

CREATIVE CARE CHILDREN'S SCHOOL PARENT HANDBOOK



WE MAKE LEARNING FUN!

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Early Learning Program

Welcome to Creative Care Children's School! We would like to thank you for giving us the opportunity to serve your family's preschool & childcare needs. This handbook describes our policies and procedures. We review our policies & procedures annually and reserve the right to change policies, procedures, fees and/or tuition at any time. Any changes will be amended and notified in writing to each family to read, sign, and return.

Philosophy and Mission Statement

At Creative Care Children's School, we are dedicated and committed to our children by providing educational and quality childcare. It is our philosophy to focus on the needs of the individual child by providing a stimulating atmosphere for learning, along with a secure loving and safe environment. It is our belief that a preschool facility should be an extension of each child's family. Creative Care teachers and parents are encouraged to work together to provide the love and support needed as your child reaches developmental milestones and his/her own personal achievements! As caregivers and educators, our mission is to believe in the value and uniqueness of each child we serve providing a safe and developmentally appropriate learning environment fostering a child's natural desire to explore, discover, create, and become a lifelong learner. We are passionate about education and providing our children with the tools to be successful in life.

Curriculum

WHAT SETS US APART:

- Our program celebrates what makes each child unique and inspires the growth of leadership and independence. With the balanced approach of playing, exploring, and learning in a fun and safe environment, your child is guaranteed to be successful.
- Our teachers are trained professionals who focus on implementing the curriculum and are encouraged to add or modify activities to express their strengths while meeting learning objectives and prioritizing the needs of each individual child. Every member of staff receives 30+ hours of certified annual training along with Pediatric First Aid & CPR certification.
- Our curriculum has been developed over 50 years that includes child-initiated and teacher-directed activities and experiences offered to young children. We have compiled the best material from National Programs like Scholastic and Frog Street that is prepared in advance for the entire school year and posted outside each classroom weekly for you to review.
- Our daily curriculum is inspired by the S.T.E.A.M (Science, Technology, Engineering, Art, and Math) approach. These are teacher monitored activities that emphasize balanced learning, so each child can grow. We focus on supporting and enriching their development physically, emotionally, socially, and cognitively with the ability of the child using the processes of inquiry, creativity, and innovation. Our program supports families and children who may need additional accommodation to the best of our ability.
- Our After-School Enrichment Program provides children with a fun and engaging opportunity to continue learning through hands-on experiences and developmental play.

Enrollment Procedures and Required Records

1. Tour Our Facility
2. Complete Admission Forms via DocuSign
3. Pay Registration Fee \$150 (Reserves your child's placement/spot, Non-Refundable)
4. Tuition Payment– Tuition is due in full on or before 1st day of attendance

Admission Requirements:

Required DocuSign documentation must be received before your child's 1st day of attendance and is required to be completed annually. Please keep us updated with any changes of information. The Creative Care Children's Schools Parent Handbook will be provided at this time for your reference. Upon request with your Center Director, a paper copy is always available.

1. Admission Forms
 - ❖ Emergency Contact/Pickup, Address, & Phone Numbers
 - ❖ Emergency Medical Authorization Information & Signature
 - ❖ Food Allergy Notification & Action Plan, if required
 - ❖ Health-Care Professional Signature or Statement
 - ❖ Hearing & Vision Screening Required for children 4yrs & older
 - ❖ Current Immunization Record & Signature
2. Creative Care Children's School Receipt of Policies & Rates Form
3. School Photo/Video Release Form
4. CACFP Meal Benefit Income Eligibility Form
5. Automated Payment Processing Form
6. Required Infant Forms
 - ❖ Infant Care & Feeding Instructions
 - ❖ Infant Feeding Preference
 - ❖ Infant Safe Sleep Operational Policy

*** Please keep all records up to date! ***

Creative Care Children's School Tuition Rates & Policies

	Full-Time Price/Week	Part-Time Price/Week*
Infant	\$265.00	N/A
One's (Pre-Toddler)	\$240.00	N/A
Two's (Toddler)	\$225.00	\$175.00
Three's	\$210.00	\$170.00
Pre-Kinder	\$205.00	\$165.00
School-Age	\$185.00	\$130.00
After School-Age	\$145.00	\$120.00

*Full-Time= 3 days or more/week *Part-Time= 1 or 2 days/week

Tuition Dues and Late Fees

Tuition is due every Monday & late on Tuesday at 6:00pm. Your tuition reserves your child's enrollment for the week. Full tuition is due regardless of attendance due to illness, unexpected closures, etc.

Late Fees are posted Wednesday morning. All accounts without a \$0.00 balance will receive a \$25.00 penalty.

- ❖ Your child's care may be suspended after the 7th day of non-payment until a payment is made in full. If payment is not received by the 15th day, your child's care services will be terminated. Re-registration will be required.
- ❖ A payment plan should be discussed with the Director if a family is having trouble making tuition payments.
- ❖ Families have the option to pay on a bi-weekly or monthly basis in advance.

Drop-In Rates

The drop-in rate is \$15.00/hour. If a drop-in child attends more than three times per week, an Enrollment Fee must be paid.

Absences, Holidays, Closures

Absences should be notified to the Center. No reimbursement or credit will be given in the event of an absence of any kind.

Holidays are in observance and will be notified by Management prior to closure.

Closures unless noted otherwise will be per Management discretion. (ex. bad weather, facility complications, etc.)

- ❖ FULL tuition is due regardless of attendance, which applies to both full-time and part-time enrollment.
- ❖ In the event your child needs to take an extended absence, please notify your Director. Re-registration will be required.

Vacation Benefit

Each child receives two weeks' vacation per year after the completion of 12 months of enrollment. Vacation is accrued upon your child's enrollment date. If your child terminates for any reason, you will be required to complete 12 months of enrollment. Vacation must be taken on a weekly basis and requires a 2-week notice in writing to the Director. Failure to do so may result in tuition & fee dues.

- ❖ Families who are employed by Creative Care are not eligible for this discount.
- ❖ Families who are enrolled with subsidy financial aid programs are not eligible for this discount. Any vacation request must be requested through the subsidy program policies.

Discounts

Families with two or more children enrolled full time are eligible for a 10% discount to be applied to the oldest child's weekly tuition fee.

Military, police, firefighters, and teachers are eligible to receive 10% off one child's tuition.

- ❖ Only one discount per family.
- ❖ ID's must be verified.
- ❖ Families who are employed by Creative Care or enrolled with a subsidy financial aid program are not eligible for this discount.

