

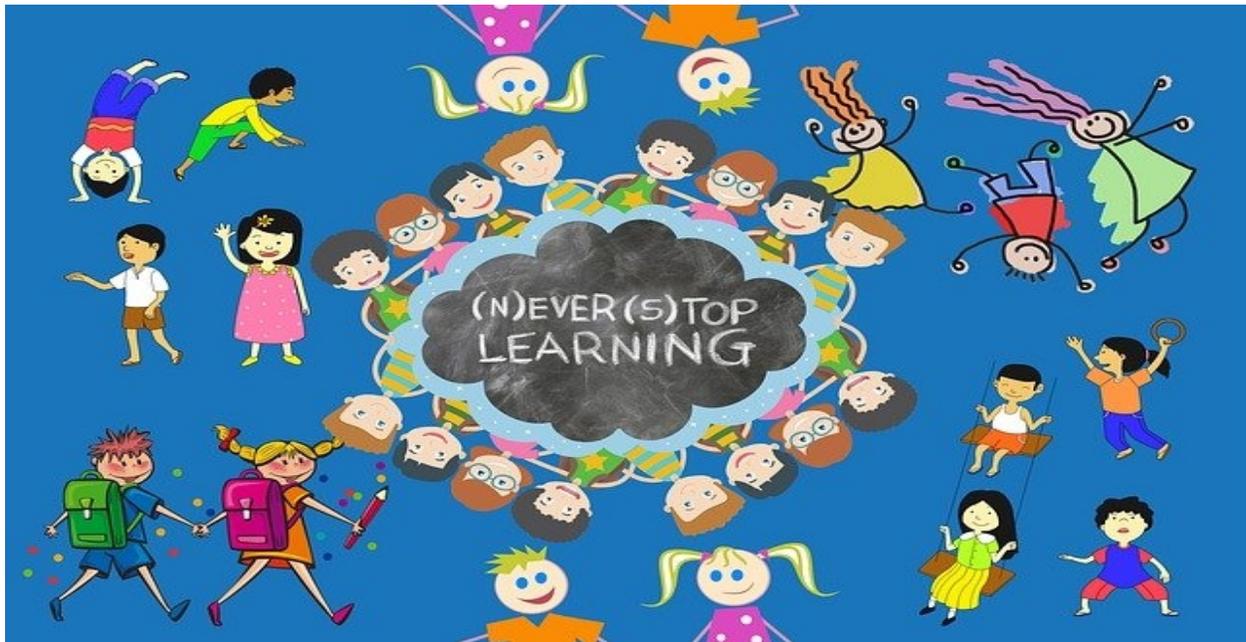
**All Kids 1<sup>st</sup> Learning Academy**

**270 Antrim**

**San Antonio, TX 78218**

**210-822-7777**

# **Parent Handbook**



***Hours of Operation:***

***Monday – Friday***

***6:30am-5:30pm***

## Mission Statement

At All Kids 1st Learning Academy our goal is to provide quality child care in an environment that is a safe, nurturing learning environment where we see life through the eyes of a child and where you and your family feel welcomed and valued.

## Communication

Communication is key to a successful child care arrangement. The parent and provider need to have a good working relationship so that they can communicate and work together. Parent and provider need to exchange pertinent information in the child's life such as changes in routine, special events, or activities, as well as changes such as death, divorce, separation, moving, visitors, etc. All this information can be important in understanding the child's feelings, behavior, and well-being. We value you and your comments are important to us. If you have any comments questions or concerns please try to set up an appointment after hours or on weekends to discuss your concerns.

