

# Parent Handbook

**HOLLI-HILLS**



**CREATIVE CHILD CARE**

2430 Wayne Drive  
San Antonio, TX 78222  
210-648-7146

[www.HolliHills.com](http://www.HolliHills.com)



## Welcome to Holli-Hills Creative Child Care!

We are glad you are here and we are confident that our association will be positive. At Holli-Hills Creative Child Care, we provide children with the opportunity to learn, grow, and develop in a fun, safe, and friendly environment. We believe that success and growth come from encouragement and praise. Our teachers focus on building every child's self-esteem and confidence through positive feedback and rewards. We are very proud to provide a carefully structured educational environment to enhance the maximum creativity of all children. We share a common desire with parents to provide the best care and learning environment for every child. All staff members are carefully selected and specially trained to ensure development in a happy, healthy, and safe atmosphere.

### Required Policies

Holli-Hills Creative Child Care is licensed and regulated by the Texas Department of Family and Protective Services. The following policies are required by Child Care Licensing per The Minimum Standards for Child Care Centers 746.501.

#### 1. HOURS OF OPERATION

Holli-Hills Creative Child Care is open from 6:00am-6:00pm, Monday-Friday, year round. We close to observe the following holidays: New Year's Day, Martin Luther King, Jr. Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the following Friday, Christmas Eve, and Christmas Day. Full tuition is due for holiday weeks.

Note: In some cases, if the holiday falls on a Saturday or Sunday, Holli-Hills Creative Child Care may close the day before or the day after the holiday. Parents will be updated on each year's holiday schedule in January.

#### 2. ARRIVAL AND RELEASE OF CHILDREN

Parents need to personally escort their children inside the building to and from their classroom to sign in and out when their children enter and leave the center. Children must be present by 9:00am each day. If the child has a doctor's appointment, the director will need to be notified the day before that the child will be running late and a doctor's excuse will be required upon arrival. Holli-Hills Creative Child Care does not allow children to be dropped off during our naptime of 11:30am-2:00pm under any circumstances, as they may wake up napping children. We allow Holli-Hills Creative Child Care staff to bring their enrolled children at their scheduled work time. In the event that a parent is unable to pick up their child, they may authorize another legal adult to pick up their child. Children will not be released to a minor. Authorized adults must be listed on the enrollment form to pick up and the authorized adult must bring a picture ID. Children will not be released to adults without a picture ID.



### 3. ILLNESS AND EXCLUSION POLICY

Holli-Hills Creative Child Care observes the standards set by the Texas Department of Family and Protective Services for ill children. The most common standards for exclusion are:

- Illness that prevents the child from participating in child care activities, **including outdoor play**
- The illness results in a greater need for care than caregivers can provide without compromising the health, safety, and supervision of the other children
- Armpit temperature of 100.1 or greater
- Symptoms and signs of possible severe illness such as lethargy, abnormal breathing, uncontrolled diarrhea, 2 or more vomiting episodes in 24 hours, rash with fever, mouth sores with drooling, behavior changes, or other signs that the child may be severely ill or
- A health-care professional has diagnosed the child with a communicable disease, and the child does not have medical documentation to indicate that the child is no longer contagious.

If a child becomes ill while in our care, we will contact the parent immediately. We will care for the child apart from the other children with proper supervision and give extra attention to hand washing and sanitation practices.

Parents need to pick up children within 1 hour of notification. In the event of severe illness or injury, or if a parent fails to pick up their child within a reasonable amount of time, Holli-Hills Creative Child Care may call for an ambulance at the parent's expense.

If a child is sent home sick from our program, they may not return until the child is symptom-free for 24 hours.

### 4. MEDICATION

Please inform your physician that your child is enrolled at our center and that you prefer to give medications at home, morning, and evening. Knowing this, many doctors will order longer acting medications. Limiting medications dispensed away from home prevents medication errors. Please remember, Holli-Hills Creative Child Care is designed for **well** children. If medications need to be administered at school, the following conditions must be met:

- Prescription medication will be accepted only if it is in the **original container** and hasn't reached its expiration date.
- The parent will be responsible for filling out a medication log.
- We will only give medications that are prescribed for more than 3 times per day.
- Prescription medication will only be given at 10:30am and 2:30pm.
- Medication needs to go home after the last date that the medication is administered.

We will not administer medication without a doctor's prescription. Non-prescription sunscreen, diaper wash ointment, bug spray, and lotion will be used only if the parent supplies



and writes the child's name on it. Health forms are required to be complete at the time of enrollment showing any allergies, physical handicaps, a statement of good health, and a current immunization history. These must be updated and kept current.

