

# **KINDERCITY CHAMPIONS**

## **Childcare Center**

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## **Operational Policy**

This handbook is presented with the view of making you better acquainted with the center's philosophy, goals, ideas, and policies, to ensure a harmonious relationship between administration, staff, and parents for the betterment of the child(ren).

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## **Our Philosophy:**

At Kindercity Champions Childcare Center, we believe that early childhood is a critical and valuable stage of development. We are committed to providing a safe, nurturing, and engaging environment where children feel respected, supported, and encouraged to grow. We believe children learn best through play, exploration, and meaningful interactions. Our program promotes hands-on learning experiences that support social, emotional, physical, and cognitive development. We recognize that every child is unique and develops at their own pace, and we strive to meet individual needs through intentional teaching and positive guidance.

We value strong partnerships with families and believe open communication between home and school is essential to a child's success. We respect and celebrate diversity and are dedicated to creating an inclusive environment where all children and families feel welcome.

Our educators serve as positive role models, guiding children with patience, consistency, and encouragement. We are committed to maintaining high standards of care, continuous professional growth, and compliance with state regulations to ensure the well-being of every child.

Above all, we believe that children deserve to feel safe, loved, confident, and inspired every day.

## **Our Mission/Goal:**

We aim to build children's confidence, independence, and love for life-long learning while fostering positive relationships with peers and adults. Our goal is to partner with families to ensure every child is supported, valued, and prepared for future academic success.

Above all, our goal is to create a foundation that helps every child grow into confident, capable, and compassionate individual.

## **Hours of operation:**

Monday through Friday, 6:00am to 7:00pm; January through December.

## Holidays:

Kindercity Champions Childcare Center will be closed on the following holidays and any holidays per HISD annual calendar. Parents or guardians will be notified via phone/text, verbally and by notices posted in the lobby of upcoming closures:

1. New Year's Day
2. Memorial Day
3. Independence Day
4. Labor Day
5. Thanksgiving Day and the Friday following
6. Christmas Eve
7. Christmas Day

\* If Christmas falls on a Thursday, we will be closed on the following Friday, December 26th.

\* If a holiday falls on a Saturday, we will be closed on the Friday before. If a holiday falls on a Sunday, we will be closed on the following Monday.

## Curriculum

The Center has its own curriculum (inspired by CLI Engage) which is developmentally appropriate and aspires to achieve all round development of children at different ages and stages. It aligns with Early Learning Guidelines and Standards and includes a clear scope and sequence for each age group.

The key components in the curriculum are:

1. Language and Literacy: Encouraging language skills through storytelling, vocabulary building, and communication activities.
2. Mathematics: Introducing basic math concepts, shapes, colors, and problem-solving through age-appropriate activities.
3. Science and nature: Introducing simple science concepts through hands-on exploration of the environment.
4. Creative Arts: Allowing expression through art, music, and imaginative play.
5. Physical Education: Promoting gross and fine motor skills through play, movement, and manipulative activities.
6. Social-Emotional Development: Providing activities to foster self-awareness, cooperation, and emotional expression.

The curriculum is implemented by following these core principles:

1. Child-centered: Focus on children's interests and needs.
2. Play-based: Emphasize hands-on learning through play.
3. Integration: Connect subjects and activities.

4. Inclusive: Value diversity and individual differences.
5. Flexible: Allowing teachers to adapt based on individual needs and interests of the children.

## **Screen Time Policy:**

The Center prioritizes active learning, play, and exploration over screen use. Technology is used only occasionally and always for educational or developmentally appropriate purposes.

- Infants and Toddlers: Screen exposure is none.
- Preschool-Age Children: Screen time is short, supervised, and interactive, supporting learning activities rather than passive viewing.
- Time Limits: Screen use does not exceed 30–60 minutes per day, depending on the age of the children and activity.
- Content: All content is carefully selected to be safe, age-appropriate, and educational.
- Emphasis on Alternatives: We encourage hands-on activities, outdoor play, and social interaction as the focus of every day.

This approach ensures that screen use is safe, purposeful, and limited, while promoting healthy development and active learning for every child in our care.

## **Tuition and Fee Schedule**

### **i) Tuition Structures:**

Tuition rates are determined based on several factors, including the child's age group, full-time or part-time enrollment status, selected payment options, payment terms, etc.

Please refer to the weekly tuition listed below:

### **ii) Weekly Tuition Rates:**

- Infants (0–12 months): \$200/week
- Infants (12–17 months): \$175/week
- Toddlers (18–36 months): \$165/week
- Pre-K (3–5 years): \$155/week
- After Schoolers: \$110/week

The rates above apply to regular care hours, not exceeding 8 hours per day. Care needed beyond these hours will incur additional charges.

\*We make every effort to keep tuition and fees affordable. However, when our costs rise, we are sometimes forced to pass along the increase to our families. When tuition increases, we will provide timely notice to parents. \*

The most updated tuition schedule is posted in the lobby.

