

REQUEST FOR PROPOSAL

PROJECT NO. RFP 17-46

CHILD DEVELOPMENT LABORATORY SCHOOL

QUESTIONS AND ANSWERS NO. 1

Date: March 24, 2017

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Responses

1. Will there be another walk through? When?

Answer: Yes, March 27, 2017 at 1:00pm.

2. What are the operational hours of the School Lab?

Answer: Operation hours are from 7:00am to 5:30pm, Monday thru Friday.

3. Will the school be open year round?

Answer: The school follows the college calendar. It is open year-round except for major holidays, two weeks for Christmas and one week for spring break.

4. Will the new preschool operator take on the existing enrolled students?

Answer: The new operator may approach individuals/families using the school to see whether they wish to continue. The school has a list of approximately 70 individuals/families that have expressed interest in using the school next year and are on a waiting list.

5. How many children are there in the following age groups? Include age group capacity.

Answer:

a) 6 weeks - 11 months : 3

b) 12 months - 18 months: 6

c) 2 years old: 6

d) 3 to 5 years old: 6

6. Can you provide the Laboratory School current pricing sheet?

Answer: See attachment 1, Tuition Fees.

7. What is the monthly gross revenue?

Answer: The revenue varies between \$6,000 and \$8000 per month.

8. Will the new preschool operator take on the existing staff? If so, what is the total monthly payroll?

Answer: There is no requirement to take on existing staff.

9. How many center staff are currently employed (including administration and substitutes)?

Answer: There are 5 full time employees (Child Care Specialists II), one part time Child Care Specialist I (new) and one part time secretary. In addition there is a full-time Director. The Director will have the option of remaining with HCCS for one year to help effect the transition.

10. How long has each staff member been employed by the center?

Answer: Two Child Care Specialists 14+ years, two Child Care Specialists 8 years, one Child Care Specialist approximately 5 years. The part time secretary, 2 years. The part time Child Care specialist is new.

11. Any staff members on corrective actions/write-ups? Any attendance issues? What is the current staff member's schedule?

Answer: Some staff has been placed on temporary assignment outside of the Laboratory School while their conduct was investigated. No one currently employed is under formal discipline. Attendance is an issue with one full time employee and has been with the temporary employees.

12. What are their titles?

Answer: The 5 full time employees are Child Care Specialists II. The new part time employee is a Child Care Specialist I. There is also a part time secretary.

13. What system is currently used to track employees and students? Are we allowed to replace the system?

Answer: Employees clock in/out on an HCC computer using an HCCS HR program. Parents sign in by hand as do HCC students. The operator will need to replace the system.

14. How are the employees clocking in/out? How are the students checking in/out?

Answer: Employees clock in/out by using an HCCS HR program which they access through a college computer.

15. How many hours per week do they work? How many are full- and part-time?

Answer: The five full time employees and Director work 40 hour weeks. The one part time Child Care Specialist and one part time secretary work 19.5 hours per week which is all we allow.

16. What are their salaries?

Answer: Two Child Care Specialists earn approximately 32K-34K annually, two Child Care Specialists earn approximately 28K annually, and one Child Care specialist earns approximately 40K annually. These approximations do not include benefits. The PT secretary and PT faculty earn approximately \$10.40/hr.

17. What benefits are offered to the center staff? What is their expected employee contribution? What is the actual participation rate? Please provide a staff benefit handbook.

Answer: Retirement plan (TRS), health insurance, optional dental /vision/life. Full time employees participate.

18. Is the Child Care Development Laboratory School open to the public?

Answer: Yes.

19. Will a period longer than 3 year contract be considered?

Answer: Houston Community College standard contract terms are usually not more than 5 years. However, the college may consider other options.

20. Will the curriculum stay the same or will it have to change?

Answer: The curriculum is stable. Major changes are not anticipated but change is possible.

21. Why have you chosen to outsource operations of the center now?

Answer: Faculty in the degree and certificate programs provide "back up" staffing to the laboratory school. This takes time away from their primary duties and places too much of a burden upon them. Also, the District has undergone reorganization. Outsourcing operation of the school is more in line with the new structure and priorities. In addition, we believe that other organizations are better positioned to perform this function than we are.

22. Can you explain why and when the center began reducing the enrollment?

Answer: The Dean began reducing enrollment in fall 2015 to reduce the work load on Associate degree and certificate faculty. In addition a decline in enrollment occurred in fall 2014 when grant support to participating families decreased.

23. Please provide historical enrollment data (given the center's current low enrollment, when was the center at its peak enrollment and what was the enrollment #)?

Answer: See attachment 2, School Year Enrollment Data. Peak enrollment occurred in fall 2011 with approximately 65 students.

24. What internal resources/departments are used to support the center (i.e., HR, legal, etc.)?

Answer: Student Services, legal, HR, Campus Security, Instruction, Facilities, Procurement.

25. How much is it currently costing the Community College to operate the center now?

Answer: This information is not available.

26. What is the current enrollment by age group and please include age group capacity (current FTEs as well as licensed capacity).

Answer: See question 4 above for current enrollment. The licensed capacity is 120. Capacity by room is as follows: C102/12 children, C104/13 children, C105/11 children, C107/14 children, C116/11 children, C117/11 children, C119/11 children, C120/9 children, C121/9 children. B105/10 children, B101/12 children.

27. When was the last tuition increase, and by what percentage?

Answer: 09/01/2012.

28. How many children pay under each tuition structure available at the center?

Answer: Of the 21 children currently using the school, 7 are supported by workforce solutions (government assistance), 3 faculty, 6 students, 5 general public.

29. How many part-time children under each tuition structure, for each age group?

Answer: None.

30. How many full-time children under each tuition structure, for each age group?

Answer: All are full time.

31. Do any of the children receive grants or scholarships? Please describe the structure(s) and detail how many children, from what age group, participate? What is the amount received by the center from state subsidy?

Answer: Yes, 7 participate thru Workforce Solutions.

32. Does the center offer discounts (i.e., sibling and center employee)? How many children receive them under each tuition structure, for each age group?

Answer: Yes, to faculty, staff and students as shown on the tuition sheet (attached).

33. What are the center's profit and loss (P&L) expenses?

Answer: This information is not available.

34. Are the last two years of financials available for the center? (Balance Sheet, Income Statements, General Ledgers, Tax Returns, and Payroll Records)

Answer: This information is not available.

35. Do you have a floor plan that shows age groups served/Classroom Capacity/Ratios as well as square footage or classroom?

Answer: See attachment 3, Fire Escape Floor Plan.

36. What, if any, meals are provided (onsite/catered/parent provided)?

Answer: Parent provided.

37. Is Neighborhood Centers Incorporated program (NCI) accepted?

Answer: Yes.

38. Are we allowed to change the operating hours?

Answer: Yes.

39. Can we implement our own school schedule or must we follow the schedule of HCC?

Answer: Yes.

40. Does the center have an after-school program?

Answer: No.

41. Can we change the name of the school?

Answer: Yes.

42. Are all of the programs performing to their current capacity?

Answer: Yes.

43. Are employees and students required to wear uniforms?

Answer: No.

44. Which curriculum is being used within the center?

Answer: Frog Street, High Reach Learning (Infants), Creative Curriculum (3 -5 year olds)

45. Which meals are currently being offered (i.e. breakfast, lunch, pm snack, dinner)?

Answer: None, meals are provided by parents.

46. Is a kitchen available for meal/snack preparation?

Answer: There is a break room with a refrigerator and a microwave.

47. Is there a current copy of the Employee/Parent Handbook available for review?

Answer: See attachment 4, Fall 2012 Parent Handbook.

48. Is there a requirement regarding who is contracted to perform janitorial services?

Answer: No.

49. Will HCC maintain responsibility of the building, including building maintenance and repairs, such as air conditioning, plumbing, and/or electrical?

Answer: Yes.

50. Will HCC maintain playground structure/equipment and landscaping?

Answer: The College will make the grounds and equipment available. Operator is responsible for maintenance, repair and replacement.

51. Are we able to change the utility providers?

Answer: No.

52. Are we required to obtain our own internet provider? If not, is it possible?

Answer: Not required but possible.

