**Stephanie's Angels Child Care Center, LLC**

Established December 1997

**Stephanie Kelly, Director**

**Operational Policies Parent Handbook**

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Revised September 2021

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We welcome you and your family to Stephanie’s Angel Child Care Center.

Stephanie’s Angel does not discriminate in attendance practices because of race, sex, color, national origin, age, or disability in the operation of the center.

The childcare center is licensed by the State of Texas and funded by monthly childcare fees.

The childcare center is operated by an Executive Director, Administrative Assistant, and Teachers. The Executive Director is responsible for all center operations and activities. In the absence of the Executive Director the Assistant Director is responsible for the center. The teachers are on staff to manage and instruct children in daily activities.

***We invite parents to visit our facilities, go on field trips and be our guest at center functions such as Valentine’s Day, Thanksgiving, and Christmas parties held throughout the year once the CDC has lifted the safety guidelines for COVID-19 pandemic. These activities are suspended until further notice***. We feel that our daily curriculum is particularly important, so we ask for cooperation in not disturbing our class on your visits.

**Texas Rising Star**

This a Texas Rising Star Center. This is a voluntary program for providers who are committed to quality care and who exceed the state’s minimum childcare standards. Texas Rising Star Provider certification is a process for improving the quality of childcare services provided in Texas.

**Gang Free Zones**

Under the Texas Penal Code any area within 1000 feet of a childcare center is a gang-free zone, where criminal offenses related to organized criminal activity are subject to harsher penalty.

**Stephanie’s Angels Philosophy**

It is our belief that children are our gifts from God. When you receive a gift so precious from God, you have an enormous task of caring for them and molding them into responsible, respectable, loving, and caring individuals.

**Goal**

We would like the opportunity to assist you in the care and development of your child. Our goal is to provide a safe, nurturing environment that is conducive for your child’s learning.

**POLICIES OF THE FACILITY**

**Enrollment Policies**

Enrollment forms must be fully completed and turned in to the Center on or before the first day of attendance. Please keep your information updated in writing. There are forms on the bookshelf that you can update your enrollment form with changes and drop it in the bucket at any time, you don’t have to wait for a staff member.

Health records, immunizations and allergy plans must be turned in to the center on or before the first day of attendance. They must be updated as needed.

**SEPARATION PROCEDURE**

Please inform the center Director, in person and timely, if you decide to withdraw your child. All balances for future allocations will be assessed at the time of separation.

**Tuition & Fees**

A $30.00 non-refundable deposit is required for enrollment.

**Tuition is due in advance.** Tuition is still due for full and part time students when not in attendance for extended periods of time to keep slot open. The center accepts cash, money orders, Cash$ App and Square for payment. Payments using credit or debit cards can only be done on Monday evenings with the director. Childcare fees are non- refundable. Parents need to sign a payment schedule agreement.

**Late Fees**

**A $25.00 late charge will be added to weekly or biweekly accounts not paid by 6:00 pm Tuesday and monthly accounts not paid by the 3rd business day of the month.** Payment arrangements for past due accounts must be made in writing. If tuition and late fees are not paid by the third day your child will not be permitted to attend.

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**Weekly & Daily Child Care Center**

**Registration Fee $30 (\*Part time care is less 6 hours per day)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Ages** | **Full Time** | **Daily** | **Part Time\*** | **Daily Rate** |
| 0 – 17 months | $188.15 | $37.63 | $156.85 | $31.37 |
| 18 – 35 months | $162.65 | $32.53 | $145.70 | $29.14 |
| 3 – 5 years | $152.70 | $30.54 | $121.55 | $24.31 |
| 6 – 12 years | $144.65 | $29.13 | $112.35 | $22.47 |

**CENTER SCHEDULE**

Operating Time: 6:55 am - 6:00 pm Monday - Friday

Breakfast 8:00 am– 9:00 am

Lunch 11:30 am – 12:30 pm

Nap 12:30 pm – 2:30 pm

Snack 2:45 pm – 3:45 pm

Supper 4:45 pm – 5:45- pm

Outdoor 45 minutes Morning & Afternoons

**ARRIVAL AND DEPARTURE**

Parent will escort children to and from the car upon arrival and departure.

