a life-threatening situation, medical emergencies will be handled as agreed to by the parents on the Emergency Medical Release Form.

Childcare licensing standards supporting this policy is available for your review!

Medications

We will not administer any **prescription or OTC** medication, including aspirin or cough drops/syrup, without a doctor's written authorization. Ensure you have a list of medications your child will be using (unforeseen allergies, etc.) signed by the physician and updated annually in your child's records.

For prescription drugs, the container should be clearly labeled with the child's name, name of the medicine, dosage, administration frequency, and the name and telephone number of the child's physician. The medication must be in the original container as dispensed by the pharmacist.

A-topical applications (i.e.: Sunscreen, diaper crème, chap stick) must have parent permission prior to administering.

Non-prescription medicine will be administered ***by a trained staff member*** according to written directions on the doctor's written permission and on the bottle.

For medications administered:

Twice a day: this is done at home

Three times a day: We administer the 2nd dose at 2pm

Four times a day: We administer the 2nd and 3rd doses at 10am & 2pm

Injuries / Accidents / Medical Emergencies

Every attempt will be made to ensure that your child will be in a safe environment, but no matter how much we monitor conditions, accidents do occur. In the event of a serious accident, you will be contacted for instructions. If you or your emergency contact person is unable to be reached, emergency actions and/or whatever means is necessary will be taken in order to provide the best care for the health of your child. All incidents and accidents will be documented on an accident report for your signature.

In case of a major emergency, I will attend to your child first, call 911, and then notify you as soon as possible. If a parent is not available, other family or friends on your enrollment form will be notified.

Your child will be taken to the hospital, which you have designated on the enrollment form, if that becomes necessary. **IT IS INCUMBENT UPON YOU TO CHECK WITH THE HOSPITAL EMERGENCY ROOM TO FIND OUT WHAT KIND OF FORMS ARE REQUIRED TO BE ON FILE FOR TREATMENT IN CASE OF PARENTAL ABSENCE.**

Guidance Policy / Discipline Children

We provide a caring environment that encourages growth in self-control and respect for the rights of others. A child's attempt to learn, participate and respond to people and activities in the program is respected from not hurting themselves and others. Guidance in this program is a process of teaching, which allows socialization to take place. Adults are the models for children. We practice techniques that are fair, consistent and respectful of children and their needs. In this way, a child will know the importance of similar behavior in his or her own life.

The following is considered inappropriate in this center:

- 1 causing physical harm to another child or adult
- 2 use of inappropriate language, spitting or other forms of verbal abuse directed to children or adults
- 3 repeated refusal by a child to comply with center or room rules and/or failure to listen to caregivers
- 4 children's behavior that is potentially harmful to themselves

Appropriate guidance techniques:

- 1 redirecting the child to another activity
- 2 planning ahead to prevent problems
- 3 encouraging appropriate behaviors
- 4 having clear consistent rules that are developed in conjunction with children and discussed with them to make sure they understand
- 5 applying logical and natural consequences in problem solving

Humiliation or frightening punishment is strictly forbidden. This includes:

- 1 physical punishment
- 2 verbal abuse, threats or derogatory remarks about the child or his/her family
- 3 restriction or confinement by physical means
- 4 with-holding of meals/snacks to change behavior

Occasionally, there are children who have difficulty adjusting to large groups. If group care is not conducive to a child, we may recommend a smaller setting such as Family Child Care. If need be, teachers will arrange for the director to come observe the child and the classroom.

If further action needs to be taken, the director will consult with teachers and make arrangements to conference with the parent to discuss the problem and work together on probable solutions. If any inappropriate behaviors continue, the director will recommend alternate care.

Preventing and Responding to Child Abuse and Neglect of children:

IT'S EXTREMELY IMPORTANT TO KNOW... Child caregivers ARE MANDATED reporters in the state of TX. To add to this; the childcare center may implement a policy for procedures a staff member needs to take when suspecting abuse in either neglect, emotional or physical. HOWEVER, no provider, parent or any other adult in the life of a child needs to consult ANYONE when they feel it necessary to report to the state. I encourage all families to see owner of Playworks to provide information as to why this is fact.

All childcare staff are required by DFPS a minimum of one hour of annual child abuse training which includes recognizing child abuse, responding and reporting. This topic is such a critical training component, you can be assured Playworks staff exceeds the minimum requirements on this topic.