Other Fees

- ❖ A Registration Fee of \$150.00 is due annually on your child's anniversary enrollment date and is non-refundable.
- ❖ All returned checks or direct debit payments rejected due to insufficient funds will be charged a \$35.00 penalty. (all late fees apply) Repeat incidents of returned checks or insufficient funds notices could result in termination of childcare services.
- ❖ Summer Activity fees will be assessed along with your weekly tuition fees, which include all field trips, activities, art, and food crafts. This fee is non-refundable. Parents will be given a summer calendar with all the fun and exciting activities your child can participate in.
- ❖ Parents will be notified in advance of any additional fees associated with, such as school pictures, fundraisers, etc.
- ❖ During the school year, school-aged children who attend all day (e.g., teacher-in-service day, etc.) will be assessed an additional fee of \$25 per day. This fee does not apply to full-time school-age attendance time frames. Weekly Full-Time attendance will result in full time rate.

Creative Care Children's School Policies and Procedures

Hours of Operation & Arrival Time

Creative Care is open for your convenience from 6:00–6:00pm, Monday–Friday. Children must arrive no later than 9:00am to experience the most from our curriculum. Regular attendance is strongly encouraged for the benefit of the child as well as the classroom as a whole. Arrival after 9am will result in the Director or Asst. denying your child from attending for the day. Late arrivals are disruptive to the other children and child/staff ratios. Any late arrivals need to be communicated with your Directors. Children over 12 months of age may not be dropped off during naptime.

Holiday Schedule

We are closed New Year's Day, President's Day, Memorial Day, 4th of July, Labor Day, Columbus Day, Thanksgiving Day and the Friday after Thanksgiving, along with Christmas Day. In addition, we close at 3pm on Christmas Eve.

Apart from President's Day and Columbus Day for staff training:

If the holiday falls on a Saturday, we will close the Friday before the holiday.

If the holiday falls on a Sunday, we will close the following Monday after the holiday.

Bad Weather Policy

Creative Care will remain open during most severe weather. The Director and/or Assistant Director will monitor the conditions along with local news stations to determine when it is appropriate to close the center early or cancel care. Please monitor your Center's Facebook, website (creativecommons.com), or a Remind communication notice for announcements of closure. In the event of an early closure, parents will be contacted and informed for pick up in a reasonable amount of time to ensure all parents, children, and staff can travel safely home. Families will still be charged during weather closings.

Transportation Policy

Children attending public school must arrive by 7:00am to be transported to school. If your child will not need PM transportation, we ask that a courtesy notification be made to your Director by 2pm or be subject to a transportation penalty fee of \$25. All safety procedures of the Texas Health & Human Services are followed along with annual Vehicle Safety Training. Our vehicles receive regular maintenance and are equipped with a fire extinguisher, first-aid kits, & kiddie alarm systems.

Sign-In and Out Procedures

Parents are required to accompany & sign In/Out their child. This is an additional way of keeping accurate counts of our children in each classroom in case of an emergency. We encourage parents to communicate with their child's teacher at drop off & pick up.

Release of Children & Late Pick-Up

Release of Children is our number one safety priority. For safety reasons, please do not let your child run ahead of you inside or outside of the building. Only individuals who are listed on your child's enrollment forms will be permitted for pick up. Any individual not authorized will require a written signed statement from the parent/guardian giving permission for pick up, along with a valid driver's license/ID. You must submit this information through email:

cccskempwood@creativecommons.com, Remind App, or Facebook Messenger for your convenience. Children will not be released to a minor.

Late Pick-Up is any time after 6pm. **You will be charged \$3 per minute, per child. Dues must be paid at time of pick-up.** If you will be late, please provide us with as much notice as possible. We are not licensed for after-hour care, and therefore our employees are not allowed to take custody of your child by removing them from school premises.

Parents/Guardians then Emergency contacts will be contacted for pick up. No response will resort to notifying our local law enforcement for further instructions.

Custody Situations

This is a difficult situation for all parties involved and especially the children. Every guardian has rights under Texas Law for parental access to a child without a court order. If a court order is present and active that prevents another parent or guardian from visiting or removing a child, Creative Care will comply. If an unauthorized parent comes into our center, we will deny access to the child, contact the custodial parent, and call the authorities.

Medical Emergencies

If the child requires immediate medical attention the staff who witnessed the emergency will remain with the injured child and instruct someone to call 911. Our staff will administer the necessary medical attention to the best of our ability including first aid, or CPR, as appropriate, until emergency medical assistance arrives. If required, a staff member will accompany the child to the hospital and Management will contact a parent/guardian.

If a child encounters a poisonous substance, the staff will take direction from Poison Control at 1-800-222-1222.

Parent Notifications, Communication, & Contact Information

Parent Notifications in the event of a severe injury, an injury neck and above, bite, or unusual behavior will be via phone. **Communication** daily sheets are provided to our parents of infants & toddlers outlining the events of the day. All other communication will be verbal or in writing sent home with your child.

Contact Information must always be current. Any changes need to be notified to any Management member. You must submit this information through email: ccskempwood@creativecarecs.com, Remind App, or Facebook Messenger for your convenience.

Visitor Procedures

Parent participation is strongly encouraged. Parents may enter and examine the child-care facility during our hours of 6-6pm and without advance notice. During special events we encourage you to let your child's teacher know if you plan on participating in an activity. We recommend parents avoid visiting during naptime if their child is in the One's-Pre-K room, unless necessary.

Meals & Snacks

Children are provided a nutritious, healthy breakfast, lunch, and PM snack. Menus are posted on the Center's notice board. Creative Care follows the nutritional guidelines and regulations established by the Child & Adult Care Food Program. Outside food and drink items are not permitted unless due to a food allergy/dietary concern. (*Guidelines under Food Allergies.) Breakfast is provided from 6:30-8:30am, lunch at 11am, & snack at 2pm. School-Age snacks are served upon arrival. Liquids and foods hotter than 110 degrees are kept out of reach. Children will be encouraged to sample all items offered but never forced to eat. Limited food/formula items are provided for children aged 0-12mos. Parents/Guardians of infants may choose to provide their own additional food/formula. Our staff do not use food as a reward or punishment. This school participates in CACFP, which states, "In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: How to File a Complaint, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

Fax: (202) 690-7442; or

Email: program.intake@usda.gov

Food Allergies – Our staff are trained annually on food allergies and take precautions to ensure children are protected. Any child with a food allergy must have an individualized Food Allergy Action Plan prepared by the child's health care professional that includes:

1. A list of each food the child is allergic to.
2. Possible symptoms if exposed to a food on the list.
3. The steps to take if the child has an allergic reaction.
4. Statement signed and dated by the doctor and parent.

