



# **Bosque Valley Childcare Center**

## **Parent Handbook**

2124 N. 25<sup>th</sup> St  
Waco, TX. 76708  
Phone-254-424-9254  
Fax-254-235-2434

Childcare Director: Maggie Johnson

Dear Parents,

Welcome to Bosque Valley Childcare Center. Thank you for choosing our center to meet your childcare needs.

Bosque Valley Childcare Center's priority is to provide a safe, nurturing, and inspiring place for your child to develop and grow. We want to create the best childcare experience for your family. Parental involvement is strongly encouraged.

The Parent Handbook is an informational guide created to inform parents of the center's childcare policies and procedures and serve as a guide for both parents and staff. If you have any questions or concerns, please contact me or the Childcare Director.

Again, welcome to Bosque Valley Childcare Center!

Sincerely,

*Beverly Sterling*

Beverly Sterling, M. Ed., CCC-SLP

Owner, Bosque Valley Childcare Center

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## Program Philosophy

Bosque Valley Childcare Center provides high quality early childhood services in a safe and nurturing environment. Our professional and caring staff uses an interactive approach to promote the physical, social, emotional, linguistic, and cognitive development of each child. We aim to provide the highest level of care and education for your child through research-based practices and warm responsive caregiving. Our priority is to instill a “love for learning” in each child who passes through our doors.

*Bosque Valley Childcare Center respects the relationship between child and parents. We respect that parents are their child's first and foremost influential teachers.*

## Admission Requirements

Bosque Valley Childcare Center is licensed by the Texas Department of Protective and Regulatory Services for children ages 3-5 years old. We strictly adhere to all state regulations and standards and our classroom enrollment is in compliance with the Texas Minimum Standards Rules for licensed child-care centers. Bosque Valley Childcare Center does not discriminate against race, ethnicity, gender, disability, or religion. Our facilities and playgrounds meet the requirements of the American's with Disabilities Act.

### **Registration**

Parents will be provided with an Admissions Packet to be completed prior to enrollment. Failure to provide all documentation will delay your child's enrollment. All children enrolled must provide, as required by Texas childcare licensing requirements, a doctor's statement to participate in group care, documentation of immunizations and hearing and vision screenings. To comply with DFPS regulations, parents must have all records complete before their child's entrance to the Center. If you do not comply, your child will not be enrolled. In the event of an operational policy change or change in an item in the Admissions Packet, parents will be given written notice and the Parent Handbook will be updated.

***Your child will not be accepted into the Center if you have failed to submit all required documentation. (Section: §746.605 Texas Minimum Standards for a Licensed Child Care Center)***

## Registration Fees

- A non-refundable registration fee of \$150 is due for each child at the time of enrollment into the center.
- A supply fee of \$25 per child is due on September 1<sup>st</sup> of each year.
- Registration and supply fees are non-refundable.

## **Child Care Fees and Billing**

Tuition fees are detailed in table below. Payments can be made by cash, credit card, or check. Checks are to be made payable to Bosque Valley Childcare Center and turned into the office. A \$25 fee will be added for all returned checks. Parents are responsible for tuition payments for all 52 weeks of the year and there are no discounts, refunds or credits for holidays, bad weather closings, vacations or illnesses. Tuition is due even if the child is absent as you are paying for the place reserved and not the child's attendance.

<b>Payment Schedule</b>	<b>Rate</b>
<b>Weekly</b> <ul style="list-style-type: none"><li>• Tuition is due each Friday prior to the week childcare is provided</li><li>• \$5.00 per day late fee if not paid by Tuesday</li></ul>	<b>\$165.00</b>
<b>Semi- Monthly</b> <ul style="list-style-type: none"><li>• Tuition is due on the 1<sup>st</sup> and 15<sup>th</sup> of the month</li><li>• \$5.00 per day late fee if not paid by the 3<sup>rd</sup> or 17<sup>th</sup></li></ul>	<b>\$330.00</b>
<b>Monthly</b> <ul style="list-style-type: none"><li>• Tuition is due on the 1<sup>st</sup> of each month</li><li>• \$5.00 per day late fee if not paid by the 3<sup>rd</sup>.</li></ul>	<b>\$715.00</b>

## Family Discount

There is a \$10 weekly sibling discount for the 2<sup>nd</sup> and 3<sup>rd</sup> child.