Methods for training on this topic include self-study and in class training specific to identification and reporting of child abuse along with related topics as: Guidance & Discipline, SIDS and Shaken Baby Syndrome, and violation of car seat/transportation laws. Child care providers will be required to train from multiple sources.

Other methods of daily practice in prevention include the Health Checks on your child you will notice our providers conduct each day upon your child's arrival. It's advised for all parents to check their children at pick up time as well. If any concerns at pick up time, it's advised you immediately report to the supervisor on site who will report that evening to the owner/director to resolve immediately.

Childcare employees will be encouraged to research more with community organizations such as SIDS alliance, DFPS, and other agencies that provide training on this and related topics.

If you are a parent of a child and feel you are a victim of abuse and/or neglect, the director/owner of this program encourages you to schedule an immediate conference with her to discuss the support that is available to you in the community. You must be comfortable that any conversations will remain confidential.

Nutrition:

This program is on a USDA Food Program where meals are provided for all children. Children will be served Breakfast, Lunch & PM Snack. No outside food/drinks will be allowed. The exceptions to this are below:

EXCEPTIONS:

- 1 Child has a doctor's note for food allergies that are non-life threatening. In this case a parent may bring an alternate nutritious food/meal-substitute.
 - For Life-threatening allergies; the childcare center must provide a substitute food item

- 2 In the case of Lactose intolerance; USDA does not approve any other substitute than “**Lactose-Free**” milk. Unfortunately; Soy, Almond, Coconut, Rice or any other Non-milk substitute is **not credible** with the USDA food program. The entire meal will not be credited by FP Assistance (our food program sponsor). If families choose to bring in their own meals due to this concern and need to use a non-credible milk, the meal(s) must meet the child nutrition guidelines and be ready prepared in a lunch box where no kitchen services are needed (i.e.: heating up; using the refrigerator; etc.). See director for ideas on how to meet this guideline.
- 3 Infant families may choose not to use the center’s formula as on contract with the food program sponsor OR use baby foods; but bring in their own processed or home-made baby foods until child is on table foods.

Staff are trained ethics within the USDA program as well as pre-service and annual training on food allergies.

Other nutrition related policies include:

1. Liquids and foods hotter than 110 degrees F are kept out of reach of children.
2. All staff are educated on food allergies and take precautions to ensure children are protected
3. Prepared foods brought in to the childcare program to be shared among the children is commercially prepared or prepared in a kitchen that is inspected by local health authorities.
4. Healthy snacks are served to school age children as they arrive from school

Special Needs and Cultural Differences:

All children and their families will be accepted into Playworks. We will make all reasonable modifications to our policies and practices to accommodate children with special needs, unless to do so would be a fundamental alteration of our existing program. Each child’s needs will be evaluated on an individual basis to determine their eligibility and to determine if our program is a good fit for your child’s care and education. Additional paper work and documentation may be required (i.e.: IEP’s from an outside agency your child works with) in regards to any special needs. Playworks respects each child’s confidentiality, culture, diverse and special needs. Alterations Playworks may encounter include modifications not limited to just the following: food allergies, having a variety of diverse learning toys, having and incorporating children’s cultural backgrounds into the program. We are team and work together, open communication between parents, teachers, and outside resources are very important to ensure a positive experience for all children. Parents are encouraged to participate as often as possible.

Breast Feeding Mothers:

Mothers who choose to visit and breast feed her infant will be provided a safe/private location to do so. Turning a rocking chair away from viewers in our infant room or in the school age room (when the room is not in use) may be options a mother may choose to nurse her infant.

Additional Infant Safety Factors:

1. All adults, with the exception of the infant's own parent(s), will be required to wash their hands before touching any infants less than 10 months of age. Parent permission must be given to allow any adult, other than trained staff to pick up any infants.
2. All bottle-fed children will be held. No child will be allowed to walk around with bottles.
3. If pacifiers are used, they will be given to the child to sooth him/herself at naptime. No child will be allowed to walk around with pacifiers in their mouths.
4. Food cautions include: popcorn, peanuts, raisins, grapes & hotdogs. These foods are high risk for choking in young children and will not be served. (Exception: Hotdogs & grapes cut into quarters may be served)
5. No balloons will be used for any activities for children under the age of 3.

Nap/Rest Time:

All children two years of age and older are required to take a nap or rest quietly each day. Naptime is normally scheduled after lunch from approximately 12:00pm to 2pm. Alternate naptime needs will be met for children less than two years of age.