## Typical Activities

- **Group Play:** Singing, dancing, play acting, games, reading, listening to tapes (story and music), circle time
- **Free play:** Children have a choice of - blocks, kitchen toys, dolls and accessories, Duplo's/Legos, play sets, household toys, pull/push toys, art materials, and may watch television or video tapes
- **Language:** Nursery rhymes, finger plays, stimulus pictures or objects to encourage verbalization, reading to the children, flannel boards
- **Dramatic play:** Dress up, role playing, puppetry, etc.
- **Outdoor play:** (weather Permitting) Swinging, climbing, riding toys, running, ball playing, gardening toys, trucks, strolling dolls, (please remember to dress your child appropriately for the weather, if in doubt, dress in layers or bring extra clothes)
- **Special Days:** Include Birthdays/holiday parties, getting ready for holidays, and holiday.

## Daily Routines

- Breakfast and clean up
- Bathroom and/or diaper change and hand washing
- Infants usually nap in the morning as well as the afternoon
- Circle time (including calendar, songs, finger plays, story time etc.)
- Arts and crafts or other learning activity
- Bathroom and/or diaper change and hand washing
- Outdoor play (weather permitting) or other large muscle activity
- Hand washing
- Lunch and clean up
- Nap time
- Bathroom and/or diaper change and hand washing
- Snack and clean up
- Free play
- Calm down time and TV/VCR – Children's programs Parents arrive to pick up children

**This Center is a LICENSED Facility. All Inspections are located on the Right-hand side when entering the facility. Everyone is welcomed to view at any time.**

### **Days/Hours of Operation**

Child care is available Monday through Friday except for closings as referred to in this handbook from 6:30 am 5:30 pm., Our program is only 10 hours.

### **Attendance**

All parents are responsible for paying tuition even if your children are absent.

If your child hasn't arrived by 9:30 am they will be marked absent. We will not accept children after 9:30 am.

Late pick up there is a \$4.50 per minute after 6:01. All late fees are due the next day or will be added to the next tuition payment.

We do understand that there may be an occasion of major traffic congestion or bad weather conditions causing a delay in your travel – if you have a cellular phone, please call. Consistent tardiness could be cause for termination. A \$5.00 late fee for each additional 10 minutes past our closing time.

### **Signing In and out**

Please sign your children in and out daily. All sign in sheets are in the classroom or designated area. If the child is attending breakfast it is still your responsibility to go into the classroom and sign them in. It's extremely important that we have your emergency number and date and time your child arrived.

### **Menus**

All parents are welcomed to view menus. The menu is posted in every classroom. This center is monitored by High Plains INC. High Plains' staff comes quarterly to ensure that your child is getting the right nutrition for your child growth. Paid or un-paid clients must fill out and sign an enrollment for their child if the parent is paying for care or not. That is part of the USDA agreement.

Food and sippy cups aren't allowed to be left behind in this facility. We do supply sippy cups for infants and toddlers or any child who needs more time learning how to use a cup. Please note- Food isn't allowed inside this facility because we partner with High Plains INC and use a healthy nutrition menu plan which is monitored by High Plains INC. Additionally, our menu supports the child's growing needs according to USDA guidelines. Moreover – Children sharing a meal in a group setting gets them ready for SCHOOL and helps their vocabulary when communicating to their little friends along with a well-balanced and warm meal to start out their day.

**Breakfast - 7am-8:00pm**

**Am snack – 8:30am-9:00 am (mobile Infants**

**Lunch -10:30am**

**Pm Snack 2:00pm- 3:00pm and 3:30pm**

### **Private Meals**

(What if) A child is very picky and wouldn't eat what is served on the menu. Then we would need a "letter" from you. When you bring your child meals. All foods must be in temperature controlled. We (DO-NOT) heat foods that are already been cooked., due to the fact some foods cause bacteria. We encourage healthy eating and there we sing songs to encourage children about foods that give them power.

**Breast Feeding**- All parents can provide breast milk and breast feed their infants here. There is a designated area that you can accomplish this. Please note the amount and times in their feeding forms. **If your child has or needs a special diet** please provide a letter by his / her physician that indicates what the child is allowed. Please note, we won't be liable if the nutrition plan that you or your physician provides doesn't meet the USDA guidelines. All mother is welcome to breast feed their child. There is a designated area for you to do so, water and a covering can be provided.

