

# Policy packet/Handbook

## RISING STARS BILINGUAL LEARNING CENTER

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### **SERVICE PROVIDED:**

As a parent, you want to ensure that your child is safe and happy in a childcare environment that is fun, educational, and nurturing, you can return to work with peace of mind, knowing that your child is in good hands and that he or she is being loved and nurtured and treated as my own family. At Rising Stars Bilingual Learning Center children and parents can find all this, grow and learn best in a safe environment that provides opportunities to explore, create and communicate with other children and adults. These groups function independently but cooperatively, following routines appropriate to individual needs. The program is designed to be inclusive of all children, The Center's program is designed to include both planned and spontaneous activities in response to children's interests. Experiences with music, movement, art, reading, writing, science, language are incorporated into daily plans. Regularly scheduled snacks and meals, rest time, indoor and outdoor play and routines in physical caregiving promotes the child's health, comfort and ability to care for him/her. We'll be teaching Spanish to children while using Texas Pre-K guidelines and encouraging social and emotional development.

In our center, we believe in the value and uniqueness of each child we serve. We recognize that children develop at different rates and have different interests. For this reason, our professionals, caring and dedicated teachers are highly trained to provide a well-designed and appropriate learning environment to meet the individual needs of children. We are here to become a positive part of your child's life.

**HOURS OF OPERATION:** \_\_\_\_\_

The hours for care at the center are **7:00 a.m. to 5:00 p.m. Monday to Friday**  
**please plan to be on time to pick up your child.** Your cooperation is greatly appreciated. If you  
pick up your child past 5:00 p.m There will be a charge of \$15.00 for the first 5 minutes and  
after that \$2.00 for every minute you are late.

The latest drop off is at **10:00 am no exceptions** \_\_\_\_\_

**Note: Every child will start Rising Stars on a trial basis for four weeks.** \_\_\_\_\_

**OPEN DOOR POLICY** \_\_\_\_\_

We welcome parents at any time, in any area of our school. Rising Stars Bilingual Learning Center is a privately owned and operated facility. We will follow and respect COVID-19 safety guidelines at this time.

We reserve the right to refuse service to anyone at any time.

**FAMILY PARTICIPATION** \_\_\_\_\_

Rising Stars Bilingual Learning Center believes in establishing a rapport with each family and while we highly encourage in-person parent involvement we must also follow CDC guidelines which means, at this time, we are not allowing visitors, parents/guardians and otherwise into the facility. It is imperative that parents and teachers continue to communicate on a regular basis through email, text message, phone conversations and in-person when necessary. Our goal is to make our families feel welcomed and appreciated at all times.

**REGISTRATION** \_\_\_\_\_

Before a child can participate in this program, the parent of the child must complete, sign and return to me the following forms:

- 1-. Enrollment/Payment Agreement form
- 2-. Admission Information
- 3-. Copy of immunization Records Parents are responsible for providing an updated copy of the child's immunization record within 2 days of the immunization.
- 4-. Statement of health signed by his/her doctor
- 5-. Emergency medical care authorization Form
- 6-. Emergency Contact List
- 7-. Discipline And Guidance Form

- 8-. Photo Release Form
- 9- Infant Feeding Instructions
- 10-.Sunscreen and Bug Repellent
- 11-. Feeding Instructions
- 12-. Allergy Alert

#### ANNUAL FEE

Parents wishing to register at Rising Stars Bilingual Learning Center must provide a \$300.00 non-refundable deposit at the time of registration. This fee save your spot for 30 days And will be used to enhance children's learning with materials, these fees must be paid at the time of registration and then every 12 months.

#### TUITION / PAYMENT PROCEDURES

Payment is due by the 1st of each month. If the first of the month falls on a weekend or holiday, payment is due on the preceding Friday. If parents are divorced, the custodial parent is responsible for payment. A receipt will be given for payments and for tax purposes. Tuition is payable in advance and is due **no later than the 3rd of each month**. Payment may be made by cash, check, Zelle or money order. There will be a late fee of \$60 for failure to pay by noon on the 3rd of the month. And then extra \$5 per day, Repeated late payments may be grounds for termination and parents who are more than 4 days late on payment will be denied child care until account is made current. Parent Vacation: You must continue to pay your tuition on your vacation to hold your daycare spot. **There will be no prorated refunds for absences, holidays, school or parents vacations.**