## 5. MEDICAL EMERGENCIES

In cases of 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 on an "Ouch Report" when the child is picked up at the end of the day.

In case of medical injury or illness requiring immediate professional care, the staff will call 911, giving location and nature of emergency. As appropriate, the staff will administer CPR or first aid measures. Parents will be notified immediately. If parents 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 such an emergency. An Accident/Incident form will be completed and signed by the teacher, director, and parent.

If a child ingests or comes in contact with a poisonous substance the staff will contact the Poison Control Center 1-800-222-1222.

Parents will be responsible for all medical fees.

## 6. PARENT NOTIFICATIONS

Open communication with parents is very important to children's success. Holli-Hills Creative Child Care has multiple ways of communicating with parents. In some situations, parents may be asked to sign documents acknowledging that communication has taken place. Listed below are ways that Holli-Hills Creative Child Care may communicate with parents.

- Through email notifications
- Written memos placed on your child's sign in log
- Postings at the center entrance
- Social media site such as Facebook
- On our website at [www.HolliHills.com](http://www.HolliHills.com)
- Verbal communication with the child's teachers and director

## 7. DISCIPLINE & GUIDANCE POLICY

Holli-Hills Creative Child Care staff members are trained to use a positive method of discipline and guidance that encourages self-esteem, self-control, and self-direction. Just a few examples used in this situation are: praise and encouragement of good behavior instead of focusing only upon unacceptable behavior; reminding a child of behavior expectations daily by using clear, positive statements and redirecting behaviors. Holli-Hills Creative Child Care staff will never use corporal punishment or negative discipline that may hurt or humiliate a child.



Research has shown that positive guidance teaches children skills which help them get along in their physical and social environment. This aim is to develop personal standards in self-discipline, not to enforce a set of inflexible rules. Giving children understandable guidelines and redirecting their behavior helps them to develop internal control of their actions and encourages acceptable behavior.

## **8. EXPULSION OF CHILDREN**

Positive cooperation is required from the family when dealing with disruptive behavior. We feel that consistency from all parties involved is the best way to handle these issues. Holli-Hills Creative Child Care reserves the right to terminate care for the child for discipline problems at any time if it is in the best interest of the child or other children at the center. This includes, but not limited to, excessive biting, hitting, and any other harmful or disruptive behavior.

## **9. SAFE SLEEP FOR INFANTS 12 MONTHS OR YOUNGER**

Holli-Hills Creative Child Care staff will not lay a swaddled infant down to sleep or rest on any surface. Infants will not be allowed to sleep in a restrictive device, such as a bouncer or car seat. If the child falls asleep in a restrictive device, the infant will be moved to the crib as soon as possible. Infants not yet able to turn over on their own must be placed in a face-up sleeping position in the infant's own crib unless there is a Sleep Exception Form that includes a signed statement from a health-care professional that a different sleeping position for the child is medically necessary on file.

## **10. FOOD SERVICE AND PREPARATION**

Holli-Hills Creative Child Care will provide morning snack for all children present at 8:00am. Lunch is served at 11:00am. Afternoon snack is served after the rest period at 2:30pm. Menus are posted at the front entrance, in the kitchen, and on our website at the beginning of each month. We do not allow any outside food for children 18 months and older, with the exception of birthday and holiday treats. Please advise the center of any allergies. Holli-Hills Creative Child Care is a Nut-Free center. If a child requires an alternative meal, milk, or substitution, a note from a doctor may be required. The doctor's note must include a recommended substitution and the parent will be responsible for providing the substitution.

## **11. IMMUNIZATION REQUIREMENTS**

Immunization records must be current for all children enrolled at Holli-Hills Creative Child Care. A copy must be kept in the child's file. It is the parent's responsibility to ensure that the child's immunizations are current. Failure to keep children current on immunizations may lead to disenrollment. Based on local health department guidelines, proof of TB testing is not required in order to be enrolled in our program.



From time to time, Holli-Hills Creative Child Care may have children enrolled that have not received immunizations due to personal belief. A notarized affidavit must be on file for these children.

### **12. HEARING AND VISION SCREENING**

Hearing and Vision Screening for possible vision and hearing problems is required by the Special Senses and Communication Disorders Act, Texas Health & Safety Code, Chapter 36, for children who are 4 years old. Holli-Hills Creative Child Care will schedule annual screenings at our center, when available. Parents may also bring in screening proof from their local pediatrician.