### **Back to Sleep/ Sleep Safe**

Please review and sign acknowledging the importance of safe-sleep and hand it to the caregiver.

## Child's Health

**In accordance with the State licensing policy**, your child cannot be admitted to daycare with symptoms of illness as specified below; unless written documentation from a licensed physician, or verbal (with written follow up) states the child has been diagnosed and poses no serious health risk to the child or to other children.

Should your child have signs or symptoms requiring exclusion from the family child care home he/she will be isolated and the parent/guardian or other authorized person by the parent will be notified immediately to pick up your child. There can be no exceptions since illness spreads quickly among children.

Please make other arrangements if your child is sick and respect my decision if I feel your child is too sick to be in child care. I am sympathetic to the difficulties of taking time off, so discretion will be used.

**The symptoms of illness** for possible exclusion shall include, but are not limited to any of the following...

- A. The illness prevents your child from participating comfortably in the day care environment,
- B. The illness results in a greater care need than I can provide without compromising the health and safety of the other children in my care, Or
- C. The child has any of the following conditions:
  - Temperature: Oral temperature 101 degrees or greater; axillary (armpit) temperature 100 degrees or greater; accompanied by behavior changes or other signs or symptoms of illness- until medical evaluation indicates inclusion in the facility. Oral temperature shall not be taken on children younger than 4 years (or younger than 3 years if a digital thermometer is used). Rectal temperature shall be taken only by persons with specific health training.
  - Symptoms and signs of possible severe illness (such as unusual lethargy, uncontrolled coughing, irritability, persistent crying, difficult breathing, wheezing, or other unusual signs)- until medical evaluation allows inclusion;
  - Uncontrolled diarrhea, that is, increased number of stools, increased stool water, and/or decreased form that is not contained by the diaper- until diarrhea stops;
  - Vomiting illness (two or more episodes of vomiting in the previous 24 hours) until vomiting resolves or until a health care provider determines the illness to be non-communicable, and the child is not in danger of dehydration;
  - Mouth sores with drooling, unless a health care provider or health official determines the condition is noninfectious;
  - Rash with fever or behavior change, until a health care provider determines that these symptoms do not indicate a communicable disease;
  - Purulent conjunctivitis (defined as pink or red conjunctiva with white or yellow eye discharge), until 24 hours after treatment has been initiated;
  - viii. Scabies, head lice, or other infestation, until 24 hours after treatment has been initiated;
  - Tuberculosis, until a health care provider or health official states that the child can attend child care;
  - Impetigo, until 24 hours after treatment has been initiated;
  - Strep throat or other streptococcal infection, until 24 hours after initial antibiotic treatment and cessation of fever;
  - Chicken pox, until at least 6 days after onset of rash or until all sores have dried and crusted;
  - Pertussis, until 5 days of appropriate antibiotic treatment (currently; erythromycin) to prevent an infection have been completed and a licensed physician states in writing the child may return;

- Mumps, until 9 days after onset of parotid gland swelling and a licensed physician states in writing the child may return;
  - Hepatitis A virus, until 1 week after onset of illness or as directed by the health department when passive immune prophylaxis (currently, immune serum globulin) has been administered to appropriate children and staff and a licensed physician states in writing the child may return;
  - Measles, until 6 days after onset of rash and a licensed physician states in writing the child may return;
  - Rubella, until 6 days after onset of rash and a licensed physician states in writing the child may return;
  - Unspecified respiratory illness if it limits the child's comfortable participation in activities or if it results in a need for greater care than can be provided without compromising the health and safety of other children.; or
  - Herpetic gingivostomatitis (cold sores), if the child is too young to have control of oral secretions.
- \*TB- It is not required in San Antonio, but please get with your physician or San Antonio Metropolitan Department @ 210-207-8853

#### Injuries

We will supervise your child closely to prevent injuries, but accidents resulting in injury do occur. We have been trained in first aid and CPR and will follow the guidelines of training. If the injury is minor (requiring only a band-aid or ice) we will tell you about it when you pick up your child. If it is serious, we will call you and may even suggest that you take your child to the doctor or emergency room. If an injury is very severe, we will call 911 for assistance before we call you. If we cannot reach you, we will call the emergency contacts listed on your "Child Information Card" (Please remember to keep this card up-to-date).

