



"Enhancing the lives of children in our care"

PARENT HANDBOOK

Updated January 2018

Welcome to Alexander's Academy!

We welcome your family to Alexander's Academy. We strongly believe that open communication between family and our staff is essential to fully meet your child's need. We look forward to developing a positive relationship with you and your child.

Here at Alexander's Academy, providing a quality program for your child is our highest priority. Activities are planned that stimulate thinking, creativity and individuality. We strive to give your child comfortable, happy surroundings where they can play, learn and grow.

The purpose of this handbook (also known as our Operational Policies) is to share information and ideas with families to promote understanding of our programs. In an effort to make communication between the facility and parents and information sharing easier, our email address is: kids@alexandersacademy.com

We welcome your comments and suggestions at any time.

Sincerely,

Alexander's Academy Management

Our Mission

The mission of Alexander's Academy is to enrich the quality of family life by providing peace of mind to parents and by enhancing the life experience of the children in our care.

Our Philosophy

We believe that each child is a unique individual. We are sensitive to a child's social, emotional, intellectual and physical needs. We provide developmentally appropriate programs that focus on the process of learning and help children enjoy successful experiences. We encourage not just learning, but the love of learning.

We believe that the strength of our program is in the dedication of our teaching staff. We support our teacher's with training, resources and freedom to create unique learning experiences for children. We provide many opportunities for teachers to share ideas and grow professionally. Our teachers create a caring and nurturing atmosphere and foster each child's creativity and positive self-image.

We believe parents are the most significant adults in a child's life. We strive to create mutual respect and encourage daily communication between parents and teachers: a partnership for the benefit of the child. Our doors are open to parents at all times.

The First Few Weeks (Adjusting to the Child Care Environment)

The first few weeks in any new environment can produce anxiety for your child. The center director and teachers are sensitive to these feelings. Our staff is trained to be alert and aware of your child's reaction to this new environment and will make every effort to help your child adjust as easily as possible. There are some things you can do as a parent to help ease the adjustment period:

- Take the time to get to know the teachers and the staff involved in the care of your child. Since your feelings may be directly communicated to your child, it is important that you feel confident in the staff's abilities and comfortable about bringing your child to the center
- Talk with your child positively about the center and the things he/she will be doing there
- If you anticipate a problem in separation, discuss this with the staff and decide on a procedure to follow in advance. We suggest that after the necessary signing in and exchange of greeting, you say to your child, "Good-bye. I will pick you up later. I know you will have a good time," and then leave the building. This method may seem abrupt, but it will minimize separation anxiety for your child. This is preferred to "sneaking out" because your child is well informed and has the opportunity to say goodbye to you
- During the first few weeks, you may feel some apprehension after leaving your child. This is a perfectly natural response as we know how very important your child's wellbeing is to you. We encourage you to call during the first few days to find out how your child is doing
- Try and be consistent with drop-off and pick up times to help your child learn to feel comfortable in their new routine

Absences

Regular attendance is important in your child's education. If your child will be absent, please notify Alexander's Academy by 8:30 am each day. Proper attendance tracking is imperative to the safety of the children enrolled. All parents are required to sign their children in and out each day.

Arrival and Late Arrival

Children excel when they have consistent routines in their day to day lives, thus a consistent arrival time helps them in preparing for the transition to Kindergarten. Our educational portion of the day begins at 8:30 am and it is important for children to be here before that time so that your child and other children's learning is not disrupted by a late arrival.

Dropping off at naptime is often very difficult for children, for both the child being dropped off and for the children that are resting. Please be considerate of this when making appointments and schedules for your day and drop off before 11:30 or after 2:00 pm.

Biting

Experts in the field of child development tell us that biting occurs primarily as a result of a child's inability to communicate. Many young children are not very verbal. Children may become frustrated by a new experience, such as another child taking away their toy, or suddenly being around other children and may bite as a response.

When a child does bite, the following procedures will occur:

- The child who has been bitten is given the attention of the teacher. The area will be cleaned and ice applied if necessary. Parents will be notified by an Incident Report upon picking up their child. In more serious occurrences, the parent will be notified by telephone
- The parents of the child who bit will be notified if the biting occurs more than an isolated incident to make them aware of the situation. We adhere to strict confidentiality rules concerning the children in our care, and therefore we do not give the names of children whom we may be working with their family as they go through this developmental stage

Bug Spray/Sunscreen

We ask that every family apply bug spray &/or sunscreen on your child before arriving at our facility on a daily basis. This will ensure that the child has a good coating of bug spray &/or sunscreen absorbed in their skin before we go outside. We will in turn apply the appropriate spray before the children go outside each day so we have multiple layers of protection on each child's skin. We use Cutter Mosquito Repellent and Member's Mark Broad Spectrum Sport Sunscreen Spray SPF 50 or Equate Broad Spectrum Sport Sunscreen Spray SPF 30.

Center Hours

We are open year-round, Monday through Friday 6:00 AM – 6:30 PM. Parents are welcome anytime during business hours to observe their child, the child care center's operation and program activities, without having to secure prior approval.

Challenging Behavior

Enrollment is open without discrimination to any child provided the program can meet the needs of the child, which includes providing a safe environment. Proper behavior is expected by everyone who enters our facility. We will encourage appropriate behavior, such as walking in the building, keeping the facility clean and unmarred, respecting other people and using acceptable language.

Any child with challenging behaviors will be assessed individually through a 2 week probationary period to decide if the child's needs can be met at Alexander's Academy. Based on the individual assessment, our center will make reasonable accommodations and/or let the family know our decision about the child's enrollment status. The caregivers and/or Director will have ongoing conversations with parents to express concerns and discuss strategies in addressing challenging behaviors. Conversations will be framed around the objective of the program and parents will be kept informed as to their child's progress.

