

# FAMILY HANDBOOK



**Operational Policies & Procedures**

Emergency evacuation plan information

## **Bear Creek Lodge Learning Center**

**1000 Concord Dr,  
Forney, TX 75126  
469-762-8501**

## BEAR CREEK LODGE LEARNING CENTER

### About This Book

This is your guide to our programs, people, and operational procedures—a blueprint, if you will, for how we help those stories unfold. We may need to make adjustments every now and then, of which we will always keep you informed. Please take a few minutes to become familiar with this information.

Before your child's first day, we ask that you complete the Acknowledgement of Receipt form and return it to your Center Director.

### ABOUT US

**Bear Creek Lodge Learning Center's** goal is to be Forney's leading preschool program. Our program gives children ages 6-weeks through 12-years enriching opportunities for holistic development. We focus on learning through child-directed play experiences and curriculum time. We believe a balance of play and preschool enhances growth and development in all areas: physical, social, emotional, creativity, and intellect. This is achieved in a safe and loving faith-based environment with caregivers who are dedicated to enriching children's lives.

### MISSION STATEMENT

**Bear Creek Lodge Learning Center** is a developmental early childhood program that provides a rich learning environment in which children can explore, interact, and learn through the many facets of their play. We aim to promote a loving, caring, safe and secure center always, while nurturing growing children and provide engaging, stimulating learning experiences.

### OUR PHILOSOPHY AND GOAL

We believe that by providing children with a playful, nurturing, and educational atmosphere, it will enable them to develop into happy, thoughtful, and independent individuals. We want to facilitate this by providing quality care, a foundation for future learning, and an exceptional experience while at the **Bear Creek Lodge Learning Center**. Communication between your family and the Center is vital and parents are always welcome. We practice an "Open Door" policy and welcome your visits, comments, and suggestions. It is important that we work together as partners and that we feel comfortable discussing your child's needs. We look forward to a long and rewarding friendship with your child and family.

We prefer we talk regularly, if possible, daily, we love meeting you every day!

### VALUE STATEMENT

We promise that the children are our focus, and parents are our partners. We believe in working as a team and our goal is to nurture in children:

- A creative mind with a love for learning
- A loving heart with independence and self-confidence
- A lively spirit to share, respect and cooperate with others
- A healthy body for physical wellbeing and development

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#### **REGISTRATIONS/ AFFILIATIONS:**

We are Approved by Texas Health and Human Services as Registered Day Care Licensed Center  
We are CCS approved and participate in the CACFP (Federal Govt Food assistance program).

#### **TEXAS RISING STAR (TRS)**

We are a part of the Texas Rising Star Program, which is “a voluntary quality based childcare rating system of childcare providers participating in the Texas Workforce commissions childcare program”.

As a Texas Rising Star provider, we offer quality care that exceeds the state’s minimum childcare licensing standards for Director and staff qualifications, caregiver/child interactions, age-appropriate curriculum and activities, nutrition and indoor/ outdoor activities, and parent involvement and education, and are in a better position to contribute to the early development of children.

#### **CHILD CARE SERVICES CCS**

We are partners with CCS, their mission statement is: Early care and education is important to the development of children. We understand that quality childcare is expensive. Next to housing, childcare is the largest expense in most families' budgets. Through federal, state, and local funding from the Texas Workforce Commission to Workforce Solutions, Texas, Child Care Service is able to provide financial aid for eligible families and provide professional development opportunities for early care and education providers.

More information about TRS and CCS is displayed at the center lobby.

#### **NON-DISCRIMINATION POLICY**

**Bear Creek Lodge Learning Center** does not discriminate based on gender, race, color, religion, or national or ethnic origin in admittance, education, or other administrative policies and extends to all the rights, privileges, programs, and activities generally made available to students at the school.

## **Required Policies**

**Bear Creek Lodge Learning Center** is licensed and regulated by the Texas Department of Family and Protective Services. The follow policies are required by Child Care Licensing per The Minimum Standards for Child Care Centers 746.501.

#### **HOURS OF OPERATION/HOLIDAY SCHEDULE**

**Bear Creek Lodge Learning Center** is open from 6:30am 6:30pm, Monday-Friday, year-round. We close to observe the following holidays: New Year’s 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.

Infants under 18 months are not allowed in prior to 7:00 am, and must be picked up by 6:00pm.

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NOTE: In some cases, if the holiday falls on a Saturday or Sunday, ***Bear Creek Lodge Learning Center*** may close the day before or the day after the holiday. Parents will be updated on each year's holiday schedule in January.

### **DROP OFF & PICKUP**

Per Texas state laws, parents have a right to access their child at anytime. However, we strongly encourage parents to drop off their children by 10:00am each day so that the child can take part in our full educational program. Children must always be accompanied into the facility and signed in and out. This is a state regulation and must be done accurately. Your child is to be taken to his/her classroom and parent should wait until acknowledged by the teacher. We appreciate you coming on time.

For an uninformed absence, we will try and reach out to the parent/guardian if a child is not present by 10 am to check in for the child. Fees is payable in full, any absence from the program (except for vacation week) will not change the amount due.

We would greatly appreciate if you could inform us about your child's absence/ arriving late, to ensure we have a current count from our meals.

Children will only be released to parents and those authorized on the enrollment form. If you are unable to pick up your child, written authorization of the person picking up your child is required. Our policy requires a photo ID, so please be sure to inform them of this. We will not release children without verification.

### **TEACHING STAFF & STAFF TRAINING**

We believe that our teachers/caregivers are the foundation to our success. Our teachers/caregivers are carefully selected and come to us with high recommendations. Each Lead teacher must have a minimum of 2 years childcare facility experience and child development courses. Each teacher/ caregiver must maintain 30 clock hours of training per year and must be CPR/First Aid Certified. Our staff is carefully trained, and yearly evaluations are conducted. Training is scheduled according to areas of needed improvement.