#### Medication

This center does not give any medication that is over the counter. If your child needs medication, you must be the one to administer it. If your child has asthma or allergies and needs an **inhaler or an EpiPen please inform the staff and fill out an Authorization for Dispensing Medication form # 7238.** **All MEDICATION must be in its original container. All medication will be only used as directed by what is written by the physician.**

This center will not be responsible for medication that is thrown away after the time has ended.

**\*\*\*\*\*All medication MUST be approved by the DIRECTOR and not staff!**

#### Release of Children

**It is important that you fill out the form for authorization -pick-up when you aren't able to pick-up. 18** They must be over the age of 18 and must bring Identification upon arrival.

#### Potty Training

Potty training shouldn't be rushed; it is important that your child is psychologically **and** physically ready for training. Pull Ups must be provided by the parent/guardian during this transition period, no regular style training pants or underwear will be used until your child maintains 2 continuous weeks of bladder/bowel control; of course, if your child regresses after this 2-week period we will assess the next step.

#### Supplies

Parent/guardian will provide diapers, diaper wipes (if you wish to use a certain brand), powder, any ointment and baby bottles. To eliminate the daily bundle of items to carry you may bring a back pack of

supplies to leave at the daycare. We will notify you if items are running low. All items will be marked with your child's name.

Parent/guardian will provide a change of clothes daily or keep a change of clothes at day care until needed – replacing as needed. An infant may require more than one change of clothing daily; please provide a few changes of clothing based on your own experiences with your infant.

will supply wipes, sleeping mats, portable cribs/playpens, and sheets for your child. If your child has a favorite sleeping blanket or stuffed toy, he/she may bring them to sleep with.

#### Bad Weather

It is very important that you monitor the weather where you are. The center will only close when the city asked us to for emergencies purposes. If your child is in care and there is a thunderstorm, tornado warning or the weather doesn't look good, we do have procedures in place to protect them if needed. Please remember it's important that you keep a copy of our relocation policy in your car or on your phone so you will know where the children will be in case we do need to relocate. Please be aware that this Facility does conduct a monthly fire drill and a bad weather drill.

#### Transportation /Relocation

This center does remove the children if needed to relocate in the event of an emergency. This center will transport all children in the Company van to 3629 Candle Knoll Circle San Antonio Texas 78244.

#### **Lockdown**

This center does have lock down procedures to protect all children, staff and parents. Once we are in lockdown no one can come in or out until the Fire Marshall or the SAPD and all STATE officials tells us we are all clear.

#### **Child Abuse**

This center is required by law to notify local authorities and the Department of health and Protective services to report any emotional, mental, physical, sexual abuse.

### Ratios/ Classes

Our ratios are low; However, it depends on how many teachers for each group,

Infants: 4 to 1 teacher

Toddler:11-1 teacher

Three-years old's – 15 to 1 Teacher

Four-years Old's -18-1 Teacher

Please note our toddlers and Pres-school do interact together at times, preparing the toddlers to the next class.

**If you would like to review the Texas Minimum standards on line or asked a staff member**

### Fantastic Fridays

Who said our Fridays have to be the same like the other days of the week? **Friday** 's are our fun-days, we make it special for all children. Please keep in mind we love creating learning fun with, games and music, with a blast.

### Lost Items/ Personal Belongings

This center isn't responsible for lost items. The center will not pay for lost items. Please check the lost and found bin in the front office for lost items.

#### Cubbies

Please clean out cubbies on Fridays. Please replenish all items on Mondays. Please label all items you place in the cubbies.

#### Nap-Time

All children are required to have resting time. If you feel that you don't want your child to take a nap. Please, inform teacher or the Director. Also, be advised that all children will need to lay down and read a book, but will need to stay in their own space when everyone else is sleeping. Research shows naptime is very important in the early years of every age.