School age children who attend full day when school is not in session must be scheduled a rest time each day which may include quiet activities with an option to rest during this time.

Toys and Materials

All toys and materials should be left at home. If you have something to share, which you feel will benefit all the children educationally, please contact your child's lead teacher and/or director for prior approval.

This policy also includes the use of personal cell phones (school children), music/video media such as MP3's, Play Station games, and other equipment. Our licensing standards outline strict guidelines for cell phones as well as the use of media in the classrooms. All inquiries need to be brought to the attention of the center director for review and approval.

Parent Conferences:

Parents will receive progress reports twice a year and conference with their teacher's child at least once a year during an open house. Conference may be scheduled at any time to discuss child's development and/or any concerns. Requests for additional conference times will be honored when possible. It's center policy **not** to discuss behavioral or parental concerns in front of the child.

Dress Code:

Your child is expected to arrive well-groomed and wearing appropriate clothing. Socks and tennis shoes (or sturdy closed toed shoes) need to be worn at this program. You will be notified if your child violates the dress code. Inappropriate clothing may inhibit your child from participating in certain activities (i.e.: a child may be sitting out from playground play if appropriate close-toed shoes are not worn). Full cooperation and respect for this program with regards to this issue is appreciated!

Jewelry & safety precautions:

It's not recommended by childcare licensing or our program that any child under the age of 5 years in childcare group setting wear necklaces, bracelets, watches, or earrings other than studs. Children are at risk of catching their jewelry on something that may cause injury to themselves. Not to mention the cost to replace lost and/or broken jewelry is an inconvenience.

This policy serves as notice Playworks staff will not be responsible for any lost or broken jewelry or injury caused by wearing jewelry. Please protect your child(ren) and their belonging by refraining from these types of jewelry in childcare.

Transportation:

Staff must be 25 yrs. of age and complete annual transportation training to drive program vehicles. When children go on field trips, parents will be required to provide a car seat for their child(ren). Parents will not transport children, other than their child, during field trips they attend as chaperones.

Car Seats:

The Texas Car Seat Law requires that all children who are less than eight years old and less than 57 inches (4'9") MUST be properly secured in a safety restraint system (car seat or booster seat) AND all restraint systems must be installed and used per the manufacturer's instructions. For more information on child passenger safety check out

https://www.dps.texas.gov/director_staff/public_information/carseat.htm

Our staff is required to report to the director, who will council parents and/or report to authorities, if parents violate this law.

Field Trips:

Field trips are an important aspect of our program and will be scheduled when possible for our Pre-kinder program. Each child must have written and signed permission from the parent or guardian before they are allowed to go on each field trip. All children will wear the program's field trip shirts on each trip.

Parent chaperones are encouraged on field trips. Parents who would like to chaperone must follow the daycare van on trips. Parents will not transport children on field trips. If you would like to transport your own child, you must sign him/her out of the program prior to leaving.

Parents will not be allowed to assist other children in the bathrooms and will never be left alone to supervise a group at any time. **Each parent must have completed a criminal background check prior to attending field trips.**

School Pick up Policy

If your child will not be picked up from school, ***please call and leave a message at your earliest convenience, and no later than 2 pm.*** If staff does not see your child out in the back of the school, and the monitors (school staff) are unable to locate your child, staff will be held up at the school (and possibly LATE to the next school for pick up) and will make the following phone calls:

1. you first, if no answer...
2. your spouse and/or emergency contact, if no answer...
3. phone the school's front desk to inquire who signed out your child and at what time. If they don't have record of this, staff will immediately phone the director and report the incident. The director will initiate the next step...
4. phoning parents again to report child was not at the school

Swimming Pool

Due to insurance requirements, children under the age of four (4) are prohibited from using the three (3) foot in-ground pool located on the premises. A certified Life Guard will be required for all in-ground swimming activities.

Water Play

All classrooms, with the exception of young infants, will participate in water play at some time during their care. This may include low wading pools (which meet the specifications as outlined by childcare licensing) or sensory table play. Please notify director and classroom teacher if your child has ear tubes with doctor's orders to refrain from any form of water play during the healing process.

Outdoor Playground Procedures

Optimizing the time on the playground is important and very much a part of every child's development. The guidelines are as follows:

- Schedule outdoor activities twice a day, weather permitting.
- Ensure children are dressed properly for outdoor play.
- Water is offered to children throughout the day and after outdoor play.