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Attachment No. 1
Tuition Fees



HCC Laboratory School for Child Study and Development

Registration Fee \$45.00
 Curriculum & Supply Fee \$150.00
 Waiting List Application Fee \$10.00
 (all fees are non-refundable)

Rates are effective as of September 1, 2012.

Please note: To be eligible for the student rate, you must be enrolled 6 hours or more and provide your class schedule with receipt of payment with no outstanding balance each semester.

Infants	Flat Rate per month
0-17 months	\$950.00

HCC Student	Rate per month
Toddler (18-35 months)	\$605.00
Preschool (3yrs-5yrs)	\$495.00

HCC Faculty/Staff	Rate per month
Toddler (18-35 months)	\$715.00
Preschool (3yrs-5yrs)	\$605.00

General Public	Rate per month
Toddler (18-35 months)	\$825.00
Preschool (3yrs-5yrs)	\$715.00

Drop-Ins are Welcome

\$45.00/day Infant/Toddlers
 \$22.50 1/2 day Infant/Toddlers

\$35.00/day Preschool
 \$17.50 1/2 day Preschool

Payment due in full at time of drop-off

For more information, contact:
 Arthemise Foley – (713) 718-5437(KIDS)

Attachment No. 2
School Year Enrollment Data

School Year 2013-2014

Classroom	Age	Number Enrolled
Infants	0 - 18 months	11
Toddlers	18 - 35 months	9
Preschool	2 1/2-4 years	10
Preschool IV	4-5 years	9
		39

School Year 2014-2015

Classroom	Age	Number Enrolled
Infants	0 - 18 months	11
Toddlers	18 - 35 months	7
Preschool	2 1/2-3 years	9
Preschool IV	4-5 years	7
		34

School Year 2015-2016

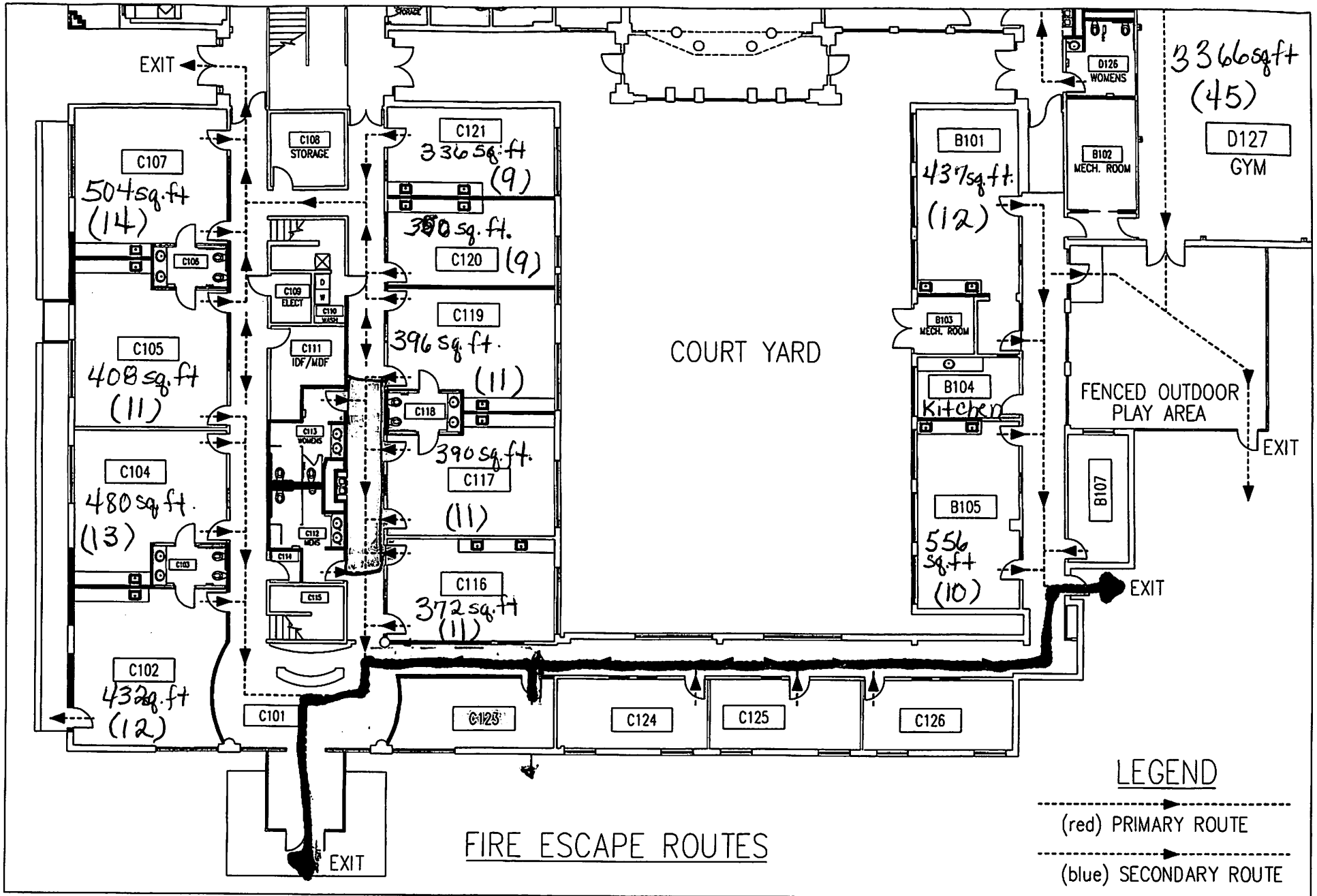
Classroom	Age	Number Enrolled
Infants	0 - 18 months	4
Toddlers	18 - 35 months	9
Preschool	2 1/2-3 years	7
Preschool IV	4-5 years	10
		30

School Year 2016-2017

Classroom	Age	Number Enrolled
Infants	0 - 18 months	2
Toddlers	18 - 35 months	6
Preschool I	2 -3 years	6
Preschool II	4-5 years	7
		21

Note: Classroom capacity change due to move to larger room and staffing

**Attachment No. 3
Fire Escape Floor Plan**



* Meeting Area

Tornado/Storm
Warning Area

Attachment No. 4
Fall 2012 Parent Handbook

Fall 2012

Parent Handbook



HOUSTON
COMMUNITY
COLLEGE

CHILD DEVELOPMENT LAB SCHOOL

3214 Austin St.
Houston, TX 77004
(713) 718-KIDS (5437)
(713) 718-5477 (fax)



Jump into Learning

Revised Fall 2012

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Welcome Parents

Dear Parents:

This handbook is intended to give you information regarding the policies and procedures of the HCC Child Development Lab School. We look forward to an exciting and fun filled year at the HCC Child Development Lab School! We believe that you belong to the HCC Child Development Lab School and you can help create a difference by being an active participant in your child's learning. Because we want you to be engaged in the HCC Child Development Lab School, we encourage parent input and participation at a variety of levels. We set high expectations, not only for ourselves, but for our children and their families. We believe that every person makes a difference and we cannot do it alone! Again, we encourage you to get involved, meet our staff members, visit with us, and share with us your experiences. Please feel free to ask questions, share concerns and accompany us on field trips and other educational adventures. Together we can make this a dynamic year for you and your child filled with adventure and intrigue. Together, we can make a difference!

**Thank you for choosing the
HCC Child Development Lab School!**

Mission

The Houston Community College Child Development Lab School's primary mission is to provide students who are studying early childhood education with relevant observation and practicum experiences. By opening its doors first, to the children of HCC students and thereby providing accessible, affordable childcare, the HCC Child Development Lab School fulfills its secondary mission.

Vision

To serve as an advocate role model to promote "Quality" childcare services to the community.

Children

- Build (Moral Values and Character)
- Promote "Positive" Self Esteem
- Inspire children to accept "Challenges"

Families

- Promote Parent Involvement
- Empower families by helping access additional resources

Childcare Providers

- Serve as a demonstration learning environment model for students enrolled in Early Childhood studies
- Empower Childcare students with high quality skills that will enhance their knowledge and skills to be excellent childcare providers

Fundamental Values

- Unconditional love for all children
- Learning through play
- Respect and acceptance of Diversity
- Effective communication

Who We Serve

HCC Child Development Lab School serves children between 6 weeks old and 5 years old. Our evening care program serves children between 3 years old - 12 years old. The center is licensed to serve 143 children.