### **CLASSROOMS**

***Bear Creek Lodge Learning Center*** provides care for children ages 6 weeks through 12 years old.

**Infant Room cares** for infants 6 weeks to 17 months

**Younger Toddler room cares** for ages 18 -24 months

**2'S room cares** for ages 2- 3 years' old

**3'S room cares** for ages 3- 4 years' old

**Pre-Schoolers room** is for ages 4 & above. This classroom introduces a more structured preschool environment.

#### **Before and/or After School Care**

Pre-schoolers & schoolers class continues to offer a structured preschool program including pre-writing, pre-reading, and pre-math skills, as well as large and fine motor activities.

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### CURRICULUM GOALS

**Bear Creek Lodge Learning Center** uses Industry leading FunShine Express curriculum for our 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. Bear Creek Lodge Learning Center 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. It is our goal to provide structural education for all children.

We do assessments twice a year for each age group. These assessments form the basis of finetuning our curriculum for children and enhancing the quality of learning abilities

To learn more about these programs and the wonderful things they offer, visit [www.funshinexpress.com](http://www.funshinexpress.com)

### ENROLLMENT & REGISTRATION

Upon selecting Bear Creek Lodge Learning Center 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
- Child Abuse Informational
- Tuition Rates and Policies
- Credit Card Authorization Form
- Food Program Enrollment Form
- Parent Policies and Procedures Acknowledgement Form
- BCL Fact Sheet

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### TUITION RATES

0-17 mos.	\$230.00 wk.
Toddlers (18 mos - 23 mos)	\$210.00 wk.
Preschool A & B	\$210.00 wk.
Preschool 3's	\$200.00 wk.
Pre-K/Kinder Prep	\$200.00 wk.
After-School	\$105.00 wk.
Summer Camp	\$165.00 wk. \$50 Registration Fee (Summer Camp)
Schoolers In-Service Days	\$25.00/day
Schoolers Full Week Holidays	\$165.00 wk. if attending
Re-enrollment fee	\$40.00
Supply Fee/Activity Fee (Jan/Sept)	\$50.00 2x a year

### HEALTH CHECKS

Health checks will be conducted every morning upon a child's arrival. A visual or physical assessment of the child will be conducted every morning to identify potential concerns about the child's health, including signs or symptoms of illness and injury, in response to changes in the child's behavior since the last date of attendance.

### PARENT COMMUNICATION /SUGGESTIONS/ CONFERENCE PROCEDURE

We believe that cooperation and a positive relationship between home and the Center builds the foundation of quality care. It is important that parents and staff communicate freely with each other. There are many events in the life of your family that may have a positive or negative effect on your child.

We can respond to and accommodate changes in your child's behavior if we are kept informed about them. Please be aware that teachers keep information shared with them confidential. When you have a concern about your child, please refrain from a lengthy conversation at pick up time.

We have planned 2 parent conference during the year, however for situations that require quicker discussion, conferences can be set up during naptime via telephone or a personal meeting. If you would like to set up a meeting with a teacher, please contact the office and we will help find a time for a conference. If you are having a problem with a teacher, please discuss it with them first. If you see no improvement or feel the conversation was not productive, please contact the office.

We encourage feedback/suggestions – named or anonymous from our parents. We have a survey/suggestion box at the center lobby for your feedback/suggestions.

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#### PARENT NOTIFICATION

Open Communication with parents is very important to children's success. **Bear Creek Lodge Learning Center** 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 Early Care and Education may communicate with parents:

- Through email notifications
- Written memos placed in your child's cubby
- Social media site such as Facebook, Blossoms App
- Verbal communication with the child's teachers and directors

#### PARENT INVOLVEMENT

We will notify you on any activities or parties in which you may participate via the lobby's bulletin board. Please sign up with the office as your time permits.

#### POSITIVE GUIDANCE

Our staff focuses on the positive behaviors of the children. We also guide our staff to provide a fair and consistent environment. We feel that when consistent, age-appropriate limits are in place, kids will become responsible for themselves. Children will be praised, rewarded, and hugged daily. Children will be treated fairly and equally.

#### ILLNESS AND EXCLUSION POLICY

Children who are ill should not attend preschool. **Bear Creek Lodge Learning Center** observes the standards set by the Texas Department of Family and Protective Services for ill children. The most common standards for exclusion are:

1. Illness that prevents the child from participating in childcare activities, **including outdoor play**.
2. The illness results in a greater need for care than caregivers can provide without compromising the health, safety, and supervision of the other children.
3. Oral temperature of 101 or armpit temperature of 100.
4. Symptoms and signs of possible severe illness such as lethargy, abnormal breathing, uncontrollable diarrhea, 2 or more vomiting episodes in 24-hours.

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, Bear Creek Lodge Learning Center 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.

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#### MEDICATION

- ❑ Nonprescription medication such as topical ointments may only be administered by following the manufacturer's recommendation on the label. Medication must be in the original container and accompanied with a copy of the information given to you by the pharmacy.
- ❑ Before any nonprescription medication can be administered, including sunscreen, or insect repellent we must have permission in writing by the child's parent or guardian. Please fill out the medication forms. Please bring a copy of the information given to you by the pharmacy.
- ❑ Medication needs to go home after the last date that the medication is administered.

Health forms are required to be completed at the time of enrollment showing any allergies, physical handicaps, a statement of general health, and a current immunization history. These must be updated and kept current.

#### PROCEDURES FOR HANDLING EMERGENCIES

In case 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 when the child is picked up at the end of the day.

In case of medical injury or illness requiring immediate professional care (emergency), the staff will call 911, giving the 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.**

If a child ingests or comes in contact with a poisonous substance the staff will contact the Poison Control Center 1.800.222.1222.

#### DISCIPLINE & GUIDANCE POLICY

##### Discipline must be:

- (1) Individualized and consistent for each child.
- (2) Appropriate to the child's level of understanding.
- (3) Directed toward teaching the child acceptable behavior and self-control; and

***A positive method of discipline and guidance that encourages self-esteem, self-control, and self-direction, including the following:***

- (A) Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior.
- (B) Reminding a child of behavior expectations daily by using clear, positive statements.
- (C) Redirecting behavior using positive statements; and



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(D) Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age.