Weather:

- 1 Cold Weather = between 36-40 F, including the wind chill factors, outdoor activities may continue provided children have adequate clothing. If our unpredictable weather during certain times of year chooses to drop 15-20 degrees in a day; outdoor activity may not occur due to the adjustment our bodies may need to sudden drop in temperature change.
- 2 Hot weather = between 90-95, outdoor activities will continue; 95-100, continue outdoor activities in shaded areas. Any temperatures over 100, children need to come indoors.

Animals:

For class pets, childcare licensing standards must be followed. In some cases, vaccinations and health statements from veterinarians are required. Permission from families for pets other than fish tanks must be on file. This will eliminate the potential for allergies in children who have health concerns around certain animals. At most, a classroom may have a small fish tank with fish.

Gang Free Zone:

Under the Texas Penal Code, any area within 1000 feet of childcare centers must be gang free zones. A hand out on this topic is posted in the lobby; notifying all we are located in a gang free zone.

Toileting / Potty Training

We will "assist young children with their toileting skills". Toileting is mastered when the child is ready. This generally occurs around 2 1/2 years of age, maybe a few months later. Toileting is another child developmental milestone, and as with all stages of development, it cannot be forced. You cannot force a child to roll over, sit up, crawl, walk, etc. It is a natural progression that will occur when the child is physically, emotionally, and developmentally ready. Toileting is another step towards independence. We need to be there to assist, NOT INSIST. We let the child decide when she/he is ready. We read books on toileting with the children periodically. We elaborate on the pictures and explain what the child is doing in the picture. However, I do not relate "toilet learning" to being a "big boy" or "big girl". I also do not believe in high praise every time they use the toilet. We believe in encouragement throughout the process. Toileting is a natural bodily function, so, we prefer not to make a huge deal out of it. If you are relaxed about the process, children will be also. I'm sure you've already noticed with young children that no matter what you would like for them to do, if you INSIST, they may RESIST.

Diapers / Diaper Changing

To ensure children are well taken care of and at no risk of diaper rashes, our staff are trained to change children's diapers as follows:

- infants 6 weeks to 18 months: ONCE AN HOUR, regardless of condition of diaper and immediately after a bowel movement.
- Toddlers 18 mon-30 months: ONCE EVERY 1.5 HOURS, regardless of condition of diaper and immediately after a bowel movement.

PLEASE ensure you have supplied your child's teacher with enough diapers to comply with the diaper changing times. In the event your child is left with no diapers, the center reserves the right to charge \$1.00 p/diaper to ensure your child's health care needs are met. Continued neglect to ensure your child has supplies he/she needs for daily care will be reported to childcare licensing.

Smoking:

Please refrain from smoking on the property. We have children and staff with allergies to smoke and would like to ensure this property is a SMOKE-FREE environment.

Cell Phones:

Please refrain from using your cell phone when arriving to drop off and pick up times.

- Drop off time should be brief; sharing information about your child upon arrival to staff receiving your child.
- Pick up time should again be brief; giving your child undivided attention. Your child(ren) haven't seen you all day and needs to feel you are happy to see him/her.

Special Days/Birthdays:

Please clear any requests for birthday sweets with the center director. We have various food allergies in the program which prevents some children from eating foods that are pre-made/pre-baked outside the program. If your child's classroom has food allergies, Director will suggest a safe treat for you to share. Potluck day sign up lists will be reviewed by cook and center director prior to posting.

Vaccine Preventable diseases for employees:

Though TB skin tests are not yet required in Bexar County, it's recommended our employees get an annual TB skin test. TB has surfaced in Bexar County in the recent past and is an airborne virus that settles on the lungs. Though it may not develop into TB, the virus can be broken down with appropriate medical means to protect employees from encountering the virus.

Our program reserves the right to require annual TB skin tests. Though it's not required as of yet in Bexar County, this program reserves the right to hire any employee who does not have a TB skin test

conducted annually. If a positive skin test surfaces, a negative chest x-ray, proof of INH treatment completed and a bi-annual chest x-ray will be required.

HEP-A is not required of adults; but in children who attend the program. Playworks staff will be encouraged this vaccine.

To ensure the safety and protection of our staff, the annual FLU vaccine is recommended for Playworks staff. Playworks reserves the right to hire those who maintain positive health care practices for themselves in this job where we are in contact with many young children.

If a staff member arrives with a mild cough, face masks may be used to protect the children in care until coverage is provided to relieve the provider for the day.