### iii) **Late Fee:**

Tuition is due every Monday of the current week. If payment is not received by Tuesday of the same week, a late fee of \$20.00 will be added to the regular tuition.

A family with accounts that are two weeks past due may have childcare services suspended until the account is brought current.

## **Arrival and (Late) Pick-Up Policy**

To support consistent routines and smooth classroom transitions, we ask that all children arrive no later than 9:30 a.m. Consistency helps children adjust to their daily schedule and allows teachers to begin planned activities without disruption.

Children must be picked up by 7:00 p.m. A late pick-up fee of \$1.00 per minute per child will be charged after closing time.

If a parent/guardian or an authorized pick-up person is more than one hour late without notifying the administration in advance, and we are unable to reach the emergency contacts listed on the Admission Form, the center may be required to contact Child Protective Services (CPS) to ensure the child's safety.

We appreciate your cooperation in adhering to these policies to ensure the well-being and supervision of all children in our care.

## **Procedures for release of children:**

Safety of the child(ren) in our care is our top priority. Child(ren) will only be released to authorized people stated on the admission form. In case of an emergency, the child may be released to a third party, however, the center requires a note/text/email from the parent/guardian prior to the person's arrival for pickup with their full name. The person picking up the child must show a government issued ID/driver's license for verification prior to release. Photocopy of ID will remain in the child's file. Parents or anyone picking up must

sign the child(ren) out in the sign in/out sheet available at the entrance, confirming pick up.

Parent(s) with custody of the child should give the names of all the authorized people who would pickup and drop-off the child.

**i) Authorized Person Pick-Up:**

- If an authorized person, other than the parent/guardian arrives to pick up a child and our staff assesses that the individual is not safe to release the child to (e.g., appears to be under the influence of drugs or alcohol, exhibits erratic behavior, or presents any other risk), the center's management will immediately inform the parents or legal guardians.
- In such cases, the child will not be released until a safe and appropriate arrangement has been confirmed.

**ii) Reporting to Child Protective Services (CPS):**

- The center reserves the right to report to Child Protective Services (CPS) if any authorized person, including parents or guardians, appears to be under the influence of substances, displays behavior that suggests they are not fit to drive, or otherwise presents a risk to the child's safety.
- This measure is to ensure the child's well-being and to prevent any potential harm during transportation from our facility.

Kindercity Champions is committed to ensuring the safety of every child in our care and will take all necessary actions to protect them.

**Illness and exclusion criteria:**

The following conditions are causes for exclusion from Center as required for schools/ daycares by the DSHS in 25 TAC 97.7:

- Fever is over 100 degrees: Children should stay home at least 24 hours after a normal temperature is achieved WITHOUT the help of fever-reducing medications. For example, if your child goes home on Monday with a fever, they may come back to the Center on Wednesday, if their temperature was normal on Tuesday (aka, fever-free for 24 hrs.), the 24-hour waiting period allows your child's immune system to regain strength.
- Fever is over 99 degrees with a stiff neck or back. Children may return only with a doctor's written permission

- Diarrhea: Watery, smelling bad stools more than once in succession. Children may return when normal function returns.
- Vomiting: two or more episodes in the last 24 hours.
- Persistent hacking or congested cough with sore throat: very red or blistered throat. Children may return with doctor's written permission.
- Green nasal discharge: indicating a respiratory infection which requires treatment. Children may return with doctor's written permission.
- Difficulty in breathing to the point where the child is very uncomfortable or unable to sleep normally.
- Convulsions.
- Persistent pain in abdomen.
- Swelling, redness, or throbbing in an injured part of the body.
- Undiagnosed profuse rash or blisters on parts of the body.
- Unexpected profuse sweating.
- Head lice. Children may return after treatment and removal of all nits.
- Infectious skin or eye conditions: such as ringworm, impetigo, or pink eye. Children may return 24 hours after treatment with antibiotic has begun.
- If the child has been diagnosed with a communicable disease exclusion is required.

### **Procedures for dispensing medication:**

Authorization to administer medication to a child must be given by the parent in writing and signed and dated. All non-prescription medicines must be given in the original container with the child's name and expiry date and will be kept in a separate medicine fridge. Medication dose will not exceed the label instructions or the directions of the child's health care professional. Children who are less than 24 months will not be administered medication unless prescribed by a health care professional.

### **Procedures for handling medical emergencies:**

Should your child require medical attention, you will be notified immediately. You will be given the option of picking up your child immediately or meeting us at the nearest emergency room. In case of an emergency, we will either transport the child in our vehicle or call 911 to have your child transported by ambulance.

