

Parent Handbook

HOLLI-HILLS



CREATIVE CHILD CARE

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

www.HolliHills.com



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Welcome to Holli-Hills Creative Child Care!

Program Philosophy and Goals

We are glad you are here and confident 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 success and growth come from encouragement and learning through play and exploration. Our teachers focus on building every child's self-esteem and confidence through positive feedback. We are 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 every child with the best care and learning environment. 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 Health and Human Services Child Care Licensing. Child Care Licensing requires the following policies per The Minimum Standards for Child Care Centers Chapter 746.

1. HOURS OF OPERATION

Holli-Hills Creative Child Care is open from 6:00 am - 6:00 pm, Monday - Friday. We close to observe the following holidays: New Year's Day, Martin Luther King, Jr. Day, Good Friday, Battle of Flowers, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and the following Friday, Christmas Eve, and Christmas Day. We will post any additional days within 30 days.

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. Parents will be updated on each year's holiday schedule in January.

2. ARRIVAL AND PICK-UP PROCEDURE

Parents are welcome to drop off children and pick them up in the classroom with the teacher or at the front door with one of the directors. When entering the building, parents are expected to wash their and their children's hands and sign the child in or out on their attendance log. Children must be present by 9:00 am 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 from 11 am-2:30 pm 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. If a parent cannot 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 drop off and pick up, and the authorized adult must bring a valid picture ID, such as a state driver's license.

3. ILLNESS AND EXCLUSION POLICY

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

- Illness that prevents the child from participating in childcare activities, **including outdoor play**
- The illness results in a greater need for care than caregivers can provide without compromising the other children's health, safety, and supervision.
- Any symptom that may be COVID-19 related unless cleared by a physician
- Armpit temperature of 100.1 or greater
- Symptoms and signs of possible severe illness such as lethargy, abnormal breathing, uncontrolled diarrhea, two or more vomiting episodes in 24 hours, a rash with fever, mouth sores with drooling, behavior changes, or other signs that the child may be severely ill or
- A healthcare 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.

Suppose 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 return once 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 in the morning and evening. Knowing this, many doctors will order longer-acting medications. Limiting medications dispensed away from home prevents medication errors. Please remember that Holli-Hills Creative Child Care is designed for healthy 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 expired.



- The parent will be responsible for filling out a medication log.
- We will only give medications prescribed more than three times per day.
- Prescription medication will only be given at 10:30 am and 2:30 pm.
- Medication must go home after the last date 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 labels with the child's name. Health forms must be completed at the time of enrollment showing any allergies, physical handicaps, a statement of good health, and current immunization history. These must be updated and kept current.

5. MEDICAL EMERGENCIES

The staff will administer basic first aid in minor injury or accident cases. 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 the location and nature of the emergency. As appropriate, the team will administer CPR or first aid measures. Parents will be notified immediately. If parents are unavailable, those 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 encounters a poisonous substance, the staff will contact the Poison Control Center at 1-800-222-1222.

Parents will be responsible for all medical fees.

6. PARENT NOTIFICATIONS

Open communication with parents is essential 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 communication with staff. Listed below are ways that Holli-Hills Creative Child Care may communicate with parents.

- Through email notifications
- Written memos given to parents at drop-off and pick-up
- Postings at the center entrance
- Social media sites such as Facebook
- Social apps such as Class Tag or Remind
- On our website at 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. A few examples used in this situation are praise and encouragement of good behavior instead of focusing only on 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 that 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 conduct.

8. CHALLENGING BEHAVIORS

Positive cooperation is required from the family when dealing with disruptive behavior. Consistency from all parties involved is the best way to handle these issues. Ongoing conversations will be held to address challenging behaviors. Biting is a common issue in early childhood 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 partner with families to work towards the best outcome for the children in our center. If the partnership with parents is unsuccessful, 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 is not limited to, excessive biting, hitting, and any other harmful or disruptive behavior.

9. SAFE SLEEP FOR INFANTS 12 MONTHS AND YOUNGER

Holli-Hills Creative Child Care staff will not lay a swaddled infant down to sleep or rest on any surface. Infants cannot 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 immediately. Only the crib mattress, a snug-fitting crib sheet, and the child will be allowed inside the crib. Infants not yet able to turn over on their own must be placed in a face-up sleeping position in the infant's crib unless there is a Sleep Exception Form that includes a signed statement from a healthcare professional that a different sleeping position for the child is medically necessary on file.