**Tuition is based on saving a spot not in attendance.**

#### VOLUNTARY WITHDRAWAL

We ask that parents/guardians please provide us with a 30-day paid written notice (via text message, handwritten/typed letter or email) if they would like to withdraw their child from our program. Parents/guardians are responsible for paying full tuition throughout that 30-day period, whether or not the child is in our care. We do not honor refunds to accounts for any reason. A minimum of 4 PAID weeks written notice is required for termination of childcare services. Your account must be paid in-full upon withdrawal, including your child's tuition for the 4-week termination period. Payment is required even if your child does not attend our daycare during that period. **If fees are not paid, the unpaid bill will be placed into collections.**

#### **BOUNCED CHECKS \_\_\_\_\_**

If a check is returned for nonsufficient funds, there will be a \$45 fee incurred as a result of the returned check. Childcare services may be halted until full payment of tuition and NSF charges has been made, in CASH. In addition, upon the second returned check within 6 months, only cash will be accepted for 3 months.

#### **ARRIVAL AND DEPARTURE \_\_\_\_\_**

Children must arrive clean and fed (unless arriving just before a meal time). It is normal for some children to have difficulty separating from parents, or cry when dropping off. Please make your drop off brief, the longer you prolong the departure, the harder it gets. A smile, cheerful good-bye kiss, and a reassuring word that you will be back is all that is needed. In our experience, children are nearly always quick to get involved in play or activities as soon as parents are gone. Please be brief at pick-up times, as well.

#### **EMERGENCY CONTACTS \_\_\_\_\_**

Your emergency contacts listed on your emergency card WILL be contacted in the event that you are unable to be reached.

Your contacts should know that they have been recorded on the card and are responsible for your child in the event that they need to pick up your child at any time throughout the day.

#### **DEPARTURES & AUTHORIZED PERSON(S) TO PICK UP CHILD \_\_\_\_\_**

Our normal procedure is to release the child only to his/her parents, or someone else the parents designate on the Authorized Pick up and Emergency Contact Form. If someone other than the parent is to pick up the child, please notify us ahead of time. We MUST have written permission to release your child. Please inform emergency contacts, or people designated to pick up your child, that if we do not know them then we will need to ask for identification and a code word. This is not meant to offend them. This is simply a measure taken for the child's protection.

**In the event that a parent or guardian is unable to pick up their child, an authorized legal adults may instead pick up the child. Authorized adults must be listed on the enrollment form and the authorized adult must bring a photo ID. Children will not be released to a minor, nor will they be released to adults without a photo ID. \_\_\_\_\_**

#### **SIGN IN/ OUT \_\_\_\_\_**

It is required by state law that all parents sign their child in and out each day. For your convenience, a sign in/out sheet, pen, and a clock are located by the door, this gives us a written record of the child's attendance, hours, and the person who brought/picked up the child each day.

#### **IMMUNIZATIONS RECORDS** \_\_\_\_\_

We require a current copy of each child's immunization records upon enrollment. **It is the parent's/guardian's responsibility to ensure that their child's immunizations are current, records must include dr'S information as name, address, phone, etc and must be signed by dr's office,** and the failure to stay up-to-date on your child's immunizations may lead to disenrollment.

Although Texas has immunization requirements for children entering daycare or school, these requirements can be waived when an immunization exemption form is presented at the time of enrollment. Waiver of immunization is to be found and filed with the Texas Dept. of Health and Human Services Commission 1-877-541-7905.

#### **ABSENCES** \_\_\_\_\_

Childcare fees are based on enrollment (a reserved space), not on attendance. To maintain a reserved space, fees must be paid during the absence of a child due to illness, holidays, vacation, or for any other reason.

#### **SAVING A DAYCARE SPOT** \_\_\_\_\_

You are paying Rising Stars Bilingual Learning Center to be ready and prepared to offer your child professional care 5/3/2 days a week. If your child is not present one day, Rising Stars Bilingual Learning Center cannot fill this space that day and will therefore lose money. You are paying Rising Stars Bilingual Learning Center to hold your child's spot, not necessarily for using it. Tuition is based in a spot not in attendance.

#### **HOLIDAYS / VACATIONS** \_\_\_\_\_

The following days will be observed as paid holidays and the Rising Star Bilingual Learning Center will be closed.

New Year's Break

Martin Luther King

President's Day

Spring break

Easter

Memorial Day

Independence

Day Labor Day

Columbus Day

Thanksgiving Break (Thanksgiving Week)

Christmas Break (last 2 weeks of the year)

We will follow the inclement weather closures for AISD and will follow the AISD holiday schedule. Please find the attached calendar Our learning center will be open during inclement weather, unless

parents/guardians are notified otherwise. We follow the Austin Independent School District (AISD) Advisories, Warnings and Severe Weather Alerts so you may also check local TV stations and websites for an announcement of school/daycare closures. Full tuition must be paid on time regardless of closings due to inclement weather. In case of weather emergencies - such as earthquakes, fire, storms, or loss of power/water - while children are in our care, parents/guardians will be notified as soon as possible and all children will be cared for until parents/guardians or emergency contacts arrive.