### **Procedures for Parental Notifications:**

Parents will always be notified when:

1. A child appears to be acting very strangely.
2. A child cannot be controlled without some restraint.

3. A child sustains an injury or becomes ill.
4. A child hurts him/herself, another child, or staff in the center.
5. A child refuses to cooperate after repeated attempts.
6. Staff are not sure about an unauthorized person coming to pick up the child; and/or
7. Someone from a regulatory agency inquiry about the welfare of the child.

## **Developmental Milestone Checklist/Assessment:**

In our center, developmental milestone check lists are used as practical tools to track, support, and guide children's growth across different areas. Teachers observe each child in areas such as physical, cognitive, social-emotional, and language development.

Milestones help staff determine if a child is developing on track for their age group or may need additional support.

The development of children in our care is assessed formally using milestone checklists twice a year and informally throughout the year through daily observations and classroom interactions. Children who are identified as needing additional support are provided with targeted guidance and activities to help them reach their age-appropriate milestones. If these efforts do not lead to progress, parents are notified through a face-to-face conference, during which documentation from the checklists is shared. The center works collaboratively with families to support the child's growth and, when appropriate, refers parents to local programs, such as the Early Intervention Center (EIC), to ensure that the child's developmental needs are fully addressed.

ECI Resources:

<https://hhs.texas.gov/services/disability/early-childhood-intervention-services>

[https://www.cdc.gov/ncbddd/actearly/pdf/help\\_pdfs/How-to-Get-Help-for-Your-Child\\_CombinedPDF\\_EngSpn-2-15-20\\_508.pdf](https://www.cdc.gov/ncbddd/actearly/pdf/help_pdfs/How-to-Get-Help-for-Your-Child_CombinedPDF_EngSpn-2-15-20_508.pdf)

## **Discipline and Guidance Policy:**

The Center uses positive methods of discipline and guidance.

- Discipline will 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 will use positive methods of discipline and guidance that encourage self-control, and self-direction.
- Using praise and encouragement of good behavior instead of focusing on unacceptable behavior.
- Reminding a child of behavior expectations daily by using clear, positive statements.
- Using brief supervised separation from the group when redirection fails to work.

## **Suspension and expulsion of children**

While it is our goal to support every child's success in our program, there may be rare circumstances in which we must suspend or disenroll a child on a short-term or permanent basis. Please know that we are committed to working closely with families, using all appropriate interventions and support, to prevent this action whenever possible.

However, in certain situations, suspension or expulsion may be necessary to ensure the safety, well-being, and positive learning environment of all children and staff. The following are reasons that may result in suspension or disenrollment from the center:

### **i) Immediate Causes for Expulsion**

The following actions may result in immediate expulsion from the program to protect the safety and well-being of children and staff:

- A child's behavior poses a serious and immediate risk of harm to themselves or other children in care.
- Inability to adjust to the program after a reasonable period of time and support efforts.
- Frequent and severe tantrums or angry outbursts that disrupt the learning environment.
- Ongoing physical or verbal aggression toward staff or other children.
- Repeated incidents of biting that compromise the safety of others.

When challenging behaviors arise, the center will take appropriate and positive steps to guide and support the child. Our staff will implement strategies designed to help the child succeed within the program. If concerns continue, parents will be notified promptly and invited to work collaboratively with the center to address the behavior.

Prior to expulsion, parents will receive written communication outlining the specific concerns, and a conference may be scheduled to develop a plan of action. Every reasonable effort will be made by both the center and the family to correct the issue.

If, after one to two weeks—depending on the severity of the behavior and any risk to the safety and well-being of other children, there is no significant improvement, and the center determines that it can no longer safely meet the child’s needs, the parent may be asked to withdraw the child from the program. In such cases, a minimum of one week’s notice will be provided to allow the family time to arrange alternative care.

## **ii) Parental Actions That May Result in a Child’s Expulsion**

The following parental actions may result in suspension or disenrollment from the program:

- Failure to make timely tuition payments or repeated late payments.
- Failure to submit and maintain required documentation, including completed enrollment forms and up-to-date immunization records.
- Repeated late pick-ups beyond scheduled hours.
- A parent or guardian threatens physical harm or engages in intimidating behavior toward staff members or other parents or guardians
- A parent or guardian uses verbal abuse toward staff in the presence of enrolled children.
- Verbal abuse or inappropriate conduct toward staff.

We strive to work collaboratively with families to resolve concerns before taking stern action.

## **Safe sleep policy for infants:**

All staff, substitute staff, and volunteers at the center will follow the safe sleep recommendations of the American Academy of Pediatrics (AAP) and the Consumer Product Safety Commission (CPSC) for infants to reduce the risk of sudden infant death syndrome/Sudden Unexpected Infant Death Syndrome (SIDS/SUIDS)

- Always put infants to sleep on their backs unless you provide Form 3019, Infant Sleep Exception/Health Care Professional Recommendation, signed by the infant's health care professional [§746.2427 and §747.2327].
- Place infants on a firm mattress, with a tight-fitting sheet, in a crib that meets the CPSC federal requirements for full-size cribs and for non-full-size cribs [§746.2409 and §747.2309].
- For infants who are younger than 12 months of age, cribs should be bare except for a tight-fitting sheet and a mattress cover or protector.
- Items that should not be placed in a crib include soft or loose bedding, such as blankets, quilts, or comforters; pillows; stuffed toys/animals; soft objects; bumper pads; liners; or sleep positioning devices [§746.2415(b) and §747.2315(b)]. Also,

infants must not have their heads, faces, or cribs covered at any time by items such as blankets, linens, or clothing [§746.2429 and §747.2329].