## Late Tuition Fees

The tuition payment schedule is outlined in the table above, and payments must be received by the due date. There is a **\$5.00 per day late fee** if the tuition is not paid by the designated date. Failure to make on-time payments can result in late fees, mandatory bank/credit card draft or termination of childcare.

## Late Pick-up Fees

Bosque Valley Childcare Center closes promptly at 6:00 p.m. Late fee policies are strictly enforced. Please have a backup plan to ensure their child is picked up before closing. Parents will be charged a **late pick-up fee of \$1 per minute after 6:00 p.m.** If a parent anticipates arriving late, please notify the center immediately. The center will make exceptions to the late policy in the event of a family emergency or hazardous weather conditions. Failure to pay your late pick-up fees may result in termination of your childcare services.

### **Notification of Withdrawal**

Parents are expected to provide a written two- week notice when withdrawing their child from the center. If a two-week written notice is not given, then two weeks tuition will be charged to your account.

## **Operation Hours and Holidays**

### **Hours and Days of Operation**

Bosque Valley Childcare Center will operate Monday through Friday between the hours of 7:00 a.m. and 6:00 p.m. Parents may drop off their child between 7:00am – 8:30am. Pick up is promptly at 6:00 and late fees will be applied.

Bosque Valley Childcare Center has an open-door policy. Parents may visit the center at any time to observe their child, the center's operations, or program activities. Please check in with child's teacher or office upon arrival. Visits should not exceed 15 minutes.

### **Holidays**

Bosque Valley Childcare Center will be closed for the following days:

Labor Day  
Thanksgiving Day & the Day after Thanksgiving  
Christmas Eve & Christmas Day  
New Year's Day  
Memorial Day  
Independence Day

### **Bad Weather Closing**

The center will follow Waco ISD for school closings. Should it be necessary to close the school due to bad weather, the closing will be posted on the KWTX website.

### **Parking**

We strongly encourage parents to closely monitor their child when in the parking lot. The parking lot becomes very busy during drop-off and pick-up times, and 25<sup>th</sup> street is always busy.

## Arrival and Departure

### Arrival

All children must be escorted by parent or adult to the classroom. Please be certain that the teacher is aware of your child's arrival. It is mandatory that you sign your child in and out each day in accordance with state law.

### Daily Health Checks

Upon arrival, children will be observed for any noticeable illness or safety concerns and have their temperature taken.

### Late Arrival Policy

Children must be at school before classroom activities begin at **8:30 am**. It is important for your child to have a daily routine and to be here consistently for their learning sessions. Occasionally, late arrivals and early departures occur, but both can disrupt classroom learning for your child and others in the class. Please be consistent.

### Absence

If your child will be late or absent, please notify the office by **8:30 a.m.** If your child is absent, payment will still be due in order to stay enrolled in the center.

### Sign-In & Sign- Out

- **It is mandatory that you sign your child in and out each day in accordance with state law.**
- Please make sure your child's teacher is aware when your child is arriving/leaving each day.
- Please refrain from cell phone use during drop-off and pick up.
- Only parents and authorized individuals will be allowed to pick-up child with the proper identification. (**section §746.4103 Texas Minimum Standards for Licensed Child Care Center**)

### Departure

- The center closes promptly at 6 p.m. If a parent anticipates arriving after 6 p.m., please notify the center immediately. (NOTE: see late pick-up fees)
- Bosque Valley Childcare Center requires the names, addresses and phone numbers of authorized individuals for pick-up.

- Children will **only** be released to parents and authorized individuals listed on the approved pick-up list from the Admission Packet.
- Both parents have the right to pick up their child, unless a court document restricts that right. A copy of the court document must be provided to the center prior to your child's first day at Bosque Valley Childcare Center.
- Any change in the approved pick-up list must be requested in writing. **If someone other than the designated person is picking up the child, the parent must notify the center in writing.** The designated person will then be required to show a valid driver's license at pick-up. **Children will not be released to a minor.**
- Please make sure your child's teacher is aware of your child's departure.
- Be prepared to show identification if a substitute is in your child's room.