10. HEALTH AND NUTRITION

Holli-Hills Creative Child Care will provide children with nutritious meals and snacks, including a morning snack at 8:00 am, lunch at 11:00 am, and an afternoon snack at 2:30 pm, immediately following the rest period. Menus are posted at the front entrance, in the kitchen, and on our website at the beginning of each month. Holli-Hills Creative Child Care consults with a



professional annually to ensure children are provided with nutritional and health activities that support child development. Foods from each of the five major food groups are served daily. Parents will receive health and nutrition education throughout the year. Holli-Hills Creative Child Care is a peanut-free center. Please advise the center of any allergies or food intolerances. If a child requires an alternative meal, milk, or substitution, a food allergy/intolerance emergency plan must be on file. The doctor's note must include a recommended substitution, and the parent will be responsible for providing the substitution. We do not allow outside food for children 18 months and older, except for birthday and holiday treats. During these special occasions, only commercially packaged foods are allowed. Staff does not reward good behavior with food of any kind.

11. IMMUNIZATION REQUIREMENTS

Immunization records must be current for all Holli-Hills Creative Child Care children. 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 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 beliefs. 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 four years old. Parents are responsible for providing the documentation that the child's health care professional conducted a hearing and vision screening.

13. ENROLLMENT PROCEDURES

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

- Enrollment Packet
- Tuition Agreement
- Immunization Record
- Statement of Health
- Valid photo identification of parents or guardians

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 emergencies.

15. WATER ACTIVITIES

Children older than six months may participate in water and sand table play. Parents must permit the enrollment form for children to participate in water table play.

16. FIELD TRIPS

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

17. ANIMALS

Holli-Hills Creative Child Care may have classroom pets that meet the requirements of Texas Child Care Licensing. Parents will be notified if a classroom pet will be present.

18. INDOOR AND OUTDOOR PHYSICAL ACTIVITY

Holli-Hills Creative Child Care strongly believes in and supports the need for physical activity each day. When children participate in physical activity every day, multiple health benefits accrue. Regular physical activity builds healthy bones and muscles, improves muscular strength and endurance, reduces the risk of developing chronic disease risk factors, improves self-esteem, and reduces stress and anxiety. Beyond these known health effects, physical activity may also benefit academic performance. In addition, cognitive skills and motor skills appear to develop through dynamic interaction. Research has shown that physical movement can affect the brain's physiology. Infants will be given opportunities for physical activity, including supervised tummy time.

Toddler-age children will participate in at least 60 minutes of moderate to vigorous, active play daily. Preschool and Pre-Kindergarten children will participate in at least 90 minutes of moderate to vigorous, active play daily. School-age children who attend for a full day will participate in at least 90 minutes of moderate to vigorous, active play each day. School-age children who are only in attendance after-school will participate in a minimum of 30 minutes of moderate to vigorous, active play daily. Opportunities for active play may overlap with outdoor play when weather permits. When weather conditions prohibit outdoor play, physical activities will occur in the classroom during the scheduled outside time. Classroom teachers have activities planned for "extreme weather days." We will significantly reduce the time outside in the afternoon during "Air Quality Alert Days," announced by our local news.

Holli-Hills Creative Child Care will promote all children's active play every day. To the extent of their abilities, children will have ample opportunity to do moderate to vigorous activities, such as running, climbing, dancing, skipping, and jumping. All children will participate each day in the following:

- Two occasions of active play outdoors when weather permits.



- Two or more structured or teacher-led activities or games that promote movement throughout the day.
- Endless opportunities to develop and practice age-appropriate gross motor and movement skills.
- Physical activity may occur in the classroom or playground when weather permits.

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. Please see Clothing for the required and recommended clothing and footwear to allow children to participate freely and safely in physical activities.

19. INSECT REPELLANT AND SUNSCREEN

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

20. QUESTIONS OR CONCERNS

If parents have questions or concerns about our program, we encourage you to communicate openly 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. Parents are offered an annual survey. Holli-Hills Creative Child Care values feedback from enrolled families regarding our policies. The Parent Handbook is reviewed at least annually, and policies are updated if necessary. Suggestions and evaluations from families are integrated into the program when applicable. Families will be notified when the Parent Handbook is updated.

21. FAMILY PARTICIPATION

We encourage parent involvement and will invite parents to events throughout the year. We welcome parents to observe their child without prior approval in any area of our center to share in the experience of their child's learning. It is our intention to advocate for children and families by making parents aware of best practices to enhance the parent's understanding of child development.