Hours of Operation

HCC Child Development Lab School is open Monday through Friday from 7:00 a.m. to 5:30 p.m. Evening care is Monday through Thursday from 5:00 pm. To 9:30 p.m.

Staff to Child Ratios

If the specified age of the children in the group is...	Then the maximum number of children one caregiver may supervise is...
0 – 11 months	4
12 – 17 months	5
18 – 23 months	9
2 years	11
3 years	15
4 years	18
5 years	22
6-8 years	26
9-13 years	26

Licensing

The Texas Department of Family and Protective Services (TXDPS) licenses HCC Child Development Lab School. Licensing inspections are conducted twice a year. If you have any questions concerning the licensing regulations or if you wish to report any suspected violation of the licensing rules or complaints, please call (713) 940-5200 (Houston) or 1-800-720-7777 (toll free).

All licensing inspection reports and substantiated compliant investigations are posted on the wall at the beginning of the hallway leading to the Child Care office.

Fire inspections are conducted annually per licensing requirements. The inspection report is available on request.

Curriculum

HCC Child Development Lab School utilizes the High Reach Learning curriculum. High Reach Learning curriculum is based on knowledge of theory and research in early childhood education, coupled with an understanding of valued best practices. The curriculum incorporates experiences that permit learning through guided play and active discovery. When we chose our curriculum, we considered the whole child: cognitively,

socially, and physically. By incorporating the latest research on early childhood, including active exploration and the most current NAEYC Developmentally Appropriate Practice Guidelines, HighReach Learning has created a truly balanced, innovative and interest-driven curriculum for children birth to five years old.

The three to five years preschool classes are **Texas School Ready!** The design of *Texas School Ready!* increases children's school readiness through five evidence-driven components: research-based curriculum, technology-driven child progress monitoring, facilitated teacher professional development, ongoing teacher mentoring, and sustainability. We have also partnered with **Head Start** and curriculum plays a vital role in achieving Head Start's goal of enhancing the social competence and school-readiness of children.

Enrollment and Non-Discrimination Policy

Enrollment is open to all children. The center accepts children 6 weeks through 5 years old. Children are placed in classes according to their age as of September 1st of each year. Parents or guardians must pay full time tuition even if parents choose to bring their child on a part-time basis. We also offer drop-in care with at least 48 hour advance notice. Our evening care program serves children 3 - 12 years old and provides care from 5:00 p.m. to 9:30 p.m., Monday through Thursday. Families must pay for each day of service.

It is unlawful for any staff member or child care staff member to discriminate in the enrollment of children at HCC Child Development Lab School on the basis of race, color, religion, sex or national origin.

On the first day of attendance, a child must have on file all requested paper work. Children may not be left without a parent until the center has the following:

- A complete Child Enrollment packet and Health Information form. **ALL SECTIONS MUST BE COMPLETED IN FULL.** This form follows your child at all times and in case of an emergency will be used by emergency personnel to find you or to transport your child for medical treatment. Correct completion and honesty is a necessity for the safety of your child. **PARENTS/GUARDIANS OR THEIR DESIGNEE MUST BE AVAILABLE BY PHONE AT A PHONE NUMBER KNOWN BY YOUR CHILD'S TEACHER AND/OR OFFICE STAFF WHENEVER YOUR CHILD IS AT HCC Child Development Lab School.**
- A complete medical statement and immunization record.
- All permission slips and instruction letters applicable to your child's room.
- Medication authorization forms and/or Modification of Diet forms if necessary.
- A statement saying you have read, understand and accept the policies and procedures that are located in this Parent Handbook.

Registration

Once a family wishes to enroll their child(ren), and a space has been offered, we ask for a non-refundable registration fee per child to reserve the space. At the time of payment, the family receives a Parent Handbook outlining policies and procedures and all required enrollment forms. Second, the curriculum and supply fee, which is non-refundable, is paid at the time of enrollment along with the 1st month tuition.

Fees

Registration Fee	\$45.00
Curriculum & Supply Fee	\$150.00
Waiting List Application Fee	\$10.00
(all fees are non-refundable)	

Rates are effective September 1, 2012.

Please note: To be eligible for the student rate, you must be enrolled 6 hours or more and provide your class schedule with receipt of payment with no outstanding balance each semester.

Infants	Flat Rate per month
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Drop-Ins are Welcome

\$45.00/day Infant/Toddlers
\$35.00/day Preschool
 Payment due in full at time of drop-off

Monthly Tuition Fees and Late Payment Fees

- Tuition is due by the 1st of the month.
- After the 5th day of the month, \$5 will be added to your balance for each day late until paid in full.
- Parents will not receive printed statements unless specifically requested or there is a balance.
- Parents whose tuition payments are more than two weeks behind and who have not communicated with office staff must either request tuition assistance or may be asked to keep their child(ren) at home until payment is made.

HCC Child Development Lab School does not currently accept credit cards. Checks or money orders should be made payable to HCC Child Development Lab School. In order to process checks, your State ID or Driver's License number and telephone number is **required** to be printed at the top of your check under your name and address for processing purposes per the HCC Business Office.

Late Pick-up Charges

The center closes at 5:30 p.m. daily. Out of respect for the teachers and staff, this closing time is strictly adhered. We encourage parents to have back-up people in place to pick-up in case they cannot get away from work or school on time. If a parent is late, a late pick-up fee is charged and payment is due with the next tuition payment. Parents will be charged \$10 for the first 10 minutes and \$1 per minute thereafter. Late pick-up fees will appear on your statement and payment is due with the next tuition payment.

Exceptions may be made if inclement weather or emergencies cause a large number of families to be late reaching the center. The Director has the authority to determine an emergency late pick-up fee in such a case. The rate for those families whose children remain after 5:30 p.m. will be pro-rated based upon the time that care ends.

Diaper Fees for Nursery and Toddler Rooms:

Parents are required to bring in diapers and wipes for their children. When your child's supply is low, the teachers will write a note on your child's daily note. If you forget, we will use diapers that are purchased by the center for one day. After that day, if the center has to buy diapers for your child, you will be billed the cost of the diapers.

Discretionary Credit Due to Illness:

No refunds are made for absence or illness except for extended illness or hospitalization as described. Credits may be applied at the Director's discretion only after receipt of a written request from the child's parent or guardian. All requests and their disposition will be acknowledged in writing. If approved, a 25% per day credit for absences in excess of four consecutive days will be applied to future billing periods.

Attendance

As each child arrives and leaves, the teacher responsible for that group will keep track of that child. Teacher attendance records, the parent sign-in sheet with a copy of the Child's Enrollment form will remain with the child's class at all times throughout the day. **To adhere to state standards and auditing purposes, parents must sign their child in/out of school daily.**

- **Infants and toddlers (6 weeks – 2.5 years old):** To receive the maximum benefit from the program, we ask that children attend on a regular basis and **arrive by 9:30 a.m.** Young children respond better and have less separation anxieties if their schedule is kept consistent. A young child arriving late often finds it difficult to join in activities and may not be ready to eat or nap with the class.
- **Preschool age children (2.5 – 5 years old):** To receive the maximum benefit from the program, we ask that children attend on a regular basis and **arrive by 9:00 a.m.** when directed activities begin. While special occasions are always the exception, children should attend the program on a consistent basis.
- **Exceptions:** Outside appointments that conflict with the school schedule, i.e. doctor. A Return to School notice is required.

Arrival and Departure Policy

Please park in the allotted parking spots, not in front of the entrance or in fire zones and please watch your speed. Parents are required to walk their child into the building and to fill in the time of arrival and departure and their signature on the sign-in sheet daily. HCC Child Development Lab School is a public institution and for the safety of the children, we require every child to be escorted to their classroom. Please make a point of verbally notifying the teacher of your child's arrival and departure as well. HCC Child Development Lab School's responsibility for your child will begin when you sign your child in, and end when you sign your child out.

Release of Children from Center

A parent must inform us if another adult is going to pick up their child or we will not release the child. If the parent is unable to inform us in advance in writing, they need to call and give us verbal permission, identifying the person and the approximate pick-up time. If the person is unknown to staff, they must identify themselves with picture I.D such as a valid driver's license. If an unauthorized person comes to the center, the supervisor will try to contact a parent for authorization. The center will not release a child unless parent permission has been obtained. In emergency cases or in bad weather, the Director or supervisor may authorize a child's release only to those adults on a child's Enrollment and Health Information Form or those adults identified in writing by the parent as emergency contacts.