- Do not use sleep positioning devices, such as wedges or infant positioners. The AÁP has found no evidence that these devices are safe. Their use may increase the risk of suffocation [§746.2415(b) and §747.2315(b)].
- If an infant needs extra warmth, use sleep clothing (such as sleepers or footed pajamas) as an alternative to blankets [§746.2415(b) and §747.2315(b)1].
- Place only one infant in a crib to sleep [§746.2405 and §747.2305].
- Infants may use a pacifier during sleep. But the pacifier must not be attached to a stuffed animal [§746.2415(b) and §747.2315(b)] or the infant's clothing by a string, cord, or other attaching mechanism that might be a suffocation or strangulation risk [§746.2401(6) and §747.2315(b)].
- If the infant falls asleep in a restrictive device other than a crib (such as a bouncy chair or swing or arrives to care asleep in a car seat), move the infant to a crib immediately, unless you provide Form 3019, Infant Sleep Exception Health Care Professional Recommendation, signed by the infant's health-care professional [§746.2426 and §747.2326].
- Actively observe sleeping infants by sight and sound [§746.2403 and §747.2303].
- If an infant can roll back and forth from front to back, place the infant on the infant's back for sleep and allow the infant to assume a preferred sleep position [§746.2427 and §747.2327].

## Meals and Food services practices:

We serve USDA-Approved meals based on a rotating menu posted in the dining area as well as the lobby area of the center. These meals include breakfast, morning snack, lunch, afternoon snack, and supper. Our center participates in the CACFP program which is a federal program that provides reimbursements for nutritious meals and snacks to children who are enrolled for care at the center irrespective of the race, national origin, color, religion, political belief, age, disability etc. Parents will be provided with a form at enrollment time to fill out which allows the center to be partially reimbursed for the meals served. KC will provide students with healthy and nutritious meals. If there are any dietary restrictions or food allergies, please inform staff and make note on the enrollment form.

- Liquids and food hotter than 110 degrees F are kept out of reach.
- All staff is educated on food allergies, and they take precautions to ensure children are protected.
- On days that providers serve meals, prepared food that is brought into the program to be shared among children is commercially prepared OR prepared in a kitchen that is inspected by local health officials.

- Healthy snacks (as listed by the Texas Department of Agriculture) are available for school-aged children as children arrive.
- On days that providers serve meals- milk, fresh fruit and vegetables are available for children who bring lunches from home.

Home food practices: Food brought from home for children must come in a clean, tightly closed container.

- Please refer to [choosemyplate.gov](http://choosemyplate.gov) for guidance in preparing children's meals.
- Parents are encouraged to provide meals with adequate nutritional value.

## **Health and Nutrition Practices:**

Our center prioritizes the health and well-being of every child through comprehensive health and nutrition practices. We follow strict hand washing and hygiene policies to minimize the spread of illness. Our program provides balanced, nutritious meals and encourages healthy eating habits.

All staff receive regular training in health, nutrition, and first aid, and we actively engage parents through newsletters and daily reports to keep them informed. Our practices follow the latest guidelines from the American Academy of Pediatrics (AAP), the Centers for Disease Control and Prevention (CDC), and the National Association for the Education of Young Children (NAEYC).

By incorporating health and nutrition into our daily routines, we create a supportive and safe environment that fosters the healthy development and well-being of all children in our care.

Professional Development Trainings on Health and Nutrition those Teachers take:

[Child Nutrition: A Texas Healthy Building Blocks Training | Courses | AgriLife Learn](#)

<https://www.houstonfoodbank.org/our-programs/nutrition-education/>

## **Immunizations requirements for children:**

Each child enrolled must meet applicable immunization requirements specified by the Texas Department of State Health Services in 25 TAC 97. All immunization required for the child's age must be completed by the date of admission. Updated shot records for new shots must be provided to the Center.

## Hearing and Vision screening requirements:

Chapter 36 of Texas health and safety code requires that all four- and five-year-old children enrolled in a Texas Department of Family and Protective services licensed childcare centers are provided with a vision and hearing screening, Parents are requested to provide the Center with the results or cooperate with the Center to arrange for the test.

## Enrollment Procedure:

### **i) Inquiry & Tour**

Potential families will contact the center to request information, ask questions, and schedule a visit/tour of the center. This helps parents learn about the program, policies, schedules, and curriculum.