Dietary Needs– Any child with special dietary needs must have an individualized plan and statement from the child's health care professional that includes:

1. Medical diagnosis and statement.
2. Detailed special dietary plan for our facility.
3. Statement signed and dated by the doctor and parent.

- ❖ For certain dietary restrictions, parents/guardians are required to provide a replacement from home for your child. Meal items brought from home are not to be heated up but can be refrigerated, if needed. Any food component will be provided for children who bring meal replacement items from home.

Breastfeeding Mothers & Infant Room Blanket Policy

Breastfeeding is an important way for mothers to bond with their babies and provides many benefits. You have the right to breastfeed or provide breastmilk for your child. A comfortable chair in the infant room is available for your convenience. Breastfeeding education and support resources are available. Breastmilk must be brought in ready-to-use containers.

Infant Room Policy Blankets and soft bedding are prohibited for infants up to 12 months by Childcare Licensing in the State of Texas for prevention of Sudden Infant Death Syndrome. To keep your infant warm, we suggest parents provide at least two blanket sleepers. As needed, these items will be given back to you to be laundered throughout the week.

Outdoor Play, Screen Time, Water Activities, & Field Trips

Outdoor Play is incorporated into our daily schedules for both morning and afternoon. Outdoor play is an opportunity for children to run, jump, climb, and build their large motor skills. Children will go outside year-round, including winter. Only extreme weather conditions will the children remain indoors. Children will have opportunities for physical activity for a minimum of 30 minutes each day through outdoor play, music and movement, and other activities in or outdoors.

Screen Time in our program is an extension of the teaching and learning that takes place in our classrooms. Children under the age of 3 are not permitted screen time. Thirty minutes of screen time is permitted for ages 4-12 years. At the Director's discretion, movies will be permitted in our Preschool/School-Age program.

Water Play is offered during the summer months for children 12 months and older, which includes water play with sprinklers, water slides, and/or pool visits. Creative Care will require the child's parent or legal guardian to affirm in writing whether the child is able to swim or is at risk of injury. Extra staff are on duty during these activities. All teacher/child pool ratios are met. Creative Care will provide a properly fitted and fastened Type I, II, or III U.S. Coast Guard-approved personal floatation device for each child who is unable to swim or is at risk of injury. Staff will ensure the child is wearing the device during the water activity.

Field Trips short, long, including but not limited to: walks as a class around the perimeter of the building and/or nearby neighborhoods; trips to local playgrounds; to local businesses, etc. are provided so the children have a variety of experiences both at & away from the Center. Parents will be notified in writing of all scheduled field trips requiring your permission to participate. If you do not wish for your child to attend, please find alternative childcare arrangements for that day, as we will not have staff available to stay behind with children participating.

Holidays & Birthdays

Holidays are recognized with classroom festivities- Valentine's, Easter, Thanksgiving, & Christmas. Each holiday is celebrated with a Christian emphasis. Halloween is recognized as a "Fall Festival" in a non-scary form. Celebrations are coordinated by the Director & classroom staff. Parents are encouraged to sign up to help with the celebrations.

Birthdays are welcome in our facilities. Please notify your child's teacher of your plans prior to his/her birthday. Every child will be recognized on his/her birthday.

- ❖ Due to various food allergies and dietary restrictions in our classrooms, we request supplying store-bought snacks still in the original packaging.

Parent Participation/Volunteer

We believe that having the best possible childcare facility for our children directly involves parents. We are a team working toward the same goal of providing our children with the best care. We implement many programs supporting family promotion and community involvement. Possible opportunities include:

- ❖ Field Trip Chaperone
- ❖ Eating lunch or Luncheon events hosted by Creative Care
- ❖ Volunteering in your child's classroom
- ❖ Community Involvement Activities

Clothing & Personal Belongings

Clothing for children is strongly recommended to be play clothes, weather appropriate. Closed-toe shoes are always **required**. We also recommend clothing that your child can manage, as this enables the development of independence and self-help skills. Please label all items with your child's name.

What to bring:

- ❖ Change of clothing
- ❖ Small blanket or beach towel for naptime (must fit inside cubbies)
- ❖ No pillows allowed

Personal Belongings are limited. No outside toys or electronic devices allowed including cell phones, iPads, game systems, and any hand-held electronic device. These items could get lost or stolen and we are not responsible for prohibited items brought into the school. In addition, most of these devices have cameras, and we must protect the identity and safety of all children who attend. Any prohibited items collected from the child can be picked up in the front office. A second violation will result in a \$15 fine and the third violation will result in the item being collected permanently.

Transitions into a New Classroom

What a big step for our little ones! We want this transition to be a successful and positive experience. The transition is determined by the Director and the Lead Teacher after assessing the child's age, developmental level, and maturity level. The transition will begin on Monday and the child will start with two hours in the morning. Tuesday will be the same schedule. Two hours will be added in the afternoon on Wednesday and Thursday will include lunch and naptime. Friday will be the first full day in his/her new classroom. As with any new change, if the child is struggling, we will always communicate with the parent and extend our transitioning time into the following week, if needed.

Photographs

We believe in the benefit of using real life pictures in our educational program. Photos taken of the children will only be used in our program. If parents choose to take pictures of events held at our program, they may only photograph their child, unless written permission is given by the other parent. Please note during certain parent events, such as Pre-K graduation, Christmas programs, and carnivals, photographs may be taken. If you do not wish for your child to be photographed, you may want to remove them from these events.

Cameras

Our center provides closed circuit cameras in all classrooms. A monitor is located at the entrance of the facility for parents to view at any time. Parents may inspect any video recordings of an alleged incident of abuse or neglect involving their child provided that:

- ❖ Video recordings of the alleged incident are available;
- ❖ The parent or guardian does not retain any part of the video depicting a child that is not their own; and
- ❖ The parent or guardian of any other child in the video receives prior notice from the facility

Outside Employment & Social Networking

Outside Employment is prohibited for any reason with parents of the organization. This includes, but is not limited to, babysitting and/or nanny-type jobs.

Social Networking with employees is prohibited as well with our parents and children. This includes but not limited to, Facebook, Twitter, and Instagram, etc.