22. MINIMUM STANDARDS AND COMPLIANCE HISTORY

Holli-Hills Creative Child Care is licensed and regulated by the Texas Department of Health and Human Services Child Care Licensing, 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.hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/provider-portal/protective-services/ccl/min-standards/chapter-746-centers.pdf>. 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/.



23. CONTACTING LICENSING

Parents may also contact our local childcare licensing office at 210-337-3399. The Texas Abuse and Neglect Hotline is 1-800-252-5400. The Health and Human Services website is <https://www.hhs.texas.gov>.

24. EMERGENCY PREPAREDNESS PLAN

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

During an emergency, the best action is to BREATHE AND STAY CALM, know how many children you have, and have your class roster and class enrollment information in your hands. If you have children of your own in the center but another classroom, trust that their teachers will care for 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 Ashton-Flowers. In the Director’s absence, the Assistant Director on duty assumes the role of Director and then designates another staff member to take on 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 the Health Department and call 911 as each position dictates. In all cases 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 necessary.

A. 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 your children to the kitchen, sit as close together as possible, and have the children duck and cover under the tables. This will be familiar to the children since you practice this each time you have a severe weather drill.
- Children 24 months of age with limited mobility or needing assistance in an emergency, such as children with mental, visual, or hearing impairments: Place your babies in two cribs and cover the top with a mattress from another crib. Place the mattress sideways across the 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 sing songs quietly with the children to help them keep calm.
- The Director will monitor local weather stations and the weather alert radio for updates.



B. 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 them.
- The Director, or person in charge, will notify all parents in writing within 48 hours as required by the Texas Department of Health and Human Services Child Care Licensing.
- All staff must follow the school's confidentiality policies when discussing the above outbreak. Any violation of the confidentiality policy is grounds for immediate termination.

C. LOCKDOWN

(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 always supervise the front desk 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 24 months of age with limited mobility or who otherwise may need assistance in an emergency, such as children with 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 their 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 them.



- 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, the person in charge, or emergency personnel.

D. 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 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 the injury is to the head or face, report it to the office immediately, even if it is minor.
- Complete the Accident/Incident Report for significant injuries, 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 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 severe illness or injury involving an adult, contact the Director, or the designated person in charge, who will call 911 and the person’s emergency contact.

E. 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 the person in charge, will contact the parent.
- If there is 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 there is no pain, call the office after the second episode.

F. 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 them if possible.
- Turn off the 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 the Director, person in charge, or emergency personnel are told to do so.
- If you detect a strong odor, show the children how to lift and breathe through their shirts.
- If told to evacuate, consider crawling to avoid strong fumes floating higher in the air. Ask for clarification if time allows.

G. 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.

H. 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.
- Gather children’s diaper bags, bottles, and coats if time allows.
- 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 accompanying the first vehicle to the evacuation site so that she can oversee the evacuation site.
- The Director and Assistant Directors must know each other’s cell phone numbers.
- The 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, 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 supervising and caring for 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.)

I. FIRE

- When aware of the 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 everyone is out of the building. When aware of the fire or the alarm sounds, the Director takes possession of the emergency binder and says aloud, "I have the binder!" and then proceeds to assist the infant classrooms in safely exiting the building.
- When teacher is first 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 24 months of age, who have limited mobility, or who otherwise may need assistance in an emergency, such as children with 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 monthly during your fire drill.
- Do a name/face check once you are outside and check it against your sign-in/out and transition sheets. If anyone is missing, tell the Director, person in charge, or a firefighter immediately, but never leave the children unsupervised.
- The children must be safe (out of the way of emergency vehicles and the fire) and always supervised. 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.

25. BREASTFEEDING

Holli-Hills Creative Child Care will provide a comfortable place with a seat for mothers to breastfeed their children if they choose to do so. Bottled water and breastfeeding resources are



available in the breastfeeding area. Parents are encouraged to provide breast milk for the child to be served while in our care.

26. 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 committed to helping increase awareness and prevention techniques among employees and parents through training, 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 them to get help. Please call the National Parent Helpline at 1-855-427-2736 or visit www.nationalparenthelpline.org. The statewide Abuse and Neglect phone number is 1-800-252-5400 if you want to report any suspected abuse or neglect. This report can be anonymous. You can also make a report by visiting www.txabusehotline.org.

27. HEALTH CHECKS

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

28. 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.

