

Clear Lake Child Care



Childcare and Private Preschool

16020 El Camino Real, Houston, Texas 77062

832-279-8262

www.clearlakechildcare.com

Helping your child reach their highest potential!

Introduction

Welcome to Clear Lake Child Care and Private Preschools!

This handbook is designed to help your child's transition from home to this Center a successful one. If questions arise, please talk with the Center Director or Assistant Director. We appreciate and value your communication.

CLCC provides the service of an educational day-school program for the ages: 6 weeks to 12 years of age. We provide care and transportation services to children who attend public schools. We want you to know that your child's well-being and safety is of the utmost importance to us. Together, we will share the responsibilities of providing a safe, comfortable, and enjoyable setting filled with opportunities for nurturing and learning during your child's important growing years.

Our Philosophy

We believe in the value of each child and understand that children learn in many ways. They learn through observation, involvement, and direction. We model the behavior we expect of them by showing them respect, patience, and courtesy. We provide opportunities for active exploratory learning and explanations. We direct the child toward success, increased self-confidence, trust, and enthusiasm for the learning experience. Although CLCC provides the services of an educational entity with extended care, please keep in mind that our extended care time is not a "babysitting" experience. The entire time we are with your child, he/she is learning from observation, involvement, and our direction. We seek to optimize the time we have together and provide a balance of care and learning for these very special children.

Our Goal

CLCC's goal is to empower each child to reach and grow into their highest potential through a responsive nurturing, innovative learning environment where they are successful and develop into lifelong learners.

Curriculum Goals

CLCC curriculum goals ensure that every child is supported in learning, that teachers will understand and embrace comprehensively educating children, and that parents and teachers will work cooperatively to make sure it all comes together.

Our view of the curriculum is comprehensive—encompassing all aspects of growing and learning. It embraces the inter-relationship among teacher's planning, the child's interest and response, child development, the child's family context, and culture, and the reactions and interactions of the adults and other children.

Policies and Procedures

1. Hours, Days, Months of Operation, Holidays, Emergency Closings

The hours, days, and months of operation for Clear Lake Child Care in Clear Lake-

- 6:00 am to 6:30 pm, Monday-Friday, January through December

The centers are closed on weekends and the following holidays-

- New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, Columbus Day
- **Rosh Hashanah, Yom Kippur**
- Holidays falling on a Saturday will be observed the Friday before the holiday. Holidays falling on a Sunday will be observed the Monday after the holiday.

Inclement Weather Policy:

In the event of an emergency closing at CLCC (fire, severe weather, toxic chemical evacuations, etc.), the centers will close and parent/guardians will be notified. Emergency closing information CLCC's website (www.clearlakechildcare.com), or via phone call/text message.

CLCC's follows the closing procedures of CCISD (Clear Creek ISD). In case of an emergency, the relocation site of CLCC is Whitcomb Elementary on Reseda Dr. The following will be posted: the reason for evacuation, a map with directions to the relocation site, and emergency phone numbers. In the event of a state or national terrorism lockdown, CLCC doors will remain locked and no one will be permitted to leave or enter the building until the lockdown has been lifted.

2. Release of Children

CLCC will release children only to persons authorized by the parents/guardian. Authorized persons for pick-up must show proof of identification.

3. Illness and Exclusion Criteria

CLCC does not permit children to come to school if they are ill. If your child has a temperature of 100.4 degrees or higher or exhibits vomiting, diarrhea, congestion, persistent coughing, rash outbreak, or unusual listlessness, etc., you will be contacted to come and pick your child up or make arrangements for someone to pick your child up within the hour. Children must be fever-free for 24 hours before returning to the CLCC. If your child exhibits an illness that may appear contagious, we will separate the child c the group and place them in the front office until parents or guardians arrive to pick them up and will be welcome upon a doctor's release not.

4. Dispensing Medications: N/A- CLCC will not be responsible for dispensing or administration of any kind of medication to children.

