

ANA's Learning Center

# **ANA'S LEARNING CENTER**

## **PARENT HANDBOOK/ OPERATIONAL POLICY**



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\*\*Policies are reviewed and updated if deemed necessary. Updated policies are loaded on to ANA's Learning Center website and parents notified via office postings/texts about these changes.

## **INTRODUCTION**

ANA's Learning Center is a Daycare where we provide a year-round program for day care and before/after school services for children ages 6 weeks to 12 years. Our daily activities in all classrooms are created to provide diversity and challenge for children in all age groups.

We understand the importance of keeping strict compliance with the state licensing regulations in order to ensure a quality environment for your children. ANA's Learning Center complies with the applicable state licensing regulations and policies. These requirements cover staff qualifications, facility, playground, health and safety guidelines, and child/staff ratios.

### **Our Philosophy**

We believe that the first years of a child's life is by far the most important, helping to lay the foundation for all intellectual and emotional development. Through nurturing and individualized attention, we take great care to provide a warm, friendly, and fun learning environment for your child, while ensuring they receive the needed guidance and structure.

Our goal is to provide a place where children know that they are safe, accepted, loved, protected, and wanted, and to instill in each child a strong sense of self-worth and purpose. Our job is to make sure that each child has numerous positive experiences and interactions throughout each day. It is our hope that when the children go home, they feel happy and proud of themselves; eager to express the happenings of their day to you.

We feel that good communication between parent and provider is a very important part of a quality learning center. Because of this, we are committed to create a strong bond with you and your child. Our goal is that you feel completely confident, reassured and at peace when you leave your child in our care.

### **Vision**

Our vision at ANA's, is to establish a learning environment that is safe, supportive, challenging, age and developmentally appropriate for all of our children, and to prepare them to be Kindergarten ready.

### **Mission**

The mission of ANA's Learning Center is to establish and maintain an environment that supports and facilitates individualized learning for our children, and to make them kindergarten ready. It is our goal to offer a quality program that meets the intellectual, moral, social, emotional, and physical needs of each child while being affordable and accessible to all.

## HOURS OF OPERATION

ANA's Learning Center is open **Monday through Friday from 6:30 am to 6:00 pm.** We ask that all children arrive at the center by 10:00 AM daily (unless they have a doctor's appointment, and we ask that you please inform us in advance). We ask that they arrive between 8:30 – 9:00 am if we are to provide them breakfast. No child will be accepted without a doctor's note after 10:00 AM. NO EXCEPTIONS.

## 2023 - HOLIDAYS/CLOSURES: NO REDUCTION IN TUITION (This schedule is subject to change with notice)

- New Year's Eve & New Year's Day (Dec. 30, 2022, close early & Jan. 2<sup>nd</sup>- closed)
- MLK Day – January 16th
- Good Friday – April 7th
- Memorial Day- May 29th
- Fourth of July – July 3<sup>rd</sup> & July 4th
- Labor Day- Sept 4th
- Thanksgiving – Nov. 22<sup>nd</sup> - Nov. 24<sup>th</sup> (Nov. 22<sup>nd</sup> close early)
- Dec. 22<sup>nd</sup> -the Center will be open half day
- Christmas - December 25<sup>th</sup> & 26<sup>th</sup>)
- Any Closures by Cy-Fair ISD due to Bad Weather Days.

If holidays fall on a weekend, the weekday closest to that day will be observed as the holiday. (i.e. Christmas Eve falls on Sunday and Christmas falls on Monday, ANA's Learning Center will be closed on Monday and Tuesday. These days will be decided in October for the upcoming year and will be posted for your convenience. **There will be no reduction in the tuition.**

If the center must close due to a widespread illness or a national disaster illness (i.e., Covid, Flu outbreaks, RSV or any other illness that is easily spread or the State and Federal Gov't label as a national emergency), there will not be a reduction in tuition, nor will a credit be given. Full payment is expected. It is very important that parents keep their sick child home, so that illnesses are not spread. Children should be fever free for at least 24 – 48 hours before bringing them back to the center. The center may require a doctor's note to return.