Children will only be released to adults over the age of 18. Please do not ask a sibling under the age of 18 to pick up your child.

Policy for Non-custodial Parents

A parent of a child enrolled at the center who is not the child's residential parent will be permitted unlimited access to the center and be afforded the same rights as the residential parent unless there is court documentation limiting access and contact by the nonresidential parent. This documentation must be on file in the child care office. Upon entering the center, the non-custodial parent must report to the administrator or designee in the child care office.

Absence Policies

If a child will be absent, we ask that the parent/guardian notify the teachers the day before, or call the center at 713-718-5437 before 10:00 a.m. There is an answering machine that receives calls before, during and after business hours. If we have not heard from a family by 10:00 a.m., we will call you to check on the status of your child. In this way, we can assure your child's safety and monitor any illnesses that might be in the center.

Vacation Absences

The center regrets that it is not able to allow parents a family vacation period of any length without payment of tuition.

Absence Due to Illness

No refunds are made for absence due to illness except for extraordinary circumstances.

Withdrawal from the Center

Notice of withdrawal of a child from the center should be made in writing at least two weeks in advance of the withdrawal date. No refund of advance tuition fees will be made before that date. If a child temporarily withdraws from the center and plans to re-enroll, re-enrollment will be based on space available at that time.

Termination of Care

HCC Child Development Lab School may and will terminate care for a family, if any, although not limited to the following, occur:

- Nonpayment of fees
- The center's policies as stated in this handbook are not followed
- Director's or administrative boards' recommendations to parents concerning a parent's or child's continued inappropriate behavior are not followed
- Any harassment of staff, children or other parents

Holiday and Program Closings

HCC Child Development Lab School will be closed on the following days:

Monday, September 03, 2012	Labor Day
Thursday, November 22, 2012	Thanksgiving Break
Friday, November 23, 2012	Thanksgiving Break
Wednesday, December 19, 2012 Thursday, December 20, 2012 Friday, December 21, 2012 Monday, December 24, 2012 Tuesday, December 25, 2012 Wednesday, December 26, 2012 Thursday, December 27, 2012 Friday, December 28, 2012 Monday, December 31, 2012 Tuesday, January 1, 2013 Wednesday, January 2, 2013	Winter Break
Monday, January 21, 2013	Dr. Martin Luther King Day
Monday, February 18, 2013	Presidents' Day
Monday, March 11, 2013 Tuesday, March 12, 2013 Wednesday, March 13, 2013 Thursday, March 14, 2013 Friday, March 15, 2013	Spring Break
Friday, March 29, 2013	Spring Holiday
Monday, May 27, 2013	Memorial Day
Thursday, July 4, 2013	Fourth of July

No fee adjustments will be made when the center is closed for these holidays.

Emergency Closing of the Center

The center tries to remain open at all times during stated center hours. However, some conditions may arise which require the closing of the center. Following is the center's policy regarding closing.

Weather Conditions/Dangerous Conditions

It is within the discretion of the Director, assistant Director or designee to determine when weather conditions or other dangerous conditions require the closing of the center.

Notification of Closing

If the center is to be closed before opening in the morning, parents will be notified through the Weather Alert program or Local News programming which broadcasts on television channels 2, 11, 13, 26, 39 and 51 and AM News Radio 740. The center's telephone line will also contain a message advising parents of the closing.

If the center is to be closed after the children are already present, Weather Alert will also be notified. Staff members *may* also attempt to call parents at their place of work, and if unsuccessful, will attempt to call emergency contacts. However, our first concern and obligation is to the children.

Please be advised that parents are responsible for having emergency transportation plans in place in advance and for notifying the center of these arrangements either on the Alternative Pick-up form, a written note or by phone.

Evacuation of the Building

It is within the Director's discretion and/or the Houston Community College System to determine when evacuation of the premises is necessary.

If evacuation becomes necessary, the children and staff will proceed to their designated exit locations. An emergency evacuation is designed to ensure the safety of children during a fire, weather, or other emergency requiring evacuation or relocation of the children. Staff members will attempt to call parents or emergency contact people if phone systems are working and there is enough available staff to make the calls.

In the case of an emergency the Director or supervisor will make a decision to protect the safety of the children and staff. If the building has lost power, heat or water, parents will be notified through the Weather Alert systems described above. If the building is structurally sound, we will remain in the building as long as possible.

Communication

Communication between families and staff is crucial if HCC Child Development Lab School is to meet the needs of the families and children it serves. Parents are encouraged to share events that are important in their children's lives outside of the center as it will help the teachers to respond to the children's individual needs. Examples of such events are any

family changes, ranging from a parent going out of town to a death in the family. Other examples are changes in your child's diet, any administration of medication instructions, changes in pick-up routine for the day and location of children's personal items. Parents can write instructions or notes to the teachers on a clipboard located in the classroom, or tell them directly.

The staff is always happy to discuss a child with his/her parent. However, it is often difficult to communicate when teachers are greeting children and helping them separate from their parents. Please make arrangements to discuss questions or concerns of an extended nature on the phone with teachers during their conference time or before or after school. In this way, regular classroom sessions will not be disrupted.

How the Center Communicates:

- **Daily Notes:** Teachers will write a daily note to parents about each child each day. This report includes information about eating, toileting, diapering, napping and personalized information about the child's activities. Specific information will be conveyed to parents upon request and/or as needed.
- **Newsletters:** A general center-wide newsletter is published monthly as a constant communication with parents regarding more detailed events and activities planned for the month.
- **Calendar:** A general center-wide calendar is published monthly to inform parents about the activities and events planned for the month.
- **Bulletin Board:** Notices, calendars and lesson plans are posted on the bulletin board located on the wall inside the classrooms.
- **Center Survey:** Once a year, parents and staff are asked to complete a survey about the center to let us know how we are doing. The results are reported to the Administrative Board and staff. We value your feedback and appreciate your participation.

Grievance Policy for Parents

It is the intent of HCC Child Development Lab School to provide all parents and guardians with an avenue for discussing and resolving any concerns that they have in regard to the care being provided by the center. When a concern has been identified, the parent should first discuss the issue with the teacher. It is suggested that in order to facilitate the conversation, an appointment should be scheduled and the parent requesting the appointment should prepare a written list of pertinent discussion points prior to the meeting. Notes of what was discussed and agreed to during the meeting are also encouraged.

Once the classroom teacher has addressed the issue, based on the response, the parent or guardian should consider the issue resolved. If the teacher was unable to address the issue because of its administrative nature, or if the parent or guardian is dissatisfied with the response or outcome, he/she should then discuss the issue with the Child Care Center Director. At that meeting, the parent or guardian should be prepared to discuss what has

transpired to-date. The Child Care Center Director will research the issue and respond to the parent in a follow-up meeting, or at the initial meeting if no research is needed.

A parent or guardian who remains dissatisfied with the response should address their concerns in writing to the Child Care Director's immediate supervisor. The Child Care Director's immediate supervisor will contact the parent or guardian in writing, notifying them of receipt of the complaint. The issue will then be researched further and discussed at the next meeting scheduled, with the final outcome.

Parent Participation

Parents may always visit HCC Child Development Lab School at any time, although it is requested that consideration be shown during nap time. Parents are also encouraged and welcome to participate in HCC Child Development Lab School in any manner that they are able. Parent volunteers are welcome in the classroom to read, extend our themes with their knowledge, to share a love of music or help with an activity or field trip.

The program relationship with parents is of paramount importance and recognizes that parents are the first and most important teachers that a child has. Active parent involvement is continually encouraged. Volunteers are encouraged to participate in the child-care centers daily activities. Arrangements are made with the Manager and volunteers are placed in classrooms that are in need of additional support. All parents and volunteers are asked to sign-in each visit.