29. EPINEPHRINE AUTO-INJECTORS

Holli-Hills Creative Child Care does not maintain or administer unassigned epinephrine auto-injectors. Parents are encouraged to provide epinephrine auto-injectors for children who may need one.



30. INCLUSIVE POLICY

Holli-Hills Creative Child Care is an inclusive environment that will work to accommodate your family and children. Our program is designed to support all families and children who may need additional accommodations, including home language, special needs, differing abilities, and cultural backgrounds. If we are not able to accommodate special needs, we will meet with you and help find the best alternatives to meet your needs.

31. 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

32. TUITION AND RELATED FEES

Tuition is due by 6 pm every Monday. Tuition is due even if the center is closed. **A late fee of \$25 will be charged if received after 6 pm 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 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 PayPal only" status, and the parent will only be able to make payments using cash or money order at the center or through PayPal on the website.

Children enrolled through the CCS program must pay the monthly parent fee by 6 pm on the 1st of each month. **A late fee of \$25 will be charged if received after 6 pm on the 1st 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 four weeks or more will receive a \$5 per week discount for each child enrolled.

If 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 is a privately owned and operated facility. We have the right to refuse service at any time to anyone. Holli-Hills Creative Child Care will not issue refunds at any time for any reason. Families will be given at least 30 days' notice in the event of tuition and fee increases.



33. ADDITIONAL FEES

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

Our center is open Monday through Friday from 6:00 am - 6:00 pm. Holli-Hills Creative Child Care is licensed by the Texas Department of Health and Human Services Child Care Licensing 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** and will be charged for each child picked up late. Before the child can return, late penalties must be paid to Holli-Hills Creative Child Care.

34. ABSENCE AND VACATION CREDITS

Daily attendance and routines are important for the development of children. We understand that children may be absent due to illness and vacation. The full tuition amount is due whether the child attends or not. Tuition will not be discounted for absences, including but not limited to Covid-19 exposure, illness, vacation, emergency closure of the center, and holidays. However, we will make an exception to this policy for the following weeks: Thanksgiving, Christmas (typically the last two weeks of December), and Spring Break. These are vacation weeks observed by the East Central and San Antonio Independent School Districts. For these four weeks, we will allow families to pay half of the normal tuition rate to hold their spot if the child will be absent the entire week, AND written notice is emailed to HolliHillsCCC@aol.com one week before the child's absence. This allows our staff to be scheduled appropriately when fewer children are expected. The late fee will still apply if the tuition is not received by 6:00 pm on Monday. If your child will be absent from our program, we ask that you notify the front office by 9:00 am each day so that we may plan appropriately for meals.

35. EXTENDED CLOSURE TUITION POLICY

Should Holli-Hills Creative Child Care be required to close for unexpected reasons, full tuition will be due for the first two weeks of closure. If the center is closed longer than two weeks, 50% of tuition will be due. Parents may give a one-week notice to withdraw from the program if they feel it is in the best interest of their family. The full tuition amount will be due during the one-week notice period. A full registration fee will be required to re-enroll in the program.

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 provide a one-week written notice, Holli-Hills Creative Child Care has a right to charge the account the one-week tuition fee and a \$25 late fee. Holli-Hills Creative Child Care has a right to refuse service to any family for any reason.



37. 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 when the initial visit to our center. Our greatest advertising asset is you!

38. CONFIDENTIALITY

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

39. PARENT CODE OF CONDUCT

Please understand that 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 Health and Human Services Child Care Licensing. 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.

40. 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, Holli-Hills Creative Child Care staff is not permitted to take children home from our center. **To avoid confusing 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. 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.
- Read the notices and information given to you at drop-off and pick-up, at the front entrance, on our website, on social media, and through email.
- Please be aware of the scheduled meal times of morning snacks at 8:00 am and lunch at 11:00 pm, 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 it disrupts the classroom schedule, which affects all of the children in the classroom.
- Periodically check on your child's supply of extra clothing, and replace it as needed.



- Parents must supply bottles, formula/breast milk, baby cereal, and baby food for their infants. Please send enough premade bottles of formula/breast milk 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 for signing and updating a semi-monthly feeding log for their infant. Infants 9 months and older that are beginning to eat table food will be offered table food from our menu at the parent’s written request.

41. 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 precisely 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.** All enrollment forms must be complete with both parents’ information. A copy of a child’s birth certificate may be requested at the Director’s discretion. If a custody dispute occurs 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 conflicts. If a custody issue creates a risk for our facility or staff, Holli-Hills Creative Child Care has the right to terminate care.