## INCLIMATE WEATHER

**The center will be closed when Cy-Fair Independence School district and/or Government is closed due to weather. There will be no reduction in the tuition.**

The decision to open or close in bad weather, is based on a careful analysis of all relevant factors including:

- Road conditions
- Whether precipitation will continue throughout the day, temperature and wind chill
- Weather predictions (including those from a weather alert service)
- Storm timing, trajectory and projection
- Building conditions: electricity, heating & cooling service is disrupted
- Parking lot conditions
- Staffing

## **PARENTAL NOTIFICATION**

At ANA's Learning Center, we strive to establish a strong partnership between our parents and our staff. Open and frequent communication will help your child have a positive early learning experience. We will endeavor to keep you informed concerning your child's day, and overall development through verbal and written means at drop-off and pickup times. Parents are encouraged to send updates/questions via texts, phone calls and e-mails to the Director as needed.

## **TRANSPORTATION**

### **Cy-Fair ISD SCHOOLS:**

ANA's Learning Center may provide transportation for school-aged children to and from certain schools. Please check with the Director about your child's school location. The school complies with all State laws that pertain to motor vehicles as well as transporting children who are enrolled in a licensed childcare center.

## **ADMISSION**

### **ADMISSION REQUIREMENTS:**

Enrollment in our program is open to all families of our community. We operate on a non-discriminatory basis. No one shall be excluded from any of our programs because of race, color, religion, disability, sex or national origin. Only the child(ren)'s parent or legal guardian may enroll a child(ren) (Proof of custody may be required). All forms provided to you upon enrollment must be completed before your child may attend ANA's Learning Center. All requested personal information is kept confidential. Parents are required to update all emergency data as needed, including address, home, cell, and work numbers and individuals authorized to pick up your child. Please provide in writing the updated information.

## ANA's Learning Center

Current immunization information must be submitted to the center upon enrollment, and all immunizations must be current and kept updated. ANA's Learning Center must be informed of any custody situation in advance and will request that the proper paperwork be in the child(ren)'s file. Parents will be required to comply with all state regulations and center rules as set forth in this Parent Handbook.

The center will assist and provide information to families who may need additional accommodations that may include documents in home language, differing disabilities and cultural backgrounds. We provide a variety of parent resources and education literature in various languages including Spanish. You will find paper copies of handouts in our Parent Resource Center. **(Accommodating Parent & Children)**

All admission requirements must be met at least **a week prior** to the child's first day of attendance.

### **PAPERWORK, FORMS AND ANNUAL RENEWAL:**

We are required by the state to have current and updated information on each child in our school. This is also for safety. As mentioned above, we require all forms to be filled out on each child prior to their initial attendance at ANA's Learning Center. Also, for Infants, the first week of each month, we will ask you to update information. All families will be required to update forms annually and pay an annual supply fee.

### **SUPPLIES:**

1. All personal supplies come from home – diapers, pull-ups, wipes, ointments, infant formula, and extra clothes. Blankets for nap/rest time are provided by parents for children 12 months and up. Fresh blankets need to be dropped off on Mondays and sent home on Fridays for cleaning.
2. Table food and Whole milk is provided to children over one year of age.
3. School provides crib sheets and sleeping cots.
4. **If parent supplies run out, the Center will use its own supplies, and parents will be notified of it and how much the charge is.**
5. Daily Reports are made for infants under 12 months to inform you of the day's happenings. Please find time to read. Needed supplies will be indicated on this report, as well as texted to parents.
6. Infant Care Sheets are required to be updated monthly.

### **PROCEDURE FOR RELEASE OF CHILDREN**

#### **DROP-OFF & SIGN IN YOUR CHILD:**

Parents must accompany their child(ren) into the school reception area every morning and you or the staff will sign your child(ren) in. We require that all children have direct contact with a staff member upon arrival for early detection of apparent illness, communicable disease, or unusual condition or behavior, which may adversely affect the child or the group. If any of these things are determined, the child cannot remain at the school.