#### ***Helpful Information***

Research has shown that positive guidance teaches children skills which help them get along in their physical and social environment. The goal is to develop personal standards in self-discipline, not to enforce a set of inflexible rules.

Giving children understandable guidelines and re-directing their behavior helps them to develop internal control of their actions and encourages acceptable behavior.

#### **Types of discipline and guidance or punishment that are prohibited.**

There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:

- (1) Corporal punishment or threats of corporal punishment.
- (2) Punishment associated with food, naps, or toilet training.
- (3) Pinching, shaking, or biting a child.
- (4) Hitting a child with a hand or instrument.
- (5) Putting anything in or on a child's mouth.
- (6) Humiliating, ridiculing, rejecting, or yelling at a child.
- (7) Subjecting a child to harsh, abusive, or profane language.
- (8) Placing a child in a locked or dark room, bathroom, or closet; and
- (9) Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age, including requiring a child to remain in a restrictive device.

#### ***Helpful Information***

Child development research supports that physical punishment such as pinching, shaking, or hitting, children teaches them that hitting or hurting others is an acceptable way to control unwanted behavior or get what they want.

Children will also mimic adults who demonstrate loud or violent behavior.

Rapping, thumping, popping, yanking, and flicking a child are all examples of corporal punishment.

## **FOOD & NUTRITION**

**Meals and Nutrition** – We offer meals and provide a nutritious menu that is in accordance with the Department of Agriculture. In this program your child will receive breakfast, morning snack, lunch, pm snack. All children are required to complete the Food Eligibility Program at the time of enrollment.

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**Home Lunch:** Your child is welcome to bring their own lunch if it is a disposable lunch as we do not refrigerate or warm up meals. Please refrain from children bringing candy, hot Cheetos, Takis, any type of nuts, peanut butter, due to allergies.

Milk, fruits, and vegetables are available for children who bring home lunches.

We strongly encourage you have your child eat meals per the TDA approved menu, cooked in our kitchen. We provide sample menus of healthful lunches for you to bring food from home. These menus provide meals with adequate nutrition.

Children one years of age and older will eat at a set time, per State guidelines.

- Breakfast – (Shift 1) 7:30 am to 8:30
- Lunch – 11 am to 12pm
- PM Snack – 2:45pm to 3:45pm\* / 3:45pm to 4:45 pm

Snacks are available for school aged children, as they arrive.

If your child arrives and misses a meal schedule, please notify the Director and the child will be given their meal or snack. Snacks consist of full serving of grains and 100% juice, milk, and water. Lunch and Supper consists of full serving of the following items: milk, fruit, vegetable, meat or meat alternative and grains. Please. We serve various types of milk to accommodate your child. (Soy, almond, lactose, 1% and whole milk)

#### **Food Practices:**

All liquids and food, hotter than 110 degrees F are kept out of reach of children.

**Diet and Allergies** – Please let the office know if your child has any specific diet restrictions or allergies and please notate on the Health Form portion of the Enrollment form. We will do our best to accommodate you. We will prepare an alternative dish for children with allergies. An allergy list is posted in every classroom, including the kitchen and service cart. Our staff are state certified food handlers, all staff are educated on food allergies and they take precautions to ensure children are protected.

We are certified with the Texas Department of Agriculture and follow the CACFP guidelines for all meals as per TDA guidelines.

**Birthdays** – Every child's birthday is a special day. If you would like to bring a birthday treat for your child and their class, please notify the front office staff to coordinate the best time. Food/Treats bought must be from a commercial food establishment, not homemade. If you would like us to celebrate your child's birthday, we will be more than happy to do so.

**Bear Creek Lodge Learning Center** is a participant of the USDA's Special Nutrition Program. We do not charge an extra fee for meals or snacks. In accordance with Federal Law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write to USDA Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington DC 20250-9410, or call (800) 795-3272.

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Parents are required to bring all supplies cereal, baby foods, formula, and distilled water for infants. Parents are asked to complete an “Infant Feeding Sheet” at the beginning of each month. This instructs us on how to feed your baby according to your directions.

*Our menu is reviewed annually by a Child Nutritionist*

### **IMMUNIZATION REQUIREMENTS**

Immunization records must be current for all children enrolled in the Infant-Toddler, Preschool and Pre-K programs. A copy must be in the child’s file. It is the parent’s responsibility to ensure that your child’s immunizations are current. Failure to keep children current on immunizations may lead to disenrollment.

From time to time ***Bear Creek Lodge Learning Center*** may have children enrolled that have not received immunizations due to personal beliefs. A notarized affidavit must be on file for these children.

### **TUBERCULIN TESTING REQUIREMENTS**

Based on local health department guidelines, proof of TB testing is not required in order to be enrolled in our program.

### **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. Bear Creek Lodge Learning Center will schedule annual screenings at our school at parents’ cost. Parents may also bring in screening proof from their local pediatrician.

### **TRANSPORTATION**

Our school has a drop off location from public school by Forney ISD.

### **WATER ACTIVITIES AND SWIMMING POOL**

***Bear Creek Lodge Learning Center*** may have splash days in the summer months.

### **FIELD TRIPS**

***Bear Creek Lodge Learning Center*** offers field trips during summer break.

### **ANIMALS**

From time to time, ***Bear Creek Lodge Learning Center*** may have classroom pets that meet the requirements by Texas Child Care Licensing. A notice to parents will be posted on the parent communication board when a pet is present.

### **QUESTIONS OR CONCERNS**

If parents have questions or concerns about our program, we encourage you to have open communication with your child’s teacher and the Center Director or Assistant Director. Through open communication, we can ensure that all parties are well informed and working as partners in the child’s education. From time to time, the center director may complete a Parent Concern Form. Parents will receive a copy of this form with the appropriate outcome.