**We encourage all parents, guardians and persons dropping off and picking up children to refrain from using their cell phones at those times. This time should be focused on your child and for any conversations with staff that may occur as necessary.**

**(section 746.501 Texas Minimum Standards for Licensed Child Care Center)**

## **Health and Safety/ Emergency Procedures**

### **Medical/Physical Exam and Immunizations**

The Texas Department of Family and Protective Services, Minimum Standards for a Licensed Child Care Center (***Sections: §746.605, §746.611 Texas Minimum Standards for Licensed Child Care Center***) requires we obtain the following information for each child enrolled in the center:

- Current immunization records;
- A written statement from a healthcare professional who has examined the child within the past year, indicating the child is physically able to take part in the childcare program;
- A statement of the child's special problems or special care needs; and
- **A written physician health statement regarding any allergies and special diets**

### **Immunization Records**

A copy of your child's current immunizations records must be submitted with the admission packet. **Children who are not current with their immunizations will not be admitted to the childcare center. (section 746.501.9 Texas Minimum Standards for Licensed Child Care Center)**

## Vision and Hearing Screening

Vision and hearing screening results must be provided by parents for all four year old children prior to admission.

## Illness Exclusions and Accidents

- A. Bosque Valley Childcare Center is not licensed to provide care for ill children. In accordance with minimum standards set by Texas Department of Protective and Regulatory Services, your child will not be accepted into the center if they possess one or more of the following:
- A temperature of 100 degrees or greater. **Parents must keep their child at home for a period of 24 hours to ensure they are free from fever, unless a doctor's excuse has been provided.**
  - Has an illness that prevents the child from participating in both indoor and outdoor activities;
  - The illness results in a greater need for care than the center staff can provide without compromising the health, safety, and supervision of the other children at the center;
  - Shows signs and symptoms of possible severe illness such as fatigue, abnormal breathing, uncontrolled diarrhea, two 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; and
  - Who has been diagnosed with a communicable disease, and the child does not have medical documentation to indicate that the child is no longer contagious.
  - **A child with head lice will need to be picked up and a hair treatment must be done. A copy of the receipt for Head Lice Shampoo must be provided when your child returns to the center.**
- B. Parents will be notified if child has been exposed to a communicable disease at Bosque Valley Childcare Center.
- C. **PLEASE NOTIFY THE TEACHER IMMEDIATELY IF YOUR CHILD HAS BEEN EXPOSED TO ANY CONTAGIOUS DISEASE.**
- D. In case of an accident or sudden illness, we will contact the parent. If the child's parent cannot be reached, the Director will contact the child's physician and act according to his instructions.
- a. If your child has been kept home or sent home sick, they should be free of fever (without medication), diarrhea, or vomiting before returning to school. This is for the protection of all children and staff.
  - b. Some illnesses may require a note from the child's physician for readmission.

- c. Your child must be picked up within one hour of notification of illness.
- E. If the child requires immediate medical attention, the staff will contact emergency medical services and take the following measures:
  - a. Contact emergency medical services and take the child to the nearest Emergency Room;
  - b. Give the child first-aid treatment or CPR, when needed;
  - c. Contact the physician identified in the child's record;
  - d. Contact the child's parent; and
  - e. Ensure supervision of other children in the group.
  - f. If child is transported to hospital before parent arrives, a staff member will accompany the child.
- F. An incident/illness report will be provided to parents when the injury or illness requires medical attention by a healthcare professional.
- G. All other minor injuries and illnesses will be documented, and parents will be notified during pick-up time. Less serious injuries include, but are not limited to, minor cuts, scratches and bites from other children requiring first-aid by employees.