### **ii) Waitlist or Application**

If space is limited, families may be placed on a waitlist. The center records the child's name, age, parent contact information, and preferred start date until a spot becomes available.

### **iii) Enrollment Forms**

Once a space is offered, parents or guardians will complete the required documentation, which usually includes:

- Child Enrollment/Admission Form
- Emergency contact information
- Authorized pickup list
- Health and medical information
- Immunization record or exemption form
- Behavior and dietary information

### **iv) Medical/Health Requirements**

Provide up-to-date immunization records signed by a physician or clinic. Centers typically require current health information for licensing compliance.

### **v) Parent Handbook Acknowledgment**

Parents must review the center's Parent Handbook, and sign an acknowledgment that they understand all policies, procedures, fees, and expectations.

### **vi) Tuition Agreement & Payment Setup**

Families complete a tuition/fee agreement and set up payment arrangements for tuition, etc. Kindercity Champions does not enforce admission /enrollment fee.

### **vii) Orientation & First Day Preparation**

The center may provide an orientation for parents and children before the first

day, outlining daily schedules, drop-off and pick-up routines, and communication practices.

**viii) Daily Attendance & Communication System**

On the child's first day, attendance is recorded, and communication starts (e.g., daily reports for infants/toddlers). Teachers observe and support transitions as needed.

## **Transportation:**

Parents must sign the authorization for transportation to transport their children to and from school. Parents are requested to inform the Center in advance if the child is not going to ride the Center van for any reason. Our drivers are thoroughly trained in safe and defensive driving for the safety of children in the van.

Transportation will also be offered during field trips after obtaining a signed authorization from parents or guardians.

## **Water activities:**

We do not have any water activities at the center.

## **Field Trips:**

Field Trips and outings are a part of the Center's Program. Your authorization is required to ensure that your child can participate in these outings. Only children in day care uniforms will be allowed on field trips. Place, time, duration, and address will be notified at least 2-3 days in advance.

## **Animals:**

This center DOES NOT allow any animals to be brought to the center, except for those animals brought by special programs, such as petting zoo. If your child has allergies concerning animals, please inform the director.

## **Indoor and Outdoor Activities/Clothing and personal possessions:**

The Center has an activity plan for physical activity of at least 60 minutes every day. Outdoor play provides for greater freedom and flexibility, fuller expression through loud

talk, and a greater range of active movement. Outdoor play also extends opportunities for large muscle development, social-emotional development, and small muscle development by offering variety, challenge, and complexity in ways that are not attainable in a confined indoor space. The Center will provide structured physical activities such as animal movements, parachute games, relay races, pass the ball etc. and unstructured physical activities like sandbox play, ball play, running, marching, free dance, shadow play etc. The physical activity will take place in the outdoor play area. During extreme weather conditions like heat index, air quality index, UV index, rain, cold weather, physical activity is alternated by indoor activities in the respective classrooms which include fun indoor games like hide & seek, musical chairs, hopscotch, freeze dance, zumba, yoga etc. The child should be dressed in comfortable clothing and shoes according to the weather conditions. Jackets, sweaters, etc. should be clearly marked with the child's name. An extra set of clothing, and enough supplies of diapers and wipes should always be in the child's backpack.

### **Insect repellent and sunscreen:**

The center will not provide sunscreen or insect repellent unless the parent provides it to the center and must give written permission for the center to apply it on special occasions like field trips when children will be outside for a lengthy period.

### **Parent Resources:**

#### **To discuss policies of the childcare Center:**

The Center's open-door policy encourages parent-teacher conferences which may be held in reference to any matter of concern affecting the child. We are open to any suggestions and ideas that will be beneficial to provide quality care for children. Parents are welcome to contact the Center's Director with any questions that they may have regarding their children's care at our Center or about Center's policies, procedures or in general about how the Center operates. The Director is normally available during daytime business hours. The following methods of communication are available for parents- in person meetings, email to [kindercitychampions@gmail.com](mailto:kindercitychampions@gmail.com) or by phone or text on 281-736-5720.

#### **To participate in the childcare Center operation and activities:**

Parents are encouraged to participate in the Center's activities, field trips and holiday celebrations like Christmas and Thanksgiving. They can give their opinions and ideas verbally and by dropping them in by putting them into the suggestion box at the entrance. They are welcome to come and observe the facility for any period during the hours of operation. For any issue that may arise or even to understand the Center's policies and

express the expectations, parents can request a Caregiver/Director Conference by sending an email to [kindercitychampions@gmail.com](mailto:kindercitychampions@gmail.com)

### **To review the center's most recent licensing inspection and minimum standards online:**

The most recent licensing inspection report is posted on the notice board outside for parents to review.

Parents can access the childcare licensing's Minimum Standards online at [www.hhs.texas.gov](http://www.hhs.texas.gov) or read it from the copy kept in the front office for parents to review.