Please wear a face mask according to COVID-19 protocols during the pandemic.

Parents we ask that you please turn off your cell phone while in the center.

This allows for better communication between you and the staff, and between parent and child without added distractions. The children are excited to see you at the end of the day.

Some children might experience separation anxiety when attending daycare. Reassure your child that you love them and will be back at the end of the day. Keeping drop off time short and the same routine will help your child adjust faster. The teachers will comfort your child and help them get started for the day.

Parents must sign child/children in and out daily and complete the daily health check form in the binder.

Children need to arrive by 9:30am, unless they have a scheduled appointment, so they don’t miss the start of the instructional day. Children need to return from appointments before or after our naptime. Children must not exceed 9 hours of care a day.

Children must be picked up by a parent or authorized person on the enrollment form. If parent authorizes someone else to pick up child, the center must be notified by parent in person, by phone or preferably in writing. Person must show ID.

An “overtime fee” of $1.00 per minute will be accessed for each child left after closing time.

**HEALTH CHECKS**

Please tell staff about any injuries or health concerns on arrival and sign on Health Check Form. Staff will check for signs of illness. Children with COVID-19 symptoms such as runny nose, cough, diarrhea, or fever will not be allowed to attend. Please inform the center as soon as possible about any communicable disease that has been diagnosed.

**ABSENCES**

All parents must notify the center that a child won’t be attending. CCS clients who have five consecutive days of absences will be reported to CCS. After the 8th report you can be terminated from the program. Please keep documentation and inform us about any excused & unexcused absences immediately.

All transportation clients must notify the center before their scheduled pick-up time to avoid suspension from van service. It is especially important your child attends daily to keep a consistent routine and learning progress.

**INFANTS**

Babies need 2 – 4 bottles for caregivers to prepare for feedings and several changes of clothing. An infant feeding form must be completed monthly. Parents should bring a week’s worth of supplies to the center every Monday. Infants must have a signed Safe Sleep Policy statement on file and Infant Declaration Statement for CACFP.

**Breast Feeding** Parents have the right to breastfeed or provide breast milk for their child while in care. A private area in the infant room or office will be provided for breast feeding moms. Breastfeeding education and resources in the community are available to our parents upon request. **Telephone Breast Feeding Help:**

Texas Lactation Support Hotline 800-514-6667 (M-Th 9am – 4pm, Fri 9am – 12 noon CST)

• La Leche League International 800-525-3243 (M-F 9am – 5pm CST)

• The National Women’s Health Information Center Breastfeeding Help Line

800-994-9662 (M-F, 9am-6pm EST)

• The Baby Café 210-207-7138

  visit [BabyCaféUsa](http://www.babycafeusa.org/" \t "_blank) or [SaBabyCafé](http://www.babycafeusa.org/index.php?option=com_babycafe&task=view&ID=320" \t "_blank)

• Christus Santa Rosa Hospital, New Braunfels 830-643-6190

• Christus Santa Rosa Hospital, San Antonio 210-704-2392

• Christus Santa Rosa Hospital, Westover Hills 210-703-9223

• North Central Baptist Hospital 210-297-4086 (M-F 9am – 4pm)

• Northeast Baptist Hospital 210-297-2069

• The Woman’s Place at Methodist Health Care System 210-575-0261

• Baptist Medical Center 210-297-9189

• St. Luke’s Baptist Hospital 210-297-5096

• Wilford Hall 210-292-6452

• University Hospital 210-358-3897

**SAFE SLEEP POLICY**

All parents of children 12 months and under must have a signed safe sleep policy on file. Children must be put to sleep in a crib on their backs. Blankets and toys are not allowed in the crib. To keep your child warm dress, them in footed pajamas. A safe sleep exemption form must be signed and submitted to the center by a health care professional if your baby has a medical condition that prevents them from following the center’s safe sleep policy.

**CLOTHING GUIDELINES & PERSONAL ITEMS**

Each child needs a change of clothes at the center. Children should be dressed comfortable and in appropriate clothing for current weather conditions.

**During the COVID-19 pandemic children two and older must wear a face mask.**

Children who are walking need to have shoes for outdoor play (No Flip-flops or sandals). Parents may bring sunscreen and insect repellent for your child to use during outdoor time, the center will not provide these items. Please apply in the morning before coming to the center and we will reapply after nap time.