**(Section 746.3601 Texas Minimum Standards for Licensed Child Care Center)**

**Outside Play**

Outdoor play is an important part of the curriculum and is essential to children's health. We go outside whether it is hot or cold. Outdoor play will be limited in the summer when temperatures and heat indexes are in the 100's. In the winter, outdoor play is cancelled if the temperature and wind-chill is below 32 degrees. **Please ensure your child has the appropriate clothing for outdoor play.**

**Medication**

Bosque Valley Childcare Center prefers the parents administer prescribed or over-the-counter medication to their own child. However, medication will be administered if the medication(s) meets the following criteria:

- Parents complete the "Authorization for Dispensing Medication" form
- Name of the child, name of medication, amount of dosage on container
- The date and time the medication should be given
- Medication is in its original container
- Medication is not expired
- Written parental instructions are provided

Parents may leave the child’s medication with the Director. Please do not leave the medication in your child’s backpack. We do not want the medication to be in a location accessible by any child.

Medication cannot be left overnight. The Bosque Valley Childcare Center staff does not administer medication that requires the use of a medical device. The medical device can be held at the center until parent is present to administer child’s treatment.

Non-prescription medication that states “consult a physician” under your child’s age or weight must be accompanied by a doctor’s permission form.

**Handwashing**

Bosque Valley Childcare Center will be firm about health and safety practices to reduce and control the spread of germs through hand washing routines. All children and staff are required to wash their hands throughout the day and are reflected in each classroom’s daily schedule.

**(Section §746.3417 Texas Minimum Standards for Licensed Child Care Center)**

**Food**

A mid-morning breakfast snack, an afternoon snack and a hot lunch will be served daily to all children. The meals will be planned to meet the child’s nutritional requirements as recommended by the United States Department of Agriculture (USDA).

- The menu for the current month will be posted in each classroom.
- All children are encouraged to try all foods.
- If your child is under a special diet, you must provide the center with a medical physician’s statement.
- All food from home must be eaten before the child enters the classroom.
- Food allergies will require a Food Allergy Emergency Plan signed by the child’s parent and physician at the time of enrollment. **(section 746.501.8 Texas Minimum standards for Licensed Child Care)**
- Meal and snack times are as followed:

Morning Snack	8:00-8:30
Lunch	11:30-12
Afternoon Snack	2:15-2:30

### **Rest Time/ Nap Time**

Children will have a rest time every day after lunch. Children should bring a blanket and small pillow for rest time. A small stuffed animal may also be brought for nap time. All items must be labeled with child's name. Rest time/nap time is from 12:30-2:00 daily.

### **Clothing**

- We ask parents to provide an extra set of clothing to be kept at school.
- Children's clothing should be clearly marked with their name/initials (especially on hats, coats, mittens, etc).
- All children should wear comfortable clothing and shoes that allow them to participate in indoor and outdoor daily activities.
- Children must wear closed toed shoes for their safety.

### **Items Brought from Home**

Bosque Valley Childcare Center requests that children do not bring items or toys from home. Toys and Items should be brought from home only on the show & tell day planned by the teacher. Guns, knives and other toy weapons are prohibited. Please do not send valuable items for show and tell. The center assumes no responsibility for lost or broken items.

### **Child Safety Program**

Bosque Valley Childcare Center has established a Child Safety Program for our children. The center has a week of activities for introducing children to the steps and procedures for evacuating the building in case of an emergency. Children will learn the evacuation route to the parking lot and across the street to St. Louis Catholic Church. The center will conduct monthly fire and evacuation drills with the children. Each classroom is equipped with a backpack filled with bottled water, snacks, emergency telephone numbers, first aid kit and class roster.

**In the case that parents are present during the time of the practice drill, they must stay with their child through the duration of the drill until they are able to sign-in or sign-out with the teacher.**

### **Emergency Preparedness Plan**

If the need to evacuate the building arises such as fire, tornado damage or bomb threat, the children will be evacuated across the street to St. Louis Activities Center:

**St. Louis Activities Center (located behind St. Louis Catholic Church)  
2400 Windsor St. Waco, TX 76708  
Phone: (254) 754-1221**

### **Procedure for evacuation:**

1. Classroom teachers will escort the children in their classrooms out of the nearest emergency exit and to the designated safety spot outdoors and take attendance. Once all children are accounted for, teacher will lead their students across the street to St. Louis Activities Center.
2. Teachers will carry their emergency backpack with them. The backpack includes water, snacks, emergency phone numbers, first aid kit, and class roster. Teacher will also take the classroom notebook which includes emergency contact numbers and current sign-in sheet for class.
3. The Director or designee will take the emergency cards for all children enrolled which include emergency phone numbers and authorization for emergency care for each child.
4. Director or designee will begin calling parents for pick-up.