In order to protect children or staff from any serious threat or harm from themselves or another child, parents may be contacted via phone or email to arrange to pick up the child at any time. Alexander's Academy will help implement and support parents who are actively seeking assistance (i.e. therapy, medication).

In the event a child poses a direct threat to themselves or others, management of Alexander's Academy can suspend or terminate the child's enrollment at any time. Should the management of Alexander's Academy determine by its sole discretion that a child has not adjusted to the daily program, the child may be dis-enrolled and this agreement will be terminated at the option of Alexander's Academy.

Child Abuse and Neglect

We enforce all standards of state regulations regarding child abuse and neglect. In order to prevent and respond to child abuse and neglect at our facility, we will ensure the following:

- All employees are required to complete annual training on the prevention, recognition and reporting of child abuse and neglect, including:
 - Factors indicating a child is at risk for abuse or neglect;

- Warning signs indicating a child may be a victim of abuse or neglect;
- Internal procedures for reporting child abuse or neglect; and
- Community organizations that have training programs available to child-care center staff members, children and parents.
- The center will provide information about professional articles and community organizations that provide trainings to employees and parents that pertain to the prevention and reporting of child abuse and neglect.
- The [Texas Family Code 261.101](#) requires professionals to make a report within 48 hours of first suspecting abuse, neglect or exploitation of children.
 - The Child Abuse Hotline is (800) 252-5400. You may also make a report online @ www.txabusehotline.org The online report is only for reports that do not require an emergency response. An emergency is a situation where a child faces an immediate risk of abuse or neglect that could result in death or serious harm and warrants a phone call to the Hotline number.

Child Custody Issues

It is the center's intent to meet the needs of children, especially when the parents may be experiencing difficult situations such as divorce, separation or remarriage. Sharing information with the office about such situations may be helpful to the center staff and will be held in the strictest confidence.

The center cannot legally restrict a non-custodial parent from visiting, picking up or reviewing their child's records unless we have been furnished with legally filed, executed and current documents. Copies of all court documents must be submitted to the center. Alexander's Academy will not acknowledge which party is responsible for payment of tuition fees nor will we be responsible for determining compliance with parent visitation schedules. These arrangements must be coordinated between the two parents.

Curriculum Components

We use the "Frog Street Press" curriculum for all of our children infants thru five years. You may learn more about the program at www.frogstreet.com or sign into the Parent Portal for a more detailed description of your child's classroom curriculum at:

<http://portal.frogstreet.com/>

Username/email: parent

Password: parent

Our school age children benefit from the "Pinnacle" curriculum that focuses on learning and fun with a "hands on" environment. Curriculum is planned to help children acquire skills to grow physically, socially, emotionally and intellectually. Daily implementation of the curriculum provides children with opportunities to:

- **Develop social skills** by becoming an integral part of a friendly group and developing sensitivity to the needs of others
- **Participate in child-initiated and adult-initiated activities** by providing time and opportunity to explore ideas and develop interests in a variety of areas such as art, blocks, music, dramatic play, science, cooking, sports, games and language activities, etc
- **Develop personal competencies** by learning to make choices, having time to practice new skills and developing positive self-esteem
- **Give back to the community** by providing the opportunity to serve, so that they become part of the solution and experience firsthand the benefit of community participation.

Discipline and Guidance

- Discipline must be:
 - Individualized and consistent for each child;
 - Appropriate to the child's level of understanding; and
 - Directed toward teaching the child acceptable behavior and self-control

- A Caregiver may only use positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction, which include at least the following:
 - Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
 - Reminding a child of behavior expectations daily by using clear, positive statements; ○ Redirecting behavior using positive statements; and
 - Using brief supervised separation or time away 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

- There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:
 - Corporal punishment or threats of corporal punishment;
 - Punishment associated with food, naps, or toilet training;
 - Pinching, shaking, or biting a child;
 - Hitting a child with a hand or instrument;
 - Putting anything in or on a child's mouth;
 - Humiliating, ridiculing, rejecting, or yelling at a child;
 - Subjecting a child to harsh, abusive, or profane language;
 - Placing a child in a locked or dark room, bathroom, or closet with the door closed; and
 - Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age

Texas Administrative Codes, Title40, Chapters 746 and 747, Subchapters L, Discipline and Guidance

Enrollment

Enrollment is open without discrimination to any child provided the program can meet the needs of the child, which includes providing a safe environment. The enrollment process is complete when all required paperwork is submitted, this includes the following items that must be completed before a child can attend.

- Enrollment Form
- Emergency Authorization form
- Food Program forms
- Current shot record (or Original Affidavit) - for all children not currently enrolled in public school
- Health statement from the child's health care provider stating that the child has been seen by the Dr. within the past year and is physically able to attend childcare - for all children not currently enrolled in public school
- Vision and Hearing Screening for all children who are four years old and not yet in public school

- Food Allergy Plan for any food allergy diagnosed by a health care professional, it must be prepared and signed by the health care professional and signed by the parent
- First weeks tuition and enrollment fees are paid

Exterminator

We have a professional exterminator treat the inside and outside of our facility and all of our lawns on a monthly basis. We put up notices prior to the date so all families are aware of the pending treatment. In addition, we do daily checks on our playgrounds to ensure that we are controlling any ant mounds that might occur in between those visits.

Extracurricular Activities

Animals

- At Alexander's Academy, we may offer opportunities for the children to interact with various animals. We ensure that our animals are not kept in unsafe or unsanitary conditions and children do not handle any animals that show signs of illness. All children and caregivers practice good hygiene and hand washing after handling or coming in contact with an animal or items used by an animal.

Birthdays

- Children are allowed to bring in a commercially prepared/store bought treat to share with their friends during snack time to celebrate their birthday.

Classes

- Occasionally we work with local dance, gymnastics and/or Karate studios to hold classes here at our facility. This is an optional service that you may choose to participate in; information will be readily available when this does occur.