**PICK-UP & SIGN OUT YOUR CHILD:**

All children must be picked up and signed out by an adult and/or person approved by the parent and the school. Anyone, including all parents, who are allowed to pick the child up, ***must*** be listed on the Pick-up Permission form or be approved in writing by a parent. In an emergency, parents may call the center or send an email/text and give approval of an alternate individual.

The center reserves the right to not allow any individual onto the property for drop-off or pick-up if they have created a problem. Anyone not recognized by sight will be asked for a picture ID. In the event, anyone out of the ordinary is to pick-up the child, please alert the office prior to that time. This is in addition to them being on the Pick-up Permission form or approval as stated above. It is the parent's responsibility to notify the office and make changes on this form whenever necessary.

In custody situation, the parent signing the child into our center takes full responsibility to ensure that this is in accordance with their specific court agreement, which must be attached to the enrollment forms if the Pick-up Permission Form suggests any limitation of rights. If a parent who is not listed, or who believes the information given to us was inaccurate, contests the authorization details, they must first offer proof that they are indeed the legal parent or guardian and have legal rights to pick the child up. A phone call will be made to the parent listed on the form, to authenticate and approve the pick-up, before the child(ren) is released.

**LATE PICK-UP POLICY:**

The center closes at 6:00 p.m. We ask parents to cooperate with the school by picking up students no later than 6:00 p.m. While we understand that emergencies do arise, parents are requested to keep 6:00 p.m. in mind. The school is licensed to offer care only to this hour and staff is hired until then. Repeated tardiness to pick up a child will necessitate withdrawal of the child from the school.

In case of an emergency or parent is delayed, please call the school and inform the staff member in charge that you will be late. **A late charge of \$10 for the first 5 minutes and \$ 1 per minute thereafter per child. This fee is due at the time of pickup.**

**NO EXCEPTIONS/NO EXCUSES FOR PAYING LATE FEE!**

**Absences/Sick Days:**

To maintain the quality of care and budget for the cost, we charge full rate of tuition if your child does or does not attend any portion of the week. If your child will be absent on a particular day, please notify the center of the absence and reason for the absence.

**Courtesy Calls for Absences:**

Please call us or text if your child will not be attending on a certain day. This helps us to plan our day/meals and staffing needs. It is especially important for school-age children who will not require transportation to and/from public school.

## **TUITION FEES:**

**Tuition is due on the Mondays of each week. A Late fee of \$ 10 per day will be charged if NOT paid by the close of the business day on Wednesday.** If not paid, for a maximum of 5 days, we reserve the right to interrupt service for non-payment. Please talk to the Director/Assistant Director about creating a Tuition Plan for you. Please make every effort to pay the tuition on time using Zelle or cash. Tuition and other fees must be paid in full without deduction for absences of any duration, attendance habits, or for any cause. Staffing and other operational costs are incurred on the basis of fixed enrollment, and few of these costs are eliminated when a child is absent. Your child's tuition is based on the program you have chosen for your child. No account will be allowed to carry a balance unless the Director has approved arrangements.

**We have an annual supply fee. The annual fee is due in January of any given year. The fee schedule is as follows:**

\$90 for 1 child  
\$120 for 2 children  
\$160 for 3 + children

**All payments will be payable to: NWB Learning Center Via Zelle**

**217-963-0053 or Cash.** All parents will be given a year-end statement in January for their Tax purposes.

## **VACATION WEEK:**

**After five months of service, each child is given ONE Vacation week per year (cannot be carried over into the following year). During the vacation week, half of the tuition dues needs to be paid in advance to hold the spot for the child. Once the vacation week is used, full tuition is due for any other absence.**

**Parents are required to give the center two week notice of vacation. Parents are also required to call the Center if their child/ren will be absent for a day or more.**

## **Special Activities Fees**

Activities and programs, such as summer activities, field trips, etc., may be offered at an additional charge. Fees are payable by the day of the event or the first day of the program. Some school age field trips maybe included in summer tuition charges.

## **Collection Fees:**

If a balance is maintained on your account, we will notify you of the balance and will give you five days from receipt of the statement to dispute charges. If payment or payment arrangements are not made and followed, your account will be referred to the County Courthouse for collection and at that time, there will be a collection fee of \$ 150 charged to your account plus any other filing fees, attorney fees, collection fees.