### **(section 746.501.23 Texas Minimum Standards for Licensed Child Care Center)**

### **Procedure for Severe Weather Threat:**

1. If a severe weather threat should arise, teachers will take children to the main hallway of the center and line the children up in the duck and cover position.
2. Teachers and students will remain in the duck and cover position until the director or designee deems it safe.
3. If the need to evacuate arises, teachers will carry their emergency backpack with them and will escort the children in their classroom out of the nearest emergency exit and to the designated safety spot outdoors and take attendance. Once all children are accounted for, teachers will lead their students across the street to St. Louis Catholic Church.
4. Director or designee will begin calling parents for pick-up.

### **Lockdown Procedure**

1. If a lock down is necessary, all teachers will gather the children in their classrooms away from the classroom door. The teachers will lock the classroom door, turn out the lights and close the blinds.
2. The doors to the center will be locked and the police will be called.

### **Firearms/Other Weapons**

Texas Department of Family and Protective Services Child Care Licensing forbids firearms or other weapons to be on the premises unless being carried by a law enforcement official who is trained and certified to carry a firearm on duty.

## **Discipline and Guidance**

Positive guidance will teach children skills that will help the child be independent in their physical and social environment. Giving children thorough and understandable guidance and redirection (as needed) will help the child develop internal controls of their actions and it will encourage positive and acceptable behavior.

Staff at Bosque Valley Childcare Center will not deviate from the discipline and guidance standards in the Minimum Standards for Licensed Child Care Centers. ***(Sections §746.2801, 746.2805, 746.2803 Texas minimum Standards for Licensed Child Care Centers)***

Discipline will be:

- Individualized and consistent for each child
- Appropriate to the child's level of understanding
- Directed toward teaching the child acceptable behavior and self-control.

All Bosque Valley Childcare Center staff will:

- Encourage good behavior
- Model appropriate behavior
- Remind the child of acceptable good behavior with positive statements
- Redirect the behavior using positive statements
- Use brief supervised separation or time out from the group, when appropriate for the child's age and development.

## **Suspension & Expulsion**

Bosque Valley Childcare Center staff will only use positive methods of discipline and guidance that encourages self-esteem, self-control, and self-direction. However, if a child experiences behavior difficulty, the center staff and parents will work to determine which discipline methods work best for the child. If your child's behavior compromises their safety or the safety of others in the classroom, parents will be called to pick up their child. After 3 calls for behavior difficulties, the Center reserves the right to expel the child.

## **Confidentiality**

- Children's files will be kept locked in the file room. Only authorized personnel will have access to your child's file.

## **Parent Conferences**

- Parents may schedule a parent-teacher conference to resolve any issues or concerns or to discuss the progress of their child. Children should not attend the parent-teacher conference.

## **Reporting Child Abuse**

State law requires that suspected child abuse or neglect be reported. The staff is trained annually to prevent, respond and report to the appropriate authorities any suspected child abuse or neglect. *To prevent or report suspected child abuse or neglect, please call the child abuse hotline at 1-800-252-5400. (section 746.501.25 Texas Minimum Standards for Licensed Child Care Centers)*

## **Signs of Abuse & Neglect**

1. **Poor appearance, poor hygiene, strong odor or dirty**
2. **Multiple bruising**
3. **Burns**
4. **Fear**
5. **Unexplained weight loss**

## **Children with Special Needs**

It is critical that you assist Bosque Valley Childcare Center staff and appropriate resource personnel to determine our ability to provide the childcare services required for your child. The appropriate resource personnel may include the director, teacher, physician, psychologist, social worker, speech therapist, occupational therapist or physical therapist as indicated by the child's special needs. We encourage parents to provide the center with the appropriate information to assist us in providing the best possible care for your child.

## **General Information**

### **Parent Notification**

It is essential that we maintain good communication between parents, teachers and the Director. Our center will use the Brightwheel App, written forms and phone calls to communicate with our parents.

### **Director Communication**

Parents can contact the Director at **(254) 424-9254** or through the Brightwheel App.