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#### **Need to Speak to the Director?**

If you wish to speak to the director regarding any policy/ procedure or would like to simply relay a suggestion, please feel free to call the center at [\(469-762-8501\)](tel:469-762-8501) or you can email at [bclodge2011@yahoo.com](mailto:bclodge2011@yahoo.com) You may use any of the above methods to schedule a time to meet with the director at any point in time.

Licensing Office: If you need to contact the local licensing office you can reach them at:

8700 N Stemmons Fwy #104  
Dallas, TX 75247  
214-951-7902  
Texas DFPS: <http://www.dfps.state.tx.us/>

#### **VISTING YOUR CHILD**

We allow parents to visit their child at any point during the day to observe their child's and his/her adjustment. We ask you to be as quiet as possible, so that there is minimal disturbance in the classroom's regularly scheduled program. An extended duration of visitation causes disturbance in the regularly scheduled routine. We ask you to limit your visitation time to 10 minutes.

#### **OPEN DOOR POLICY**

We welcome parents at any time, in any area of our school. ***Bear Creek Lodge Learning Center*** is a privately owned and operated facility. We have the right to refuse service at anytime to anyone.

#### **FAMILY PARTICIPATION**

***Bear Creek Lodge Learning Center*** strongly encourages family involvement. You may visit the Center any time to eat lunch with your child, observe your child in class, and observe Center operation, and/or program activities during normal business hours.

We will also notify you in advance of any family gatherings e.g., Egg Hunt, valentine party, open house, Halloween, Thanksgiving, and other events. Effective communication between Center and parent is our goal. Notes of childcare happening, closings, policy changes, etc. will be posted up on our Parent's Information in front lobby of the Center.

Operational Policy changes will be conveyed in writing and a new signed and dated copy will be kept on file. Other written notices may be sent home with your child. We encourage every parent to share his or her questions, concerns, or comments with us. In addition, to facilitate better communication between parents, children, and teachers it is best if parents are not distracted by use of electronic devices while at our Center.

#### **MINIMUM STANDARDS FOR CHILD CARE CENTERS**

***Bear Creek Lodge Learning Center*** is licensed and regulated by the Texas Department of Family and Protective Services and we follow the Texas Minimum Standards for Child Care Centers. Parents may review of a copy of these standards in our front office or view the standards online at

[www.dfps.state.tx.us/Child\\_Care/Child\\_Care\\_Standards\\_and\\_Regulations/default.asp](http://www.dfps.state.tx.us/Child_Care/Child_Care_Standards_and_Regulations/default.asp)

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#### COMPLIANCE HISTORY

**Bear Creek Lodge Learning Center** encourages parents to view our compliance history with Child Care Licensing. Our most recent inspection is posted on our parent communication board or you may view this at

[www.dfps.state.tx.us/Child\\_Care/Search\\_Texas\\_Child\\_Care/ppFacilitySearchDayCare.asp](http://www.dfps.state.tx.us/Child_Care/Search_Texas_Child_Care/ppFacilitySearchDayCare.asp)

Parents may also contact our local child care licensing office at 214-951-7902.

#### 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. Early Care and Education is a GANG-FREE ZONE.

#### EMERGENCY PREPAREDNESS PLAN

Below is the Emergency Preparedness Plan designed for **Bear Creek Lodge Learning Center**. Parents are encouraged to read this information carefully. In the event a parent is present in the building during an emergency, Bear Creek Lodge Learning Center will ask parents to participate accordingly.

During any 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 transition sheet in your hands.

If you have children of your own in the facility, 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, Asst Director or Person in Charge will lead the 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 his/her duties to other staff members, volunteers, or emergency personnel as he/she deems necessary.*

#### TORNADO/BAD WEATHER

- Stay calm. Watch the kids, not the situation.
- Get your sign-in/out sheet and your transition sheet and stuff it in your clothing. Grab your flashlight.
- Take all your children to the center hallway. 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.
- Infant classroom: 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. Role the cribs to the center hallways.
- 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.

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- The Director in charge 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, handwashing, food preparation and general common-sense measures 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 for 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 over the intercom, "Lock Down" or other discrete code and will 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 a discrete phrase, such as "Rabbits in the Hole"; the children will know what to do because you practice this every month.
- Infant classroom: 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 sheet and your transition sheet in your hands and stuff them into your clothing.
- Close all your classroom doors and lock them if possible.
- 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, use the intercom to calmly announce the secret code for "Lock Down".
- Whisper and remind the children that "we are to be very quiet."

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- Do a name/face check silently.
- Keep the children and yourself safe, in place, and away from all interior and exterior windows.
- Watch the children, not the situation!
- If the intruder enters your classroom, do not argue with him.
- 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.
- Complete an Accident/Incident Report, have the Director sign it immediately, and have the parent sign it when the child is picked up.
- Turn the Accident/Incident Report into the Director, 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 office and a Director, or the designated person in charge, 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 third episode.

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#### **EXPLOSION, CHEMICAL SPILL OR GAS LEAK**

##### ***That occurs INSIDE the facility***

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

##### ***That occurs OUTSIDE the facility***

- Close doors and lock if possible.
- Turn off air conditioner/heater.
- Turn off lights, computers, TV, radio, CD player, aquarium pump 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 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 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 transition sheet in your hands or stuff them into your clothing.
- If time allows, gather children's diaper bags, bottles, baby formula/food, and coats.
- Children will be evacuated in the center's buses and vans 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 Director is responsible for keeping a charged cell phone with him/her and overseeing and directing the evacuation process. She/he is the last person to leave the building.
- The Assistant Director is responsible for taking the emergency binder (of permission slips and parent contact information), 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 he/she can oversee the evacuation site.
- The Director and Assistant Directors are aware of each cell phone number.



## Bear Creek Lodge Learning Center

### Operational Policies & Procedures

- Evacuation and relocation site is Round Up Roller Rink unless directed elsewhere by emergency personnel.
- After all children and staff have been relocated to the evacuation site and are safe and have had 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 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. (i.e., 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, quietly 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 sheet and your transition sheet and keep it with you.
- Make a quick head count.
- Make sure you have everyone.
- Infants: Place all 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 always be safe (out of way of emergency vehicles and the fire) and 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.