**Parents will be updated on the upcoming holiday schedule every year.**

Please note tuition is not reduced on holiday weeks, nor any learning center closure weeks or any chosen personal vacation time; rather, full tuition is due during those periods.

If a holiday falls on a Saturday or Sunday, Rising Stars Bilingual Learning Center may close the day before, or the day after, the holiday. The learning center reserves the right to add any closure days to the schedule as deemed appropriate and will give as much advance notice as possible.

**PERSONAL BELONGINGS** \_\_\_\_\_

We prefer that children do not bring toys from home unless it is something that can be shared with the entire group (i.e. books, videos, etc.) Exceptions to this policy will be that a child may bring a favorite sleepy toy for naptime only, and toys may be brought for show and tell activities. We are not responsible for any loss or breakage of personal items. All personal items must be clearly marked with the child's name.

**SUPPLIES PROVIDED BY PARENT** \_\_\_\_\_

Parents must supply the following items to be kept in their cubbies  
INFANTS:

- \*Baby Food & Milk or Formula
- \*diapers, wipes, disposable gloves, powders/ointments
- \*Bottles, bibs, pacifiers, blanket for rest time
- \*A complete change of clothes including socks, tops and bottoms
- \*Sunscreen & mosquito repellent (preferable spray can)

TODDLERS:

- \*diapers, wipes, disposable gloves, powders/ointments \* pull-ups whens ready
- \*A complete change of clothes including socks, tops and bottoms
- \*A complete change of clothes including socks, tops and bottoms
- \*Sunscreen & mosquito repellent (preferable spray can)
- \*Nap Blanket and mat (suggested brand: Kindermat)

All personal belongings should be marked with your child's name. Eating utensils, cups and dishes will be supplied. If any of these items are brought, they must be marked with your child's name, to avoid mix-ups with other children.

#### TOILETING \_\_\_\_\_

The CDC believes that toilet training success in the preschool or daycare environment depends heavily upon a child's developmental readiness. Beginning, or forcing, toilet training before a child is developmentally ready creates stress and anxiety for both the child and trainer and can increase the length of the toilet training process. Each child's progress will be communicated with their parents/guardians.

Toilet training usually begins at 24 months and continues until age 4. Children need many opportunities to practice pulling down their pants/underwear, sitting on the toilet, using the restroom (for boys, this includes holding their male body parts correctly to aim down into the toilet), cleaning themselves afterwards, pulling up their underwear and pants, flushing the toilet and washing their hands. This is a multi-step process that requires a lot of practice.

Our staff works collaboratively with parents/guardians when making a decision as to whether a child is ready to begin toilet training. An individual plan will be decided on by the child care provider and staff will use visual and verbal cues to assist each child through the toilet training process. Staff will never put a child on the potty unless the child is willing. Please keep in mind that while our staff assists parents in the process, toilet training requires equal effort and consistency from the child's at-home caregivers combined with that of the learning center staff.

Rising Stars Bilingual Learning will not solely potty train any child. This training begins at home and will be assisted by Rising Stars Bilingual Learning Center

**We don't use children underwear until they have been COMPLETELY accident free  
HERE at Rising Stars Bilingual Learning Center for two full weeks, The child must be  
kept in diapers or pull-ups (Open from sides, not training pants) at all times.** Rising Stars  
Bilingual Learning will not solely potty train any child. This training begins at home and will be  
assisted by Rising Stars Bilingual Learning Center.

#### **INFANTS, TODDLERS AND PRESCHOOLERS SCHEDULE**

Infants and toddlers will not necessarily follow the same schedule as the preschoolers. They are not capable of sitting still for circle time, may need a morning nap, etc. Infants are always fed on demand. Breast feeding infants need to have an adequate supply stocked and properly labeled. Toddlers usually eat meals and snacks on a set meal schedule.

A report will be prepared for each infant/toddler each day. It will include things such as, time of feedings, what was eaten, amount eaten, time of diaper checks and results, times of naps, and various comments about the child's day. Preschoolers enjoy a structured schedule that allows for flexibility. A schedule helps the day to flow more smoothly and allows the children to anticipate upcoming events.