5. Medical Emergencies

CLCC will call 911 then contact the parents. The child will be taken from CLCC to the nearest emergency location. If a child receives a minor injury while at the center, the teacher will provide immediate help and comfort to the child. An Incident/Accident Report will be completed by the teacher and given to the parents/guardians. The parent/guardian will determine whether the child needs a physician's assistance.

6. Parent Notifications

Communicable illnesses, head lice, field trips, special events, holiday closings, accidents/illnesses, policy changes, etc. will be posted on the front doors or posted on the CLCC website (www.clearlakechildcare.com). CLCC may use text messaging to contact parents if necessary.

7. Positive Guidance & Discipline

We strive to encourage each child to practice courtesy, empathy, and patience. CLCC teachers and staff receive training in the use of positive guidance and discipline techniques.

Discipline techniques:

- a. caring, nurturing voice tone
- b. redirecting
- c. role-model appropriate behaviors and self-control, self-esteem, self-direction
- d. positive choices when possible
- e. maintaining a developmentally appropriate classroom environment
- f. individualized and consistent for each child
- g. appropriate to the child's level of understanding
- h. praise and encouragement of good behavior instead of focusing only upon unacceptable behavior
- i. using brief supervised separation from the group

8. Suspension and expulsion of children and/or Termination of services

CLCC reserves the right to terminate services immediately to any family if a parent/ guardian or any family member and/or friends exhibit behaviors that appear unsafe or dangerous and/or for any reason we deem necessary for the protection of the children, families, and the business. If immediate termination of services occurs, payments of any kind will not be refunded.

Any use of profanity will not be tolerated from children, parents, and/or any person who is on the premises or present in CLCC. We understand that young children repeat words and languages they are exposed to and therefore, we will work with families and the child for one week to become compliant with this policy. If compliance does not come to fruition within 1 week and maintained thereafter, CLCC will terminate services to the family.

If a child exhibits challenging behaviors beyond our control, the director will schedule a meeting with parents to express concerns and discuss strategies in addressing challenging behaviors. If in the event the challenging behaviors do not cease, the director will provide the family with other resources that may be available to help assist them. (Resources are available in the front office). If a child's behavior is considered unsafe for our teachers/staff and/or other children, CLCC will suspend/expel the child.

9. Safe

sleep DO:

- Sleep alone on their backs in a crib or on another firm surface with a tight-fitting bottom sheet.
- Dress the infant lightly and control the room temperature.
- Use pacifiers as it may lower the risk of sudden death
- Supervise infants closely at all

times. DO NOT:

- Don't put an infant to sleep with blankets, pillows, stuffed animals, or bumper pads
- Don't swaddle an infant
- Don't cover an infant's face or let the infant cover it face with anything
- Don't allow an infant to sleep in a restrictive device or equipment not intended for infant sleeping such as bouncers, car seats, rockers, infant swings, sofas, futons or bean bags
- Don't put infants to sleep on soft beds such as pillow-tops, water beds, or memory foam. If the infant leaves a dent, it's too soft
- Don't add mattresses or supplemental padding to pack-n-plays. Use only as directed per manufacturer instructions
- Don't expose babies to smoke or e-cigarette emissions
- Don't allow an infant to sleep for extended periods without checking on them frequently

10. Meals and Food Services

Parents have the option of packing nutritional meals and snacks, and water from home (meeting USDA Guidelines) or cater lunches with CLCC with an additional fee of \$25/ per week. CLCC follows the family-style dining to instill self-help skills.

NOTE: CLCC IS A NUT and JUICE FREE FACILITY

11. Immunizations Requirements

Parents/Guardians are required to provide evidence of up-to-date immunizations and a current health statement for the child upon enrollment. Updated immunizations are required as immunizations are due. Tuberculosis testing is not a requirement for Harris, Brazoria, Galveston, or Fort bend counties.

12. Hearing and Vision Screening Requirements

As per state law, at the age of 3 years and older, parents may use their physicians to perform screenings. We will need a copy of the screenings for our files and the Texas Department of Health.