#### COOK AND MANAGEMENT RESPONSIBILITIES

## Bear Creek Lodge Learning Center

### Operational Policies & Procedures

- When aware of fire or when alarm sounds, the Director sounds the alarm, if necessary, thus alerting everyone and notifying the fire department.
- She/he then proceeds to each classroom to ensure that everyone is out of the building.
- When aware of 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.
- When aware of fire, or when alarm sounds, if the cook is in the building (and not when already counted in child/staff ratio), she will assist the young toddler classroom.

### BREASTFEEDING/INFANT CARE/ SAFE SLEEP

According to the Texas Health and Human Services, all children 6 weeks to 12 months must have a written daily schedule upon entering. You must update the schedule every 30 days till your child is eating table food. All daily information will be recorded and sent home at the end of the day. This will include all feedings (time and amount), naps, and diaper changes. Please label all items with your child's name (i.e., formula, bottles, blankets, and baby Food). Please Feed your infant their morning bottle before bringing them.

**Infant Feeding Time** – Infants have their own individual feeding times that we follow. They are fed upon demand and upon the time that you request. Infants will be sent home with a daily schedule that he/she will adhere to throughout the day. This is so you can track your child's patterns to be able to maintain a consistent routine at home. Teachers will notate items needed on this daily schedule form (diapers, wipes, bibs etc.)

**No shoe policy in the Infant Room** – We are very particular regarding cleanliness and would like to request no shoes when you enter the infant room. The infants spend time learning how to turn, crawl and explore on the floor. We provide a sanitary area for infants, and we do not wear shoes for this reason in the infant room. Please remove your shoes before you enter the Infant rooms.

**Baby Food and Formula** – If your child is on breast milk, formula, or any baby food, please put them in the diaper bags and label them. Labeled bottles may be stored in the refrigerator and returned at the end of the day. All leftover baby food, snacks etc. must go home daily, we do not store milk or any food overnight.

**Breast Milk** - Can only be stored for a 24-hour period or 3 months if frozen. All breast milk must be dated and labelled with the child's name.

Breast Feeding - Bear Creek Lodge Learning Center does support breast feeding. Parent may consult with the Director to make reasonable accommodations. Breastfeeding education and support resources in the community is provided to parents upon request.

There will be designated area for mothers to breast feed. Support material is available in office, you can also use <https://breastfeeding.support/breastfeeding-tips-newborns/>

## **Bear Creek Lodge Learning Center**

### **Operational Policies & Procedures**

**Sippy Cups and Cups** - Sippy cups are prohibited during crawling and walking. When a teacher feels that a child is developmentally ready to use a cup, the family is included in decision to offer fluid from a cup.

**Safe Sleep Policy** – Bear Creek Lodge Learning Center, follows the Texas health and Human services policy for Infant safe sleep. For parents enrolling infants, we will explain the policy and confirm your acknowledgement – form 2550 addendum

Our Center is nut Free We value the safety of our children and ask that you avoid sending peanuts and peanut products to school.

### **CHILD MALTREATMENT REPORTING LAW REQUIREMENTS**

**Bear Creek Lodge Learning Center** 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 maltreatment, child neglect, or exploitation. Our staff receive annual training on recognizes and preventing abuse and neglect, including sexual abuse. Bear Creek Lodge Learning Center has made a commitment to help increase awareness and prevention techniques to employees and parents through trainings, memos, and monthly newsletters. Bear Creek Lodge Learning Center will also coordinate with community organizations on strategies to prevent abuse and neglect.

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 maltreatment, 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 & Neglect phone number is 1-800-252-5400, if you would like to report any suspected abuse or neglect.

### **WELL CHECKS**

**Bear Creek Lodge Learning Center** 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 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.

### **TUITION AND FEES**

Tuition is due on Monday's by 6:00pm. **All accounts are required to have a zero balance by Wednesday morning to avoid a \$30.00 late fee.** Checks returned NSF will be charged \$35. **All**

## **Bear Creek Lodge Learning Center**

### **Operational Policies & Procedures**

**CCS parents will be charged at \$30.00 late fee on the 1<sup>st</sup> business day of the month by closing if your balance is not paid in full. We do not give refunds.**

#### **EXTRA FEES**

A non-refundable annual registration fee of \$65.00 is due at the time of enrollment. A \$50.00 Supply Fee is charged on the 1<sup>st</sup> of Feb and September. Activity fees are for additional activities outside our normal planned curriculum. Parents will be notified 30 days in advance of activity fee options.

Our program is open Monday through Friday from 6:30am to 6:30pm. Bear Creek Lodge Learning Center 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 \$5.00 PER MINUTE late penalty will be charged to your account. Late penalties must be paid to Bear Creek Lodge Learning Center before the child can return to care.

#### **ABSENCE/VACATION CREDIT**

For full time children (those that are enrolled 5 full days for a 12-month period), you are allowed 1 week of non-paid vacation a year at your leisure.

You must be enrolled at least 6 months before you can use any vacation time. Please give us at least one-week notice. Vacation time begins January 1<sup>st</sup> and ends December 31<sup>st</sup>.

Full tuition is due regardless of number of days present or absent. There is no reduction in tuition for holidays, bad weather closing days or emergencies that render the facility unsafe. Accounts that are delinquent one week or more will result in suspension of care until the current balance is paid in full. Your child's space will not be reserved.

#### **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 acquaintances about us! If one of those families decides to enroll their child(ren), we will credit your account the amount of 1 week's 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 program. Our greatest advertising asset is you!

#### **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 Bear Creek Lodge Learning Center must remain confidential at all times. Breaching confidentiality may lead to disenrollment.

#### **PARENT CODE OF CONDUCT**

Please understand, young children are present in our building. Some adult language is not appropriate for young children. **Bear Creek Lodge Learning Center** prohibits swearing or cursing on our property.