### **13. ENROLLMENT PROCEDURES**

Upon selecting Holli-Hills Creative Child Care to meet your child’s educational needs, **all enrollment paperwork is required before the child can start our program.** Incomplete paperwork will not be accepted. Paperwork required for enrollment includes:

- Enrollment Form
- Tuition Agreement
- Immunization Record
- Statement of Health

Parents will be notified within 30 days of any policy change in writing. Signatures from parents may be required.

### **14. TRANSPORTATION**

Holli-Hills Creative Child Care does not transport children, except in emergency situations.

### **15. WATER ACTIVITIES**

Children older than 18 months will participate in water and sand table play. Parents must give permission on the enrollment form in order for children to participate in water table play.

### **16. FIELD TRIPS**

Holli-Hills Creative Child Care does not take field trips.

### **17. ANIMALS**

From time to time, Holli-Hills Creative Child Care may have classroom pets that meet the requirements by Texas Child Care Licensing. A notice to parents will be posted outside any classroom door when a pet is present.



### **18. INSECT REPELLANT AND SUNSCREEN**

We will apply insect repellent and/or sunscreen to a child prior to going outside when the parent provides it. Parents are responsible for labeling the product with the child's first and last name.

### **19. QUESTIONS OR CONCERNS**

If parents have questions or concerns about our program, we encourage you to have open communication with your child's teachers and the Director. Through open communication, we can ensure that all parties are well informed and working as partners in the child's education.

### **20. OPEN DOOR POLICY**

We welcome parents at any time, in any area of our center, to observe their child without prior approval. We encourage parent involvement, especially helping with class parties. However, if you would like to stay and spend time with your child during activities, please see the office so we can do a proper criminal history check, as required by the Texas Department of Family and Protective Services. Holli-Hills Creative Child Care is a privately owned and operated facility. We have the right to refuse service at anytime to anyone.

### **21. MINIMUM STANDARDS AND COMPLIANCE HISTORY**

Holli-Hills Creative Child Care is licensed and regulated by the Texas Department of Family and Protective Services and we follow the Texas Minimum Standards. Parents may review a copy of these standards in our front office or view the standards online at [https://www.dfps.state.tx.us/Child\\_Care/Child\\_Care\\_Standards\\_and\\_Regulations/default.asp](https://www.dfps.state.tx.us/Child_Care/Child_Care_Standards_and_Regulations/default.asp). We encourage parents to view our compliance history with Child Care Licensing. Our most recent inspection is posted on our parent communication board in the lobby you may view it at [https://www.dfps.state.tx.us/Child\\_Care/Search\\_Texas\\_Child\\_Care/ppFacilitySearchDayCare.asp](https://www.dfps.state.tx.us/Child_Care/Search_Texas_Child_Care/ppFacilitySearchDayCare.asp).

### **22. CONTACTING LICENSING**

Parents may also contact our local child care licensing office at 210-337-3399. The Texas Abuse and Neglect Hotline is 1-800-252-5400. The DFPS website is [www.dfps.state.tx.us](http://www.dfps.state.tx.us).

### **23. EMERGENCY PREPAREDNESS PLAN**

Below is the Emergency Preparedness Plan designed for Holli-Hills Creative Child Care. Parents are encouraged to read this information carefully. In the event a parent is present in the building during an emergency, Holli-Hills Creative Child Care will ask parents to participate accordingly.



During an emergency the best course of action is to BREATHE AND STAY CALM, know how many children you have, and have your sign-in and -out log and class enrollment information in your hands. If you have children of your own in the center, but in another classroom, trust that their teachers will take care of them just as you are taking care of the children in your care.

In all situations in this Emergency Preparedness Plan, “Director” refers to Stefany. In the Director’s absence, the Assistant Director on duty, either Cindy or Marty, assumes the role of Director and then designates another staff member to assume the responsibilities of the Assistant Director. In all situations in this Emergency Preparedness Plan, the Director or designated person in charge will notify Child Care Licensing and/or the Health Department and/or call 911 as each situation dictates. In all situations in this Emergency Preparedness Plan, the Director or designated person in charge may delegate any portion of her duties to other staff members, volunteers, or emergency personnel as she deems necessary.

### **TORNADO/BAD WEATHER**

- Stay calm. Watch the kids, not the situation.
- Get your sign-in/out logs and enrollment information and stuff it in your clothing. Grab your flashlight.
- Take all of your children to the corral and have the children sit as close together as possible and have the children duck and cover. This will be familiar to the children since you practice this each time you have a severe weather drill.
- Children who are 24 months of age who have limited mobility, or who otherwise may need assistance in an emergency, such as children who have mental, visual, or hearing impairments: Place your babies in two cribs and cover the top with a mattress from another crib. Place mattress sideways across top of the crib and huddle next to it. Roll the cribs to the corral.
- Stay there until advised that the bad weather has passed.
- It can be helpful to quietly sing songs with the children to help them keep calm.
- The Director will monitor local weather stations and the weather alert radio for updates.