Questions or Concerns

It is our goal to provide excellent customer service. If you have a question or concern, do not hesitate to bring it to the attention of the Lead Teacher or a member of Management. The Director and Assistant Director are responsible for most of the school operations and makes sure all minimum standards, philosophies, and procedures are carried out daily. Our Director will assign an interim staff when both she and the Assistant Director are off school premises.

Parent Conferences

Parent-Teacher conferences will be scheduled twice a year per the Centers request in the months of September/October and April/May to review with parents. The goal of the parent-teacher conference is to gain insight into your child's development both in the center setting as well as the home setting. During conferences, your child's development, and any goals you may have for your child will be discussed. Parents are encouraged to request conferences whenever they feel it necessary with your child's classroom Lead Teacher or the Director.

Minimum Standards/Child Care Regulations

A parent or guardian of a child at Creative Care may file a complaint against the childcare facility, if desired. Parents or guardians may review inspection reports at any time upon availability and request information about how to access Creative Care's online compliance history or utilize the website provided below. Our most recent report is posted on the Communication Board at your Center.

- ❖ Childcare Regulation Offices- (713)287-3228
- ❖ CCR/Texas Health & Human Services Website- <https://www.hhs.texas.gov/>

Creative Care parents or guardians may review all publicly accessible records along with any written records concerning the parent's or guardian's child. The facility's staff training records and any in-house training curriculum are always available for review. A copy of the CCR Texas Health & Human Commission: Minimum Standards is always available for your convenience with Management. If a parent wishes to review the minimum standards, they may ask the Director for a copy to review. Creative Care will exercise all parent's rights without receiving retaliatory action by the facility.

Suspension & Dismissal Policy

Suspension of a child will be on a case-by-case evaluation. Our Directors and staff work with each child to create a positive learning experience. Child misbehavior is impossible to prevent completely. If a child's behavior becomes threatening to themselves, other children, staff, or teachers, the child will be removed from the classroom and possibly the program for a period of time.

Dismissal of a child will be put in effect for several concerns. If it is determined, we reserve the right to terminate services at any time.

- ❖ If a child or parent endangers the health or safety of a child.
- ❖ Any unpaid tuition or fees.
- ❖ We can no longer meet the needs of your child.

Dismissal Procedure for discipline problems:

1. Staff will report behavior and what strategies have been attempted to their Director and/or Assist. Director. An incident report will be completed and given to the parent to sign the day of the incident.
2. The Director and/or Assist. Director will observe & communicate with our provided behavioral specialist to express concerns, discuss strategies in addressing the challenging behaviors, put them in practice, and communicate with parents of their child's progress.
3. If disciplinary problems continue, a call to the parent to pick up the child for the day will be set in place.
4. Suspension will be enforced with a time frame per the Directors decision.
5. If the behaviors continue and no improvement is found, dismissal from the facility will be exercised. We will make all reasonable efforts to avoid this by providing communication with the parent, parent meetings, and will use any other resources available. Your cooperation will be required to avoid dismissal.

Withdrawal Policy

If you wish to withdraw your child from our program, a written 30-day notice to your Director is required. Families will be responsible for paying tuition for the full 30 days period if a written notice to disenroll isn't provided. All outstanding tuition and fees must be paid in full before withdrawal.

Gang Free Zone Policy- Our school is a gang free zone. The purpose of gang-free zones is to deter certain types of criminal activity in areas where children gather by enforcing penalties. This means that certain gang-free related activity or engaging in organized criminal activity within 1000 feet of a childcare facility is a violation of this law and is therefore subject to increased penalty under state law. The Texas Department of Protective and Regulatory Services website is:

www.tdprs.state.tx.us

Preventing and Responding to Child Maltreatment Abuse & Neglect:

We take great care in protecting our children and keeping them safe by working with local authorities and community organizations. We want our caregivers and parents to be educated and informed about preventing and responding to the abuse and neglect of children. The latest posters and flyers from the Texas Department of Family Protective Services are posted on our Parent Information Board. All staff is required to complete annual training on Reporting Suspected Child Maltreatment.

- ❖ Link to Training: www.dfps.state.tx.us/training/Reporting/default.asp;
- ❖ Information on learning the signs of abuse and neglect and child maltreatment:

Abuse:

Physical abuse is deliberate actions resulting in injuries to a child or genuine threats of such actions or concerns about physical injuries of an unexplained or suspicious nature.

Sexual abuse includes: Sexual indecency, sexual assault, or aggravated sexual assault.

- Failing to make a reasonable effort to prevent sexual conduct to a child.
- Using the child for the creation of obscene or pornographic material.

Emotional abuse is an emotional or mental injury caused by the parent or caregiver that results in an observable effect on the child.

- Psychological state - Concerns about the child's mental stability, as demonstrated by mood, behavior, and thoughts.

Trafficking

- Labor trafficking - parent or caregiver forcing a child into labor or services that are unhealthy or harmful to the child.
- Sex trafficking - parent or caregiver receiving compensation for forcing a child to engage in prostitution or other sex acts.

Neglect:

Neglectful supervision means improper supervision of a child left alone which could have resulted in substantial harm.

Medical neglect is failure to seek, obtain or administer medical treatment that could result in substantial harm.

Physical neglect is the failure to provide a child with the necessary food, clothing, and shelter to maintain a healthy life.

Abandonment and refusal to accept parental responsibility are where the parent or caregiver left the child in a potentially harmful situation and did not plan to return for the child.

- Refusal to accept parental responsibility - Child has been out of the home for any reason, and parent/caregiver refuses to allow the child to return home.

If you are a victim of abuse and need help, call:

- ❖ DFPS Abuse Hotline: 1-800-252-5400,
- ❖ Harris County Women's Center: 713-528-2121,
- ❖ 911



Texas Department of
Family and Protective Services
Statewide Intake

Reporting Abuse, Neglect and Exploitation

If you suspect:

- A child is being abused or neglected.
- An adult with a disability or 65 or older is being abused, neglected, financially exploited, or is in a state of self-neglect.

Report by:

Phone: 1-800-252-5400

Call the Texas DFPS Abuse Hotline toll-free 24 hours a day, 7 days a week, nationwide.

Online at [Texas Abuse Hotline Website](#)¹

Report online if victim is not in immediate danger.

If the person is in immediate danger, call 911 or local police first. Then call the Texas Abuse Hotline.