## Bear Creek Lodge Learning Center

### Operational Policies & Procedures

Threatening staff, children, or other parents will not be tolerated per Texas Department of Family and Protective Services. Bear Creek Lodge Learning Center has the right to terminate care in the event of disruptive behavior from a parent or guardian.

Bear Creek Lodge Learning Center must follow 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.

### PARENT RESPONSIBILITIES

**Children must be signed in and out** by the custodial parent or adult person approved by the parent(s). Parents who fail to sign children in or out may be charged a \$5 penalty for each occurrence. Please understand that due to liability issues, staff of **Bear Creek Lodge Learning Center** 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.** **Bear Creek Lodge Learning Center** staff cannot be responsible for lost or broken personal toys. Two exceptions to this are a stuffed animal for use during naptime by full-day preschool children 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 or your child immediately to staff.
- Pick up and read the notices and information left for you in your child's folder and/or posted outside your child's classroom, at the reception desk, or in e-mail.
- Pick up your child's papers/projects daily. 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 day.
- Please be aware of the scheduled meal times of breakfast and lunch, and make sure your child arrives in time to be included in those meals, if necessary. It is very difficult to try and 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 food brought 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. Please take home soiled clothing promptly.

**The Texas Department of Family and Protective Services do not allow smoking on the premises, either indoors or outdoors.**

### WITHDRAWAL / SEPERATION FROM PRESCHOOL PROGRAM

## **Bear Creek Lodge Learning Center**

### **Operational Policies & Procedures**

Two weeks written advance notification (the office can provide you with a copy of the withdrawal form) is required if you decide to withdraw your child. You are responsible for tuition until notice is received and fulfilled.

Despite our best efforts to support families, on occasion there are situations or actions that may warrant a need to find a more suitable setting for a family and their child. The following are examples of these situations:

- Failure to abide by center policies
- Demands for special services that are not provided
- Family is physically or verbally abusive to center staff, children, or any other person in the center
- Tuition is delinquent
- The center is subjected to harmful behavior
- Child is unable to participate in group experiences or is a class disruption.
- Child causing injury or harm to self or others, failure to listen and follow instructions

*We, at **Bear Creek Lodge Learning Center**, know that you trust us with your most valuable treasure, your child, and we strive to serve our families the absolute best in preschool education and childcare. We believe that excellent early childhood development is the foundation for a bright future for our children at Bear Creek Lodge Learning Center*

### **CUSTODY SITUATIONS**

Bear Creek Lodge Learning Center prefers NOT to get involved with custody disputes. Bear Creek Lodge Learning Center 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 completed 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, Bear Creek Lodge Learning Center has the right to terminate care.

#### **Custodial/Non-Custodial Parents/ Legal Guardianship**

##### **Custody issues & Court Orders Regarding Divorce/Legal Guardianship**

To enforce non-custodial visitation and possession, you must provide the Center with a certified copy of the Court ordered possession papers.

##### **Custody Issues & CPS Placement Orders Regarding Foster Care**

Foster parents must provide CPS placement papers and all mandated documentation regarding enrolment, including immunization records and Child's Health Statement.

#### **Texas Health and Human Services - Minimum Standards for Child Care Centers and Parent's Rights**

# Bear Creek Lodge Learning Center

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You are entitled to review a copy of the rules and regulations for childcare Centers set forth by the Texas Health and Human Services, referred to as Minimum Standard Rules for Child Care Centers. We have a copy for your review.

### INCLEMENT WEATHER POLICIES

Safety is of utmost importance. In the event of severe weather **Bear Creek Lodge Learning Center** will operate under recommendation from the national weather service, local news and area school district. Bear Creek Lodge Learning Center will follow the local ISD for closing or opening late.

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.

Full tuition is due during inclement weather times.

### DAILY SCHEDULE

**Bear Creek Lodge Learning Center** classrooms follow a daily schedule designed specifically to meet the children's developmental, social, and emotional, and personal needs. All schedules are contingent on the needs of the children and may vary from day to day.

## INFANT (A)

### *Baby Cubs*

6:30 – 8:30	ARRIVAL/BREAKFAST
8:30 – 9:00	DIAPER CHANGES/HANDWASHING
9:00 – 9:30	GROUP TIME/SIGN LANGUAGE
9:30 – 10:00	MUSIC/TUMMY TIME/CURRICULUM/LEARN THROUGH PLAY
10:00 – 10:30	WAGON RIDES/OUTSIDE *WEATHER PERMITTING*
10:30 – 11:00	DIAPER CHANGES/HANDWASHING
11:00 – 11:30	LUNCH/CLEAN UP
11:30 – 12:00	DIAPER CHANGES/STORY TIME
12:00 – 2:00	NAPTIME
2:00 – 2:30	DIAPER CHANGES/HANDWASHING
2:30 – 3:00	SNACK
3:00 – 3:30	CURRICULUM/TUMMY TIME
3:30 – 4:00	OUTSIDE *WEATHER PERMITTING*
4:00 – 4:30	DIAPER CHANGES/HANDWASHING
4:30 – 5:00	SONGS & NURSERY RHYMES/TUMMY TIME
5:00 – 5:30	DIAPER CHANGES/HANDWASHING
5:30 – 6:30	LEARNING ACTIVITIES/PREPARE FOR DEPARTURE

## PRE-K

### *Coyotes*

6:30 – 7:30	ARRIVAL /RESTROOM
7:30 – 8:30	BREAKFAST
8:30 – 9:00	LEARN THROUGH PLAY/RESTROOMS
9:00 – 9:30	GROUP TIME
9:30 – 10:00	CURRICULUM/LEARN THROUGH PLAY
10:00 – 10:30	OUTSIDE *WEATHER PERMITTING*
10:30 – 11:00	MUSIC & MOVEMENT/RESTROOM
11:00 – 11:30	LUNCH/CLEAN UP
11:30 – 12:00	STORY TIME/SOFT MUSIC/RESTROOM (if needed)
12:00 – 2:30	NAPTIME
2:30 – 3:00	RESTROOM/HANDWASHING/CLEAN NAP MATS
3:00 – 3:30	SNACK
3:30 – 4:00	OUTSIDE *WEATHER PERMITTING*
4:00 – 4:30	GROUP TIME REVIEW/STORY TIME
4:30 – 5:00	LEARN THROUGH PLAY/CURRICULUM
5:00 – 6:00	MUSIC & MOVEMENT/CENTER PLAY/RESTROOM
6:00 – 6:30	EDUCATIONAL TV/PREPARE FOR DEPARTURE