### **Parents may contact the local licensing office, access the Texas Abuse and Neglect Hotline, and access the HHSC website:**

Any violation of the Minimum Standards rules can be addressed to ...  
The Local Childcare Regulations Office located at 1330 E. 40<sup>th</sup> St Houston, TX 77022  
Mailing Address: P.O. Box 16017 Houston, TX 77222-6017  
Office Contact No.: 713-287-3238  
Website: [www.hhs.texas.gov](http://www.hhs.texas.gov)

### **Abuse Hotline and Website**

- ❖ Call the Texas Statewide abuse hotline toll free at 800.252.5400 24 hours a day, 7 days a week.
- ❖ Make your report through their secure website and you will receive a response within 24 hours: [www.txabusehotline.org](http://www.txabusehotline.org)
- ❖ Local organizations which aid in abuse and neglect are  
Casa de Esperanza - 713-529-0639  
Child advocates Inc. - 713-529- 1396  
Children's Assessment Center- 713-986-3300

### **Emergency preparedness plan:**

In the event of an emergency, the center has established procedures to ensure the safety and well-being of all children and staff.

#### **Evacuation Procedures:**

- All staff members are responsible for safely and calmly escorting children to the designated safe area.
- Emergency evacuation and relocation diagrams are posted in locations required by DFPS and local authorities.

- Depending on the situation, parents may be asked to pick up their children. If necessary, local authorities will assist with transporting children to an alternate shelter away from the center.
- Parents will be notified if the center transports children to the designated alternate shelter.
- The designated alternate shelter is:  
KINDERLANDDAYCARE  
10012 Bissonnet St Houston, TX 77036  
Phone: 713-988-1659
- A daycare vehicle may be used to transport children. The driver will conduct a thorough walk-through of the vehicle after unloading to ensure no child remains inside.
- Upon departure and arrival, the Director or designated assistant will carry a current attendance roster. The Director (or designee) and caregivers will verify that all children are accounted for.
- The Director or designated assistant is responsible for contacting appropriate emergency services, including the fire department, ambulance services, local law enforcement, poison control, and DFPS Child Care Licensing.

\*COPY OF EMERGENCY PREPAREDNESS PLAN ATTACHED\*

Note: Under no circumstances is staff to stop for any of their own or children's personal belongings including jackets, shoes, purses, etc.

## **Breast milk/breast feeding:**

Parents have the right to breastfeed or provide breast milk for their child while in care. A chair is available in infant room and office for comfortable seating to breastfeed. A compilation of breastfeeding education and support resources in the community is provided to parents.

Breastfeeding Help Sources:

<http://www.houstontx.gov/health/WIC/documents/client-help-sources-handout-20180726.pdf>

## **Prevention and Responding to Abuse and Neglect:**

- Our Center staff is trained on recognizing signs and responding to abuse & neglect which is included in the annual training for employees. Employees are required to obtain a minimum of 24 clock hours of training each year relevant to the age of the children for whom the caregiver provides care. And at least one clock hour of annual training must focus on prevention, recognition, and reporting of child abuse and

neglect, in accordance with Texas Department of Family and Protective Services, Rule §746.1309 of Minimum Standards for Child-Care Centers.

- Texas law requires that any person suspecting that a child has been abused or neglected must immediately make a report. If there is an emergency, call 911 and then call the DFPS Texas Abuse Hotline on 1-800-252-5400 24 hours a day, 7 days a week, nationwide or you can also make a report online at [www.txabusehotline.org](http://www.txabusehotline.org) and get a response within 24 hrs.
- Resources are available at:  
<http://www.dfps.state.tx.us/Training/Reporting/resources.asp> for employees and parents on increasing awareness
- Kindercity Champions will work with community organizations to provide guidance and contact information for parents/caregivers on preventing and reporting abuse or neglect by readily having brochures and posters posted throughout the facility.
- Local Resources:  
Child Protective Services:(713) 394-4000  
Houston City Police Department: (713) 314-3900

## **Procedures for conducting health checks:**

Staff members will conduct a health check for every child as they enter his or her classroom. Parents will be notified either by phone/text or by report of any unusual marks that raise red flags to the caregiver or the administrator. Staff members will be looking for bruises or swellings, severe coughing, changes in skin color, cuts, rashes, discharge in eyes or any other impairment. Concerns will be brought up with the parent.

- Healthy Child Care Texas Resource:

[http://www.texasaeyc.org/programs/healthy\\_child\\_care\\_texas](http://www.texasaeyc.org/programs/healthy_child_care_texas)

- Health Benefit Resources:

<https://www.texaschildrenshealthplan.org/what-we-offer>

## **Oral health policies and procedures:**

To promote oral health and prevent oral disease among children in our care, when a child(ren) is found with poor oral hygiene, we inform the parents in writing about the effects of poor oral hygiene on the overall health of the child. We also provide online resources on Oral Health Information to the parents. Parents are encouraged to schedule regular dental visits and provide dental reports to the Center.