### Benefits of Napping

1. Naps Aid in Emotional Development
2. Sleep Helps Preschoolers Learn
3. Daytime Rest means Better Nighttime Rest
4. Rest Gives your Child Needed Downtime
5. Tired can lead to Tantrums and outburst

**Rest-time/ Naptime is between 1:00pm to 300pm**

#### **Recess/ Out Door**

All children are required by the Texas Childcare Minimum standards to go outside for at least 1 hour two times a day, if weather permits. Please make sure that all children are dressed in comfortable clothing and have a change of clothes that is appropriate for the weather.

#### **Communication / Parent Conference**

We want to have a good communication with you. It is very important that if you do need to speak to us you can speak to Ms. Nancy Reyes, or emailed me at [debram210@aol.com](mailto:debram210@aol.com) ,and I will get back with you. If there is an emergency that needs the Director attention. I can be text at 210-315-5986. Please note staff can't change policies without approval.

#### **Open Door Policy**

This center has an open-door policy. All parents are welcome to come in at any time to check up on their children.

#### **Cellphones**

Please refrain from using your cellphone while on the All-Kids 1st Learning Academy property. We encourage you to direct all your focus on your children.

#### **Parking**

We have limited parking spaces for dropping off and picking up children. Please keep this in mind as you park your car in the parking lot.

#### **Report Abuse and Neglect**

All staff at All Kids 1st must report all suspicions of child abuse or neglect at any time. It's a violation of the Texas Minimum Standards if it's not reported. Please direct all questions or concerns @ [www.texassearchchildcare.org](http://www.texassearchchildcare.org) or call 210-337-3399, 1-800-252-5400. Department of Family Services Childcare licensing, 3635 Military Drive, San Antonio Texas.

#### **Trial Period**

There is a trial period of **4 weeks for all students** (except for infants) from the date child care begins. If the child care we provide is not mutually satisfactory, either party can terminate this agreement with a 1(one) day notice – any moneys already paid are nonrefundable.

#### **Gross Misconduct**

We will communicate to you immediately if your child is frequently and deliberately causing harm to others and/or is frequently and deliberately destructive. This behavior is unsafe and will not be allowed immediate termination will ensue if the behavior persists.

### **Termination**

Parent/Guardian will give two weeks written notice, and two weeks full payment to terminate your child's enrollment in child care regardless as to whether your child is present (except for the trial period). If two weeks' notice is not given, you are still financially obligated for the two weeks of child care fees and late payments.

### **Termination Policy without notice**

All Kids 1<sup>st</sup> reserves the right to terminate contracts without notice for the following:

1. Non-Payment
2. Parents refusing to obey policies
3. Children who destroy furniture, windows, doors, and other children's items.
4. Gross misconduct (child and or parent)
5. Harassment (by child or parent)
6. Threatening behaviors toward staff and center
7. Unruly and or disorderly conduct (child and or parent)
8. Continual biting of other children
9. Fighting (child and or parent)

## **DISCIPLINE Policy**

**All Kids 1st staff uses positive discipline strategies** IAW 746.2801 (Texas Department of Family and Protective Services Minimum Standards). Which states that 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-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. Humiliating, ridiculing, rejecting, or yelling at a child;
6. Subjecting a child to harsh, abusive, or profane language;
7. Putting anything in or on a child's mouth;
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

### **Sustain Lotion /Insect Repellent:**

All medicated must be approved my Director and must have a administer medication form filled out and signed. Please note: All Kids 1<sup>st</sup> would only be spraying your child clothing and not arms and legs

## Policy Changes

When and if policies are going to be updated or changed you will be notified and given a written copy of the change. All Changes will also be posted for a week before they become official.