**Bear Creek Lodge Learning Center**  
Operational Policies & Procedures

## PRESCHOOL (3's)

### *Blue Birds*

6:30 – 7:30	ARRIVAL/EDUCATIONAL TV/RESTROOM
7:30 – 8:30	BREAKFAST
8:30 – 9:30	CENTER PLAY/RESTROOMS
9:30 – 10:00	OUTSIDE *WEATHER PERMITTING*
10:00 – 10:30	GROUP TIME/MUSIC & MOVEMENT
10:30 – 11:00	CURRICULUM/LEARN THROUGH PLAY/RESTROOM
11:00 – 11:30	LUNCH/CLEAN UP
11:30 – 12:00	STORY TIME/SOFT MUSIC/RESTROOM <i>(if needed)</i>
12:00 – 2:30	NAPTIME
2:30 – 3:00	RESTROOM/HANDWASHING/CLEAN NAP MATS
3:00 – 3:30	SNACK
3:30 – 4:00	LEARN THROUGH PLAY/CURRICULUM
4:00 – 4:30	GROUP TIME REVIEW/STORY TIME
4:30 – 5:00	OUTSIDE *WEATHER PERMITTING*
5:00 – 6:00	MUSIC & MOVEMENT/CENTER PLAY/RESTROOM
6:00 – 6:30	EDUCATIONAL TV/PREPARE FOR DEPARTURE

## PRESCHOOL (A)

### *Awesome Owls*

6:30 – 7:30	ARRIVAL/GROUP PLAY/RESTROOM
7:30 – 8:30	BREAKFAST
8:30 – 9:30	CENTER PLAY/RESTROOMS
9:30 – 10:00	GROUP TIME/MUSIC & MOVEMENT
10:00 – 10:30	OUTSIDE *WEATHER PERMITTING*
10:30 – 11:00	CURRICULUM/LEARN THROUGH PLAY/RESTROOM
11:00 – 11:30	LUNCH/CLEAN UP
11:30 – 12:00	STORY TIME/SOFT MUSIC/RESTROOM <i>(if needed)</i>
12:00 – 2:30	NAPTIME
2:30 – 3:00	RESTROOM/HANDWASHING/CLEAN NAP MATS
3:00 – 3:30	SNACK
3:30 – 4:00	OUTSIDE *WEATHER PERMITTING*
4:00 – 4:30	LEARN THROUGH PLAY/CURRICULUM
4:30 – 5:00	MUSIC & MOVEMENT/CENTER PLAY/RESTROOM
5:00 – 6:00	GROUP TIME REVIEW/STORY TIME
6:00 – 6:30	LEARNING ACTIVITIES/PREPARE FOR DEPARTURE

### **CLASSROOM ASSIGNMENTS**

Classroom assignments are based on each individual child’s chronological age, developmental age, emotional age, and physical age. Bear Creek Lodge Learning Center typically will transition children to new classrooms. From time to time we may request a transition sooner based on the individual child’s needs.

### **CHILD TO STAFF RATIOS**

Bear Creek Lodge Learning Center 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.

### **NAP TIME**

Supervised rest periods are provided for all children under five years of age who remain at Bear Creek Lodge Learning Center for six or more hours a day, and for all other children who show a need for a rest time. Your child will be provided a mat to rest on for naptime. Please provide a clean blanket and sheet for naptime and take them home Fridays for washing. You may also bring in a special blanket, pillow, or stuffed animal if desired, but they must be able to fit in your child’s cubby.

### **CLOTHING**

All children must have a complete change of clothing, **clearly marked with the child’s name**, left at Bear Creek Lodge Learning Center. Preschool children need to be dressed for the weather. Caps, mittens, and warm clothing must be worn during the cooler seasons for the



## Bear Creek Lodge Learning Center

### Operational Policies & Procedures

daily outdoor playtime. Accidents can happen, even for the older preschoolers, when they wait too long before going to the bathroom, or if they get wet on the playground.

To encourage development of independent bathroom skills, children's clothing should be easy for them to manipulate with minimum assistance. Items such as overalls and clothing with a lot of snaps are difficult for restroom use.

Due to injuries, sandals are discouraged. No jewelry. The Center and its employees are not responsible for any jewelry lost at the Center. Electronic games, videos, or toys are not allowed. The Center and its employees are not responsible for any lost items.

### PERSONAL BELONGINGS

Parents must supply all bottles for their child. *Bear Creek Lodge Learning Center* provides toddler training cups. Please label everything with your child's first and last name.

Parent must supply all diapers and wipes. If you fail to do so then BCL will charge your account \$5.00 for each diaper, \$5.00 for 18 count of wipes and \$5.00 for each undergarment that you forget.

We use washable crayons, markers, and paint during art time, but the children's clothing may get stained from just being kids! Please dress your children in play clothes since PLAY is what we do!

Please leave all valuable items at home since Bear Creek Lodge Learning Center cannot be responsible for broken or lost items.

### PHYSICAL ACTIVITY / OUTDOOR PLAY

Outdoor play is a regular part of the daily routine; we spend 60-90 minutes outdoors and consider it important in the healthy development of a kid. 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. Children may not wear flip flops due to the danger these shoes may cause on the playground. We do spend time outside every day, weather permitting. You are welcome to bring jackets, sweaters, and/or extra clothes. Please make sure all belongings are LABELED with your child's name.

**\*\*Very Important:** Please LABEL all your child's belongings, such as backpacks, extra change of clothing. We are not responsible for lost, stolen, or misplaced personal belongings that were not previously labelled properly.

### SCREEN TIME

TV Screen Time is for kids over the age of 2 years and is aligned with lesson plan/educational.