### **Daily Schedules**

The daily schedule will reflect a balance of indoor and outdoor play, independent play or with a friend. There will be times of low activity and high activity. Our daily schedule will have time for children to freely choose activities and times where activities will be limited. The daily schedule will reflect the importance of healthy habits and meal preparation and service. The daily schedule will reflect large group, small groups and individual times with the teacher. The formal daily schedule can be found on our parent board and it is also reflected on the teacher lesson plan.

### **Curriculum**

At Bosque Valley Child Care, our goal is to foster the whole child. To assist us with meeting this goal, the Frog Street Curriculum has been chosen as our curriculum. This curriculum is research-based and engaging for the child and teacher. This Frog Street integrates instruction across all developmental domains (physical, cognitive, social and emotional and linguistic development) to foster the whole child.

### **Field Trips**

Bosque Valley Childcare Center does not participate in field trips at this time.

### **Transportation**

No transportation is provided.

### **Animals**

No animals allowed.

### **Water Activities**

Bosque Valley Childcare Center will have water play for children such as water table play, wading pool, or sprinkler play. Children must have parent's permission for water play in order to participate.

### **Birthday Celebrations**

Parents may choose to recognize your child's birthday by having a small birthday celebration. Cookies, cupcakes with minimal icing, Rice Krispy treats, and brownies are approved treats. You may also bring napkins and plates as well. No hard candy, latex balloons, soda, or nuts please.

Parents who wish to celebrate their child's birthday away from the center must supply the child's teacher with sufficient birthday party invitations to be distributed to all children.

### **Parental Visitation/ Involvement**

Parents may visit the center at any time during normal working hours to observe their child or the childcare center's operations and activities. Please check in with your child's teacher upon arrival and please limit your visit to 15 minutes.

Parents are encouraged to attend and participate in planned family functions that the center holds throughout the year. Parental involvement is critical to the growth and development of children.

There is an informational bulletin board for parents that display the menu, special activities planned, daily routine and other valuable information.

### **Babysitting**

Bosque Valley Childcare Center discourages any staff from babysitting for children enrolled in the childcare center. If you hire a Bosque Valley Childcare Center employee for personal babysitting purposes, Bosque Valley Childcare Center does not accept any responsibility while they are under your personal supervision.

### **Termination of Childcare Services**

Bosque Valley Childcare Center reserves the right to terminate childcare services based on parental noncompliance with law and/or policies. Examples include, but are not limited to, the following:

- Non-payment of tuition or fees;
- Failure to provide or update all required documents such as immunizations, vision and hearing screenings, required physician medical form, emergency/medical contact information, etc.;
- Delinquent payments;
- Non-compliance with Parent Handbook policies;
- Failure to sign-in and sign-out;
- Verbal or physically abusive behavior towards staff, children, or property;
- Excessive chronic lateness in picking up child at the end of the day;
- Smoking on the premises;
- Arriving to the center under the influence of drugs or alcohol;
- Lack of cooperation from parents/guardians with the center's efforts to resolve differences or meet child's needs through conferences.

### **Gang Free Zone**

Bosque Valley Childcare Center is a Gang Free Zone.

### **Staff Immunizations**

We encourage our staff to keep their immunizations up to date but is not required.

### **Complaint Procedures**

Please address any concerns or complaints regarding the center or its policies and procedures with the teacher or Center Director. We request that these discussions do not disrupt or take the teacher/Director away from the children. Bosque Valley Childcare Center appreciates your feedback and will try to assist and work with you to resolve your complaint.

### **Texas Department of Family and Protective Services- Child Care Licensing**

Bosque Valley Childcare Center is licensed by the State of Texas as a Licensed Childcare Center for 3-5 year olds. The most recent inspection reports and notices requiring posting are always posted at the center. A copy of the "Minimum Standard Rules for Licensed Child Care Centers" can be found on the Texas Department of Family and Protective Services website at [www.dfps.state.tx.us](http://www.dfps.state.tx.us) or at your local licensing office. Results of inspections and investigations of the center will be made available through the TFPS website. Local Office Contact:

#### **Waco**

801 Austin Ave, Suite 400

Waco, TX 76701

254-756-5571