All clothes, diapers, cups, bottles, and backpacks should be labeled with their name. We will not replace lost items. Children’s belongings will be stored in an area labeled with their name.

**CCS Clients**

Parents we are here to help. Please let the center know if we can be of assistance with your care, or you can call for help at (210) 230-6300, option #5. Clients will be reported after 5 consecutive days of non- attendance to CCS. Parents must notify the center if their child will be absent for consecutive days and the reason.

Parent fees not paid by the 2nd business day will be reported to CCS unless you have a written payment agreement with the center. Please let the center and CCS know you’re having financial difficulties before fees are past due.

**Nutrition Practices**

Monthly menus will be posted in the kitchen and take-home copies are available. Our center follows the guidelines of the Child and Adult Care Food Program under the guidance of the Texas Department of Agriculture and the USDA. All food is prepared in a kitchen that is inspected by local health authorities. Liquids and food hotter than 110° F are kept out of children’s reach. All staff are educated on food allergies and take precautions to ensure children are protected. Please notify the center if your child has any known food allergies or dietary restrictions. A food allergy plan from your child’s doctor or health professional must list allergy, symptoms and what to do in case of a reaction before your child can begin care. This form needs to be kept updated as changes occur. If a food allergy is discovered after a child is already enrolled, please notify the center and get an allergy plan signed by your child’s doctor as soon as possible. We serve nutritious meals at the center, fresh fruit, vegetables, and milk are available daily. We do not allow lunches from home. Breakfast, Lunch and Supper tray will be given to all children unless they have a special dietary restriction. Please notify us if your child has diet restrictions because of religion or health reasons. We will allow store bought or commercially prepared food only during birthday and holiday celebrations. Please contact the Director for approval.

Parents have the right to breastfeed or provide breast milk for their child while in care. An Infant Feeding form must be updated every month for infants.

Healthy snacks as listed by the Department of Agriculture are available for

School- age children as they arrive.