## **REFUNDS:**

We do not issue refunds on tuition or fees paid. No exceptions!!

## **RECORD KEEPING:**

All children's records are accessible to caregivers during the hours of operation for use in an emergency. Parents have the right to access their own child's record during a parent conference with a caregiver or child-care center director upon 48 hours written notice.

## **CHECKLIST:**

We maintain the following records for each child:

- Child-Care Enrollment Agreement
- Admission Information
- Health Statement from a health-care professional
- Immunization Records
- Hearing and Visions Screening Results
- Licensing Incident/Illness Report Form
- Sign-In and Sign-Out Logs

These records are kept three (3) months after the child's last day.

## **DE-ENROLLMENT FROM THE CENTER:**

Parents are requested to provide the Center with a letter/email indicating the intention of withdrawing their child(ren) with a two weeks' notice. The tuition for these two weeks is still due and payable at the time of notice of withdrawal. If not paid, we will file a collections case with the county.

ANA's Learning Center reserves the right to require the de-enrollment of a child. The center also reserves the right to require the de-enrollment of any child whose parent and or guardian has become a problem at the center or who has developed and un-cooperative, aggressive, dissatisfied, or angry demeanor towards the school, its policies or its staff. **Any tuition/fees paid during this time is non-refundable.**

## **SUSPENSION/EXPULSION:**

Students may be suspended or expelled for serious inappropriate behaviors, including but not limited to the following:

- Participating in disruptive activities of a group such as a gang.
- Fighting, wrestling, rough housing, etc.
- Smoking or using any tobacco products on school property.
- Threatening or imposing bodily injury or harm to another student or school personnel.
- Vandalizing school property or the property of others.

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- Contact such as assault, unwanted touching, or blocking normal movements.
- Excessive biting, hitting and any other behavior issues
- Delinquency in payment of tuition or other fees
- Recurring tardiness in picking up children
- A potential health or safety risk to the child, other children or staff of the Center are not being served.

When a student is suspected, or seen to exhibit any of the above behavior, an immediate meeting will be arranged with all parents involved, their children, the teacher in charge, and administration.

1. All actions would be evaluated, and a decision will be made by the Director.
2. The consequences would be one of the following:
  - a) 1 week suspension, or
  - b) Immediate expulsion from the school.

Typically, the center will provide a 1-week written notice of enrollment termination, however, the Center reserves the right to immediately terminate enrollment if circumstances warrant such termination.

### **ILLNESS AND EXCLUSION CRITERIA:**

ANA's Learning Center is a **well childcare** facility. This means that if your child is not feeling well, for any reason, you will need to find alternate care. Please do not bring your child if he/she has a contagious illness or exhibits any of the following symptoms:

- Fever of 100<sup>0</sup> degrees or above (fever free for 24 - 48 hours w/o medication)
- Vomiting, in excess of typical infant spit-ups
- Diarrhea
- Server coughing, sneezing or breathing difficulties.
- Conjunctivitis "pink eye" – (need a release from the doctors or written notice from the doctor stating that the child is not contagious) at least 48 hours.
- Consistent complaints of ear or stomach pain
- Bleeding other than minor cuts and scrapes
- Excessive greenish nasal discharge, indicating possible infection
- Head lice- children may return after receiving a shampoo treatment and all signs of eggs or nits are gone.
- Rashes or skin conditions that are contagious.
- Covid- the Center may require a child to be tested for Covid if they have symptoms. A negative test maybe required if they have symptoms or if the Center becomes aware of a parent or anyone the child has been around has tested positive for covid.

In general, if the child is too sick to go outside and play, then the child is too sick to attend childcare. If the child becomes ill while at the daycare, the parents will be contacted and asked to pick up the child immediately.

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If the child has a common cold (slight cough, sneezing, clear runny nose and/or a temperature below 99<sup>0</sup> degrees) the child may attend daycare. However, if the child reaches a point when he/she requires constant attention, will not play, cries continuously, whines and wants to be held constantly, then the child will need to stay home, or the parent will be required to pick up the child.