Parents are welcome at the center at anytime. Parents will be kept well informed about the program through daily reports, newsletters, and bulletin boards. Parent conferences are held once a year, and upon request, in order to discuss the child's individual goals and progress, and to plan for the child's growth in the program. Parenting is not an easy job; therefore we will offer parenting support through parent training sessions, referrals, and just a listening ear. Let us know how we can help. In addition, during the year many special events will be planned especially to involve the parents in our program and provide an opportunity to interact with parents and staff.

Volunteers

We have a commitment to the early childhood field and as such we serve as a practicum site for early childhood students from local colleges and universities. All students who come to observe or volunteers who volunteer on a regular basis must have a medical statement, references and a non-conviction statement (background check) on file. For those volunteers that will be with the children for regular periods of time, HCC Child Development Lab School will ask for them to be fingerprinted. No volunteers are ever left alone with any children for any reason.

Supervision of Children

All children are supervised at all times by a staff member and there is a supervisor or designee at all times as well. HCC Child Development Lab School requires that all children enter and leave with a parent/guardian/authorized adult.

Transitions

HCC Child Development Lab School transitions children when they are chronologically and developmentally ready for the next room and when a space comes available. Age is only one of the criteria to judge a child's placement in a particular classroom. The decision will be made based on classroom observations; the child's readiness for experiences with a particular age group, and social, emotional, physical and cognitive development. The teachers and manager will discuss their suggestions with the parents and encourage their input. The Manager will make the final decision for placement.

Birthdays

Birthdays are special times for children and we like to recognize their special day too. Parents are encouraged to bring in a special treat that your child can share with his/her friends (see Modified Diets posted in each classroom, if any). There should be enough for every child in the class. Examples of special treats are a birthday cake, cupcakes, popsicles, cookies and even fruit cups if that is what your child likes. If you are having a birthday party outside of school we ask that you do not talk about the party in front of other children to avoid hurt feelings. If invitations cannot be mailed and need to be given to other children, please have a teacher put it in their school bag and do not have your child hand them out.

Toys from Home

HCC Child Development Lab School provides a rich environment with many toys. We discourage children from bringing special toys from home because we do not want children to be upset when toys get broken or lost. Teachers are busy taking care of children and we cannot be responsible for toys. However, we recognize that children like to share and the classes do have Share Days. Sometimes there will be a theme and other times it will be a Free Choice Share Day. If a child wants to show his/her friends a special toy but not share it, the toy will be placed out of reach so no child can harm it.

HCC Child Development Lab School believes that children should have the right to a peaceful environment. Toys that promote violence such as guns will not be allowed at school.

Naptime

In the Infants Room, we follow the children's schedule so children sleep when they are tired or when their parents indicate that it is their children's normal naptime. For children

in our Toddler through Preschool departments, a nap period is provided after lunch. The length of the nap varies according to the classroom and age of the children. HCC Child Development Lab School provides a sanitized cot or mat. Small sheets and blankets are not readily available at the HCC Child Development Lab School. Parents are asked to provide a small blanket or sheet clearly labeled with the child's name. Blankets/towels will be sent home each Friday (or last day of week child is attending) to be washed and should be returned the first day of the following week. Children are asked to rest for a portion of naptime, but may have books or other appropriate diversions, like a soft toy, on their cots if they do not sleep.

Naptime is also the time when teacher planning and breaks are given. In compliance with the State of Texas licensing rules, during naptime the staff may supervise twice the number of toddlers and preschool school children allowed by the staff/child ratio providing all children are on cots or mats resting and there are enough child care members readily accessible within the building. No children are allowed to get up until classroom ratios can be maintained once more.

Field Trips and Other Special Programs

Children who are three years old and older at HCC Child Development Lab School may go on off-site field trips depending on the curriculum and the specific class. Younger children go on less frequent field trips than older children. If transportation is needed, a contract service will transport the children and all children will be in car seats or seat belts as required by Texas law. At least one if not more HCC Child Development Lab School employees will be present in each van or bus with the driver at all times. HCC Child Development Lab School staff/child ratios will be maintained at all times throughout the trip. At a minimum, no matter how many children are on the field trip, two staff members must be present no matter how many adult volunteers are with the group. One of the staff members will be trained in First Aid and a First Aid kit will accompany the group. Each child will wear an HCC Child Development Lab School with the center's name, address and phone number.

All field trips must have specific parent permission unless the class goes on a walk close to the grounds of the center for which we get parent permission when you enroll. These permission slips for routine field trips within the neighborhood will be updated yearly. If any major street is crossed, specific information will be given and parent permission will be obtained. If there is an offsite field trip, there may be a cost charged to the parent to help cover expenses. **Note:** Parents will not be able to ride on the bus with the students unless they have completed a background check with the HCC Child Development Lab School.

Water Play Policy

During the summer months, the children will have Splash Days and the opportunity to play in small wading pools at the center. Parental written permission and restrictions will be obtained each summer for that season's water play activities. When a group plays in the small wading pools, two adults must be present at all times. The pools are emptied and

disinfected after each group uses them. Students must come to school on Splash Days with appropriate swimwear worn underneath their clothing. Children that are **not** potty trained must wear a special type of swim diaper at all times during water play.

Outdoor Play Policy

As required by the Texas Department of Family and Protective Services, all children will go outside if the weather permits. We have a fenced playground and we also take walks around the center grounds. If there are advisories issued due to the weather, the children will remain inside and use the gymnasium as a large muscle area. Examples of this type of weather condition are extreme cold or hot, wind chill alerts, ozone alerts or storm warnings. While children may be outside if it is warm or cold, any thunder, lightning or storm warnings require that all children must move inside the building.

Nutritional Services

We currently do not provide any nutritional services at our center. The parents and/or guardians must provide their child(ren) with a nutritional lunch and two healthy snacks. We promote healthy eating. Please refrain from bringing candy, soda, etc. We provide eating utensils. Please do not send glassware, silverware, etc.

Infant Feeding Schedules

Ages (0 - 18 months)

A Feeding Schedule form must be completed by the first of each month with the current month and parent's signature. A new form must be completed even if there are no changes. Please submit the form to the teacher for posting to ensure special instructions are followed to adequately care for your baby.

Clothing

When deciding what your child should wear to school, think of your child's comfort and provide simple clothing that is free of complicated fastenings. Costume wear and pajamas are not permitted unless for special events or classroom activities. Think of the messy art materials and other messy activities that are so much fun, and provide clothing that is washable. Think of our playground and provide shoes and clothing that are sturdy. **Open toed shoes only lead to increased chances of injured feet.** Therefore, closed shoes such as tennis shoes or oxford type shoes must be worn. **Sandals, clogs, flip flops, and house shoes are not permitted.** Also, due to the inclement weather, please provide windbreakers, raincoats, sweaters, and hooded jackets as needed. Children will have outdoor activity time every day unless there is severe weather.

Finally, think of all the clothes we see that are similar styles and sizes, and **LABEL** everything clearly with your child's name. Training pants and socks should also be labeled. **Each child, regardless of age group, must bring one extra full set of clothing and leave**

in his cubby at all times. Please change these extra clothes as the seasons and sizes change, and return a new set when one set must be used and sent home. We will attempt to wash heavily soiled clothing during the day unless the parent requests that we send the soiled garments home. Please send extra bags for soiled clothing.

Child Guidance and Management

HCC Child Development Lab School provides a loving environment for children to grow and develop. We feel our teachers and all employees of this Center are responsible for helping the children learn to make proper choices and self-control. Discipline is not punishment. Between the infant room and preschool room, our children experience amazing growth and development. Therefore our ways of handling discipline must vary according to age. We do not punish our children physically or verbally. With all ages, rules are clear and consistent.

The most important technique we use is positive re-enforcement. A smile, a touch, eye contact, a hug and verbal praise tell children their behavior is approved. We use other methods of discipline such as distraction and redirection with infants and toddlers. We role model problem-solving techniques with older children. We ask each child involved in a disagreement to state the problem from his/her point of view. Then we talk about what happened, what should have happened and why, and try to reach a solution that each child can agree to. In other instances, the teachers will explain the reason for our rules and may ask a child to repair any damage he/she has done.

We may have a child remove himself/herself to an area to cool down so that we may talk to them without getting hurt or them hurting others. If a child is unable to get under control, he/she may be removed to the child care office to calm down. If a child is in danger of hurting herself/himself, another child or a staff member, the child may be physically restrained by a teacher and removed from harm. This would always be a last resort. A key to discipline is consistency. Rules are consistent within our program from day to day. It is also important that rules be consistent between the center and home. Children can become confused when rules change.