Mandatory Reporting

By law, everyone in Texas is a mandated reporter. Professionals may not delegate the duty to report to anyone else. The mandatory reporting requirement applies without exception to an individual whose personal communications may otherwise be privileged, including attorneys, clergy,

medical professionals, social workers, and mental health professionals.

Preparing to Make the Report

Please – gather your notes, files or documentation before making your report. This will help us move through your report efficiently in order to best serve you and vulnerable Texans.

As much as possible, please have the following information ready:

Identification:

- Names
- Dates of Birth
- Social Security Numbers

Relevant Locations:

- Home address
- School or daycare
- Employer

Additional Details:

- Primary Language
- Disability
- Other special needs

Partial information is still useful for locating the people involved. Even an approximate age or street name helps.

Creative Care's Discipline and Guidance/Biting Policy

Discipline & Guidance focuses on the development of the child. We strive to provide a secure and loving environment for our children. Discipline must be individualized and consistent for each child, appropriate to the child's level of understanding; and directed toward teaching the child acceptable behavior and self-control. Creative Care will only use positive guidance techniques. Positive guidance and discipline are crucial.

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:

- ❖ Set clear, consistent rules redirecting behavior using positive statements. (ex. walking feet; gentle touches)
- ❖ Using praise and encouragement for good behavior instead of focusing only upon unacceptable behavior.
- ❖ Make certain the environment is safe & worry-free.
- ❖ Build children's images of themselves as trustworthy, responsible, and cooperative.
- ❖ Say "YES" whenever possible.
- ❖ Set a good example. (ex. using a quiet voice when children should be quiet)
- ❖ 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:
 - Corporal punishment or threats of corporal punishment.
 - Punishment is associated with food, naps, or toilet training.
 - Pinching, shaking, or biting a child.
 - Hitting a child with a hand or instrument.
 - Putting anything in or on a child's mouth.
 - Humiliating, ridiculing, rejecting, or yelling at a child.
 - Subject a child to harsh, abusive, or profane language.
 - Placing a child in a locked or dark room, bathroom, or closet with the door closed.
 - Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

Useful Phrases to use when problem-solving with children:

- ❖ Instead of "No" or "Don't" Say "Please stop", "I don't like that", "That's not OK", or "That is not a choice"
- ❖ Instead of "That's not nice" Say "That's not OK", "Please use gentle touches", or "That hurts Jordan"
- ❖ Instead of "No Running" Say "I need you to use your walking feet" or "You may run when we go outside"
- ❖ Instead of "Stop crying" Say "I need you to use your words to tell me what's wrong"
- ❖ Instead of "I said yes" (when a child tells you "no") Say "No is not a choice; I need you to...."

Biting is a behavior that usually appears between the ages of one and three years. While biting is age-appropriate behavior, it is important to remember it is also an unacceptable behavior in a childcare environment. Children bite for a variety of reasons: teething, sensory exploration, cause & effect, imitation, crowding, seeking attention, frustration, and stress. Biting is not something to blame on children, their parents, or their teachers.

Biting Procedure:

- The biting child is stopped and told "Stop biting. Biting hurts". Teachers should remain calm, being careful not to show anger or frustration towards the child.
- The biting child is removed from the situation. As little attention as possible will be placed on the biting child, to avoid reinforcing the behavior.
- Appropriate first aid will be provided to the child who was bitten. Bite will be washed with soap and water; cold compress will be applied to reduce pain & swelling. A bandage will be applied, if necessary.

Teachers will work with parents to gather information about the child's behavior, observe triggers, & set an action plan. Staff will observe the group more closely and work with the parents to seek out additional resources as necessary to shadow the child who is biting. All information is confidential, and names of the children involved are not shared between parents. Biting is always documented on an Incident/Accident Report which is completed and signed by a teacher and parent. A copy is provided to the parent and the original kept in the child's permanent enrollment file in the office.

If biting continues, for the children's safety, services may be terminated.

Health, Illness & Exclusion Policy

Student Absences

Please call the Center before 9am to notify us if your child will be out for the day due to any illness, etc.

Hearing and Vision Requirements

The Texas Health and Safety Code requires children to have screening for possible hearing or vision problems. Children enrolled for the first time four years or older, must be screened within 90 days of enrollment. Parents of school-age children must sign and date the admission form stating their hearing and vision screening is on file with the school.

Child Immunization Policy

Your child must have all immunizations required by the Texas Department of Health **before** he/she can attend our Center. We may occasionally have a child that is not immunized due to religious beliefs.

Policy on Adult Immunizations:

Creative Care Children's School does not require adult immunizations for its employees. We follow the Texas Dept of Health requirements and will update our policies in accordance. A parent/employee may find information on recommended immunizations for adults at <http://www.cdc.gov/vaccines/schedules/downloads/adult/adult-schedule.pdf>

Wellness/Health Checks

Wellness/health checks are conducted to identify potential concerns about a child's health, such as signs or symptoms of illness and injury in response to changes in the child's behavior since the last date of attendance. A visual well/health check will be performed for each child by the child's teacher upon arrival at the Center in your child's classroom.

Throughout the Day

If your child displays any of the following symptoms and/or accompanied by a fever of 100.4 degrees or above, you will be notified to pick up your child **within one hour**:

- ❖ Excessive Cough or Discolored Nasal Discharge
- ❖ Unusual Spots or Rashes
- ❖ Vomiting/Diarrhea (2 or more, courtesy call will be given on 1st episode)
- ❖ Loss of Appetite
- ❖ Severe Itching of Body or Scalp
- ❖ Unusual Behavior
- ❖ Fussy, Emotional, or Less Active Than Normal
- ❖ General Discomfort

Children may return **after 24 hours** only if symptom-free or if accompanied by a doctor's note stating the child is not contagious.

Medication Policy

We prefer not to administer medication unless absolutely necessary. Prescription medication will only be administered at 12-2pm (ex. Twice daily can be given at home. Three times per day requires a middle of the day dose.) If this is unavoidable, the following policies must be strictly followed:

- ❖ Medication must be in the original box
- ❖ Prescribed medication **must** be labeled with the child's name & date of birth.
- ❖ Over-the-counter medications will only be given for special circumstances, with a doctor's note that has a beginning and end date.
- ❖ A measuring spoon or syringe must be provided.
- ❖ The medication authorization sheet must be completed with the noted dosage, current date, and parent's signature. Creative Care staff will not administer any medication without signed authorization.
- ❖ All medications will be stored in the office. The Director/Assistant Director will administer all medications prescribed by a doctor.