Any child requiring prescriptions medication will need to be kept at home for a period of at least 24-48 hours until no longer contagious, unless accompanied by a signed note from the child's medical practitioner.

### **DISPENSING MEDICATION:**

Please dispense all medications at home whenever possible. For times when this is not possible, a Medication Authorization Form must be filled out for the staff to dispense any medications. All prescriptions and over the counter medications must be in their original container(s), and prescriptions must display the pharmacist's label with the doctor's contact information. If you have any questions, please feel free to discuss them with the Director at any time.

All medicine including scripted and un-scripted medications must be in an up-to-date bottle and not be outdated. All prescription medication must have that child's name on the script. All non-prescription medicine must have a permanent sticker with the child's name and the date the medication was left at the center. ANA's Learning Center reserves the right not to give medicines if the dosage is questionable or not according to the label. We also reserve the right to request a doctor's consent via handwritten prescription for any non-prescription medications. Any remaining medication will be returned to the parent upon completion of the course of medication. The center has the right no to dispense any medication.

### **FEVER REDUCING MEDICATION:**

State Licensing does not allow the school to give the school bought medication. Parents are required to fill out a form authorizing the school to give the medication from **YOUR** bottle of FEVER REDUCING MEDICINE to your child. Please note that if the bottle says that for a child less than 2 years, consult a doctor, we would need a note from the doctor before we can dispense the medication. We will not go by the weight of the child.

Please, remember that, as per licensing, the school has to send your child home when the fever is 100.1<sup>0</sup> F in the interest of other children. Also, your child has to be free from fever for 24-48 HRS., before returning to school. You are requested to keep at the school, a small bottle of FEVER REDUCING MEDICINE for sudden fever onset and please make sure it is **labeled**. We would urge you to take care of this urgently before a need arises and you are not available to pick up your child. The school will not administer this medication **unless** it is the child's own bottle. Make sure you have enough supply and not expired at all times.

## **PROCEDURE FOR HANDLING MEDICAL EMERGENCIES**

### **EMERGENCY MEDICAL CONSENT FORM:**

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This form will give us your consent to call an ambulance or your child's doctor or dentist if he/she needs emergency care. Please list your child's doctor, dentist and the hospital you would prefer. Also, please list phone numbers, addresses, and additional emergency numbers of contacts. It is strongly suggested that all emergency contacts all be listed on your Pick-up Permission form. In case of an emergency, we will contact you or someone from the emergency list. **If we can't reach you after multiple attempts, we will call an ambulance if required and have your child transported to the hospital listed on the form. You will be billed accordingly by the ambulance services.** Ana's Learning Center is accepts no responsibility for any medical services.

If your child has any allergies, or is on any medications, please include this information on the form as well as filling out one of the food or non-food allergy forms. You will also need to fill out an "Authorization to give Medication" form if your child requires an Epi-pen or other emergency treatment.

All of these forms will be re-done annually. Immunization cards need to be presented on or before the first day the child attends the center. A photocopy of these will be kept on file. When your child receives additional immunizations, you are required to bring your immunization card back in for us to take a current photocopy of it so that we can up-date your file. Whenever any information on this card changes – it is your responsibility to notify us and up-date or re-do this form.

### **INHALATORS AND BREATHING MACHINES:**

We strongly encourage parents to administer inhalators and breathing machines themselves. However, if you need our staff to do it you must sign a complete waiver of liability and explain the procedure in detail to the staff person that is to administer the treatment. You will also need to fill out an "Authorization to give Medication" form.

### **ILLNESS AND CONTINUED HEALTH:**

In order to provide a safe and healthy environment, we rely on our parents to monitor their children with these guidelines in mind. Outdoor play is essential to your child's development. We feel that if a child is too sick to play outdoors then they are too sick for group care. A child that is ill or has a temperature of 100<sup>0</sup> degrees or above should be kept at home.