Holidays

- On occasion we have sign up list for special holiday meals or snacks. All items brought in to be shared must be commercially prepared/store bought items.

Jr. Kindergarten

- Children enrolled in our Jr. Kindergarten program receive a monthly "Scholastics" publication which we incorporate into our daily curriculum. In addition, they have a monthly field trip or in center visit that coincides with their curriculum during the school year.

School Pictures

- We will have "Picture Day" offered to our pre-school students every fall.

Field Trips

Pre-Kindergarten and School age children may participate in scheduled field trips during school holidays and summers. Parents will be given prior notice of all scheduled field trips. All parents must give consent on their admission forms for their child to participate in field trips.

Food Allergy Emergency Plan

You must provide a food allergy emergency plan for any child with a known food allergy that has been diagnosed by a Health Care Professional. The child's Health Care Professional and parent must sign and date the plan. The emergency plan will be posted where we prepare and serve food as well as in each room where the child may spend time. All staff are educated on food allergies and they take precautions to ensure children are protected.

A food allergy emergency plan is an individualized plan prepared by the child's health care professional that includes:

- List food the child is allergic to
- Possible symptoms if exposed to that food
- The steps to take if the child has an allergic reaction
- EACH food allergy must have their own emergency plan
 - If a child has a **milk allergy** and has completed all steps of the Food Allergy Emergency Plan, the **parent** will provide a substitute milk that their child may have at the center. Please clearly label with your child's first and last name and the date you bring the milk into the center.
 - If a child has a **food allergy** and has completed all steps of the Food Allergy Emergency Plan, the **center** will provide a substitute for the food that the child has an allergy too.

Gang-Free Zone

Gang-related criminal activity or organized criminal activity that occurs within 1000 feet of a day care center is a violation of the law and is subject to increased penalty under Texas Penal Code. The goal of gang-free zones is to deter certain types of criminal activity in areas where children gather by enforcing tougher penalties.

Health Checks

Every morning as children arrive into our care we check for visible signs of illness or injury. Some symptoms we look for are a fever, a runny nose, a constant cough, a rash, etc. In addition, if we see any signs of bruising, scratches or marks of any kind it is brought to the attention of the office to further investigate the illness or injury. We do this to determine if the child is contagious and cannot attend or if contacting the parent is needed for further explanation of the illness or injury.

Holidays

Our center will be closed in observance of the following holidays:

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The Friday after Thanksgiving
- Christmas Eve
- Christmas Day

A two week notice will be given if there are other holidays that the center will be closed. Holidays falling on the weekend will be observed in the following manner:

- Holiday falls on Saturday, center will be closed on Friday
- Holiday falls on Sunday, center will be closed on Monday
- The full weekly fee will be charged for holiday weeks

Immunizations/Screenings

- Every child must have a current shot record (or Original Affidavit) – if they not currently enrolled in public school. It is the responsibility of the parent to provide an updated copy of their child's shot record every time they receive a new shot.
- In addition, you must provide a health statement from the child's health care provider stating that the child has been seen by the Dr. within the past year and is physically able to attend childcare – if they are not currently enrolled in public school.
- A Vision and Hearing Screening for all children who are four years old (by September 1) is required to be provided if they are not yet in enrolled in public school. Most doctors do these screenings at the child's four year old checkup. Every fall we have a company who comes to the facility to perform Vision and Hearing screenings at a cost to the parents if needed.

Infants

Breastfeeding

- We will provide a comfortable place with a seat in our center that enables a mother to breastfeed her child, our infant room has an adult sized rocking chair for such occasions. If more privacy is needed, an empty classroom may be another option if available. Parents have the right and are encouraged to breastfeed or provide breast milk for their child while in our care. Upon request, a compilation of breastfeeding education and support resources in the community can be provided to parents.

Feeding

- Parents of infants have the option to provide their own formula and baby food or to utilize the centers meal plan. We provide "Parent's Choice" formula, Rice and Oatmeal Infant Cereal and jarred baby food for infants who are not yet on table food.
- We provide age appropriate snacks for those infants transitioning from baby food to table food. In addition, when introducing table food, we prepare small pieces that are developmentally appropriate for a child learning to eat food that is not pureed.
- We closely adhere to the Child and Adult Care Food Program for the age appropriate serving amounts for all children in our center, infants included.
- Infants who will be on our formula must provide clean labeled bottles (first name, last initial) for each individual feeding.
- Infant formula is provided up to 12 months of age, whole milk will be provided up to 24 months.
- Juice is not served to infants under 12 months of age.
- Parents who are providing their own formula must bring labeled & prepared bottles for each individual feeding
- If you are providing frozen, bagged breast milk, you must provide clean labeled bottles (first name, last initial) for each individual feeding. The bagged milk must have the baby's first name and at least their last initial clearly marked on them at all times.

- All bottles, lids and cups brought into the center must have the baby's first name and at least their last initial clearly marked on them at all times.

Important Info

- We provide crib sheets, bibs and burp cloths for all babies. If you opt to bring your own items, please ensure that they are labeled with your child's name. You must provide a play yard/pack-n-play sheet for the crib if you are bringing their own sheet.
- Diapers are checked hourly, but changed every other hour unless needed before then. Parents must provide diapers, wipes and any diaper ointment that they want on their child at diaper changing.
- All pacifiers must be labeled (first name, last initial) and be on a pacifier holder. Pacifiers that have stuffed animals attached to them may not be used in our center.
- No child is allowed to wear "Amber Necklaces" and/or "Teething Necklaces" while in attendance at our center, the Department of Family and Protective Services considers these to be a choking hazard.