If a provider arrives with a fever, the same illness policy will apply to the provider. A doctor's note will be required for staff who miss more than two days of work and parents will be notified if a staff member is ill as they are with children in care.

Licensing Standards/Licensing Reports:

Copy of Licensing standards and recent licensing reports can be viewed at the front desk/reception area. Upon request, the Director will also be glad to show parents how to access the DFPS childcare licensing website to review standards/inspection reports and any other information DFPS has available online.

Trial Period:

To ensure the compatibility of all children and staff are well matched, all children are encouraged to visit and spend a day in the class he/she will be enrolled. It's important children and families feel comfortable with the teacher, children and environment prior to making final decisions on childcare services.

If at any time during the first two weeks of care the teacher, director or parent feels this particular program does not meet the needs for the child or family in any way, the parent(s) will not be responsible for further payments, and child care services will immediately terminate.

Open Door Policy:

This program encourages parents to visit unannounced anytime to visit/observe in the classroom or participate in program/classroom activities.

Visiting and Participating in the Daycare Program

Parents are encouraged to visit the daycare program at any time their child is in care. Parents will also have opportunities to participate in daycare activities with their child and other daycare families.

You may be asked to complete a TX background check form if necessary, and at no time will parents be left alone with a group of children or be allowed to assist children other than their own in toileting!

Complaints/Grievances

Complaints should not be discussed around the children, other parents, or staff whom is not your child's lead teacher. If there is a problem, it should be referred to your lead teacher, the director or supervisor on duty for help with a resolution.

Termination and/or Withdrawal:

Either the center or parent may terminate enrollment with a two-week notice.

The center may terminate enrollment for the following reasons:

- Failure to provide necessary documentation, falsification of paperwork, incomplete paperwork, failure to provide documentation of immunizations.
- Failure to pay fees in a timely manner
- Repeated late child pick-up
- Extended absence (more than 10 days) without notification
- Difference in expectations; if the center's child care philosophy differs from the parents, and compromise is impossible, the center director will suggest a program more in line with the parent's philosophies and needs.
- Failure to complete mandatory paperwork in a timely manner
- Disregard for staff's recommendations to keep ill children at home for recuperation on a consistent basis
- Continual inability to be reached in an emergency
- Failure to provide center with updated immunization records

The center may terminate IMMEDIATELY for the following reasons:

- Difficulty of a child adjusting to the program
- Disrespect for the center staff, to include but not limited to, harassment
- Behaviors that disrupt or harm the physical and/or emotional respect of the other children in care

Policy Changes & Updates:

Parents currently enrolled will be notified of any policy changes and/or updates with a memo which will include the effective date of implementation.

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Policy questions/concerns:

Parents are welcome anytime to make an appointment to discuss any policy questions and/or concerns they may have.

The Licensing Department, Inspection Report and Important Phone numbers:

You may obtain information about licensing standards, procedures, or this programs most current inspection report by calling the local licensing office at: 210-333-2004 or visiting the website: dfps.state.tx.us

Other important numbers: Child Abuse Hotline: 1-800-252-5400
Poison Control Center 1-800-764-7661

A copy of the current licensing standards & inspection report for this program is available in the front lobby for your review.

Remove this page from the handbook and return to the program after signing below:

I/We have received and reviewed the Operational Policies for Playworks Early Childhood Program.

We understand these policies are in effect for all the families enrolled and will adhere to them to the best of our abilities.

Parent Signature

Date

Parent Signature

Date

EXHIBIT A

Playworks Early Childhood Program
9480 Braun Rd., SATX 78254
210-523-7529

Emergency and Evacuation Plan

This Emergency preparedness plan is designed to ensure the safety of children during an emergency by addressing staff responsibility and facility readiness with respect to emergency evacuation and relocation. The plan addresses the types of emergencies most likely to occur in your area including but not limited to, natural events such as tornadoes, fire, floods, or hurricanes; as well as health events such as medical emergencies, communicable disease outbreak, and human-caused events such as intruder with weapon, explosion, or chemical spill. Playworks' plan includes the following written procedures:

Evacuation Readiness

Our first responsibility is to move the children to the following designated safe area or alternate shelter known to all employees, parents, and volunteers.