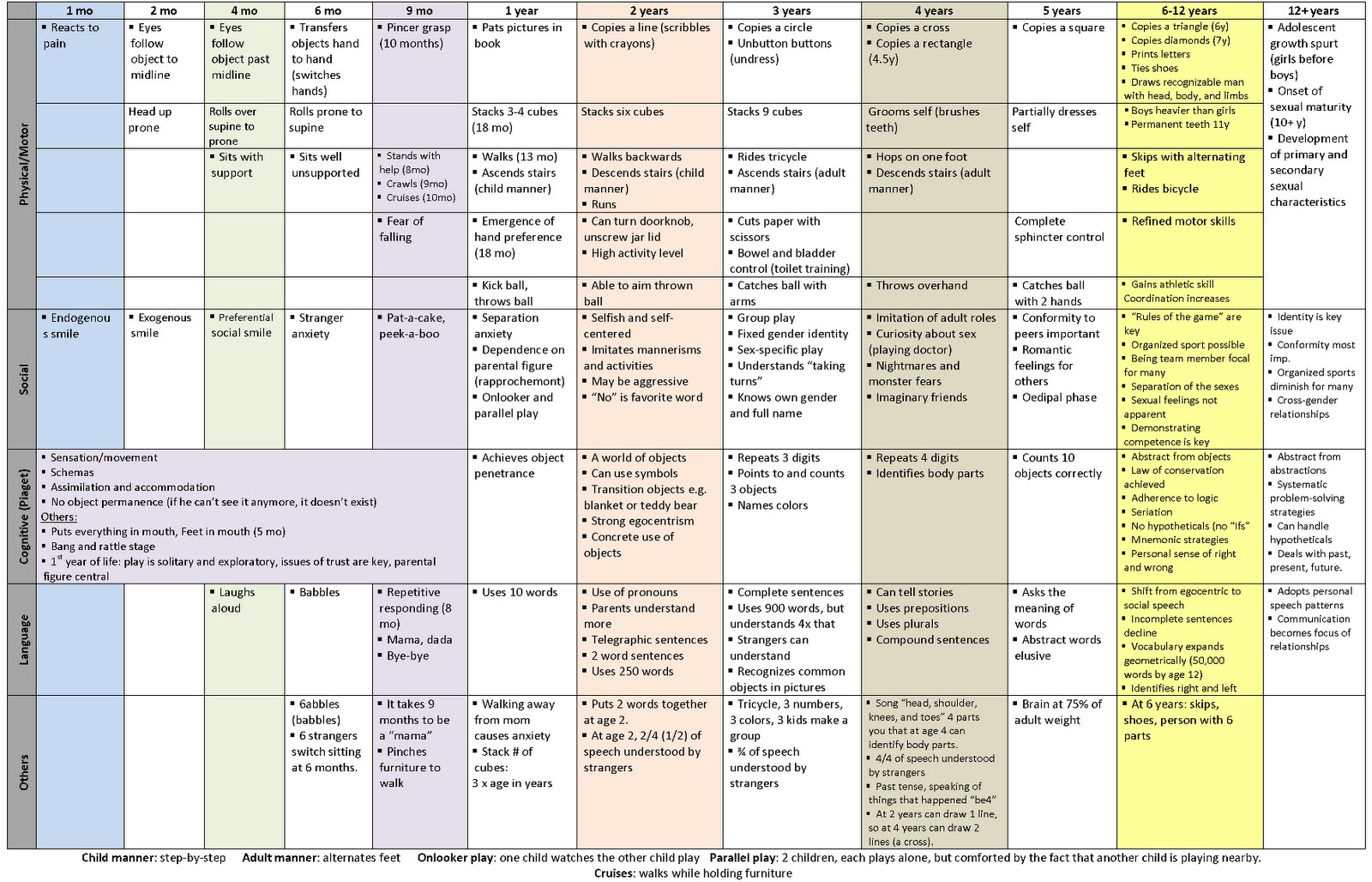
**EDUCATIONAL GOALS**

Our focus is school readiness for every child. It is particularly important that children have consistent arrival times before the educational portion of the school readiness program begins to avoid the disruption of learning of other children. It is important to keep a consistent routine to prepare for the transition to kindergarten.

The state approved Frog Street Curriculum is used for infants, toddlers, and pre-kinder groups. The school age groups use a lesson plan that is gathered from a variety of resources, such as Mailbox Magazine, Educational workbooks, and online education resources. School age teachers help with homework, studying and focuses on reading, science, creative and physical activity. Our program supports children that need additional accommodations to include home language, special needs/differing abilities, and cultural backgrounds."

**DEVLOPMENTAL MILESTONES**

This chart shows some of the important development stages your child should reach at key ages. If you have any questions or concerns, please discuss them with your child’s pediatrician and teacher.

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**PHYSICAL ACTIVITY**

The daily schedules allow for outdoor physical activity twice a day (weather permitting) for 45 minutes. Indoor physical activity will include dance and movement, yoga, and other indoor games during inclement weather. Infants will go on stroller rides and play in their fenced in infant area outdoors.

**SCREEN TIME**

Children under 2 years are not allowed to watch television or use computers. We limit the amount of screen time for the older children to no more than 30 minutes in the morning and the evening. We encourage parents to also limit their child’s screen time at home and participate in family activities together. Here are some sources for more information. <https://healthykidshealthyfuture.org/5-healthy-goals/reduce-screen-time/resources/>

https://www.internetmatters.org/issues/screen-time/resources/

**BEHAVIOR ISSUES**

Children that are having challenging behaviors will be redirected by the teacher at least 3 times. The teacher will give the child an opportunity to calm down and rejoin the group. If the behavior continues after being redirected by a teacher, the director or acting supervisor will conference with child. The child will be given an opportunity to calm down. If the behavior persists, we will make a phone call to the parent to speak with the child. The child will then rejoin the group after they calm down. A parent conference with the director will be scheduled if the behavior continues. Written communications will be given to parents to keep record of behavior incidents.

Children who cause harm to themselves or others after these steps will be suspended from childcare for 1 day. Stephanie’s Angels is committed to working with the children and families to help find a solution to challenging behaviors to keep your child and others in a safe and pleasant environment. If a child continues to hurt, hit or be unruly they will be terminated from care for the safety of the childcare center. Paces, Care Options 4 Kids, your local school district, or dial 211 for resources to help with speech, behavior, and physical therapy for your child.