### **COMMUNICABLE DISEASE OUTBREAK**

- All staff members will vigilantly follow policies and procedures regarding diaper changes, toileting, hand-washing, food preparation, and general common sense measure such as keeping surfaces clean, changing bedding, teaching children how to cover coughs and sneezes, etc. to prevent the spread of germs that cause illness in the first place.
- 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 ask for instructions and guidelines to follow the specific illness or outbreak.





- The Director, or person in charge, will inform all staff members of instructions and guidelines and require them to follow the same.
- The Director, or person in charge, will also notify all parents 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 the above outbreak. Any violation of the confidentiality policy is grounds for immediate termination.

### **LOCK DOWN**

#### **(Includes weapon, hostage incident, intruder, trespassing, disturbance)**

- The Director, or person in charge, will announce "Lock Down" and call 911. The Director, or designated person, will supervise the front desk at all times during the incident, if possible.
- Upon hearing this, or sooner if you are aware that an intruder has entered the building or immediate vicinity, say calmly to the children the discrete phrase "rabbits in the hole". The children will know what to do because you practice this with your class every month.
- Children who are 24 months of age who have limited mobility, or who otherwise may need assistance in an emergency, such as children who have mental, visual, or hearing impairments: Place babies in two or three cribs with a few quiet toys. Place another empty crib or two in front of your classroom door. This might cause an intruder to change his/her mind about entering your classroom.
- Get your sign-in/out log and enrollment information and stuff them into your clothing.
- Close your classroom doors and lock the latches.
- Turn off the lights.
- If you have reason to believe that no one else in the center is aware of the danger, and you can safely do so, announce "Lock Down".
- Whisper and remind the children, "We are to be very quiet."
- Do a name/face check silently.
- Keep the children and yourself safe, in place, and away from all interior and exterior doors.
- Watch the children, not the situation.
- If the intruder enters your classroom, do not argue with him/her.
- The Director, or person in charge, will ensure that all building entrances and exits are locked and that no unauthorized individuals leave or enter the building.
- Await further instructions from the Director, or person in charge, or emergency personnel.
-



### ACCIDENT

- Breathe and stay calm.
- Make sure all children are supervised. If you are alone, tell them to sit down near you.
- Comfort the child by speaking in a low, quiet voice.
- Apply first aid as needed.
- Call the office if you need further assistance 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.
- If injury is to the head or face, report it to the office immediately, even if it is minor.
- For major injuries, complete the 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 in to the Director, or person in charge, before you leave on the same day.
- Keep the Accident/Incident Report confidential while in your presence.
- In the event of serious illness or injury involving an adult, contact the Director, or the designated person in charge, who will call 911 and/or the person's emergency contact.

### ILLNESS

- Ask the child, "What doesn't feel good?"
- Contact the front office and have the child's temperature taken. If the fever is over 100 degrees, the Director, or person in charge, will contact the parent.
- If no fever, make the child comfortable and keep an eye on him.
- If the child complains of pain, ask him 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 the second episode.

### EXPLOSION, CHEMICAL SPILL, OR GAS LEAK

#### That occurs **INSIDE** the center

- See procedures for FIRE and OFF-SITE EVACUATION AND RELOCATION.

#### That occurs **OUTSIDE** the center

- Close doors and lock if possible.
- Turn off air conditioner/heater.
- Turn off lights, computers, TV, radio, CD player, or anything else that may cause a spark.
- Keep children seated on the floor and calm. Sing quiet songs or read stories.
- Be prepared to evacuate if told to do so by the Director, or person in charge, or emergency personnel.



- If you detect a strong odor, show the children how to lift up and breathe through their shirts.
- If told to evacuate, consider crawling to avoid strong fumes that are floating higher in the air. Ask for clarification, if time.

### **BOMB THREAT OR OTHER THREAT**

- Write down everything the person says.
- Ask where the bomb is.
- Ask when the bomb (or other threat) will “go off” or “happen”.
- Write that down, too.
- Notify the Director, or person in charge, to call 911 immediately.