## Tuition

### Payment Guidelines

Child care fees are paid in advance on a bi-weekly basis – the Friday **before** the two weeks begin or the last scheduled day of attendance for the week. There is no change in fee due to your child's absences. If your child is absent or we are closed on the Friday **before** the week begins or the last scheduled day of attendance for the week, you are responsible to make payment as agreed. In the case of your vacation or absence, please postdate your check for the upcoming date due and make payment before you leave so that your child's spot can be reserved.

### Late payments

A \$25 late payment fee (per child) applies for any payment not received on the Friday morning before the week begins. If payment is not received on the Monday of the week an additional \$10.00 fee per day will be charged. Your child will not be permitted to return to child care until both the payment and the late fee are paid in full.

A personal check or cash will be accepted for payment, however if a check is returned for any reason and we incur any bank charges from the return of your check, those charges will be added to the following weeks daycare. After 2 check returns, all further payments must be made in cash. Non-payment or consistent late payments is cause for termination immediately without a 2 weeks' notice.

***\*There is a \$4.00 additional fee for the use of a credit or debit card. Please add \$4.00 to the amount you are paying. If your receipt does not reflect an additional \$4.00, the amount will be added to your tuition and we will only accept your payments in cash. \**** A two-week notice of any increase will be posted.

**All Kids 1<sup>st</sup> Learning Academy are in a process of becoming a TEXAS RISING STARS and our rates are now the following**

**Rates**

**Infant:** \$205.00 Full-time                      **Part-time** \$ 150.00 - 3 days a week (Ages 6wks-17months)  
**Military** \$180.00 Fulltime                      **Part-time** \$ 115.00 - 3-days a week if space is available

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Toddlers (ages 18m-3 years)  
**Fulltime** \$ 175.00                      **Part-time** \$ 150.00 (3 days if space is available)  
**Military** \$150.00 Fulltime

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**Preschool:** (3years old – 5years old)  
**Fulltime** \$150.00                      **Part-time** \$ 100.00 (3 days if space is available)  
**Military** \$145.00

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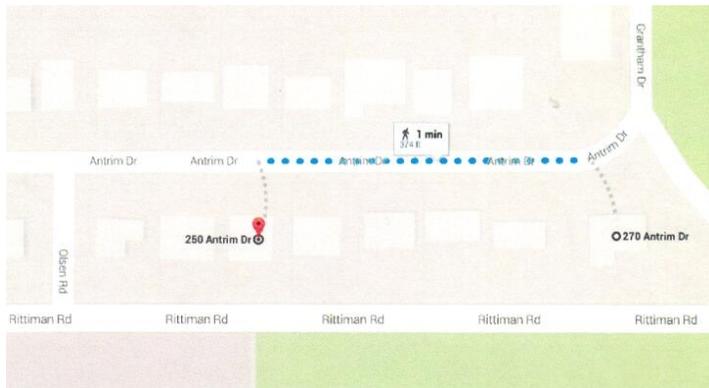
School Age Summer Program \$150.00 All schedules and [programs will be listed at the front office.

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**School Age afterschool:** \$80 weekly

This is a school age rate. It doesn't include spring break and summers programs, or all-day care.

**There are no discounts on school age tuition for holidays or vacations. All parents are liable for tuition for the WHOLE school year. This rate is only for before or after school care or both. It does not cover all day care. It only covers when children are in school during the school year. Please note that YOU must enroll your child every school year. There are only limited spaces provided. If you are going to use us again for the next school year let us know and enroll your child early.**



## Our Preparedness Plan

746.5001 (23)