Diseases and Illness

Creative Care's priority is providing a healthy, safe learning environment for all children. We observe the standards set by Texas Health & Human Services -Minimum Standards for ill children. A child will be sent home as soon as possible if any of the following is experienced: an illness prevents the child from participating comfortably in activities (determined by staff); an illness results in a greater need for care than the staff can reasonably provide without compromising the health or safety of other children in the classroom; or a child is experiencing any of the below:

Intestinal Diseases

If a child has two diarrhea bowel movements, the parents will be notified by our staff to pick-up their child **within one hour**. To eliminate the spread of infection, children who are sent home with diarrhea may not return to the center until 24 hours **after** the child is symptom free or has a doctor's note stating the child is not contagious.

Hepatitis

If a child is diagnosed with Hepatitis, the center must be notified immediately. That child will be temporarily excluded from the center. **A child may return only if we have a doctor's note stating it is safe for the child to return to the school.**

Bacterial Meningitis

If your child is diagnosed with H-Influenzae or Meningococcal Meningitis, you must notify the center immediately. **The child will be temporarily excluded from the center and may not return until the health department and/or doctor give written permission for a safe return.**

Chickenpox

Our staff will call you to pick up your child if your child is displaying a medically undiagnosed rash. If the doctor's diagnosis is chicken pox, please notify the director and the child may not return until all blisters are scabbed over and there is no fever present. A letter will be sent home notifying all families if a chickenpox case occurs.

Colds, Flu, & COVID-19, or Related Illness

If a child's cold leads to pneumonia, bronchitis, infectious croup, or ear infections, or has symptoms of flu or COVID-19 or related illnesses the child must remain out of the center until a proper medical treatment has begun. **A child may return only if accompanied by a doctor's note stating the child is not contagious or a negative test.** Please remember that plenty of rest and fluids are the remedy for a cold.

Strep Throat

If your child is diagnosed with strep throat, **he/she may not return to the center until 24 hours after antibiotic treatment has begun and is accompanied by a doctor's note.**

Conjunctivitis ("Pink Eye")

Any child with redness, swelling, or pus discharge of the eyes will be sent home. "Pink eye" is highly contagious. **A child with "pink eye" may return only after prescription medication has been administered for a period of 24 hours and a doctor's release has been given to return to school.**

Head Lice

Any child with lice parasites or nits (lice eggs) in their hair and scalp will be sent home immediately. **A child with lice will be required to remain out of center until 24 hours after proper treatment has begun.**



Emergency/Disaster Preparedness Plan **Creative Care Children's School - Kempwood**

Our Program's Address:

9601 Kempwood

Houston, Tx 77080

Nearest Cross-Streets: Longpoint, Campbell

Our Program's Phone Number: (713)462-8058

Out-Of-Area Contact: Cheryl Blair (972)740-5700

Center's Planned Evacuation Sites

Off Site – Spring Branch Church of God

2605 Campbell Road

Houston, Texas 77080

(713)468-0763

On Site – Large oak tree at rear yard playground

Off-Site Evacuation and Relocation:

- ❖ Our primary responsibility is to keep children safe.
- ❖ The Director will lead the evacuation process and is responsible for keeping a charged cell phone with her and overseeing and directing the evacuation process. She is the last person to leave the building.
- ❖ The Assistant Director will be the First Aid coordinator and will carry the First-Aid kit.
- ❖ The Assistant Director and each lead teacher will take their prepared Health & Emergency Binder that contains all necessary documentation in the event of an emergency and follow the directions of the Emergency Preparedness Plan. Our offsite location is Spring Branch Church of God. The Assistant Director and teachers will walk the children across the street. All children under 24 months of age, any child who needs assistance, or any child who cannot walk will be placed in an emergency crib for transportation to the designated area.
- ❖ The Director will instruct the communication coordinator to contact parents and notify them of the situation.
- ❖ Teachers will continue to supervise children and take care of their needs.
- ❖ The Assistant Director will supervise the staff and take care of their needs.
- ❖ The Director will be the contact person for emergency personnel and parents.
- ❖ The center's usual verification process for allowing adults to pick up children from the center will be used at the evacuation site (only persons listed on the child's enrollment form as authorized to pick up will be allowed to do so after showing photo ID).
- ❖ With the direction from the Director or person in charge, the children will be released to their parents based on the direction from the fire department or local authorities.



Emergency Preparedness Plan

EMERGENCY EVACUATION DIAGRAMS ARE LOCATED IN EACH CLASSROOM AT EACH EXIT. FIRE EXTINGUISHERS ARE LOCATED AT THE FRONT & REAR EXITS AND IN THE KITCHEN.

Fire Evacuation Drill- Relocating to Safe Area (practiced monthly):

- ❖ Fire Alarm Bell will sound.
- ❖ Lead teacher will get roll sheets and Health and Emergency Binder (which contains parent and emergency contact telephone numbers for each child in care, authorization for emergency care for each child, and the child tracking system information for children in care).
- ❖ Each classroom will walk and exit to the designated door to a point 75' from the building (or the alternate shelter if communicated by the Director).
- ❖ The Director and lead teacher will implement the child tracking system in their "Grab & Go Bag" to account for all children. They will be counted per the attendance list as they leave the classroom and when they arrive to the safe area.
- ❖ Staff will watch the children, not the situation. Children will always be supervised.
- ❖ The teachers will stay in the designated area and the fire department, Director, or person in charge will tell them when they and the children can re-enter the building or begin off-site evacuation procedure.

Severe Weather Drill (practiced every 3 months):

- ❖ A bell will sound 3 times.
- ❖ Lead teacher will get roll sheets and Health and Emergency Binder.
- ❖ Each class will exit classroom doors, walk to center hallway, sit down, and have children duck and cover. Additional room is available in the kitchen pantry.
- ❖ Infant classroom: infants will be placed in emergency cribs and rolled to the hallway.
- ❖ Teacher will have children singing or will tell them a story.
- ❖ Teachers will remain with children until further instructions are given by the Director.
- ❖ The Director in charge will monitor local weather stations and the weather alert stations for updates.

Reverse Evacuation Drill (practiced every 12 months):

A whistle will blow to signify a "Reverse Evacuation" when children are outside. Teachers will gather children, walk to building, and enter the hallway door where the Director will alert them of danger and provide instructions.

Shelter in Place/Lock Down Drill (practiced every 3 months):

A lockdown is to keep children safe from potential violent circumstances.