42. 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, babysitting and nanny-type jobs.

43. CYBER IDENTITY AND SOCIAL NETWORKING SITES

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

44. UPDATING CONTACT INFORMATION

We understand that your contact information may change. Parents can update information at any time without staff assistance. In the event of these changes, please email the updated information to HolliHillsCCC@aol.com. We ask that all contact information remain current and that any changes are provided to our center within one business day.



45. SCREEN TIMES AND ELECTRONICS

Electronic media is limited in our center to benefit the children. Screen time for children over two years of age is restricted to less than two hours per day. Proper parent communication is imperative when working with young children. It is challenging to communicate when cell phones are in use. Effective December 1, 2010, the Texas Department of Health and Human Services Child Care Licensing passed new regulations prohibiting the personal use of cell phones in classrooms. Parents are not allowed to bring cell phones into the building.

46. 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. 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. See the Emergency Preparedness Plan for more information.

47. CURRICULUM

Holli-Hills Creative Child Care uses the Frog Street curriculum for our infants, toddlers, and preschool classrooms. This curriculum believes that children learn best through actively engaging with people and things in their environment. Children are involved 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 fun! This program provides developmentally and age-appropriate activities and materials for exciting, wonder-filled environments. To learn more about the Frog Street curriculum, visit <http://www.frogstreet.com/>.

48. PARENT CONFERENCES AND ASSESSMENTS

Holli-Hills Creative Child Care offers a scheduled conference to parents in April and October each year. The conference aims to exchange information regarding the child's progress and overall development. Formal assessments are used in each classroom to inform and plan future learning activities for the children. Information from teacher observations and written assessments will be shared with parents during these conference times.

49. SAMPLE DAILY SCHEDULE

Holli-Hills Creative Child Care classrooms follow a daily schedule designed to meet children's developmental, social, 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:

6:00-7:20	Arrival/ Learning Centers
7:20-7:30	Restroom



7:30-8:00	Greeting Circle
8:00-8:15	Snack
8:15-8:30	Morning Message
8:30-8:45	Read Aloud #1
8:45-8:55	S.T.E.A.M
8:55-9:40	Literacy (Groups of 3-4 @ 10-15 min each)/Centers (Alternate 2x)
9:40-9:50	Restroom
9:50-10:50	Playground (Outdoor Learning - Active Play - Independent Assessments)
10:50-11:00	Prepare for Nap (Mats and Blankets)
11:00-11:30	Lunch & Restroom
11:30-2:30	Naptime & Restroom
2:30-2:45	Snack
2:45-3:00	Read Aloud #2
3:00-3:30	Math
3:30-4:00	Closing Circle
4:00-4:10	Restroom
4:10-4:40	Playground (Outdoor Learning - Active Play - Independent Assessments)
4:40-6:00	Learning Centers /Parents Arrive

50. CLASSROOM ASSIGNMENTS

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

51. CHILD-TO-STAFF RATIOS

Holli-Hills Creative Child Care follows the teacher-to-child ratios established by Texas Rising Star, which is lower than the state licensing ratios. From time to time, due to staffing shortages or other operational challenges, the program may default to state-designated ratios. Holli-Hills Creative Child Care will never run higher ratios than established by the Texas Department of Health and Human Services Child Care Licensing unless a significant event or emergency arises.

52. 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. Blankets, pillows, and stuffed animals from home will not be allowed into the center.

53. CLOTHING

All children must have a complete change of clothing, clearly marked with the child’s name, left at Holli-Hills Creative Child Care. Accidents can happen, or the children may get wet on the



playground. All children need to be dressed for the weather. Caps, mittens, and warm clothing must be worn during the cooler seasons for daily outdoor playtime. When participating in physical activity, children's clothing should protect them from sun exposure and permit easy movement (not too loose or tight) to enable full participation in active play. Drawstrings around the neck are not allowed. Hats may be worn to protect children from sun exposure. Footwear should provide support for running and climbing. Boots, sandals, and flip-flops are not allowed for the children's safety. Please dress your children in supportive, rubber-soled tennis shoes with laces or Velcro.

54. BIRTHDAYS

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

55. 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 program-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 the other parent gives written permission. 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 your child would not be photographed, you may want to remove them from these events. Only children whose parents have permitted the enrollment form may have their photographs posted on our social media pages or website.