Teachers are always willing to discuss our methods of discipline. Any changes in behavior or unusual instances of aggressive behavior will be communicated to the parent. Many child behaviors that we feel are developmentally typical may not be reported to a parent because the teacher feels that they are of a normal nature. Our goal is to help every child realize his potential for controlling his/her own behavior.

Our purpose for all discipline with young children is to help them become increasingly self managing and socially responsible. We are committed to helping children learn to express and manage their feelings, cooperate with other children, and negotiate their own conflicts. Only positive, non-punitive methods are used to achieve this goal. The staff fully recognizes the limitations of a young child's ability to manage emotions and control reactions. When restrictions are necessary, they will be clearly defined and consistently maintained. At **NO** time will a child be physically punished, threatened or intimidated. Instead, we rely on the techniques of diverting attention to constructive pursuit compromising/arbitrating

difference and encouraging children to seek alternatives within the boundaries of their ability. In some instances, in order to help a distressed child regain his self control, he/she will be removed from the situation and allowed a private time to quiet himself/herself before a reassuring adult seeks to help him/her re-enter the classroom activity. When reoccurring inappropriate behavior persists, the policies are as follows:

- Parent / HCCS staff conference will be held.
- Other options will be suggested such as reading materials, referrals and program changes.
- If the school is unable to meet the needs of the child through referrals, program changes or lack of cooperation from the parent, the parent will be asked to make alternative arrangements for the care of their child.

Biting Policy

Nothing is scarier, more frustrating and more stressful for the children, parents and staff than biting. It is also what the experts call “an unavoidable consequence of young children in group care”. There is no blame to be placed and unfortunately, and more importantly in this situation, there is no quick and easy solution. Children bite for many reasons. In our experience, biting usually occurs because the children are teething, non-verbal and cannot use words to express their desire for a toy, frustration with the situation or their need for attention. While we can theorize why biting occurs, this does not help us with the anger and frustration that the biting is continuing.

The following steps are those we as a staff follow to try to extinguish the behavior:

- The child who bites is immediately removed from the situation and the attention is given to the child who has been bitten.
- We keep a log of each biting incident and look for patterns such as time of day, over stimulation, frustration, stress.
- We work with the biting child to resolve conflicts and frustrations in an appropriate manner.
- We shadow the biting child when the child is with other children.

We work with the parents to make sure we are consistent in our response to the biting and we try to reduce the child’s stress while at the center. In our experience, we have found the biting incidents will decrease as we consistently respond in the same manner, and as the child’s teeth break through. We ask for your understanding and patience as we work through these situations.

Keeping the child’s age in mind, the HCCS Child Development Lab School and Central College Child & Family Center have developed two biting policies. The policies are as follows:

Biting Policy for ages 2 and under

- When a bite occurs, the teacher will fill out an accident/incident report.
- Both sets of parents (the child bitten and the child who was the biter) will be informed of the situation.

- **Names will not be exchanged between either family.**
- If the biter chooses to bite again, the same procedure will be followed and the manager will be made aware of the situation.
- If a third incident occurs involving the same (biter) child, a parent conference will be called involving the Parent/Teacher/Manager to discuss redirection of the behavior.
- Failure to comply with the teacher's request for a conference could result in the biter being asked to leave the program (See Child Guidance and Management).

Biting Policy for ages 3 and up

- When a bite occurs, the teacher will fill out an accident/incident report.
- Both sets of parents (the child bitten and the child who was the biter) will be contacted.
- **Names will not be exchanged between the families.**
- If the biter chooses to bite again, a Parent/Teacher/Manager conference will be called to discuss redirection to the behavior.
- If a third bite occurs, the biter will be removed from the class and sent home from school for the remainder of the school day.
- If a fourth bite occurs, another conference will be scheduled which could lead to the child's removal from the program (See Child Guidance and Management).

Continued Inappropriate Behavior

In situations where the child consistently disrupts the classroom routines or demands too much of the teacher's attention, the parent will be called for a conference. The purpose of this meeting will be to identify and discuss the problem behavior and to develop a joint plan to correct the situation. Should the unacceptable behavior continue, the center may implement any of the following:

- Call the parent to remove the child from the center for the remainder of a particularly difficult day
- Require the parent to remove the child from the center for a designated period of time
- Recommend professional counseling
- Require the child be removed from the center permanently

The center reserves the right to exclude a child from the center if it is felt that the child may injure himself/herself or others as a result of continued inappropriate behavior, if the child is unable to adjust to the classroom experience, or if the child's behavior is such that it requires the constant attention of the teacher(s). The decision to remove a child from the center for more than one day shall be made by the Director in conjunction with an immediate supervisor.

Health

A healthy environment protects both children and staff, makes children feel cared for and encourages the development of healthy habits for a lifetime. It is a cornerstone of good child care and a priority at HCC Child Development Lab School. Our established practices are intended to ensure such an environment and include:

1. Daily health screening of each child upon arrival at the center
2. Cleaning and sanitizing procedures
3. Frequent hand washing by staff and children following established procedure
4. Use of disposable gloves for changing diapers, toileting accidents of older children, cleaning equipment and surfaces contaminated with body fluids (blood, urine, stool, vomit, mucus)
5. Changing diapers according to established procedure

Daily Health Screening

The receiving teacher must perform a health check on each child every day upon arrival at the center. The check includes observing the child's appearance and behavior and asking the parent/guardian about the child's well-being since last attending the center. Any unusual observation, such as an injury the child has sustained since being at the center, must be recorded in the daily log. The child's temperature must be taken promptly if fever is suspected.

It is the responsibility of teachers to observe children throughout the day and to notify the Director/supervisor immediately if a child's appearance or behavior indicates he/she is unwell. The child observation form is to be used to record observations and interventions and is given to the parent/guardian when the child is discharged. When it has been determined a child is ill, the teacher releasing the child is responsible for notifying other staff in that department of the illness. This includes written notification to inform staff who work in the classroom during other shifts.

Hand Washing

Proper and frequent hand washing is the most effective way to prevent the spread of infection and must be done throughout the day at the following times:

Staff:

- Upon arrival at work
- Before and after handling food, preparing bottles, feeding children
- After using the toilet, changing diapers, helping a child with toileting
- After contact with body fluids
- After removing disposable gloves used for any purpose
- Before and after administering medication
- After performing cleaning tasks or handling garbage
- After handling pets, their cages, equipment
- Before and after using water tables, after sand play
- After play in the playground

- Before going home

Children:

- Upon arrival at the center
- Before and after eating
- After toileting or diaper changing
- Before and after using water tables, after sand play
- After play in the playground
- After handling pets, their cages, equipment
- Before going home

Note: Children must be given the help they need to wash properly. Infants' hands must be cleansed for them.

Medication

Medication (which includes all medicines used internally or externally, modified diets, vitamins and fluoride treatments - see the next section for definitions) is to be administered in strict accordance with state licensing regulations and HCC Child Development Lab School policies.

Authorizing Medication for Your Child

Before any medication is given to a child, the parent/guardian must complete and sign the authorization form provided by the state and available in the center office. A physician's signature is not necessary for a prescription medication. Nonprescription medications given internally require a physician's instructions and signature on the authorization form. A physician's signature is not necessary for non-cortisone, nonprescription ointments, creams and lotions, but the parent/guardian must complete the written authorization form. When such a preparation is used for routine skin care, the authorization must be renewed after twelve months. If used for a skin condition, it cannot be used for more than 14 consecutive days at any one time.

All medication must be in the original container and labeled with: the child's name, a current date (within twelve months), the name of the medication, the dosage and how often it is to be given daily, specific instructions for giving the medication, storage instructions and the medication's expiration date. Prescription medications must also indicate the prescribing physician or dentist's name. Any questions or concerns arising from a request to give a child medication should be discussed with the Director/supervisor immediately.

Medication Administration

Only staff that have completed state training in common childhood illness may administer medications. The written procedure for medication administration is followed. No school age children will be allowed to have or use medications or inhalers. Staff will carry emergency inhalers or medication for a student. Medications containing a narcotic are only to be administered by the Director or supervisor or a parent/guardian.