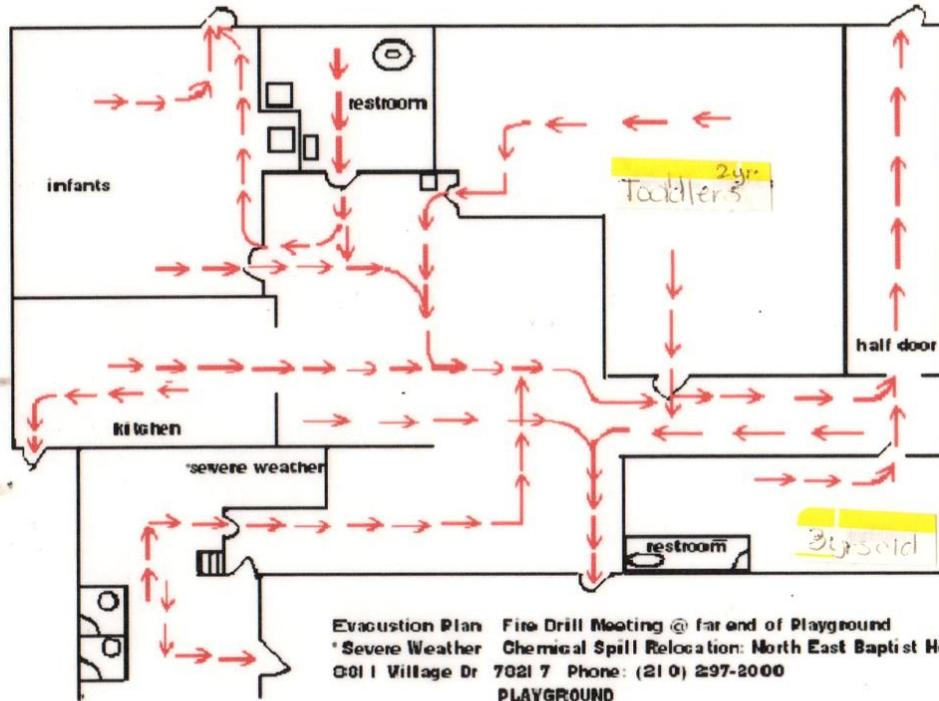
Location: 250 Antrim, San Antonio, TX (210)  
210-315-5986,

- 1) Each Teacher will be responsible for removing their children out of their classroom. All caregivers /teachers will take a head count during the evacuation and also in the designated area. All caregivers will take the classroom attendance that has the children's emergencies information along with Parents signed in book.
- 2) The Assistant director or lead teacher will assist teachers and children to the relocation alternate shelter while the Director double checks rooms and contact local authorities with the use of cell phones.
- 3) All Staff, teacher, house keeps, must stay together.
- 4) All Staff must walk 5 houses down on the left side of the street to address 520 Antrim DR. (Alternate Shelter)
- 5) Once the director gets to the location, the director and staff will be making calls to inform parents of our relocation. If the parents can't answer the next emergency person will be called.
- 6) All infants must be placed into a White Evacuation cribs and be pushed down to 520 Antrim on the left side of the street. Take with you the parents sign book along with the attendance book.
- 7) Communication: Will be in the form of cellphones/ Text.

**Fire Evacuation:** This center does have a monthly fire drill and seasonal a bad weather drill.

210-822-1111

PARKING LOT



Playground

Playground

Fire Drill Meeting Place

Relocation: 3629 Candleknoll Circle San Antonio Texas 78244

Emergency Number (210)315-5986

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7. Putting anything in or on a child's mouth;
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 that I have read and received a copy of this discipline and guidance policy.

Signature \_\_\_\_\_

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

Check one please:

Parent     employee/caregiver     household member of child-care home

## Parent Acknowledgement

I have been oriented and given a copy of the parent handbook. I am aware of the rules and regulations. It is my responsibility to ensure that my child's needs are taken care of during all hours of my childcare and that the childcare center is following all the TEXAS Childcare Minimum Standards. I am also aware that I have the right to call and report anything I have questions about.

Child's Name \_\_\_\_\_ DOB \_\_\_\_\_

Parent's Name \_\_\_\_\_ Telephone Number \_\_\_\_\_

Parent's Signature \_\_\_\_\_ Date \_\_\_\_\_

Initial

\_\_\_\_ I have received a copy of the Parent Handbook and have been oriented by the staff.

Parent's Signature \_\_\_\_\_

Director/ Staff

Print Name \_\_\_\_\_

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