Safe Sleep

All parents, staff and/or teachers who care for infants in our center will adhere to the following safe sleep practices to help prevent Sudden Infant Death Syndrome (SIDS):

- Infants will always be put to sleep on their backs. Once an infant is able to roll over, the infant will be put in a crib to sleep on his back and allowed to assume a preferred sleep position
- Infants will be placed on a firm mattress, with fitted crib sheet, in a crib or pack n' play that meets the Consumer Product Safety Commission safety standards
- No soft or loose bedding such as blankets, sleep positioning devices, stuffed toys, quilts, pillows, bumper pads and comforters will be used in cribs or pack n' plays for children younger than 12 months of age
- If additional warmth is needed, a sleep sack with arm holes or sleep clothing, such as sleepers or footed pajamas may be used
- In the case of a medical condition requiring swaddling, use of a sleep positioning device or requiring a sleep position other than on the back, the parent must provide a signed "Sleep Exception Waiver" completed and signed by the infant's physician and the parent.
- The infant's head will remain uncovered for sleep. Bibs will be removed. Lighting in the room will allow the caregiver to view the infant's face at all times
- The room arrangement will allow sleeping infants to be actively observed by sight and sound
- Infants will not be allowed to sleep on a pillow, car seat, swing or bouncy chair. If an infant falls asleep any place other than the crib, the infant will be moved to the crib immediately
- An infant who arrives asleep in a car seat will be moved to a crib immediately upon arrival
- Infants will be placed in cribs that offer adequate space so that one infant may not reach into another crib
- Infants may be offered a pacifier for sleep, if provided by the parent. No "Wubbanub" pacifiers are allowed (stuffed animal attached to pacifier)
- Amber teething necklaces are considered to be a choking hazard for young children and are not allowed in our facility
- Infants that are awake will have supervised "Tummy Time" several times daily
- Our child care program is smoke-free. Smoking is not allowed in Texas child care operations (this includes e-cigarettes and any type of vaporizers)

Meals

We have sample menus of healthful lunches and information about foods that may cause allergic reactions in our resource binder at each center. In addition, our resource binder and posters placed in our center have additional information to educate parents and children on nutrition. We also are in partnership with *Recipe for Success*, an organization which focuses on changing the way children understand, appreciate and eat their food and by helping the community provide healthier diets for our kids.

Our kitchen staff are required to have Food Managers training and all of our staff are required to have Food Handlers training as mandated by the Harris County Health Department. Our kitchen is inspected by local health officials on a regular basis. Liquids and food hotter than 110 degrees F are kept out of the reach of children. The center is not responsible for the nutritional value of the meal or meeting the child's daily food needs when parents provide the meal.

Breakfast

- **Preschool:** Breakfast is served daily between 7:00 AM – 8:00 AM in the pre-school. Since our preschool children are all eating their breakfast meal as they come in for the day and not eating as a group, we allow our preschool children to bring in breakfast items to be eaten during the breakfast meal time if they so desire. No children will be served after 8:00 AM so please allow enough time for your child to complete their meal. Please feed your child breakfast before arriving if your child will be attending after 8:00 AM.
- **School-agers:** Serving ends early on school days to ensure ample time to depart for public school. During school holidays and summers we serve breakfast until 8:00 AM.

Lunch

- **Preschool:** We serve a hot lunch, including 1% milk and water, to our preschool children. Preschool children are not allowed to bring in any food for lunch or snack time meals.
- **School-Agers:** On school holidays and the summer months, we serve a nutritious lunch for our school-age students. School-agers have the option to bring a lunch from home, and they will still have an opportunity to partake in the lunch that we provide that includes milk, fresh fruit and vegetables. It is impossible to heat up or refrigerate lunches from home for all students, so please pack lunches accordingly by using ice packs to ensure they maintain appropriate temperatures.

Snacks

- Healthy snacks will be served to all children at approximately 2:30 PM daily or upon arrival from public school.

Dinner

- We serve dinner at 5:00 PM daily to all students that are still at the center at that time.

Child and Adult Care Food Program

We participate in the Child and Adult Care Food Program, the program is governed by the Texas Department of Agriculture with the intent of providing high quality, nutritious snacks and meals for children in group care. Every family enrolled in our center must complete the Food Program enrollment forms on an annual basis. ALL children will be part of the program regardless of the financial status of the family. All information will be kept confidential and only be given to the agency that handles the food program. If for any reason a child is unable to partake in any part of the meals served at our center, a Health Care Professionals note explaining the allergy or reason they cannot partake, must be provided.

Medication

We highly recommend that you dispense medication to your child before arriving or after leaving the center. If your child is on a medication that is to be dispensed two times a day, you will need to give your child the medication at home as our hours of administering medication are not conducive to this schedule.

In the event that your child needs medication while in our care:

- We will administer only dated, labeled, prescribed medications or age appropriate over the counter medications.
- All medication must be in its original packaging or container and labeled with your child's first and last name and the date the medication is brought into the center.
- Prescription medications must be labeled with both dispensing instructions and the child's name.
- An authorization for dispensing medication form must be completed by the parent before any medication can be administered.
- We administer medication at 11:00 am and 3:00 pm, please adjust your doses given at home to accommodate this schedule.

Nap Time

Every preschool child will have an afternoon rest period as required by state law. We will provide a sleeping mat for your child; parents will provide a play-yard/crib sheet, small blanket and pillow. At our Klein campus - all items must be clearly labeled and fit into a backpack to hang on a hook in your child's classroom. At our Spring Campus – all items must be clearly labeled and fit into the cubby provided in your child's classroom. All nap items will be taken home to be washed on Fridays and returned on Mondays.

Outside/Play Time

We play outside every day, morning and afternoon, except during intense heat or inclement weather. Please dress your child according to the days predicted weather forecast. We play hard and get really messy at times while we are learning, please dress your child in clothes with that in mind.