### **OFF-SITE EVACUATION AND RELOCATION**

- Your primary responsibility is to keep the children safe.
- Keep your sign-in/out sheet and enrollment information and stuff them in your clothing.
- If time allows, gather children’s diaper bags, bottles, and coats.
- Children will be evacuated in the director’s car, and any other employee vehicles willing to evacuate from oldest to youngest so that older children can assist with keeping children seated at the evacuation site. Depending on the situation, the city may also send transportation vehicles. The school will use car seats left by the parents when evacuating applicable children.
- The Director, or person in charge, 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 is responsible for taking the emergency binder, the first aid kit, emergency medication (i.e. insulin, EPI pens, asthma medications) and a charged cell phone and accompany the first vehicle to the evacuation site so that she can be in charge of the evacuation site.
- The Director and Assistant Directors must know each other’s cell phone numbers.
- Evacuation site is St. Benedict’s Catholic Church at 4535 Lord Rd, San Antonio, TX 78220.
- After all children and staff have been relocated to the evacuation site and are safe and have all needs taken care of, the Director and Assistant Director will designate staff to contact parents and notify them of the situation.
- Staff members will continue to supervise and take care of the children including entertaining them with songs, stories, games, etc. at the evacuation site. Watch the kids, not the situation.
- The Assistant Director will continue to supervise and take care of the needs of the staff.
- The Director, or person in charge, 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.)

### **FIRE**

- When aware of fire or when alarm sounds, say, "Fire drill boys and girls; line up at the door, please." This should be familiar to them since you say it every month when you practice monthly fire drills. Your primary responsibility is to get the children safely out of the building. Do not attempt to put out the fire unless it is between you and a child or preventing exit.
- Get your sign-in/out logs and enrollment information and keep them with you.
- Make a quick head count.
- Make sure you have everyone.
- Children who are 24 months of age who have limited mobility, or who otherwise may need assistance in an emergency, such as children who have mental, visual, or hearing impairments: Place all of the children in two cribs.
- Proceed to the proper fire exit and exterior meeting place as designated on the floor plan in the classroom. This is the same spot you take the children each month during your fire drill.
- Do a name/face check once you are outside and check it against your sign-in/out sheet and transition sheet. If anyone is missing, tell the Director, or person in charge, or a fire fighter immediately, but never leave the children unsupervised.
- The children must be safe (out of way of emergency vehicles and the fire) and supervised at all times. Watch out for anthills, broken glass, and other hazards.
- Watch the kids, not the situation.
- The fire department, Director, or person in charge will tell you when you and the children can re-enter the building or begin off-site evacuation procedures.

### **MANAGEMENT RESPONSIBILITIES**

- When aware of fire, the Director, or person in charge, sounds the alarm, if it has not already gone off. The Director, or person in charge, calls 911 immediately.
- She proceeds to each classroom and restroom to ensure that everyone is out of the building. When aware of the fire, or when alarm sounds, the Assistant Director takes possession of the emergency binder and says aloud, "I have the binder!" and then proceeds to assist the infant classrooms to safely exit the building.

### **24. BREASTFEEDING**

Holli-Hills Creative Child Care will provide a comfortable place with a seat for mothers to breastfeed their child if they choose to do so. Parents may also provide breast milk for the child to be served while in our care.



## 25. CHILD ABUSE REPORTING LAW REQUIREMENTS

Holli-Hills Creative Child Care staff are **REQUIRED** by Texas State law and licensing requirements to report immediately to the police or Child Protective Services (CPS) any instance when there is reason to **suspect** the occurrence of physical, sexual, or emotional child abuse, child neglect, or exploitation. Our staff receives annual training on recognizing and preventing abuse and neglect, including sexual abuse. Holli-Hills Creative Child Care has made a commitment to help increase awareness and prevention techniques to employees and parents through trainings, memos, and monthly newsletters. Holli-Hills Creative Child Care will also coordinate with community organizations on strategies to prevent abuse and neglect and notify parents of any local community presentations regarding this subject.

The staff may not notify parents when the police or CPS is called about possible child abuse, neglect, or exploitation, except on the recommendation of CPS or the police when they are called.

Some examples of abuse and neglect are: leaving a child in a vehicle unattended, not securing a child in a seat belt or booster seat, unexplained marks or bruises on opposite sides of the body, and child hygiene issues.

If parents feel they need assistance with possible child abuse, neglect, or sexual abuse, we encourage you to get help. Please call the National Parent Hotline at 1-855-427-2736 or visit [www.helpandhope.org/find-help.html](http://www.helpandhope.org/find-help.html).

The statewide Abuse and Neglect phone number is 1-800-252-5400, if you would like to report any suspected abuse or neglect. This report can be anonymous.