13. Enrollment Procedures and Documentation

- a. Facility Tour and Orientation (approx. 30 min.)
- b. Current Immunization Record and Health Statement
- c. Admission Forms completed and signed
- d. Consent form for Pictures and Video Clips
- e. Allergy form completed and signed
- f. Safe Sleep policy form signed (Infants Only)
- g. Discipline and Guidance form signed
- h. A signed statement that parents/guardians have received the Parent Handbook and understand all policies concerning CLCC
- i. Copy of Texas Driver's License (parent/guardian, and authorized persons for pick-up)

Parents will be notified as soon as possible of policy changes.

14. Transportation

Centers must be notified by phone, written note, or verbal if your child will not be riding on the van. In the event we are not notified of your child's absence, CLCC will attempt to contact parents to inquire about the child. A contact log will be kept in the van folders.

15. Water Activities

Water activities for children ages 2 years and older will consist of sprinklers and slip-n-slides during the summer months. Children eligible for field trips may attend a public pool where there will be a sufficient amount of lifeguards on duty.

16. Field trips

Field trips are for children 5-12 years of age. A field trip permission form must be signed by parents/guardians before a child is permitted to attend each field trip. Dates, times, departures, returns, and participants will be posted one week before the date of the specified field trip. Students attending the field trips must bring sack lunch and 2 water bottles on field trip days.

17. Animals – N/A

18. Procedures for providing/applying, as needed, insect repellent and sunscreen, including what types will be used, if applicable;

CLCC recommends applying any sort of repellent/sunscreen at home. If necessary, they may leave it in the front office labeled with the following: name and date

19. Procedures for Parent Questions or Concerns

Please feel free to review and discuss any questions or concerns at your by scheduling an appointment to speak with the director, either in person or via phone call. Your communication with us is of the utmost importance and is greatly appreciated.

20. Parent Volunteer & Family Participation/Involvement

CLCC encourages parents to volunteer and families to participate in the center's activities. Any parent volunteering to help a teacher in a classroom or on a field trip must acquire a notarized Criminal History Affidavit, a Background History Check, and must also complete a Basic Pre-Service Training Course. This course may be obtained from the Director. Documentation of completion of the training course and the notarized affidavit and Background Check will be kept in a volunteer file at CLCC. Activities include classroom parties, field trips, career day, classroom read-a-loud, and classroom art activities. You may inquire about activities at the front office.

21. Parents to review a copy of the child-care center's most recent Licensing inspection report and accessing the minimum standards online:

Parents are welcome to review the most updated inspection report at any time. The inspection is posted on the parent bulletin board in the front office.

Minimum standard: <https://hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/provider-portal/protective-services/ccl/min-standards/chapter-746-centers.pdf>

22. Contacting and Accessing-

Local Licensing office: 1330 E. 40th Houston, TX 77022

713-287-3238

713-940-5200

Texas Abuse and Neglect Hotline: 1-800-252-5400 (urgent and needs to be investigated within 24 hours)

DFPS website: <https://www.dfps.state.tx.us/>

23. Emergency preparedness plan

Relocation Shelter:

Whitcomb Elementary- 900 Reseda Dr, Houston, TX 77062, [281-284-4900](tel:281-284-4900)

Emergencies regarding fire and inclement weather:

Director/designated person instructs for any sort of emergency. The teachers will take a headcount using their daily binders and follow procedures. The children and teachers will be transported to the alternate relocation shelter by way of company vans. Rooms will be evacuated starting with infant room, toddler room, then preschool rooms and last, the school age room.

Director/designated person will be the last person(s) to evacuate the premises to ensure that all teachers and children have been safely relocated. The director/designated person will post a map with the address of an alternate relocation shelter, emergency contact numbers, and reason for evacuation and ensure he/she has the emergency binder. The director/designated person will ensure that all children/teachers have been accounted for and will proceed to contact parents and inform them of the emergency. Proper city authorities will be notified.