Location of First Aid Kit: at the front desk in a file cabinet labeled as such

Location of Fire Extinguishers: wall near front door, near toddler room door,
inside kitchen entrance

Evacuation Process

When the decision is made to evacuate the Center facility, the Director will make the announcement in the most expeditious way possible that all persons are to evacuate to the assigned assembly area and await further instruction. The building is to be evacuated completely. The Director will notify appropriate personnel and communicate what type of emergency is present.

In the event of an actual fire, the Director will be responsible to notify 9-1-1 of the emergencies from a cell phone outside the building once the evacuation is complete.

Center staff will evacuate their children as follows:

Infants

The Infant Supervisor and assistants shall put infants in an evacuation crib and move to the designated evacuation assembly area. Upon arriving at the designated evacuation assembly area, all infants must be physically accounted for against the sign-in log and the results reported to the Director immediately. The Group Leader is also responsible to bring all attendance sheets, child admissions forms (located in the clipboard) which contains parent and emergency contact telephone numbers for each child in care and authorization for EMS care for each, and the emergency tote bag with essential items for care.

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

Toddlers and Preschool/Prekindergarten and School Age

The Toddler Group Leader, Preschool/PreK Kinder Group Leader and School age Group Leader shall be responsible to gather their respective classes in a group and supervise an orderly evacuation to the designated assembly area. The Group Leader is also responsible to bring all attendance sheets, child admissions forms (located in the clipboard) which contains parent and emergency contact telephone numbers for each child in care and authorization for EMS care for each, and the emergency tote bag with essential items for care. Upon arriving at the designated evacuation assembly area, all children must be physically accounted for against the sign-in log and the results reported to the Director immediately.

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

Center Assistants/Volunteers and other available personnel will assist the staff with the evacuation and then proceed to perform their assigned duties.

****Note: Under no circumstances are staff to stop for any of their own or children's personal belongings, including, jackets, shoes, purses, etc.***

The Center Director or designee checks bathrooms and "hiding places" for children during a real alarm.

The Center Director retrieves the official fire evacuation binder, children's sign in sheets from each room leader (upon meeting in location with group) and cell phone.

Fire drill will be practiced at least once in a month, at different times of the day; and once a year during a rest/naptime. All children should have the experience of a practice fire drill to be better prepared for a real emergency.

Severe weather drills will be practiced at least quarterly; central location for meeting within the building can be found on room evacuation plan for severe weather drill location site.

Lock-down drill for volatile or endangering person on the premises or in the area will be practiced at least quarterly; the location to cluster the group of children for each classroom will be a part of room orientation and the code word is "lock down".

Relocation of Children to a nearby site or shelter

As outlined in DFPS minimum standards section 746.5202., an emergency evacuation relocation plan procedure has been developed by Playworks Early Childhood Program.

EVACUATION:

The first responsibility of staff is to move the children to a designated safe area or alternate shelter known to all employees, caregivers, and volunteers.

This location during the school year, while school is in operation shall be:

The Braun Station Elementary School
8631 Tezel Rd., San Antonio TX 78254
Phone: 210-397-1550

Alternate location during the school year, during school holidays and breaks, shall be:

The Braundera YMCA
9606 Bandera Rd., San Antonio TX 78250
Phone: 210-520-9700

Children shall first be evacuated to central meeting location as outlined in the fire drill procedures out to the front of the building in designated meeting space. From here, Daycare Vehicles with appropriate car booster seats or infant carrier car-seats when available will transport classroom groups of children to the first or alternate shelter as named above.

Children's attendance will be taken as done during fire evacuation drills:

Caregivers account for each child in care as signed in to the classroom sign in sheets on clipboards which are transported with caregivers during evacuations. Located inside the clipboard case are EMS forms for each child in care.

Backup notebooks with all children enrolled in care (full time and drop in children) is transported by Program Director/Supervisor during each evacuation.

Key materials during relocation: Prepared Emergency Evacuation Kit including some play materials.

Licensing Department (DFPS) will be notified upon arriving to the relocation site and staff & children have been accounted for. Parents will be phoned and notified where to pick up their child(ren). Each parent will sign out their child as they normally would on their child's classroom sign out board. All classroom sign in / sign out boards will be retained in one area with an appointed person to ensure all children are signed out prior to removal from the group. Photo ID will be mandatory for all children being picked up.

For Special Needs Children: Special Needs children will be evacuated as any other child. For any non-walking children (i.e.: wheel chair bound, injured child w/a cast, slow moving children w/walkers and/or aids) evacuation will be provided by using an infant crib to help facilitate immediate evacuation in a timely manner.