## 26. WELL CHECKS

Holli-Hills Creative Child Care staff will do a visual check of the children upon arrival each morning. If a staff member notices anything unusual, they are required to point this out to the parent and/or director or assistant director at that time. If your child has an accident overnight, please notify staff members when dropping off so that we can assist in watching the child for side effects.

## 27. VACCINE-PREVENTABLE DISEASES FOR EMPLOYEES

Holli-Hills Creative Child Care does not require employees to obtain immunizations recommended by the Centers for Disease Control and Prevention.

## 28. GANG-FREE ZONE

Under the Texas Penal Code, any area within 1000 feet of a child care center is a gang-free zone, where criminal offenses related to organized criminal activity are subject to a harsher penalty. Holli-Hills Creative Child Care is a GANG-FREE ZONE.



## ADDITIONAL POLICIES

### 29. TUITION AND FEES

Tuition is due by 6pm every Monday. Tuition is due regardless if the center is open. **A late fee of \$25 will be charged if received after 6pm on Monday and the child will not be able to return to the center until the balance is paid in full.** Tuition payments can be made in the office using cash, check, or money order. Tuition payments can be made on the website at [www.HolliHills.com](http://www.HolliHills.com) through PayPal using a credit or debit card. Drafts or checks returned NSF will be charged \$40.00. If Holli-Hills Creative Child Care receives two or more NSF checks, the child's account will be placed on a "cash or credit only" status and the parent will only be able to make payments using cash or money order at the center or a credit card on the website.

Children enrolled through the CCS program will need to pay the monthly parent fee by 6pm on the 1<sup>st</sup> of each month. **A late fee of \$25 will be charged if received after 6pm on the 1<sup>st</sup> of the month and the child will not be able to return to the center until the balance is paid in full.**

Families with more than one child will receive a \$5 per week discount for the second and each additional child enrolled. Active Duty Military, Law Enforcement, and Firefighters will receive a \$5 per week discount for each child enrolled. Tuition payments received for 4 weeks or more will receive a \$5 per week discount for each child enrolled.

In the event that the parent chooses to end the relationship with Holli-Hills Creative Child Care and withdraw the child or change the child's schedule, a one week (7 day) notice will be given in writing. If the notice is not given, the parent will be responsible for full payment for that week.

Holli-Hills Creative Child Care will not issue refunds at any time for any reason.

### 30. EXTRA FEES

A non-refundable annual registration fee is due at the time of enrollment and every September 1<sup>st</sup>. The registration fee will be waived in September if the registration has been paid within 3 months of September 1<sup>st</sup>.

Our center is open Monday through Friday from 6:00am-6:00pm. Holli-Hills Creative Child Care is only licensed by the Texas Department of Family and Protective Services to care for children during these specified times. If you are late picking up your child, a late penalty will be charged to your account. The late penalty will be **\$5.00 for each minute late** and will be charged for each child picked up late. Late penalties must be paid to Holli-Hills Creative Child Care before the child can return.



### 31. ABSENT/VACATION CREDIT

If your child is absent all week, you will receive an absent credit equal to one half your weekly tuition. The late fee will still apply if the tuition is not received by 6:00pm on Monday. If your child will be absent from our program, we ask that you notify the front office by 9am each day.

### 32. PARENT REFERRALS

We greatly appreciate your business and know that you will be so pleased with our service that you will tell all your friends and acquaintance about us! If one of those families decides to enroll their child(ren) we will credit your account the amount of your oldest child's one week tuition after that family has been with us for 90 days. The referred family must mention the referral at the time of the initial visit to our center. Our greatest advertising asset is you!

### 33. CONFIDENTIALITY

While your child is enrolled in our program, parents may come across confidential information about our program, our staff, and sometimes other children. All information received from Holli-Hills Creative Child Care must remain confidential at all times. Breaching confidentiality may lead to disenrollment.

### 34. PARENT CODE OF CONDUCT

Please understand, young children are present in our building. Some adult language is not appropriate for young children. Holli-Hills Creative Child Care prohibits swearing or cursing on our property.

Threatening staff, children, or other parents will not be tolerated per Texas Department of Family and Protective Services. Holli-Hills Creative Child Care has the right to terminate care in the event of disruptive behavior from a parent or guardian.

Holli-Hills Creative Child Care must follow particular rules on discipline and guidance as outlined in the Texas Minimum Standards for Child Care Centers. All adults, including parents, must follow these rules while on our property.

### 35. PARENT RESPONSIBILITIES

**Children must be signed in and out** by the custodial parent or adult person approved by the parent(s). Please understand that due to liability issues, staff of Holli-Hills Creative Child Care is not permitted to take children home from our center.