- ❖ Director will notify teacher verbally and call 911.
- ❖ Director or person in charge will ensure all building entrances and exits are locked and that no unauthorized individuals enter the building.
- ❖ All doors will be closed, and all lights will be turned off.
- ❖ Teacher will gather children and Health & Emergency Binder and take children to the designated safe place.
- ❖ Teacher will keep children calm and whisper to remind the children to stay very quiet.
- ❖ Infant Classroom: babies will be placed in two or three cribs with a few quiet toys. Another empty crib or two will be placed in front of the classroom door. This might cause an intruder to change his/her mind about entering the classroom.
- ❖ Teachers will await further instructions from the Director, person in charge, or emergency personnel.

Explosion, Chemical Spill, or Gas Leak:

That occurs **INSIDE** the facility –

- ❖ See procedure for "Fire and Off-Site Evacuation & Relocation"

That occurs **OUTSIDE** the facility –

- ❖ Doors will be closed and locked, air conditioner/heater or anything that could cause a spark (lights, computers, TV, CD player, etc.) will be turned off.
- ❖ Children will be seated on the floor and calmed.
- ❖ Teachers will be prepared to evacuate if told by the Director, person in charge, or emergency personnel.
- ❖ If told to evacuate, teachers will consider crawling to avoid strong fumes that are floating higher in the air.

Bomb Threat or Other Threat:

The staff will write down everything the person says, ask where the bomb is and when the bomb (or other threat) will “go off” or “happen”, and write that down, too. Then, they will notify the Director, or person in charge, to call 911 immediately.

Accident- The teacher will:

- ❖ Make sure all children are supervised and have them sit down near her.
- ❖ Comfort the children by speaking in a low, quiet voice.
- ❖ Apply first aid as needed; Call the office if further assistance is needed and/or the director, or person in charge to call 911.
- ❖ If the child is bleeding profusely, apply pressure to stop the bleeding (In an extreme case, take off the child’s shirt and use that).
- ❖ Report injury to the head or face to the office immediately – even if it is minor.
- ❖ Complete an Accident/Incident Report, have the Director sign it immediately, and have the parent sign it when the child is picked up.
- ❖ Turn the Accident/Incident Report into the Director before leaving on the same day; Keep the Accident/Incident Report confidential.
- ❖ In the event of serious illness or injury involving an adult, contact the office and the Director will call 911 and/or the person’s emergency contact.

Illness- The teacher will:

- ❖ Ask the child, “What doesn’t feel good?”
- ❖ Contact the office and have the child’s temperature taken. If the fever of over 100 degrees, the Director, or person in charge, will contact the parent.
- ❖ Make the child comfortable and keep an eye on him/her if no fever is present.
- ❖ If the child complains of pain, ask him/her to point with one finger where it hurts the most and then investigate that spot for injury or discoloration and call the office.
- ❖ Light vomiting or mild diarrhea: If no pain, call the office after second episode.

Management and Cook Responsibilities:

- ❖ When aware of fire, the director will sound the alarm alerting everyone and notifying the fire department. She proceeds to each classroom to ensure that everyone is out of the building.
- ❖ When aware of fire, or when alarm sounds, the Assistant Director will take possession of the Emergency Binder and will say aloud, “I have the Binder!” and then will proceed to assist the infant classroom to safely exit the building.
- ❖ When aware of fire, or when alarm sounds, if the cook is in the building (and not when already counted in child/staff ratio), she will assist the young toddler classroom.