Parent Concerns/Conferences

Parents are encouraged to call, email or visit with the director regarding all aspects of your participation in our program. If you have any questions or concerns about the policies and procedures of our center, please bring them to the director's attention. We schedule bi-annual conference call days with your child's teacher to discuss your child's behavior, development and goals in our program. Parents are welcome to visit the child-care center at any time during our hours of operation to observe their child, the centers operation and our program activities without having to secure prior approval.

Parent Involvement

Parent involvement is always welcome at the center. Involvement might include:

- Assist in program activities
- Make donations of materials to the center. We can provide you with a list of suggested donations
- Sharing your cultural heritage
- Sharing your career choice

Parental Notifications & Resources

Parents will be notified of any pertinent information by postings at the front entrance into Alexander's Academy. In addition, there are "Parent Info" boards at each classroom door that will have information about your child's classroom. **Please ensure that we have a valid email address on file** as we also will be sending periodic emails to give information about any school closings, upcoming activities, community events or other necessary information. Please follow us on FACEBOOK, as we post upcoming event information on there as well. We also maintain a resource area with parent education materials that we update routinely with literature of a multitude of resources that would be beneficial to children and parents. Monthly newsletters and Calendar of Events are sent out to all families to ensure you are up to date on center happenings.

Parent Responsibilities

- Abiding by all rules and regulations set forth in the Parent Handbook and Tuition Agreement
- Providing a current driver's license/government issued ID to be kept on file at the center for all parent's, guardians, responsible person, designated pick up or emergency contact
- Accompanying all children, regardless of age, into and from the center
- Ensuring that you make contact with the staff member in charge of the classroom when handing off and picking up your child
- Signing child in and out of the center each day. Children are not allowed to sign themselves in or out of the program
- Notifying the center if your child will be absent, messages may be left on the center voicemail or by email
- Notifying the center of any change in those individuals authorized to pick up the child
- Checking the parent information area daily for new or changing information
- Providing your child with all needed items to make their stay at Alexander's Academy a pleasant, safe and healthy experience. Example: extra set of clothing, pillow, blanket, etc.
- Providing current phone numbers and addresses where parents and other authorized individuals can be contacted in case of emergency during center hours. You may email or leave the updated information in a sealed envelope on the front desk at either location.
- Picking up a sick or injured child from the center as soon as possible after being notified by the center. Child must be picked up within one hour of parent being informed of the child's illness or injury
- Picking up a child within one hour of parent being contacted about their child's suspension for the day for behavior that is harmful to himself or others
- Provide documentation of a tuberculosis examination if required by the health department
- Provide documentation of vision and hearing screening for all children at 4 years of age by September 1 of the current school year
- Provide current immunization records (or Original Affidavit) for all children enrolled at Alexander's Academy and not yet enrolled in public school
- Provide a health statement for all children enrolled at Alexander's Academy and not yet enrolled in public school, from a health-care professional who has examined the child within the past year, indicating the child is able to take part in the child-care program
- Provide a Food Allergy Plan for each food allergy diagnosed by a health care professional, the form must be completed and signed by both the parent and the health care professional

- In order to facilitate better communication between the parents and caregiver and the parents and child, it is best if parents are not distracted by use of electronic devices while at the center

Personal Belongings

Children participate in active play and should dress accordingly. Every preschool child must have a complete change of clothing left at the center for "accidents". All items brought into the center should be marked with your child's name. Alexander's Academy is not responsible for personal belongings or clothing that are lost or damaged. The center is equipped sufficiently with age appropriate toys and materials. Preschool children are asked not to bring toys from home.

Policy Changes

We review our policies at least annually to insure we have the most up to date information available to you. When additions or changes have to be made, we notify all parents by email that an updated copy is available on our website www.alexandersacademy.com A new enrollment agreement must be signed and dated for each family saying they have received a copy (electronically or physically) of the changes that were made.

Potty Training

When you and your child are ready to be potty trained we will adhere to the following procedure:

- Training will begin on a Monday, after the staff, office and parents have agreed that the child is ready to begin the process. I understand that the weekend prior to that Monday, I will have my child in underwear during all waking hours to help start the process
- I understand the importance of not sending mixed signals to children. With that in mind, I will also potty train my child, seven days a week, during all waking hours
- I will not send my child to school in a diaper or pull-up. If I do, I understand that this will mean that we have postponed potty training at this time
- I will send my child to school in loose fitting, easy to remove clothing during the potty training phase
- I will not use pull-ups during waking hours, as this again, will send mixed signals to my child. (A diaper or pull up may be used for sleeping hours until the child is able to stay dry during that time.)
- I will provide plenty of underwear and changes of clothing daily for my child. (A minimum of 6 pairs of underwear/changes of clothing during the beginning stages of potty training.)
- I understand that all "accidents" will be sent home in a plastic bag
- I am aware that the center does not use "potty chairs" or "training seats" at the center, only regular sized toilets are used

Our staff try very hard to follow these policies, so it is very important that each parent understands these rules before potty training begins. If you have any questions or concerns, please speak to someone in the front office.

Refusal of Service

Alexander's Academy reserves the right to refuse service for the following reasons:

- Failure of parent or child to follow Alexander's Academy policies, procedures and rules
- Parents or children who are physically or verbally abusive to staff
- Failure to pay fees as scheduled
- Failure to provide updated information and records

- Failure to adhere to the centers closing time
- When the director or owner, at their discretion, believes that the continued service is not in the best interest of the child and/or center

Release of Children

Children are released only to authorized individuals listed on the enrollment form. A person picking up a child for the first time or anytime someone does not recognize the individual picking up, will be required to provide photo identification. We will make a copy of the driver's license or State ID and verify that they are authorized to pick up the child.

School Closings/Inclement Weather

If our local public schools are closed or delay opening due to inclement weather or other circumstances, then Alexander's Academy will also be closed or delay our opening as well. When at all possible, we follow the local school districts recommendations for closings. Please watch your local news stations about Public School closings in our area. (Our Spring Campus follows Spring ISD and our Klein Campus follows Klein ISD guidelines for school closings.) In addition, we post notes on our building doors, post information on our Facebook page and email staff and parents.