Oral Health Resource:

## **Employee vaccination Policy:**

Keeping in mind the safety of the employees and the children they care for; we recommend that employees take the necessary vaccinations from time to time based on their condition. However, we do not participate in the Employee Vaccination Policy governed by the state.

## **Epinephrine (EpiPen) Administration Policy**

Our center is committed to maintaining a safe environment for all children, including those with severe allergies.

If a child has a diagnosed life-threatening allergy, the following requirements must be met prior to attendance:

1. A written Allergy Action Plan completed and signed by the child's physician.
2. Written parent authorization for medication administration.
3. A current, unexpired epinephrine auto-injector (EpiPen) provided by the parent.
4. All required enrollment and medical forms completed and on file.

Epinephrine will only be administered:

- When a physician-signed action plan is on file,
- According to the written medical instructions provided, and
- By trained staff in the event of symptoms consistent with anaphylaxis.

Emergency medical services (911) will be called immediately after epinephrine is administered. Parents/guardians will be notified without delay.

All epinephrine will be stored in an accessible but secure location in accordance with state regulations. Staff designated to administer medication receive training in recognizing signs of an allergic reaction and proper use of an epinephrine auto-injector.

If the center determines it cannot safely meet a child's medical needs, the family will be notified to discuss available options.

## **Inclusive Services to children with special care needs:**

The Center will plan together with parents, consultants and caregivers, activities, exercises, toys, equipment and make modifications typical to the child's needs to benefit the special needs children in our childcare program and inculcate a sense of belonging, positive social relationship, friendship and development and learning to reach their full potential.

We will also ensure that the child also receives services from a qualified service provider at our center with parental request and approval.

## **Parents or guardians visitation:**

The parents or guardians may visit the childcare center at any time during our hours of operation to observe their child, the childcare center's program activities, the building, the premises, and the equipment without having to secure prior approval. Parents are encouraged to attend our annual events: Donuts with Dads (Father's Day), Muffins with mom (Mother's Day) Christmas party, and Halloween party, etc. If you would like to participate, please ask the director how you can be involved.

## **Gang Free Zone:**

Parents are informed that under the Texas penal code any area within 1000 feet of a childcare centers are considered a Gang Free Zone where criminal offenses related to organized criminal activity are subject to harsher penalty.

## **Biting Policy and Procedures**

When a biting incident occurs, the parents or guardians of all children involved will be notified personally and privately on the same day. All information will remain confidential. The names of the children involved will not be shared with other families.

Each incident will be documented on our standard incident report form. The report will be completed by the teacher, reviewed by an administrator, and signed by the parents. One copy will be provided to the parent, and a second copy will be securely stored in a locked file cabinet in the office.

When biting occurs, you can expect the Following:

- We will immediately provide appropriate first aid, comfort, and support to the child who was bitten.

- We will implement age-appropriate strategies and classroom interventions designed to help prevent future biting incidents.
- Our teachers receive proper training and guidance on how to respond to and manage biting behaviors effectively and professionally.
- We will listen to and address your concerns with care, understanding, and respect.
- We will communicate the specific steps we are taking to address the behavior and explain the reasoning behind those actions.
- We will make every effort to schedule a conference with you, if needed, at a mutually convenient time.
- If your child is the one who bites, their identity will remain confidential. This helps prevent labeling, embarrassment, or negative interactions that could reinforce the behavior.

Our goal is to approach biting as a developmental behavior that can be guided appropriately while maintaining a safe and supportive learning environment for all children.

## Termination Policy

Kindercity Champions Childcare Center reserves the right to terminate a child's enrollment for the following reasons, including but not limited to:

- Repeated late pick-ups beyond scheduled hours
- Failure to pay tuition or fees as agreed
- Failure to submit or maintain required enrollment forms and documentation
- Lack of parental cooperation with center policies or staff
- A child's inability to adjust to the program after a reasonable period of time and support
- Physical or verbal aggression toward any person or damage to property
- Disrespectful or inappropriate behavior toward staff (including yelling or screaming)
- The center's inability to safely or appropriately meet the child's needs
- Failure to comply with policies outlined in the Parent Handbook
- Serious or ongoing illness that prevents participation in the program
- Repeated incidents of biting that compromise the safety of others

We respectfully request as much advance notice as possible from families if they choose to withdraw their child and will extend the same courtesy in return. Under normal circumstances, the center will provide one to two weeks' written notice prior to termination.

However, the center reserves the right to issue immediate written termination in cases of extreme circumstances that threaten the health, safety, or well-being of staff or other children in care.

## **Special Days and Celebrations**

The center celebrates special occasions throughout the year, such as Halloween, Christmas, Valentine's Day, and other seasonal events, with fun and age-appropriate activities.