Emergencies regarding intruder or lock-down:

Director/designated person will call 911 only if it is safe to do so without causing suspicion to the intruder. The director/designated person will verbalize or write CODE WORD on paper and get it to another staff member. As soon as a staff member hears or sees the CODE WORD, they will call proper authorities immediately. Staff members are to remain in classrooms with children. In the event of a lock-down, CLCC will secure doors and windows and have a headcount of the children while keeping everybody inside the secure building. CLCC will then notify parents and families. Pick up of the children will be determined based on the circumstances.

All children will be accounted for by way of daily sign-in forms, daily attendance forms, headcount forms, and formal assessment of attendance.

24. Breastfeeding

Moms may come to the center during the day to breastfeed their babies. Moms may feed their babies in the nursery or they may seek a private room to breastfeed. Breast milk brought from home must be labeled with the baby's name, ounces of milk in a bag, and time milk was put in a bag.

25. Preventing and responding to abuse and neglect of children, including:

- a. Required annual training for employees:
<https://www.dfps.state.tx.us/Training/Reporting/default.asp>
- b. Methods for increasing employee and parent awareness of issues: child abuse, neglect, warning signs: resources such as booklets, handouts, brochures, and online links are available for employees and parents
- c. Methods for increasing employee and parent awareness of prevention techniques for child abuse and neglect: handouts, brochures, and online links are available for employees and parents

<https://www.dfps.state.tx.us/Training/Reporting/recognizing.asp>

- d. Appropriate community organizations:
 - Child Advocates
 - BEAR

- Justice for Children
- e. Assistance, intervention, and procedures for reporting child abuse or neglect:
https://www.dfps.state.tx.us/contact_us/report_abuse.asp
- By Phone: 1-800-252-5400
- Online: [Texas Abuse Hotline](#)*External Link*

26. Procedures for conducting health checks, if applicable

A visual or physical assessment of a child to identify potential concerns about a child's health, including signs or symptoms of illness and injury, in response to changes in the child's behavior since the last date of attendance.

27. Vaccine-preventable diseases for employees

CLCC staff and employees are not mandated to have vaccinations at this time. Parents must be informed:

1. CLCC families are always welcome to visit their children and the center during hours of operation.
2. Under the Texas Penal Code, any area within 1000 feet of a child-care center is a gang-free zone, where criminal offenses related to organized criminal activity are subject to a harsher penalty.

Policies and Procedures ...

CPR/First Aid and Professional Growth and Development

CLCC teachers are certified in CPR/First Aid. Continuous onsite training is provided as well as technical/formal college training from local community colleges. Teachers also attend professional growth and development workshops throughout the year and are nationally certified through the National Council for the Education of Young Children or are attending college to obtain this national certification.

Positive Redirecting Techniques and Transitions

Transitioning of children is an ongoing daily routine inside the classrooms and to/from playground/gym areas. Children of all ages are transitioned with the use of songs, finger plays, poetry, sign language, rhyme games, syllable counting, sentence segmenting, etc.

Arrival and Departure/Separation Procedures

Parents/Guardians will sign their child(ren) in and out at the front desk. Office personnel will escort children to their classrooms during drop off and bring them to you during pick up. The latest drop-off time is 9:00 a.m. Children arriving later due to doctor's appointments must be accompanied by a doctor's excuse. If you are running late due to traffic or an emergency, please give the center a courtesy call. Younger children may experience separation anxiety at drop-off times, therefore, we ask parents to give their child a hug and reassure the child that they will return to pick them up soon. When the child arrives in the classroom, the teacher will get the child acclimated very quickly by using sensory orientated activities.

Expectations of the Family

- Consistent Arrival Times
- Open Communication with teachers and director
- Participating in all (3) parent conferences
- Complying with center policies

Limiting Technology and Screen Time

We ask that you refrain from usage of cell phones and other technologies when you arrive to drop-off and/or pick-up your child from the center. This policy will facilitate better communication between parent(s), teacher(s), and children. Screen time is limited to an hour and a half per day.