**In order not to confuse school toys with a child's personal property, we ask that children not bring playthings from home.** Holli-Hills Creative Child Care cannot be responsible for lost or broken personal toys. Two exceptions this this are a stuffed animal for use during naptime and for Show & Tell purposes. You will be notified by your child's teacher if and when the class will have Show & Tell.



There are several ways you can help us maintain the best possible teaching atmosphere for your child:

- Communicate any concerns regarding our program to your child immediately to staff.
- Pick up and read the notices and information left for you on your child's sign-in/out logs, posted outside your child's classroom, at the front entrance, on our website, social media, and through email.
- Pick your child's papers/projects at the end of each thematic unit. Their work is very important to them and provides another means of communication between parent and child and helps the parent share in the child's activities.
- Please be aware of the scheduled meal times of morning snack at 8:00am and lunch at 11:00pm, and make sure your child arrives in time to be included in those meals, if necessary. It is very difficult to feed a child later than the scheduled meal time and causes a disruption in the classroom schedule, which affects all of the children in the classroom.
- Please do not allow your child to bring gum or candy to the classroom. We STRONGLY encourage you to allow your child to eat what we are serving that day, unless, of course, food allergies are a concern. In that case, we ask that you bring a note from your physician. Any allergy substitutions from home will only be served at the same time that the other children are eating and MUST be taken home at the end of the day.
- Periodically check on your child's supply of extra clothing, and replace as needed. Please take home soiled clothing promptly.
- Parents must supply bottles, formula/breastmilk, baby cereal, and baby food for their infants. Please make sure to send enough premade bottles of formula/breastmilk each day. We will send the empty bottles home at the end of the day to be sanitized by the parents. Bottles must have a top to cover the nipple.
- Please label everything with your child's first and last name.
- We use washable crayons, markers, and paint during art time, but the children's clothing may get stained just from being kids. Please dress your children in loose fitting play clothes since PLAY is what we do.
- Please leave all valuable items at home since Holli-Hills Creative Child Care cannot be responsible for broken or lost items.
- Parents will be responsible to sign and update a bi-weekly feeding log for their infant. Infants 12-17 months that are beginning to eat table food will be offered table food from our menu at the parent's written request.





### 36. WITHDRAWAL

A one week written notice must be given for withdrawing a child from Holli-Hills Creative Child Care. If a family fails to give a one week written notice, Holli-Hills Creative Child Care has a right to charge the account the one week tuition fee and \$25 late fee. Holli-Hills Creative Child Care has a right to refuse service to any family for any reason.

### 37. CUSTODY SITUATIONS

Holli-Hills Creative Child Care prefers NOT to get involved with custody disputes. Holli-Hills Creative Child Care will follow a court order exactly as written. If your family has a court order on file, please provide us with the most recent copy. **Please note: per state law, in the absence of a court order, both parents have equal rights.** With this being said, it is imperative that all enrollment forms are complete with both parents information. A copy of a child's birth certificate may be requested at the Director's discretion. In the event that a custody dispute takes place on our property, the local police will be called and asked to handle the dispute. Our staff will not be placed in the middle of such disputes. If a custody issue creates a risk for our facility or staff, Holli-Hills Creative Child Care has the right to terminate care.

### 38. INCLEMENT WEATHER

During inclement weather, Holli-Hills Creative Child Care will be closed if the SAISD and/or ECISD are closed. This will be announced on local TV stations. We will announce the closing through our Facebook page. Full tuition is due during inclement weather closures.

In case of serious emergencies such as earthquakes, fire, storms, or loss of power/water, parents will be notified, if possible, and children will be cared for until parents or emergency contacts arrive.

### 39. CURRICULUM

Holli-Hills Creative Child Care uses a combination of A Beka Book and Mailbox curriculum for our classrooms. These curriculum provide opportunities for children to engage in hands-on experiences, real-life adventures, and assisted discovery as they explore concepts through play. Holli-Hills Creative Child Care is a place where essential readiness skills are nurtured through play, investigation, and of course, fun. These programs provide developmentally and age-appropriate activities and materials for exciting and wonder filled environments.