Each time a medication is administered, it must be recorded immediately on the form provided by the state. All documents related to medication administration must be kept on file for one year. A child taking any kind of medication is to be observed for possible side effects that, if they occur, must be reported immediately to the Director/supervisor. The parent or guardian is notified. Information about what the medication is intended to do and its possible side effects must be obtained from the parent, pharmacy or physician prior to giving the medication at the center.

All medication is stored beyond the reach of children. Internal medications, ointments, lotions and creams are kept in a locked cabinet in the Child Care office. Medications requiring refrigeration are placed in the refrigerator and separated from food and beverages in the refrigerator.

Any error that occurs in the administration of a medication must be reported to the Director/supervisor immediately. If the error involves a child receiving an overdose of medication or the medication of another child, the poison control center must be contacted for advice. The child's parent/guardian is informed promptly and an incident report is completed. The child must be observed for any possible reaction.

Definitions Applying to Medication Administration

Under state regulations, medications administered in a child care center include all medicines used internally or externally, modified diets, food supplements and fluoride treatments, and are defined as follows:

Medication is any substance or preparation containing active chemical ingredients for the purpose of prevention or treatment of a wound, injury, infection, or disease.

Modified diet is any diet eliminating the use of any one or more of the four food groups or altering the amount of food required to be served to meet one-third of the recommended daily dietary allowance.

Food supplement means a vitamin, mineral, or combination of one or more vitamins, minerals and/or energy-producing nutrients (carbohydrates, protein, or fat) used in addition to meals or snacks.

Fluoride supplement is any fluoride preparation prescribed to be taken internally for the purpose of preventing dental cavities.

Illness and Communicable Diseases

Communicable diseases are illnesses that are spread from one person to another either directly by such means as coughing, sneezing, or skin contact with infected body fluids, or indirectly by handling contaminated objects such as diapers, tissues, linens, toys etc, or through contaminated food, or by a living carrier of disease such as a fly, tick or mosquito. The communicable disease chart is displayed in the Director's office. Control and prevention of these diseases among children and staff are important in order to promote well-being, prevent absenteeism and avoid serious health problems.

Several illnesses that can have serious consequences can be prevented by immunization. Proper and frequent hand-washing is the most effective measure that everyone can take to

help prevent the spread of illness. Staff must also be alert to signs that a child is not feeling well so he/she can be isolated promptly and cared for appropriately.

Signs of Illness That May Be Life Threatening:

If the illness may be life threatening, the Director/supervisor will be notified immediately. The emergency medical service will be called and a parent is contacted.

- Severe coughing, high pitched whistling (barky) sound, redness or blueness in face, rapid or difficult breathing
- Vomiting with other signs such as fever, headache
- Temperature of 100.4 degrees Fahrenheit or more when combined with any other sign of illness such as lethargy, abnormal activity, vomiting, extreme tiredness, difficult to wake, stiff neck
- Difficulty in breathing or swallowing

Signs of Probable Illness

If signs of a probable illness are identified the Director/supervisor will be notified. A parent will be called and advised to take child to a doctor.

- Fever of 100.4 degrees Fahrenheit
- Sore throat
- Eye redness, swelling, drainage
- Unusual spots/rash with fever or itching
- Crusty, bright yellow, gummy skin sores
- Diarrhea and/or vomiting two or more times in day (teething does not cause diarrhea)
- Yellowing of skin and white part of eyes
- Clay-colored stools and/or tea-colored urine

Signs of a Possible Illness

If signs of a possible illness are identified, the Director/supervisor will be notified. A parent is informed and the child observed closely.

- Earache; check for fever , discharge from ear
- Headache
- Itching of scalp; if nits are found the child is isolated and parents are notified and advised to seek treatment
- Evidence of other parasitic infestation (scabies, intestinal worms.)
- Fever, but less than 100.4 degrees Fahrenheit
- Fussiness
- Runny nose
- Mild cough

When Fever Is Present

When a fever is present, the Director/supervisor will be notified. A parent will be called to take a child home when a fever of 100.4 degrees Fahrenheit is present.

When a Child Shows Signs of Illness

A child who is suspected of having a communicable disease is to be isolated immediately in the child care office. Infants who cannot separate comfortably from the usual caregiver may be isolated in a portion of the infant room away from other children. Parents are immediately called and a parent is asked to come pick their child up or to designate someone else to pick their child up as soon as possible. We cannot provide childcare for mildly ill children who might be contagious to others. **PARENTS/GUARDIANS OR THEIR DESIGNEE MUST BE AVAILABLE BY PHONE AT A PHONE NUMBER KNOWN BY THE CHILD'S TEACHER AND/OR THE OFFICE STAFF.** Parents are asked to inform baby-sitters, relatives, friends, or anyone authorized to pick up their children of this policy particularly at times when the parent will be out of town. In case of emergency, the center must always know whom to call.

No child is ever to be left alone or unsupervised and an adult must always be within sight and hearing of a child who is ill. A child observation form is used to record observations and interventions and is given to the parent upon discharge. The sick child is provided with a cot and a blanket while she/he is waiting to be discharged to the care of a parent. The cot and any other equipment used by the sick child must be cleaned and sanitized after the child leaves. The blanket goes home with the parent to be laundered.

In order for a child to return to the center, the child must be symptom free for 24 hours: i.e., fever free, no vomiting or diarrhea, excessive coughing or yellow-green nasal discharge or yellow discharge from the eyes, or have an unidentified rash or nits (eggs from lice). **IF A MEDICATION HAS BEEN PRESCRIBED BY A DOCTOR, THE CHILD MAY NOT RETURN UNTIL 24 HOURS FROM THE TIME OF PICK UP AND AFTER RECEIVING ONE FULL CYCLE OF MEDICATION WHICH IS USUALLY 24 HOURS FROM THE FIRST DOSAGE GIVEN. MEDICATION AS INDICATED ABOVE DOES NOT INCLUDE OVER THE COUNTER MEDICATIONS; i.e.; Tylenol, Motrin, cough and/or cold medication or any other medication which masks symptoms.**

Safety

The safety of our children and staff is of primary importance at HCC Child Development Lab School. It is the responsibility of all staff to maintain a safe environment indoors and outside, monitor equipment for safety, and implement safety measures when transporting children in moving vehicles. Regardless of other precautions, there is no substitute for constant supervision when it comes to keeping children safe. **NO CHILD SHALL EVER BE LEFT ALONE OR UNSUPERVISED. NO CHILD IS TO LEAVE HIS CLASSROOM UNLESS ACCOMPANIED BY AN ADULT.** Compromising a child's safety in any way is cause for disciplinary action or termination.

Accidents

Providing a safe, secure environment where children can play, explore and discover without risk of harm is the foundation of healthy growth and development. Accident prevention is taken very seriously at HCC Child Development Lab School. Rooms and equipment are designed to protect children from harm. Staff/child ratios more than meet

state requirements and ensure that children are properly supervised at all times. Nevertheless, accidents can still occur. The policies that follow are aimed at caring for the injured child or adult appropriately, maintaining the required documentation and taking any necessary steps to prevent a similar accident from happening again.

Accidents include, but are not limited to: all falls resulting in scrapes or bruises, all bumps to the head, injuries caused by other children (e.g. bites and scratch wounds), injuries caused by toys, furniture, playground equipment etc. All accidents to children or staff, regardless of how minor they may seem, must be documented in an incident report (available in each classroom and in the office) and signed by the Director/supervisor. When a child is injured, the parent/guardian is informed and given a copy of the incident report after signing it. Another signed copy is kept for the child's record at the center. If the incident is serious, jeopardizes the safety of children or staff, or medical attention other than first aid is required, notification will be made within 24 hours to the appropriate office of the Texas Department of Family and Protective Services. A report will be faxed or sent within three business days.

First Aid

If first aid is needed, a member of the staff who has completed state-approved first-aid training must render it. A list of those trained in first aid and in CPR is posted in the child care office. The first-aid box is kept in each classroom. First-aid supplies are always taken on field trips. The following policies are to be observed:

- The Director/supervisor is to be notified immediately when a child sustains an injury of any kind to anywhere on the head.
- If it is determined that an injury or illness requires immediate medical care, 9-1-1 is called, the Director/supervisor is notified and the child's parent/guardian is contacted.
- Emergency procedures are posted in each classroom and staff members become familiar with them before they are needed.
- While the injured child receives attention, another teacher/Director/supervisor must take charge of the remaining children to provide reassurance and supervision.
- If a child is to be transported for medical care by ambulance, a staff member accompanies the child if a parent/guardian is not present. An incident report should be completed to go with the child if time permits.