**HEALTH REQUIRMENTS**

**Immunizations-** When care starts shot records must be submitted or signed affidavit declining immunizations. Foster children are allowed to begin care without record if unavailable.

A health history is required prior to enrollment for all children not enrolled in school away from the childcare.

Children with known food allergies must have an allergy plan signed by a health provider stating the allergen, symptoms, and steps to take if there is a reaction. Children may not attend daycare until this is provided. The child’s allergy will be posted in the kitchen and the classroom. Please notify the center if you want this info kept confidential.

* Emergency numbers are a **must**, (at least 2 must be provided).
* **Medication** must be accompanied with a note from the parent, if not prescribed by a doctor. All medication must be in its original packaging with dosing tool. It must be listed on the medication log with dosage, time, physician, and parent signature.
* Children with an armpit temperature of 100 degrees or higher, severe diarrhea or 2 vomiting in 24 hours must be picked up. If we need to call EMS, we will notify the parent as soon as possible.
* Children who become ill while in care will be separated from the group when needed to prevent spreading to others.
* Children sent home from care with communicable diseases need a doctor’s excuse to return.
* Anytime a child goes to the dentist, doctor, urgent care, or hospital the center must have an excuse that states the date they may return to daycare.
* All children who are 4 years old and not enrolled in a pre- kinder program are required to have a vision and hearing screening test.

**EMERGENCIES**

The San Antonio Fire Department and Health Department inspects the center once a year. Fire drills are practiced monthly. Lock- down and severe weather are practiced four times per year.

**Inclement Weather**

In the event of inclement weather, watch the local news. Our center will follow the guidelines of the San Antonio Independent School District for any closures. In the event of an emergency closure parents will be sent a message through “Remind”.

**Lock –Down -**The center will be placed on lock-down by law enforcement if a volatile person is on or near the center premises. All doors are locked. The person in charge of the center will inform parents of the situation. No one is allowed to leave or enter the building until law enforcement has lifted the lockdown. Staff will remain with the children in their classrooms. Once it is safe parents will be notified and normal release procedures will be followed.

**Evacuations-** In the event of an emergency that requires center evacuation such as toxic fumes, fire or flooding children will be relocated to the Comerica Bank on 403 S. W. W. White Rd. Parents will be notified of the situation. Parents or authorized pick-up persons will have to show identification and sign out the child at the relocation place.

**TRANSPORTATION**

Adult to child ratio must be adhered to. Seatbelts and car seats are required by state law.

A van rider form must be completed, and transportation permission checked on enrollment form.

Parents of children enrolled for after school care must notify the school and add Stephanie’s Angels on school enrollment form to authorize release.

If your child is not at the bus stop the van will leave and continue onto the next stop. We will return, but there will be a $5 charge for the extra trip.

You must notify the center at least one hour before pick-up time if a child is not riding that day. After the 3rd time a parent/guardian fails to notify the center, the child will be suspended from transportation service. **The rules are as follows:**

Children must always wear seatbelts. No yelling. No eating.

If a child does not follow the rules, parent will be notified, and transportation services will no longer be available to the child.

**FIELD TRIPS**

Field trip notices are posted on the front door. Permission slips must be signed for each field trip. Children with food allergies must have an allergy plan on the trip. The childcare ratios are as follows:

|  |  |  |
| --- | --- | --- |
| **If the age of the youngest child in the group is…** | **Then you must have (number of caregivers) caregivers to supervise…** | **Every (number of children) children** |
| 0 – 23 months | 1 | 1 |
| 2 years | 1 | 2 |
| 3 years | 1 | 6 |
| 4 years | 1 | 8 |
| 5 years | 1 | 10 |
| 6 years and older | 1 | 12 |

**BIRTHDAY PARTIES & CELEBRATIONS**

Parents may give parties. All children in the center must be included. Parents are not allowed to serve food to the children because of food allergies. Give any food items to the childcare teachers to distribute to the children. Homemade foods are not allowed. Foods must be store bought and made in a commercial kitchen.