#### **ACTIVITIES/ CURRICULUM**

Our main objective is to have fun, improve social skills, and encourage creative expression. We will utilize a variety of activities to accomplish this goal. Free play, reading, arts and crafts, music/singing, dancing, dramatic play/pretend, puzzles, blocks, math, science and educational TV is just some of the activities we will be doing.

Music helps to develop young brains and will play a strong role in day-to-day activities. We may have special music activities and may also play music during other activities, for example, during arts and crafts or meal times. Some of the music we will be using may include, classical, children's songs (by a variety of artists), foreign language tapes and others.

Television will be used only on special occasions.

#### **INDOOR/ OUTDOOR PLAY**

Indoor play: We provide a variety of age-appropriate toys for indoor play. Toys may be rotated or placed temporarily out of use so that the children do not become bored. Younger children have less-developed organizational skills and can get easily frustrated or upset when there are too many toys to choose from. It is also more difficult for them to help with cleaning up when there are toys everywhere, because it is so overwhelming to them. For this reason, during free play times, each child may select one or two things at a time to play with. They will be shown how to put those things away before selecting something else.

Outdoor play: We will be playing outdoors every day that weather permits. Please make sure that your child is appropriately dressed (preferable Tennis shoes, no sandals) for outdoor play at all

times. Our activities will include walks, playground, water play (sprinkler in summer), and others. We do not go outside when the temperature is below 20 degrees (including wind chill), or above 95 degrees (including heat index). We are mandated by state law to take the children outside. Parents who feel that their child is not well enough to participate in outdoor activities must keep them out of daycare until they are able to participate in all activities.

#### NAP/ QUIET TIME \_\_\_\_\_

Per Texas Health and Human Services refer to form 2550. Supervised rest periods are required for all children under 5 years of age who remain at Rising Stars Bilingual Learning Center for 6+ hours a day, and for all other children who show a need for a rest time.

Your child will be provided a sanitized cot on which to rest during this period. We require parents/guardians to bring a clean blanket and sheet for naptime and take these items will be sent home every Friday to be laundered. Children are welcome to have a special blanket, pillow, or stuffed animal in their possession as long as these items can easily fit in his/her cubby during the day.

All infants (1 year and younger) are not allowed to have any type of item inside their crib during sleep/rest periods. This includes blankets, pillows and stuffed animals, all of which are not allowed in the crib or on the infant. If there is an item that your child needs, a physician's note must be presented to us. This note will then be sent to the state of Texas to determine whether or not the items will be permitted.

There will be a designated nap/rest time each day. All children must nap, rest, read or play quietly during this period. Rest time gives children a much needed break during the day. Without rest time, some children are argumentative in the afternoon, short-tempered with others, and not really happy when they go home in the evening. Infants nap at varying times and their schedules will be accommodated. Somewhere between 12 and 18 months, children usually drop down to one nap per day. At this time, we will attempt to put them on the scheduled nap/rest period.

#### WATER ACTIVITIES \_\_\_\_\_

Water activities will consist of sprinkler play and water tables parents will be notified in advance

#### MEALS

Parents, you must provide meals for your child. We serve morning breakfast from 8:00- 8:45am, lunch from 11:20 - 12:00 pm and afternoon snack at 3:00pm. Milk is served with all the snacks, and water is offered throughout the day. Children need to eat well-balanced meals in order to meet his or her daily energy needs and to help them build a strong body and mind. Please notify us of any allergies immediately.

#### PARENT/ FAMILY VACATIONS

If parents will be on vacation on the first of the month, payment must be made by the last day of childcare, before leaving. Childcare fees are based on enrollment (a reserved space), not on attendance. To maintain a reserved space, fees must be paid during the absence of a child due to illness, holidays, vacation, or for any other reason.

#### BIRTHDAYS/ HOLIDAYS

Most children enjoy celebrating special events (i.e., birthdays, new babies, holidays, etc.) with their preschool friends. Parents may send a store bought treat, in its original container, to share with the class. Keep in mind we do not accept homemade baked goods for any parties or events, and arrangements must be made with a teacher 1 week in advance to schedule a celebration.

#### EMPLOYEE VACCINE AND IMMUNIZATIONS

The advisory Committee on immunization practices for Disease Control and Prevention (CDC) develops the recommendations for adult vaccine preventable Diseases and they are listed on the CDC website at [www.cdc.gov/vaccines/schedules/downloads/adult/adult-schedule.pdf](http://www.cdc.gov/vaccines/schedules/downloads/adult/adult-schedule.pdf) Rising Stars Bilingual Learning Center doesn't require teachers to obtain disease preventable vaccines, it is a personal decision and will be left to the individual teachers. Teachers understand they will have direct contact with small children and have some risk of getting exposed to childhood illness and/ or flu

#### CHILD CARE LICENSING

Rising Stars Bilingual Learning Center is licensed and regulated by the Texas Department of Family and Protective Services. All staff members including the owners are criminal background checked and fingerprinted. The following policies are required by Child Care Licensing per The Minimum Standards for Child Care Centers 746.501.