Parents are welcome to participate by assisting with decorations, games, and activities. If bringing treats, only store-bought, pre-packaged items are permitted.

Please note that due to food allergies and safety concerns, homemade treats may not be distributed to children.

We appreciate your cooperation in helping us create safe and enjoyable celebrations for all children.

## **When Schools Are Closed:**

If a child has a school holiday or does not attend school for any reason and requires full-day care at the center, an additional fee will apply.

School-aged children will be charged an extra \$10.00 per day, in addition to their regular tuition, for full-day care on school holidays or scheduled school closures.

## **Absence and Attendance Policy**

To maintain accurate attendance records and effective communication, parents should notify the center of a child's absence by phone, text, email, or in person, including the date(s) and reason for the absence.

If a child is absent for the entire week, parents are required to pay 50% of the weekly tuition to hold their spot at the center.

- If a child attends up to three days in a week, full tuition will be charged.

- If a child attends one to two days, a partial discount may be offered at the center's discretion.
- If a child is absent for two consecutive weeks without notifying the center, it will be considered a voluntary withdrawal, and the child's enrollment may be terminated.

This policy helps ensure fair tuition practices while maintaining each child's place in the program.

## **Refund Policy:**

All fees paid are non-refundable but may be applied as a credit toward future services at the center.

Under rare circumstances, if a child poses a safety risk to other children, the center may refund the tuition paid and discontinue care for said child.

## **Injury Policy:**

Our staff takes every precaution to ensure the safety of all children; however, minor accidents can sometimes occur.

In the event of an accident:

- Prompt first aid will be provided
- Teachers will complete an accident/incident report detailing how the incident happened.
- Parents will be contacted immediately if the injury requires attention.
- To help us respond quickly and effectively, please ensure that your child's enrollment and emergency contact information is always up to date.

This policy helps us provide prompt care and clear communication in any situation.

## **Tax Statement:**

A statement will be provided before January 31st of each year for those who plan to expense childcare when filing taxes with the IRS. Please make arrangements to pick up these forms; they will not be mailed.

## **Challenging behaviors:**

When a child exhibits challenging behavior, our caregivers use positive guidance strategies and explore every appropriate method to encourage good behavior. The caregiver or

Director maintains ongoing communication with the family to address concerns and provide support.

The center emphasizes collaboration between parents and staff to understand and address behavioral challenges, with a focus on inclusivity and individualized attention for each child. As children are guided toward positive behaviors, parents are kept informed both verbally and in writing about their child's progress and the strategies being used.

## **Supervision Procedures/ Caregiver's responsibility:**

Caregivers are required to always supervise children in the classrooms, restrooms, playgrounds, and naptime and during transition periods like opening, closing or when new care giver takes over.

- A caregiver must be aware of the arrival and departure of each child including dismissing children who ride the bus, which should be marked on caregiver's sign in/out sheet which is available in their respective classrooms clearly marked as Sign in/out log.
- Auditory and visual supervision is always expected even though each child may be engaged in different activities.
- Supervising the children entails (not socializing with other caregivers, talking on the phone, or sitting in the chair while the children are out of control. Absolute accountability for everything happening while she is supervising.
- Caregivers must know the exact age of the children they are supervising.
- Failure to follow the policies will result in immediate termination without any prior notice.

## **Communication Systems:**

Effective communication is the cornerstone of our Center's success. We employ a multifaceted communication system to keep parents informed and engaged in their child's daily life. Through daily reports, parent-teacher conferences, and regular verbal communication, we share updates on children's activities, meals, sleep patterns, and developmental milestones. Our staff is readily available for face-to-face conversations, phone calls to address concerns or provide reassurance. By fostering open communication channels, we build trust with families, promote collaboration, and ensure a supportive community that prioritizes every child's well-being and success.

## **Accommodating Families and children:**

Our center is dedicated to creating a welcoming and inclusive environment that supports the diverse needs of all families and children. We recognize that each family is unique and strives to adapt our services to meet individual requirements.

To support cultural and linguistic diversity, we provide bilingual staff, multicultural learning materials, multi language admission packet and celebrate a variety of cultural traditions. We also accommodate food substitutions for allergies and respect religious practices, ensuring that every child feels included, valued, and supported in our program.

# KINDERCITY CHAMPIONS

## Childcare Center

7022 Chetwood Dr. Houston Tx.77081

Phone – 281-736-5720

kindercitychampions@gmail.com

Please sign the following statement and return it to the Center Director.  
Retain the Operational Policies for your reference.

- I have received the discipline and Guidance Policy for the Center.
- I have received the Civil Rights Notifications and Non-Discrimination policy along with my enrollment package.
- I have read the Operational Policies and understand terms and policies of my child's enrollment contact.
- I have received WIC information from the Center.

### Signatures:

Parent Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date

Director Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date