Screen Time

We severely limit the amount of screen time that we allow the children to be exposed to and only do so when it is related to the curriculum we implement. Children are not allowed to bring cell phones or tablets to the center.

Sick Children

Sick children cannot be cared for at the center. Parents will be called to pick up children who become ill at the center. Any child experiencing the following symptoms will be sent home:

- Fever of 100.4 F or higher accompanied by behavior changes and/or other signs or symptoms or illness
- Contagious skin or eye infections
- Uncontrolled diarrhea
- Two or more vomiting episodes
- Rash with fever
- Mouth sores with drooling

Children will not be admitted into care if one or more of the following exists unless medical evaluation by a health-care professional indicates that we can include the child in the child-care centers activities:

- An illness prevents the child from participating comfortably in child-care center activities including outdoor play
- An illness results in a greater need for care than caregivers can provide without compromising the health, safety and supervision of the other children in care
- Fever of 100.4 F or higher accompanied by behavior changes or other signs or symptoms or illness.
- A health-care professional has diagnosed the child with a communicable disease and the child does not have medical documentation to indicate that the child is no longer contagious.

If your child is sent home with a fever, he/she must be free of fever for at least 24 hours before returning to the center, unless medical evaluation by a health-care professional indicates that your child is no longer contagious.

State law requires that we notify parents of children who become exposed to certain contagious diseases. This will be done through a notice posted at the front entrance of the center and/or on the Parent Information Boards located outside your child's classroom door. If your child should become infected with a contagious disease, please notify the center immediately so the director can notify families of other children who may have been exposed.

Staff

As we can only monitor our staff in a controlled and fully supervised environment, our employees are discouraged from providing any type of childcare services after hours for any customers. Alexander's Academy assumes no responsibility for staff's conduct or activities outside of Alexander's Academy program. It is our policy that our staff cannot be "friends" on any social network with our customers.

Staff Vaccination Records

At this time, we do not require our staff to provide documentation of their immunization records.

State Licensing Requirements

We believe that licensing and rigid enforcement of standards is in the best interest of all children. At Alexander's Academy, we comply with applicable licensing regulations and standards. These standards relate to our center staff, health and safety procedures, nutrition, teacher/child ratios and record keeping. Our center is subject to inspections by state licensing agencies, health and fire officials. Any parent may review the Minimum Standards and our most recent Licensing Inspection Report by requesting the information at the front desk. You may also contact our local licensing office by calling (713)940-3009 or visiting the website at www.dfps.state.tx.us/childcare. The Minimum Standards are available on this website as well.

Texas Rising Star

We accept Workforce Solutions children whose parents are part of a program to help offset the cost of their child's tuition. We also voluntarily participate in Texas Rising Star which is a quality rating and improvement system for Texas Early Childhood program. Texas Rising Star is a voluntary, quality-based child care rating system of child care providers participating in the Texas Workforce Commission's subsidized child care program. Texas Rising Star Certified Providers exceed the state's minimum child care licensing standards and, in return, receive valuable benefits. Certification is awarded by "star levels" ranging from Two Star to Four Star.

Transportation

Safely transporting children to and from school and on field trips is a serious responsibility. To meet this responsibility, we have developed a detailed safety program:

Drivers

- All drivers must meet licensing and insurance guidelines and possess a valid Texas Driver's License. In addition, every driver must complete an annual training on transportation safety in order to transport children whose chronological or development age is younger than nine years old.

Safety Procedures

- All children will be required to wear a seat belt at all times while in our vehicles. If a child is under the age of 8, they will also be required to be in a booster seat in all of our vans. Our mini-buses meet the weight requirement that children only need to be in seat belts, not booster seats, regardless of age. Children are counted when entering and exiting the vehicle to ensure that each child is accounted for. A first aid kit, fire extinguisher, list of all children, emergency medical form on each child (and their food allergy emergency plan) is in every vehicle.
- All children are accounted for before leaving the school or field trip destination. If a child is not present in the "Day Care Line" at public school, parents will be called to confirm a child's whereabouts before the van/bus may depart from the school.
- Alexander's Academy does not transport children under four (4) years of age

Van Conduct Contract

- The safety and well-being of our children is our utmost concern. Children who fail to behave appropriately or do not obey the instructions of our van drivers may result in receiving a Van Conduct Contract. The student and the parents will be notified that their child's behavior has put their ability to ride on one of vehicles in jeopardy. If any other infraction happens within three months of the initial Van Conduct Contract, the student will be suspended from riding on any of our vehicles for three days. The student will still be allowed to attend our facility, but transportation will not be provided for the student during this time. There will be no reduction in tuition if the student is suspended from riding in our vehicles.

Van/Bus Inspections

- All vehicles have routine maintenance and inspections to ensure the continued safety of the vehicle and our children.

Tuition and Fees

Discounts

- Multiple Child: Families enrolling more than one child will receive a 10% discount on the eldest child/children during the school year
- Teacher: 5% off your total weekly tuition
- Military: 5% off your total weekly tuition

Only ONE discount can be used per family and no discounts will be given on School Age children's tuition during our summer camp program.

Enrollment & Supply Fees

- Enrollment fee: \$60.00 per child and/or \$90.00 per family, is due upon enrollment
- Supply fee: \$60.00 per child and/or \$90.00 per family, this is a bi-annual fee due on September 1st and February 1st. These fees applies to all children, regardless of age or program that they are enrolled in
- Jr Kindergarten Fee: \$75.00 per child due on September 1st for all students enrolled in our Jr. Kindergarten program

Financial Assistance

Alexander's Academy is a vendor for Texas Workforce Solutions (also known as NCI) which provides financial assistance to families who qualify. Parents who qualify may pay their monthly Parent Fee on a weekly basis by dividing their monthly fee by four. Tuition will be due on the Monday of the week of care. Regardless of days of attendance, the monthly fee is due in full for the month.