### 40. SAMPLE DAILY SCHEDULE

Holli-Hills Creative Child Care classrooms follow a daily schedule designed specifically to meet the children's developmental, social and emotional, and personal needs. Schedules are posted in each classroom. All schedules are contingent on the needs of the children and may vary from day to day. Below is a sample of your child's typical day:



6:00-7:00	Arrival / Child Centered Activities
7:00-8:00	Transition to Classrooms/Child Centered Activities
8:00-8:30	Morning Snack
8:30-9:00	Outdoor Learning
9:00-9:30	Literacy Lesson and Centers (1/2 Class in Lesson, 1/2 Class in Centers and Rotate)
9:30-10:00	Gross Motor Activities
10:00-10:30	Social and Emotional Development & Bible Lesson
10:30-11:00	Math
11:00-11:30	Lunch
11:30-2:00	Naptime
2:00-2:30	Circle Time (Review of Days Lesson)
2:30-2:45	Afternoon Snack
2:45-3:15	Alphabet and Counting and Centers (1/2 Class in Lesson, 1/2 Class in Centers and Rotate)
3:15-4:00	Outdoor Learning
4:00-4:30	Art Activity
4:30-5:00	Music
5:00-5:30	Closing Circle Time
5:30-6:00	Closing Activity

**41. CLASSROOM ASSIGNMENTS**

Classroom assignments are based on each individual’s chronological age, developmental age, emotional age, and physical age. Holli-Hills Creative Child Care will transition children to different classrooms based on each child’s individual need and pending an availability in the classroom.

**42. CHILD TO STAFF RATIOS**

Holli-Hills Creative Child Care exceeds state ratios in most classrooms. From time to time, we may follow state ratios, but will never be non-compliant unless under emergency situations.

**43. NAPTIME**

A supervised rest period is provided for all children at Holli-Hills Creative Child Care. Your child will be provided a blanket and mat to rest on during naptime. You may also bring in a special blanket, pillow, or stuffed animal if desired, but they must be able to fit into your child’s cubby.

**44. CLOTHING**

All children must have a complete change of clothing, clearly marked with the child’s name left at Holli-Hills Creative Child Care. All children need to be dressed for the weather. Caps, mittens, and warm clothing must be worn during the cooler seasons for the daily outdoor playtime. Accidents can happen or the children may get wet on the playground. Boots,



sandals, and flip flops are prohibited for the children's safety. Please dress your children in supportive, rubber-soled tennis shoes.

#### **45. OUTDOOR PLAY**

Outdoor play is a regular part of the daily routine. Children should be prepared to play outside some part of every day. Please do not request that your child stay indoors. Per the Texas Department of Family and Protective Services, children too sick to go outside should not be at school.

#### **46. BIRTHDAYS**

Most children enjoy celebrating special events with their friends (i.e. birthdays, new babies, holidays). These special treats will be served during afternoon snack at 2:30pm.

#### **47. PHOTOGRAPHS**

Holli-Hills Creative Child Care believes in the benefit of using real life pictures in our educational program. Photos taken of the children will be done with a school owned camera and will only be used in and for our program. If parents choose to take pictures of events held at our center, they may only photograph their child, unless written permission is given by the other parent. Please note: during certain parent events, such as Class Picture Day, Christmas Parties, Muffins with Mom and Donuts with Dad, photographs may be taken. If you wish for your child to not be photographed, you may want to remove them from these events. Only children whose parents have given permission on the enrollment form may have their photographs posted on our Facebook page or website.

#### **48. OUTSIDE EMPLOYMENT**

Employees of Holli-Hills Creative Child Care are prohibited from outside employment with parents of the center. This includes, but is not limited to, baby sitting and/or nanny-type jobs.

#### **49. CYBER IDENTITY/SOCIAL NETWORKING WEB SITES**

Cyber identity and social networking is very exciting these days. However, please understand that employees of Holli-Hills Creative Child Care are prohibited from participating in social networking with parents and children. This includes, but is not limited to, Facebook, Twitter, Instagram and MySpace.

#### **50. BITING**

Biting is a common issue in early child development. The best way to deal with biting is consistency between providers and parents. Biting could occur for multiple reasons. Proper communication will help determine why a child is biting. Holli-Hills Creative Child Care will work with parents when biting becomes a problem. We will make every effort to solve the issue as soon as possible.



**51. CELL PHONES**

Proper parent communication is imperative when working with young children. It is difficult to communicate when cell phones are in use. Effective December 1, 2010, the Texas Department of Family and Protective Services passed new regulations prohibiting the personal use of cell phones in classrooms. Please end all calls prior to entering the building.

Please sign and return the bottom portion to the director.

-----

- I acknowledge receipt of the Holli-Hills Creative Child Care Parent Handbook.
- I understand that the Parent Handbook is available on the [www.HolliHills.com](http://www.HolliHills.com) website.

Children enrolled: \_\_\_\_\_

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