#### COMMUNICABLE DISEASE OUTBREAK

All staff members will vigilantly follow policies and procedures regarding diaper changes, toileting, hand-washing, food serving and general common-

sense measures (i.e., keeping surfaces clean, changing bedding, teaching children how to cover coughs and sneezes, etc.) to prevent the spread of germs that causes illness.

In the event of an outbreak, the Director, or person in charge, will notify the Health Department and Child Care Licensing to inform them of the situation and request instructions/guidelines to follow for the specific illness or outbreak. The Director, or person in charge, will then inform all staff members of his/her findings and require them to follow the same.

The Director, or person in charge, will notify all parents/guardians about the situation in writing within 48-hours as required by the Texas Department of Family and Protective Services and Child Care Licensing.

All staff is to follow the school's confidentiality policies when speaking of an outbreak. Any violation of the confidentiality policy is grounds for immediate Termination.

#### MORNING WELL CHECKS \_\_\_\_\_

A morning visual check of every child is conducted upon arrival. If I notice anything unusual I'm required to point it out to the parents at that time. If your child has had any kind of minor accident overnight or over the weekend please notify me when you drop off so that I'm aware of the situation. Children must be awake at the time of drop off and pick up.

#### SAFE SLEEP \_\_\_\_\_

1. Infants will always be put to sleep on their backs until 1 year of age.
2. Infants will be placed on a firm mattress, with a fitted crib sheet, in a crib that meets the Consumer Product Safety Commission safety standards.
3. No toys, mobiles, soft objects, stuffed animals, pillows, bumper pads, blankets, positioning devices or extra bedding will be in the crib or draped over the side of the crib
4. Sleeping areas will be ventilated and at a temperature that is comfortable for a lightly clothed adult. Infants will not be dressed in more than one extra layer than an adult.
5. If additional warmth is needed, a one-piece blanket sleeper or sleep sack may be used.
6. The infant's head will remain uncovered for sleep. Bibs and hoods will be removed.
7. Infants will be actively observed by sight and sound.
8. Infants will not be allowed to sleep on a sofa/ couch, chair cushion, bed, pillow, or in a car seat, stroller, swing or bouncy chair. If an infant falls asleep anywhere other than a crib, the infant will be moved to a crib right away.
9. An infant who arrives asleep in a car seat will be moved to a crib.
10. Infants will not share cribs, and cribs will be spaced 3 feet apart.
11. Infants may be offered a pacifier for sleep, if provided by the parent.

12. Pacifiers will not be attached by a string to the infant's clothing and will not be reinserted if they fall out after the infant is asleep.
13. When able to roll back and forth from back to front, the infant will be put to sleep on his back and allowed to assume a preferred sleep position.
14. Our child care program is a smoke-free environment.
15. Our child care program supports breastfeeding.
16. Awake infants will have supervised "Tummy Time".

#### **CHILDREN ILLNESS AND EXCLUSION POLICY**

If your child will be out sick for any reason, you must call to notify me by 9:00 a.m. daily. Children who are ill should not attend Childcare, Child Care Licensing standards for exclusions are:

1- Illness that prevents the children from participating comfortably in childcare activities, including outdoor play. The illness results in a greater need for care than a caregiver can provide without compromising the health, safety and supervision of the other children. Oral temperature above 100.5 degrees and accompanied by behavior changes or other signs or symptoms of illness. 4- Armpit temperature above 100.5 degrees 5- Symptoms and signs of possible severe illness, such as lethargy, abnormal breathing, uncontrolled diarrhea, two or more vomiting episodes in 24 hours, rash with fever, mouth sores and drooling, wheezing, behavior changes, or other signs that the child may be severely ill.

#### **ILLNESS AND INJURIES**

If a child becomes ill while in our care, we will:

- 1-. Contact the parent to pick up the child
- 2-. Care for the child apart from the other children
- 3-. Give appropriate attention and supervision until the parent picks the child up
- 4-. Give extra attention to the hand washing and sanitation if the child has diarrhea or vomiting, If your child should have an oral temperature of 100.5 degrees or more you will be notified and given sufficient time to pick up your child. If your child is sent home sick, they may not return until they are **free of symptoms for 24 hours without aid of a fever-reducing medication** (i.e., Tylenol, etc.) If your child is diagnosed with a contagious illness or childhood illness you are required to bring a note from the doctor stating your child is no longer contagious and can return to daycare..(i.e. diarrhea, pink eye, chicken pox, strep, etc.).  
diarrhea, pink eye thing your child is ness or childhood illness

## **EMERGENCY MEDICAL PROCEDURES**

The staff from Rising Stars Bilingual Learning Center has permission to take whatever steps may be necessary to obtain medical care for your child, if warranted.