Forms of Payment for Tuition

Option 1: Recurring Tuition Express ACH Withdrawal – enrollment in Tuition Express required

Option 2: Recurring Tuition Express Credit Card Payment – enrollment in Tuition Express required

Option 3: Cash or Credit Card Payment for tuition made at the center – an additional \$5 handling fee per week will be added to my account if payments are not made with Tuition Express

Payment is due on Monday of each current week as specified in the current rate schedule. Weekly tuition is payable according to the tuition schedule whether or not my child attends. A \$10 per day late fee will be added for all non-payments after close of business on Monday. If tuition and late fees are not paid by Friday, your child will not be allowed to return to care the following Monday until all fees are paid. Tuition rates will not be adjusted due to student illness, student absences or school closings due to weather, holidays, emergencies or other events

- **ACH Returns:** In the event of an ACH return, a \$25 NSF penalty will automatically be charged to the Tuition Express payment plan you signed up for plus a \$5 handling fee for us to manually reenter your banking information
- **Credit Card Returns:** In the event a credit card charge is returned, late fees will apply to the number of days that tuition is not paid due to the return

Hold Fees

Each child is allotted two weeks of vacation per calendar year. These two weeks will be assessed a \$25 "hold fee" per week in lieu of the weekly tuition fee, to be paid in advance. After these two weeks have been used, your weekly tuition fee will be charged regardless of the number of days of attendance. (A week is Monday thru Friday.) There are no refunds on tuition payments. Hold Fees are for Private Pay Families only.

In-Service Days

For our school-age students who attend public school there will be an additional \$12 per day charged for full time care if your child is in attendance that day, (ie: school holidays, in-service days, etc) If you are with Workforce Solutions, they cover this fee.

Late pick up fees

Our program is open Monday through Friday from 6:00 am to 6:30 pm. Alexander's Academy is only licensed by the Texas Department of Family and Protective Services to care for children during these specified times. If we are unable to reach you or an authorized person within thirty minutes after center closing, Child Protective Services or other appropriate authorities may be called to get further instructions. If I am late picking up my child, a \$1 per minute/per child late penalty (\$10 minimum per child) will be charged to your account. You may pay cash at the time of pickup, pay with credit card at drop off the following day or request that your Tuition Express Card be charged.

Refunds

Upon enrollment you are responsible for the registration fee and first week's tuition which are both non-refundable. Refunds of tuition will only apply to pre-paid but unused tuition for families who adhere to the two week notice policy when un-enrolling from our center. All refunds are at the discretion of Alexander's Academy.

Search Fees

It is the parent's responsibility to call and let us know that your child will not be in attendance or not be in need of transportation to or from your child's public school. If you fail to alert the center that your child will not be using transportation, you will be responsible for a \$10.00 search fee per occurrence. This fee will automatically be added to your child's tuition each and every time you fail to call in advance by 2:30 PM.

Un-enrollment

In the event I choose to end my relationship with Alexander's Academy and withdraw my child, or change my child's schedule, a **2 week notice MUST be given in writing or email**. I understand that I am financially responsible for tuition for those 2 weeks and that it will be automatically charged to the Tuition Express payment plan that I signed up for, regardless if my child attends or not. "Hold Fee" weeks can NOT be used for your two week notice. Any student that is un-enrolled must be out for a minimum of 4 weeks before they can re-enroll into our program without being financially responsible for the weeks of absences. If you fail to uphold your financial commitment to our company, your arrears account will be turned over to a collection agency.

Water Play/Swimming

- Preschool: During the summer months we will have "In Center" water play activities that may include: sprinkler play, splashing/wading pools, swimming pools and/or water table play.
- School Age Children: Our summer camp program students go to a splash pad or swimming pool on a weekly basis

All parents must give consent on their admission forms for their child to participate in any or all of these activities.

Emergency Preparedness Plan

For Fire Drills, we...

1. Evacuate the building by one of the designated exits on the fire escape routes posted in each room
2. The Director (or designated person in charge) will take the Emergency Binder located in office
3. Each teacher will take the attendance sheet when exiting the building
4. Count all children while exiting
5. Each teacher will use Name to Face, and account for each child on the attendance sheet
6. Raise your clipboard in air signaling that your entire class is safely out of the building and are all accounted for
7. The Director (or designated person in charge) will call "All Clear" when everyone is accounted for

In case of FIRE, we....

1. Evacuate building by one of the designated exits on the fire escape routes posted in each room

2. The Director (or designated person in charge) will take the Emergency Binder located in office
3. Each teacher will take the attendance sheet when exiting the building
4. Count all children while exiting
5. Each teacher will use Name to Face and account for each child on the attendance sheet
6. **Spring Campus:** Meet in the field on the corner of Brandt Rd. and Greenfield Rd, directly in front of Building #3. Raise clipboard in the air signaling that your entire class is safely out of the building
7. **Klein Campus:** Meet at the farthest point in the parking lot at far South East corner of property. Raise clipboard in the air signaling that your entire class is safely out of the building
8. The Director (or designated person in charge) will call "All Clear" when everyone is accounted for
9. Call 9-1-1

In case of MEDICAL EMERGENCY, we....

1. Provide "lifesaving" care (if needed)
2. Comfort Patient
3. Call 9-1-1
4. Contact Parent of child
5. The Director (or designated person in charge) will go with the child to the emergency room if necessary and assign someone else to be the designated person in charge in their absence

In case of SEVERE WEATHER, we....