Otherwise all paper work must be completed the same working day. At no time will a child be transported by private car during an emergency.

Child Abuse Policy

Child abuse/neglect can be in the form of physical abuse, emotional abuse, sexual abuse, neglect and/or maltreatment. Any HCC Child Development Lab School employee, who believes that a child less than eighteen (18) years of age has suffered any type of injury that suggests abuse or neglect, must and will immediately report such information to the Director who will then contact the Texas Department of Family and Protective Services. It is therefore important to communicate with your child's teacher about any serious injury that may have occurred at home.

Security Plan

Visitors to the center are directed to sign-in at the front desk before being admitted to the classrooms. Prospective clients and others who wish to observe our Center are escorted by staff to the child care areas of the building and introduced to the staff. All entrances to the child care portion of the education building have badge coded locked doors. The keypads have a detector that scans the badge for access approval. An authorized pick-up person will be directed to sign-in at the front desk and provide their identification before proceeding to the classroom. All other entrances to the wing are locked from the outside. Each classroom has a phone with intercom capabilities.

Tornado Drill Instructions

Provided there is ample warning, all teachers and children should attempt to reach the bathroom or their designated area as posted in their room, or as directed by the supervisor on duty. Once there, all children should kneel and cover their heads with their hands. Detailed instructions are posted in every room occupied by children. Drills will be held several times during tornado season April through October.

Emergency Fire Evacuation and Fire Drill Procedure

A detailed plan to evacuate each room used by the children is prominently posted. There are alternate routes mapped out so that substitutes as well as regular staff know exactly what procedures to follow.

The Houston fire department will be notified of any planned fire drills.

The Director will ring the fire alarm.

The EMERGENCY FIRE EVACUATION PROCEDURE begins.

The children and staff will return to their classrooms when the Director gives the all-clear signal.

Fire drills occur at least monthly. They are documented with date, time, length of time for evacuation from building, persons participating, and comments. Documentation will be posted in the Child Care office. **Note:** For safety reasons and precautionary measures, fire drills can occur anytime of the day and any type of weather.

Anti-Harassment/Non-Discrimination Policy

HCC Child Development Lab School is committed to maintaining a work environment is free of harassment and discrimination. In keeping with this commitment, we will not tolerate any form of harassment or unlawful discrimination against employees by anyone. HCC Child Development Lab School expects each employee and parent to respect the individual differences of fellow employees, parents and children, and to be sensitive to the different backgrounds of each.

Harassment consists of unwelcome conduct whether verbal, physical, or visual, and is based upon a person's protected status, such as sex, race, ancestry, religion, national origin, age, disability, medical condition, marital status, citizenship status, veteran status, sexual

orientation or other protected group status. Harassment includes conduct that denigrates or shows hostility or aversion toward any individual because of his or her protected status or that of his or her relatives. Unwelcome sexual advances, requests for sexual favors, and other physical, verbal, or visual conduct based on sex may constitute sexual harassment.

This conduct is unlawful when (1) submission to the conduct is an explicit or implicit term or condition of employment, (2) submission or rejection of the conduct is used as the basis for an employment decision, or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment. Sexual harassment may include such sanctions as: sex-oriented verbal "kidding," "teasing," or jokes; foul or obscene language or gestures; display of foul or obscene printed or visual material; physical contact such a patting, pinching, or brushing against another's body; and demands for sexual favors.

Everyone at HCC Child Development Lab School is expected to avoid any behavior or conduct that could be interpreted as unlawful harassment. All employees and parents should also understand the importance of informing an individual whenever that individual's behavior is unwelcome, offensive, in poor taste, or inappropriate. If you feel you have experienced or witnessed discrimination or harassment, you are to immediately notify the Director of the center, who will take steps to ensure that your report is properly investigated. (If the Director is involved in the incident, the report should be made to the Director's immediate supervisor.) There will be no retaliation against anyone reporting discrimination or harassment, or for cooperating with an investigation of a complaint of discrimination or harassment.

The policy of HCC Child Development Lab School is to investigate each complaint promptly and to keep complaints and the result of the investigation confidential to the fullest extent practicable. If an investigation confirms that a violation of this policy has occurred, then appropriate corrective actions, including disciplinary measures, will be taken. In investigating complaints of harassment under this policy, the center may impose discipline for inappropriate conduct without regard to whether the conduct constitutes a violation of the law or if the conduct does not rise to the level of a violation of this policy. The center will advise appropriate parties of the outcome of an investigation, although not necessarily all details of the actions the center has taken to maintain a harassment free environment.



HCC Child Development Lab School

Parent/Guardian Agreement

Child's Name: _____ Date of birth: _____

1. Health and Safety

- a. I understand that only medication that has been prescribed by a physician and that is in the original prescription container/bottle will be administered to my child by a staff member.
- b. I am aware that my child must be well enough to participate in all program activities, including outdoor play to attend the program.
- c. I will notify a staff member when my child will be absent from the program. I am also responsible for notifying a staff person when my child has a communicable illness.
- d. I understand that if my child becomes ill or injured during the day that requires medical attention, then the program will contact me or my emergency contacts to have the child taken home.

2. Excursions

- a. I give permission for my child to go on excursions off site. I understand that my child may be transported by public transit, rented bus, or by foot.
- b. I will be informed about all excursions in advance except outings that are within walking distance from the HCC Child Development Lab School.

3. Delivery and Pick-Up

- a. I will contact the program staff if person(s) other than those mentioned on the list of persons authorized for pick up will be picking up my child (photo identification will be required).
- b. I understand that if my child has not been picked-up by the scheduled pick-up time, I will be charged a late fee. I will be expected to pay a \$5.00 charge for the first 5 minutes past the scheduled pick-up time and \$1.00 for each additional minute thereafter. The overtime fine must be paid within 24 hours to the front office or my child's care will be withdrawn until the fee has been paid in full.
- c. All contacts listed on the enrollment/admissions form will be contacted for assistance if a staff person is unable to reach: the person(s) authorized for pick up, or have not heard from the enrolling parent/guardian within thirty minutes of the program's closing time.
- d. I am responsible for the care and transportation of my child to and from the HCC Child Development Lab School and will deliver my child directly to a program staff member.
- e. I understand that my child will not be released at pick-up time if a staff person is concerned for the child's safety.

4. Financial Responsibility

a. Tuition is not prorated.

b. Tuition is due at the first of the month. After the 5th day, \$5 per day will be added to your tuition balance until paid in full. This also applies to families that are on child care grants and/or financial assistance programs (i.e. Workforce Solutions, NCI, etc.) who have been authorized to pay a monthly fee.

c. Registration and curriculum & supply fees are non-refundable.

5. Termination of Services

a. I understand that termination of services will occur when:

i. I fail to comply with the expectations outlined in the parent/guardian agreement.

ii. The program is unable to satisfactorily resolve a conflict with a family.

iii. The child’s behavior is severely disruptive or physically threatening to the well-being and safety of the other children or staff.

6. Consent/Acknowledgement

_____ Yes _____ No

Permission is given to HCC Child Development Lab School to take photographs or video of my child in the program.

_____ Yes _____ No

I give permission for sunscreen/insect repellent to be applied to my child as needed.

_____ Yes _____ No

I am aware that my child may be observed and may participate in activities with students who are enrolled in child development early childhood programs from HCC.

Parent/Guardian Agreement

My signature below indicates that I have accurately completed the parent/guardian agreement, and acknowledges that I have received, read and fully understand the information above in addition to the parent handbook. If I should have any questions, I will ask the Director so that I will understand all policies, procedures and the handbook completely. By signing below, I agree to abide by the policies and procedures set forth herein and with those amendments to the parent handbook as the HCC Child Development Lab School publish them as a condition of my child’s participation in the program.

Enrolling Parent/Guardian’s Name: _____
(Please print)

Signature: _____ Date: _____