### SCHOOL SAFETY POLICIES

Parents need to personally escort their child(ren) inside the building to sign in and out when their children enter and leave the facility. Each classroom has a window for viewing activity from the hallway. Parents are welcome to visit the center any time during the day to observe their child without prior approval. However, if you would like to stay and spend time with your

## **Bear Creek Lodge Learning Center**

### **Operational Policies & Procedures**

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.

Our facility will participate in a monthly fire drill.

You will be notified of any incidents other than minor scrapes or bumps with a phone call. We will also give you a written report at pick up time. First aid will be applied to minor incidents. In the event medical attention is required, we will notify you immediately. Parents are responsible for all medical fees.

### **DISMISSAL**

Children will be asked to leave if they have violent or aggressive behaviors that endanger any children or staff members; or if they are disruptive to the entire Center and prevent other children from learning; or for any other reason the Center sees necessary.

### **Process for Addressing Challenging Behaviors**

1. Verbal Warning
2. Staff observations will be documented
3. Parent/Director Notification
4. Referral
5. Parent/Teacher/Director Conference to discuss observations and/or concerns
6. Action Plan will be written with family input
7. Teacher communicates daily through take home communication log and/or verbally daily.
8. Follow up meeting will be scheduled with student, teacher, parent, and director to discuss progress.
  - If the plan is not working, it may be revised.
  - If, after a determined amount of time, the plan continues to be ineffective, community support services will be contacted.
  - If after evaluation by the above parties, it is determined a more suitable environment is needed, a plan to transition the child out of our program will be implemented.

“Discipline shall always be:

1. Individualized and consistent for each child
2. Appropriate to the child’s level of understanding; and
3. Directed toward teaching the child acceptable behavior and self-control.”

**No physical discipline will take place in the Center.**

### **CHANGING CHILDREN’S CLASSROOMS**

Administration and teachers take into consideration the following before transferring children to the next age-appropriate classroom:

- Age
- Space Availability
- Maturity
- Social skills
- Communication skills

## Bear Creek Lodge Learning Center

### Operational Policies & Procedures

- If the child is fully toilet trained

This applies for children who attend 12 months a year. Your child's classroom assignment will remain the same for the entire semester.

### CAMERAS

**Bear Creek Lodge Learning Center** has closed circuit cameras in all classrooms. A monitor is in the director's office. The privacy of the children is very important to us. For this reason, the cameras are not available for parents to view.

### PHOTOGRAPHS

**Bear Creek Lodge Learning Center** 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 our program. If parents choose to take pictures of events held at our program, they may only photograph their child, unless written permission is given by the other parents. Please note during certain parent events, such as Pre-K graduation, Christmas programs, and Carnivals, photographs may be taken. If you wish for your child to not be photographed, you may want to remove them from these events.

### OUTSIDE EMPLOYMENT

Employees of Bear Creek Lodge Learning Center are prohibited from outside employment with parents of the organization. This includes, but is not limited to, babysitting and/or nanny- type jobs.

### CYBER IDENTITY/SOCIAL NETWORKING WEB SITES

Cyber identity and social networking is very exciting these days. However, please understand that employees of Bear Creek Lodge Learning Center are prohibited from participating in social networking with parents and children. This includes, but is not limited to, Facebook, Twitter, and Snap chat.

### 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. Bear Creek Lodge Learning Center will work with parents when biting becomes a problem. We will make every effort to solve the issue as soon as possible. Biting occurs because of a child's inability to communicate. When a child is bit or has bitten, the following procedures will take place:

- The bitten area will be cleaned thoroughly
- An accident report will be filed
- The parent of the bitten child will be notified as well as the biting's child parents
- The classroom environment will be assessed
- The biting child will be closely supervised
- The identity of the biting child will be kept confidential

**\*\*We enforce the 3-limit rule for biting instances.**

## **Bear Creek Lodge Learning Center**

### **Operational Policies & Procedures**

#### **EXPULSION POLICY**

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

##### **Immediate Causes for Expulsion**

- The child is at risk of causing serious injury to other children or him/herself.
- Parent threatens physical or intimidating actions towards staff members.
- Parents exhibits verbal abuse to staff in front of enrolled children.

##### **Parental Actions for Child's Expulsion**

- Failure to pay/habitual lateness in payments.
- Failure to complete required firms including the child's immunizations records.
- Habitual tardiness when dropping off or picking up your child. Verbal abuse to staff.

##### **Child's Actions for Expulsion**

- Failure of child to adjust after a reasonable amount of time.
- Uncontrollable tantrums/angry outburst.
- Ongoing physical or verbal abuse to staff or other children.
- Excessive biting.

Prior to expulsion, a parent will be called, and correspondence will be sent home indicating what the problem is, and every effort will be made by both the center and the parent to correct the problem. If, after one or two weeks, depending on the risk to the other children's welfare or safety, behavior does not improve, and the center finds that they can no longer accommodate the child, the parent will be asked to remove him/her. Depending on the seriousness of the situation the parent may be asked to pick up child immediately and the child be disenrolled and will not be allowed back at Bear Creek Lodge Learning Center.

#### **KEEPING EMERGENCY CONTACT INFORMATION CURRENT**

It is important that parents keep the office apprised of changes in contact numbers-home, work, and cell- as well as changes of address or email addresses. We will also need updated emergency contact numbers, changes in designated pickup people, or pertinent medical or educational information.

Please give these changes to the office in writing or by email. Change of information parent contact forms may be found outside the Center lobby. Because of our need to contact you immediately concerning the well-being of your child it is essential all information be kept current.

Continued failure to update information may result in termination.

#### **ACCOMODATION POLICY**

## **Bear Creek Lodge Learning Center**

### **Operational Policies & Procedures**

We accommodate families and children who may need additional accommodations, to include home language translator, special needs/differing abilities, and /or cultural backgrounds. We have several bilingual staff members who help as translators to communicate between center staff and families. We also provide information to our parents on local resources available for special needs and differing abilities.