1. Shelter in safe zone designated on fire escape routes posted in each room using the "RABBITS IN THE HOLE" story to get children calmly to the destination
2. Count all children while exiting the classroom
3. Each teacher will use Name to Face, and account for each child on the attendance sheet
4. Call 9-1-1

In case of HARMFUL VAPOR, we....

If inside:

1. Evacuate the building by one of the designated exits on the fire escape routes posted in each room
2. The Director (or designated person in charge) will take the Emergency Binder located in office
3. Each teacher will take the attendance sheet when exiting the building
4. Each teacher will use Name to Face and account for each child on the attendance sheet
5. Starting with the farthest group, raise clipboard in the air signaling that your entire class is safely out of the building, in descending order each group will subsequently raise their clipboard until all groups are accounted for
6. The Director (or designated person in charge) will call "All Clear" when everyone is accounted for

Call 9-1-1 If outside:

1. Shelter inside
2. Close all doors and windows
3. Turn off AC
4. Call 9-1-1

In case of need for SHELTERING/LOCK-DOWN, we....

1. Alert staff – RABBITS IN THE HOLE
2. Shelter in classroom using the “RABBITS IN THE HOLE” story to get children calmly to quiet area in each classroom
3. Await further instructions as to when we may resume our daily routine

In case of VOLATILE OR ENDANGERING PERSON we....

1. Alert staff – RABBITS IN THE HOLE
2. Shelter in classroom using the “RABBITS IN THE HOLE” story to get children calmly to quiet area in each classroom
3. Call 9-1-1

In case of MISSING CHILD, we....

1. Alert staff CODE ADAM
2. Each teacher will use Name to Face, and account for each child on the attendance sheet 3. Conduct a quick search of the property
4. Call 9-1-1

In case we have a TRANSPORTATION EMERGENCY, we....

1. Turn on flashers
2. If at all possible, pull the vehicle into a parking lot
3. If not possible, pull vehicle as far off side of road as safely possible
4. Ensure that all children are safe and uninjured
5. Call 9-1-1 if anyone is injured
6. Contact the center and inform them of your location and what the emergency is
7. Driver and Director (or designated person in charge) will determine if children need to be evacuated from the vehicle or remain inside
8. If evacuation is necessary, the driver will use the bus log to ensure that all children have exited the vehicle and moved to a safe place away from traffic
9. Driver will closely supervise children while the Director (or designated person in charge) and alternate driver are in route
10. Director (or designated person in charge) will go to location of the vehicle
11. An alternate driver and vehicle will go to the location of the vehicle
12. Children will be placed on the alternate vehicle along with the bus log, the new driver and return to the center
13. The Director (or designated person in charge) and the original driver will determine what steps to take in getting a tow truck to transport the vehicle to a repair facility
14. Upon returning to the facility, parents will be contacted to let them know of the transportation emergency
15. If a child was injured during the emergency, after calling 9-1-1, the parent will be called to tell them what has occurred and which hospital the child will be transported to

In case we have to EVACUATE/RELOCATE, we....

Will have all persons transported in vans/bus to:

1. Alexander's Academy-Spring will report to Alexander's Academy-Klein Campus
 - a. 3110 FM 2920 Spring, TX 77388 281-350-1546
2. Alexander's Academy-Klein will report to Alexander's Academy-Spring Campus
 - a. 625 Brandt Rd. Spring, TX 77373 281-353-2637
3. The Director (or designated person in charge) will contact the local police to make them aware that we are having to evacuate/relocate our children and need a police escort
4. Children under the age of 24 months who are unable to walk unassisted will be placed in our evacuation cribs and moved to a designated safe area awaiting transport to our alternate location if necessary
5. Along with our staff, we will have a mixture of older and younger children ride in our vehicles together so the older children can assist in helping the children under 24 months of age sit up right in the seatbelts. The older children can help by comforting and holding the younger children on their laps when we arrive at the designated location. The staff will comfort and entertain the children upon arrival at the evacuation site to make the transition as less traumatic as possible. We will be evacuating to another childcare center so we will have toys, diaper supplies, food and the facilities to accommodate the needs of the children. We will try our best to place them in an age appropriate classroom to further ensure their safety and comfort upon arrival
6. Attendance Sheets will go with the staff and children
7. Each teacher will use Name to Face and account for each child on the attendance sheet before leaving our facility and when arriving at the relocation site
8. The Director (or designated person in charge) will take the Emergency Binder located in office
9. Parents, Child Care Licensing and Emergency personnel will be contacted by phone (and email if available) if we have to relocate
10. As parents arrive at the relocation site (or when sheltering is lifted) we will follow our Release of Children policy by identifying anyone attempting to pick up a child. We will document who has picked up the child to reassure any other family member who might attempt to pick up that the child is now in the hands of an adult that is designated on their emergency authorization form
11. Emergency Telephone Number: 281-353-2637 or 281-350-1546

EMERGENCY BINDER includes....

1. Parent and emergency contact telephone numbers for each child
2. Authorization for emergency care for each child

FACE TO NAME attendance....

- Calling each child's name on your attendance and physically looking at their face when responding to account for every child on your attendance sheet

RABBITS IN THE HOLE story....

In the forest there were little rabbits that went to a little rabbit school. One day the teacher rabbit told the little rabbits about woodcutters who came and cut down the forest trees. "When the trees fall down it is not safe for the little rabbits," she said, "so they need to hide behind or under the surrounding rocks. So little bunnies, when you hear someone say the special words, 'rabbits in the hole,' run as fast as you can into your hole under the rocks where it's safe." The little bunnies listened to their teacher rabbit and even practiced going into their holes under the rock. Then one day, the woodcutters came into the forest and started cutting down the trees. The teacher rabbit called out "rabbits in the hole" and all the little bunnies ran into their holes under the rocks, where it was safe. They did such a fantastic job, that not a single little rabbit got hurt.

Thank you for choosing Alexander's Academy!