Steps to obtain care may include, but are not limited to the following:

If critical illness or injury requires immediate attention of a physician, we will:

- 1-. Contact emergency medical services or take the child to the nearest emergency room
- 2-. Give the child the first-aid treatment or CPR when needed
- 3-. Contact the physician identified in the child's record
- 4-. Contact the child's parent; and
- 5-. Ensure supervision of the other children in the group.

## **HEARING AND VISION SCREENING**

Hearing and Vision Screening is required by the Special Senses and Communication Disorders Act, Texas Health & Safety Code, Chapter 36, for **children 4 years old and older parents need to bring in screening proof from their local pediatrician.** If you have concerns about your child's vision or hearing at Any time, we recommend that you take your child for an assessment.

## **ALLERGIES**

Rising Stars Bilingual Learning Center staff is given annual training to stay updated on policies and procedures surrounding allergic reactions. We must be made aware of each child's known food allergies, or non-food allergies. Parents/guardians are required to fill out an allergy form that is kept inside the child's file. In the case that a child has an allergy, we will review with the parent/guardian a Food Allergy Emergency Plan

## **MEDICATIONS**

If you wish to have me administer any type of medication to your child you must fill out an authorization for Dispensing Medication form for each medication that needs to be administered. The medication must be in its original container, together with directions, and be labeled with your child's name. This includes not only prescription drugs, but also non-medication (i.e. aspirin, Tylenol, Cough syrup, etc.) director or staff will not administer OVER THE COUNTER medication

## **PRODUCT SAFETY**

Child Care licensing requires all providers to check with the US Consumer Product Safety Commission (CPSC) recall list to make sure toys, equipment, and material in our center and classrooms are safe.

You may view all current and past recalls through the CPSC's internet website at [www.cpsc.gov](http://www.cpsc.gov)

## **CHILD ABUSE AND NEGLECT/CHILD PROTECTION**

In accordance with minimum standards, licensed childcare provider is required to report all suspected cases of neglect, physical or sexual abuse to the police.

Abuse and neglect hotline number: 1-800-252-5400

## **SECURITY CAMERAS**

Rising Stars Bilingual Learning Center has closed circuit security cameras installed in all common areas. The privacy of your child is important to us and that is why the video feeds are transmitted within a closed system. Footage expires after one 1 day, unless otherwise noted, and parents may request to view footage from the Director.

## **OUTSIDE EMPLOYMENT**

Employees are not permitted to engage in outside employment with a student's parent/guardian. Examples of jobs that are prohibited include, but are not limited to, babysitting, acting as an pair, nannying, caretaking, caregiving or teaching while staff member is under Rising Stars Bilingual Learning Failure to obtain outside employment, or engagement in outside employment may result in disciplinary action for the Rising Stars employee as well as immediate withdrawal of the child from our care. Families cannot offer work to Rising Stars Bilingual Learning Center teachers as nannies, babysitter, teachers at home, or any way.

## **SOCIAL MEDIA**

Rising Stars Bilingual Learning Center employees are prohibited from participating in social networking with parents/guardians and their children. This includes, but is not limited to, the following social networking sites: Facebook, LinkedIn, Snapchat, Instagram, Reddit, Pinterest, Twitter, NextDoor, WhatsApp, GroupMe and YouTube. Failure to comply with this policy may result in disciplinary action for the Rising Stars BLC employee(s) as well as immediate withdrawal of the child(ren) from our care.

## **INJURIES**

Parents/guardians will be notified via phone of any incidents, other than minor scrapes or bumps. We document all injuries and will provide you with a written report upon picking up your child. First aid will be applied to minor incidents and, in the event medical attention is required, a member of our staff will notify the parents or guardians immediately. Please note all parents/guardians are responsible for any medical fees.

## **NON DISCRIMINATION POLICY**

Rising Stars Bilingual Learning Center does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, sexual orientation, age, genetic information (family medical history), education, national or ethnic origin (ancestry), disability or handicap, marital status, or military status in any of its activities or operations.