Chain of Command

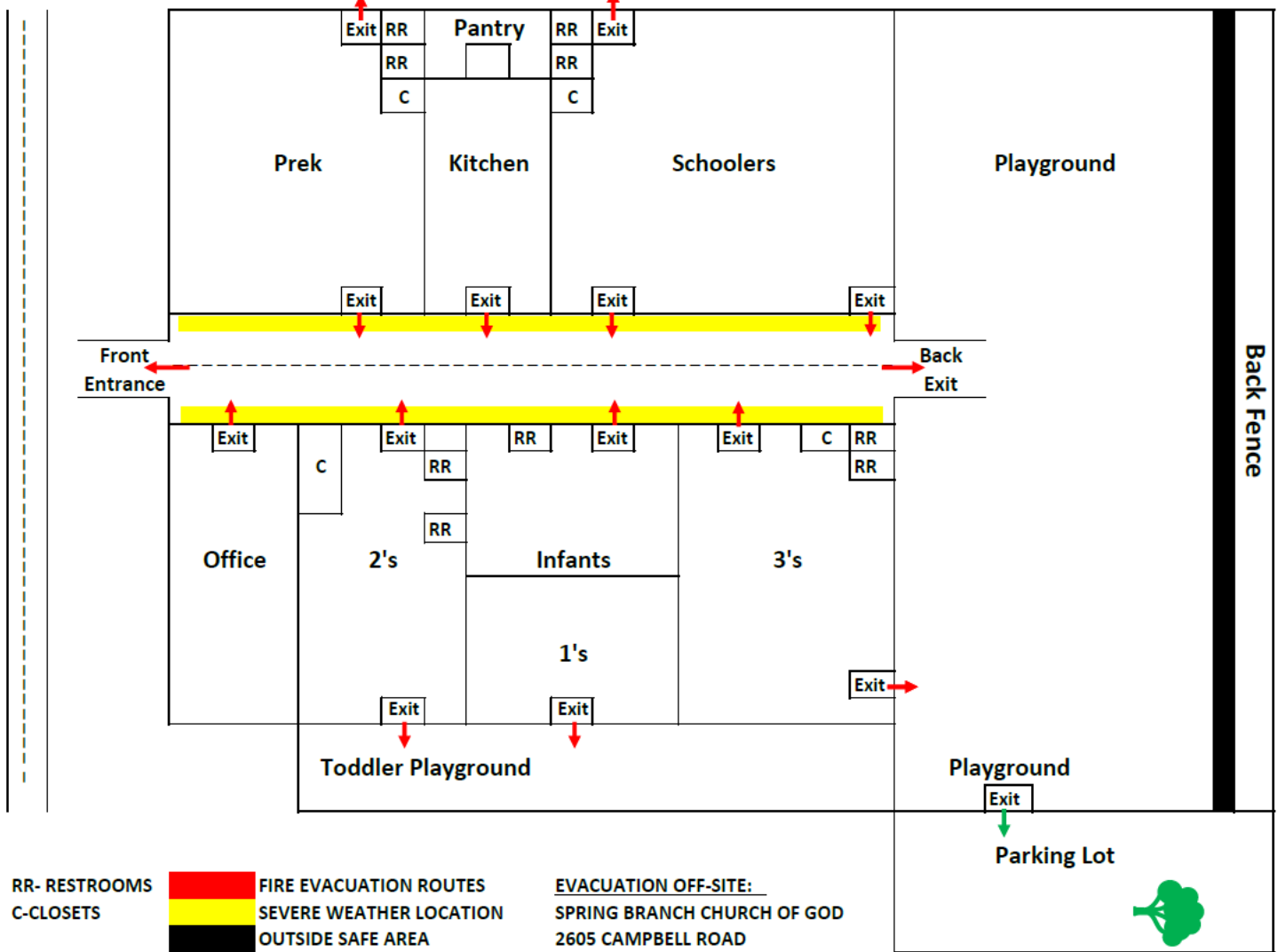
Director

Assistant Director

Communication Coordinator

First Aid Coordinator – Asst. Director

Emergency Preparedness Plan





CRITICAL PHONE NUMBERS

- ❖ Police 911
- ❖ Fire/Medics 911
- ❖ Poison Control Center (800)222-1222
- ❖ Child Protective Services (800)252-5400
- ❖ Hospital Emergency Room
 - Memorial City Emergency Room (713)827-7093
- ❖ Electric/Gas Company
- ❖ CenterPoint Energy (713)371-1400
- ❖ Water/Sewer Provider
- ❖ City of Houston (713)371-1400
- ❖ Insurance Agency: Hibbs-Hallmark Company
 - Auto Policy #: 01-CA-019655977-2
 - Facility Policy #: 02-LX-019660080-2
- ❖ KTRH Radio-740 AM (713)212-8740
- ❖ Director Cell Phone
 - Brenda Samuels (832)996-7065
- ❖ Center's Out-Of-Area Contact
 - Cheryl Blair (972)740-5700



Creative Care Children’s School Receipt of Policies & Rates

I have received a Parent Handbook and have read and agree to all policies and procedures. I have received all information on how to contact the local licensing office, abuse hotline, H&H website, CACFP, along with Texas Rising Star programs.

- _____ I have had the opportunity to tour the facility or have been given an opportunity to review the Center distantly, as well as being introduced to my child’s caregivers.
- _____ I understand the hours for drop-off & pick-up are from 6:00am-6:00pm arriving no later than 9am. Parents are allowed an extended visit during drop off, pick up, or to participate in extracurricular events. Please be consistent with arrival time benefiting your child’s learning and preparing for the transition to Kindergarten.
- _____ Tuition is due on Monday, late Tuesday at 6:00pm. I understand a late fee of \$25 will be charged to my account on Wednesday morning for all accounts with a balance due.
- _____ I understand that after the 7th day of non-payment my child will not be able to attend until my balance is paid in full.
- _____ I understand tuition is **due in full** regardless of my child’s attendance due to illness, unexpected closures, etc.
- _____ I understand a registration fee of \$150 will be due annually upon my child’s anniversary date, along with a Summer Activity Fee; that will be charged to my child’s account that will cover all field trips, activities, crafts, and/or food. These fees are non-refundable.
- _____ I understand a 2-week vacation is accrued annually upon my child’s anniversary date and after completion of one year.
- _____ I have read our Holiday Schedule, and I am aware we are Closed Presidents Day, Columbus Day, New Year’s Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and the day after, and Christmas Day.
- _____ I understand No Outside Food is Allowed – Breakfast is served from 6:30am-8:30am.
- _____ I acknowledge receipt of the Health, Illness & Exclusion along with Disease & Illness Policies. I agree to provide a doctor’s note or Covid-19 negative test to the CCCS staff per request and/or in compliance with the above policies, due to my child being ill. I agree that if I am called to pick my child up from school due to any illness, I will do so within one hour from the time that I am contacted by school staff.
- _____ I acknowledge the Family Support Resource area in the entrance way with helpful resource information and any upcoming events in the community.
- _____ I understand my child’s developmental milestones will be recorded and discussed during Open House, throughout the year, along with any requested time of my choice.
- _____ I understand that technology, screen time is limited per age group to improve communication between staff, children, & families.
- _____ I have read and received a copy of our Discipline and Guidance/Biting Policy.
- _____ I understand a 30-day written notice must be given for disenrollment without penalty from Creative Care.

My signature also verifies all the above information has been verified.

Child’s Name

Parent’s Email

Parent’s Signature

Date

Director’s Signature

Date

Diaper Rash Ointment

I, _____ do/do not give Creative Care Children's School permission to apply diaper ointment to my child as they feel necessary.

Child's Name (printed): _____

Parent's Signature: _____ Date: _____

Teething Ointment

I, _____ do/do not give Creative Care Children's School permission to apply teething ointment to my child as they feel necessary.

Child's Name (printed): _____

Parent's Signature: _____ Date: _____

Sunscreen/Insect Repellent

I, _____ do/do not give Creative Care Children's School permission to apply Sunscreen/Insect Repellent to my child as they feel necessary when going outdoors. I understand that I must provide sunscreen, SPF 15 or above, for my child. *Parents are encouraged to apply sunscreen/insect repellent to their child before arriving at Creative Care for the day. Staff will only apply at 2pm if permitted.

Child's Name (printed): _____

Parent's Signature: _____ Date: _____



**Creative Care
Children's School**
www.CreativeCareCS.com

SCHOOL PHOTO/VIDEO RELEASE FORM

Creative Care Children's School may occasionally want to use photographs taken of students on the school website, school Facebook page, or in school advertisements. Creative Care Children's School will only use a student's first name and age if anything at all is attached to a particular image.

Please review the photograph/video consent options below and choose ONE box that best represents your request regarding the use of photographs/videos at Creative Care Children's School.

_____ **PUBLIC DISPLAY APPROVED.** By selecting this box, you **approve** of internal and external use of photos/videos for Creative Care Children's School promotional purposes such as print advertisement, school website, school Facebook page, newspaper articles, or newsletters.

_____ **MEDIA RESTRICTIONS.** By selecting this box, you **do not approve** of external use of photos/videos for Creative Care Children's School promotional purposes such as print advertisement, newspaper articles, newsletters, school Facebook page, or the school website.

Signed by Parent/Legal Guardian

Student Name

Print Name

Date

***** This Form will be kept on file and referenced until otherwise noted*****