Uniforms and Clothing Guidelines

All children must arrive at the Center fully dressed. Children 15 months of age and older must wear CLCC shirts or solid colored polo shirt and navy, black, or khaki bottoms (skirts, skorts, jumpers, pants, shorts) , along with closed-toed shoes. Sandals/Flip flops are not permitted.

Potty Training

Children who are learning toileting independence should avoid wearing tights, belts, suspenders, and pants or shorts with cumbersome snaps, buttons and/or zippers. Children must be fully trained before moving up to the next level. Children who are not potty trained may stay in the toddler room until age 3 1/2. Children may not stay in the toddler room past this age unless there is a “special need”.

Personal Items brought from Home

Personal items or toys brought from home are not permitted at the center. Personal items are but not limited to; jewelry, pacifiers, any other items with beads. Young children do not share well, and special items have a tendency to become lost, broken, or “borrowed”. Parents are welcome to donate items such as books or developmentally appropriate manipulatives/toys to the center at any time. The center is not liable for personal items.

Special Occasions

When your child has a birthday, we would enjoy celebrating with him/her on that special day. It is optional, but if you choose to do bring a modest snack for the class. We ask that you limit the sweets. Party favors and balloons are unnecessary and sometimes have the potential of creating safety concerns. Coordinate your plans with the director.

Language Acquisition and The Biting Child

The acquisition of successful communication skills is crucial to the success of a child attending school. Without these skills, his/her:

- a. social skills are highly restricted
- b. ability to express needs and interchange ideas is limited
- c. learning academic disciplines is hindered.

In younger children (12-36 months) it is quite common to see a “biting child” in group care due to teething, lack of verbal ability, and lack of social skills. CLCC will work extremely close with the “biting child” to provide additional things to bite on other than a friend. We will model appropriate words for the child to use when expressing themselves. We will have to discontinue our services if the biting continues.

School-agers School Year Schedule

School-age children are considered to be Kindergarten grade and up. Upon arrival at the center, each child will have a restroom, hand washing and snack time. After snack, the children will participate in homework centers, or outside time.

Curriculum

CLCC implements research-based assessments and frog street curriculum along with Spanish and sign language on a daily basis. When young minds are stimulated through a learning environment, a child is able to reach his/her maximum learning potential.

There is an annual curriculum, assessment, and supply fee of \$185 per year

Tuition Payments

Tuition can be paid in the form of a check, money order, cash, or credit/debit card (cc/dc comes w a fee of 3.25% per transaction)

Tuition is due every Friday for the upcoming week. There is a late fee of \$25 per day per child after Friday (no exceptions!)

Note: If your child is absent, tuition payment remains the same. . CLCC will provide an end of the year statement upon request.

Late Pick-Up Fees

\$ 1.00 per minute per child is charged after 6:30 pm. (closing hours) even when you have called us to inform you're running late. We do appreciate and expect the courtesy heads up. Parents or authorized persons picking children up after closing time will sign the Sign-in/Sign-out Form and pay the late fees. Late fees must be paid before the child is eligible to return to the center.

Non-Sufficient Funds (NSF) and/or Stop Payments

If CLCC incurs up to two NSF and/or two Stop Payments there will be a \$35.00 fee charged for Non sufficient funds. Your account will be placed on cash, money order, or cashier check basis only.

Registration and Enrollment

Registration Fee is \$75.00 per child. If a child is withdrawn from the program and wishes to return at a later date, a \$75.00 re-enrollment fee is mandatory.

NCI/Workforce

CLCC is a workforce solutions vendor and accepts children with NCI.

Non-Smoking Zone

Individuals are not permitted to smoke on the premises of Clear Lake Child Care locations.

Drug-Free

Clear Lake Child Care is a Drug-Free Zone area.

Thank you for choosing Clear Lake Child Care for your child's early learning experiences. We are honored and proud to be a part of your child's foundational years. We hope this handbook answers all the questions or concerns you may have. Please familiarize yourself with our policies as this will ensure a positive and stress-free working relationship between you and Clear Lake Child Care. If questions arise, please feel free to talk with the director.

Sincerely

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