## **DISCIPLINE AND GUIDANCE**

We maintain a positive discipline policy, which focuses on prevention, redirection, love, consistency and firmness. We stress two main patterns of behavior: respect for other people and respect for property. The children are explained the rules of the center frequently, so they are all familiar with the guidelines. Please keep in mind that there WILL be disagreements between children. Young children have a hard time expressing their feelings. Sometimes they hit, throw toys, bite, etc. We will try to prevent problems, redirect when appropriate, discuss inappropriate behavior, encourage making amends when offense involves another person, and sometimes withdraw privileges based on the principle of "natural consequences". An example might be where a child is misusing a toy then he/she will not be allowed to play with the toy for a period of time. The use of time outs will be rare except when a brief cooling off period is needed. We will be implementing positive behavior support strategies to help your child to become successful; I am also open to suggestions.

A caregiver may only use positive methods of discipline and guidance that encourage self-esteem, self-control and self-direction, which include at least the following:

- 1-. Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior.
- 2- Reminding a child of behavior expectations daily by using clear positive statements.
- 3-. Redirecting behavior by using positive statement
- 4-. Using brief supervised separation or time out from then 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

Under NO CIRCUMSTANCES will there be any spanking, physical abuse, verbal abuse, name calling or isolation used. Neither food nor sleep will ever be withheld from children as a means of punishment. If a discipline problem arises that does not respond to the above mentioned techniques, we will hold a conference with the parents. Together, we will try to find a solution. You may be called to remove your child if his/her behavior prevents us from being able to properly care for the other children. If the problem continues, other arrangements for the care of the child will have to be made, for the safety and well being of all. Parents are responsible for any damage to the

property by the child, if the undesirable behavior continues; I reserve the right to terminate services to your child. Under these conditions, you will be given two weeks notice to make other child care arrangements.

#### SUSPENSION AND EXPULSION \_\_\_\_\_

Unfortunately, there are sometimes reasons we have to expel a child from our program either on a short term or permanent basis. We want you to know that we will do everything possible to work with the family of the child(ren) in order to prevent this policy from being enforced. The following are reasons we may have to expel or suspend a child from this center:

#### IMMEDIATE CAUSES FOR EXPULSION \_\_\_\_\_

- The child is at risk of causing serious injury to other children or him/herself. Parents threatens physical or intimidating actions towards staff members.
- Parents exhibit verbal abuse to staff in front of enrolled children. PARENTAL ACTIONS FOR CHILD'S EXPULSION
- Failure to pay/habitual lateness in payments.

Failure to complete required forms including the child's immunization records. . Habitual tardiness when picking up your child. Verbal abuse to staff.

#### CHILD'S ACTIONS FOR EXPULSION

- Failure of child to adjust after a reasonable amount of time.
- Uncontrollable tantrums/angry outbursts.
- Ongoing physical or verbal abuse to staff or other children.
- Excessive biting. Prior to expulsion, a parent will be called and correspondence will be sent home indicating what the problem is, and every effort will be made by both the center and the parent to correct the problem. If, after one or two weeks, depending on the risk to other children's welfare or safety, behavior does not improve, and the center finds that they can no longer accommodate the child, the parent will be asked to remove him/her. The parent will be given a minimum of two week's notice to find another center to provide care for this child.

We reserve the right to refuse service to anyone at any time. \_\_\_\_\_

#### BITING \_\_\_\_\_

Biting is a common issue in early child development. The best way to deal with biting is consistent between childcare providers and parents. Biting could occur for multiple reasons. Proper communication will help determine why a child is biting. We will work with parents if/when biting becomes a problem.

## EMERGENCY PREPAREDNESS PLAN

In an emergency my first responsibility is to move the children to a designated safe area. An emergency evacuation diagram is posted on the information Bulletin board by the front door. We have fire drills and severe weather once a month. In cases of natural events such as tornadoes, floods or hurricanes, health events such as medical emergencies, communicable disease outbreak and human caused events such as an intruder with a weapon, explosion, or chemical spill, the children will be loaded into my vehicles, accounted for according to the daily sign in/out sheet and taken to an alternate shelter away from our center. Children who have limited mobility or who otherwise may need assistance in an emergency, such as children who have mental, visual, or hearing impairments will be specially escorted out by the director.

We will use Akins High School as our emergency location.

Akins High School

10701 South First St Austin, Texas 78748 512) 841 9900

I maintain an emergency backpack that is equipped with the following items:

1. My cell phone, which has both parents' phone numbers
- 2-. Copy of your child's enrollment form, medical and travel authorization
- 3-. First aid kit
- 4-. Diapers, wipes, bottles, cups 5-. Name labels
- 6-. Water and snacks

Once all the children are safe, I will contact the authorities, parents and the Department of Family and Protective Services.