**PARENTAL INVOLVEMENT & COMMUNICATION**

To communicate with parents the center will use Remind, text messages, email, notices, and flyers posted on the bulletin board, front door and on sign in & out table. Parent letters will also be sent home. Remind is a text or email system. To use the Remind notification system please provide the center with your cell number or email address on the form and download the app in google play or apple.

Please check the door, table, and REMIND and bulletin boards daily for parent information and community resources. Parent surveys are available on REMIND and hardcopies are available at the center in the box on the table.

We encourage parents and grandparents to attend birthday parties, holiday celebrations and fieldtrips. Volunteers and visitors are not allowed to be alone with children other than their own without a background check and prior approval. **Tours and visits in person is suspended until further notice due to current CDC guidelines concerning the COVID-19 pandemic. Contact director for any questions or concerns.**

Please volunteer your time. It is especially important that you spend family time together and make memories with your children. The parent is the child’s first teacher. Families shape their children’s values and beliefs.

**CONFERENCES**

Parents can request to review their child’s record.

The center will schedule a conference every year with families. Parents can schedule a conference at any time with their child’s teacher or director to discuss progress and any concerns.

Your child’s record must be updated yearly, or sooner if changes are needed. There is a box next to the sign in sheet with forms to leave your updates.

A copy of the minimum standards is available for parents to read at the center or can be found on the DFPS website.

All inspection reports are posted on the clipboard on the wall of the front

classroom.

**PARENT EDUCATION**

We encourage parents to attend education classes online and in person. Classes are offered through [Parents' Academy Parenting Classes San Antonio Texas (parentsacademysa.org)](https://www.parentsacademysa.org/) and Readyrosie .com [Active Family Engagement | ReadyRosie](https://www.readyrosie.com/) Resources binders with various resources such as breastfeeding, health services and parenting are available for parents to view. Helpful information will also be shared on the REMIND app.

If there are any questions or concerns about the center’s policies and procedures, please call the Director at 210-264-9987 or leave a suggestion in the box.

Policies are reviewed annually and updated as necessary. Parents will be informed in writing if any changes to occur to the operational policies and given an updated copy.

**CHILD ABUSE**

We are responsible for reporting suspected cases, at the facility and by parent. DFPS Child Abuse Hotline 1-800-252-5400

Stephanie’s Angels Child Care Center is licensed by:

Texas Department of Family and Protective Services

Child Care Licensing

3635 S. E. Military Drive

P.O Box 23990

San Antonio, Texas 78223

Local Office: 210-337-3399

Child Abuse Hotline: 1-800-252-5400

[https://hhs.texas.gov/services/safety/child-care](http://www.dfps.state.tx.us/)

[www.texaschildcaresearch.org](http://www.texaschildcaresearch.org)

website: htps://stephaniesangelschildcarellc.com

email: [kellystephanie23@yahoo.com](mailto:kellystephanie23@yahoo.com)

phone:210-333-8700

Ms. Kelly’s Cell:210-264-9987

**“WE THANK YOU FOR YOUR PATRONAGE!”**

**Permission to Photograph**

Stephanie’s Angels has a Facebook page and sometimes take pictures of the children to post around the center. Please check the form granting or denying your permission to photograph or place pictures on the internet of your child.

* I give Stephanie’s Angels Child Care staff permission to photograph and display pictures of my child in the daycare.
* I do not give Stephanie’s Angels Child Care staff permission to photograph and display pictures of my child in the daycare.
* I give permission to Stephanie’s Angels Child Care permission to post photographs of my child on Facebook or the internet.
* I do not give permission to Stephanie’s Angels Child Care to post photographs of my child on Facebook or the internet.

**Parent’s Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_**

**Child’s Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Child’s Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Child’s Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Participate in REMIND**

Please provide cell number or email to receive messages from Stephanie’s Angels through the REMIND system. You can download the app in the Apple or Google Play store to easily view center messages.

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

EMAIL: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Stephanie’s Angels Operational Policies Parent Handbook Acknowledgment**

* I have had an orientation of the childcare center policies that included a facility tour and introduction to my child’s teacher and center staff.
* I have received, read, and understood the information contained in the handbook. I understand that failure to comply with policies and procedures may be grounds for dismissal.
* I pledge to support Stephanie’s Angels Childcare Center in a positive manner and help maintain our motto that” Children Are a Precious Gift from God.”

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