Family Child Care Regulation/Minimum Standards

Rising Stars Bilingual Learning Center is monitored by the Department of Family and Protective Services. A copy of the minimum standards is available for you to review at any time. You have the right to review the last inspection of this home, which is posted on my information board.

Listed below is the business address, phone number and website of DFPS:

14000 Summit Drive Suite 100

Austin, TX 78728

(512)834-3195

[www.dfps.state.tx.us](http://www.dfps.state.tx.us)

Child Care Orientation

Certify that I have been fully oriented on the policies and procedures of Rising Stars Bilingual Care Center, I understand the following procedures:

Overview of Minimum Standards Policies and Procedures (i.e. guidance and discipline) Hours of Operation Emergency Evacuation No-smoking Policy Drop-off and pick-up children Location of fire extinguishers Location of First Aid Kit Overview of symptoms of child abuse and the responsibility of being a Mandatory reporter.

Parents may visit their children at any time during the hours of operation without having to secure prior approval. \*\*Parents are always welcome\*\*

#### TERMINATION POLICIES

We reserve the right to terminate a child for the following reasons (but not limited to):

Failure to pay Routinely late picking up your child

Failure to complete the required forms Lack of parental cooperation

Failure of child to adjust to the center after a reasonable amount of time

Physical or verbal abuse of any person or property

Our inability to meet the child's needs . Lack of compliance with handbook regulations

• Serious illness of child

We appreciate as much advance notice as possible when terminating, and will give the same courtesy in return. If you are not satisfied please let me know and If you decide to withdraw your child from my care Parents are required to give a 30 day written notice when they decide to terminate child care.

I appreciate the opportunity to provide quality child care services for you; I sincerely believe you will be satisfied with the quality of instruction and childcare services.

#### EMERGENCY PREPAREDNESS

Rising Stars Bilingual Learning Center has policies and procedures for emergencies, such as fires, storms, etc. Each staff member is aware of these procedures to ensure the children's safety and drills are staged regularly.

Parents are encouraged to read this information carefully. In the event a parent/guardian is present during an emergency, we ask that you follow our procedures.

In case of a minor injury or accident, the staff will administer basic first aid. All injuries or illnesses not requiring immediate parental notification will be documented and reported to parents when the child is picked up at the end of the day.

In case of medical injury or illness requiring immediate professional care (emergency), the staff will call 9-1-1 and parents/guardians will be notified immediately. If appropriate, the staff will administer CPR or first aid measures.

If parents/guardians are unavailable, those individuals designated as emergency phone contacts will be notified. All children must have an emergency medical release form on file in case of emergency.

## TORNADO / BAD WEATHER

The Director in charge will monitor local weather stations and the weather alert radio for updates. Our teachers are trained to stay calm and grab a flashlight and keep the children calm.

Children are instructed away from the windows and into the center hallway. Children sit as closely together as possible and are instructed to "duck and cover". Kids will have been familiarized with this since they practice it each time there is a severe weather drill.

Infant classroom:

All babies are placed in cribs and rolled into the center hallway. Everyone is to remain there until advised that the bad weather has passed. At this time, our Teachers may quietly sing songs with the children to help them remain calm.

## LOCK DOWN

INCLUDES WEAPON, HOSTAGE INCIDENT, INTRUDER, TRESPASSING, DISTURBANCE.

The Director, or person in charge, will announce, "Lock Down," or another discrete code, and will call 9-1-1. During this time all outside door codes will be deactivated until the threat is cleared. The Director, or designated person in charge, will supervise the front desk at all times during the incident, if possible. Upon hearing this - the teachers will announce, calmly, to the children a discrete phrase, such as "Rabbits in the Hole"; the children will know what to do because we practice this every month.

Infant classroom

Place babies in 2 cribs with a few quiet toys. Place another empty crib or 2 in front of your classroom door to dissuade an intruder from entering the classroom

**ACKNOWLEDGMENT CERTIFICATION:**

This is to acknowledge that Rising Stars Bilingual Learning Center has provided me with a copy of the policy packet. I have read and understand the policy pocket/handbook. I agree to the terms under which child care will be provided to my child (children).

It is agreed that the provider may terminate this agreement immediately for violation of the terms contained herein. In addition, either party may terminate this agreement with a 30 (thirty) day written notice.

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Parent/Guardian (Print name)

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Date

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Parent/Guardian (Signature)

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Date

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Hilda Griselda Gonzalez/Director

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Date