A child that is too ill to remain in the center shall be removed from the group and supervised and cared for separately until the child is picked up. The child will be sent home if he/she is running a temperature of 100<sup>0</sup> degrees, if he/she is vomiting or has diarrhea, or if it is suspected that he/she has a contagious disease. In the event a guardian is called to come pick up an ill child, they must pick their child up within 30 minutes. If a child needs to be sent home and their parents are unreachable, we will call the emergency contacts listed on the Pick-up Permission form. The center reserves the right to request the child to see a physician or have a physician's note prior to returning.

### **Hand Washing**

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Frequent and proper hand washing prevents the spread of many germs. Both staff and children are instructed in proper hand washing procedures. Parents, teachers and children must always wash their hands before and after eating, after using the toilet or diapering and after coming in contact with bodily fluids such as mucus, blood or vomit. Parents and staff are to wash hands before and after joining children's activities.

### **ACCIDENT/INCIDENT REPORTS:**

Safety is a top priority of ANA's Learning Center. Yet, there will be times when a child will have an accident/ incident such as bumps, scrapes and falls while in care. Staff will tend to minor injuries that can be adequately dealt with by using soap, water, antiseptic solution/ointment, ice and band-aids/bandages. If the child happens to be injured by another child, we ask the parent to please respect the other child's privacy by not asking us to reveal the name of the child. It not only puts our staff in an awkward situation, but could cause a confrontation between our families. We will handle any and all behavior problems in a professional and appropriate way. The normal protocol for handling accidents/incidents are as follows:

All injuries step 1-3 & serious injuries 1-8.

1. The teacher shares about the accident/incident with the Director/Assistant Director.
2. The seriousness of the injury will be assessed.
3. First-aid will be administered.
4. A photo of the injury will be shared with the parent so that the parent can best access the injury.
5. The parents will be contacted by phone if it requires immediate medical attention.
6. Persons listed on your emergency form will be contacted if we are unable to contact you. It is essential that you notify the staff if you are not going to be at your regularly scheduled work or training site, and leave an alternate phone number.
7. Arrangements will be made to have the child taken to the emergency room if necessary.
8. You or the person you designate (must be on emergency form authorizing them to pick up) must pick up your child as soon as possible if you are called.
9. After a medical evaluation and/or treatment are administered, please contact us to update of your child's status.

An incident report will be completed to inform you of the type of injury, location on the child's body, how the injury occurred, where the injury occurred, treatment and child's reaction to the injury. Please sign the injury report and leave it with your child's teacher. Parents will be notified of accidents requiring more extensive intervention. Ana's Learning Center is not responsible for the payment of fees such as medical or ambulance fees that may be associated with an injury that occurs on the premises.

### **CHILDREN REQUIRING SPECIAL ACCOMMODATIONS:**

ANA's Learning Center complies with the Americans with Disabilities Act (ADA) and other applicable regulations pertaining to providing services to individuals with disabilities. We desire to make special accommodations for children who require such accommodations, provided it is within our power and authority to do so. We reserve the right to deny enrollment, only if the

director feel we cannot provide the child with a safe environment or the staff who is qualified to take of the child.

### **IMMUNIZATION REQUIREMENT:**

All children enrolled must have up-to-date immunization records, or provide an exemption affidavit. The parent shall also provide proof of this with a form signed by a health care provide, which will state that the child has received all current, age-appropriate immunizations. Parent's wishing to take a religious exemption must contact the office to find out the proper procedure for providing an affidavit.

If ANA's Learning Center is penalized or fined for non-compliance of immunization cards due to a parent's neglect, that fine will be passed on to the parent responsible including an additional \$50 administration fee.

### **TUBERCULIN REQUIREMENT:**

ANA's Learning Center extends a cautious approach to Tuberculosis (TB) examination for each child. However, as the requirement for a TB test varies with the different state, we will continue to endeavor a safe and secured atmosphere for our children at this Center by at least meeting the minimum standard set by Texas Department of State Health Services.

### **VISION & HEARING SCREENING:**

Houston Cy-Fair Lions Club holds a free Early Vision Screening for all of our children 6 months of age and older. However, parents are requested to ask their pediatrician to do a Hearing Screening when their child turns 4 years old and submit the results to the front office. These results are submitted to Houston Health Department, City of Houston. This is a requirement by Health and Human Services.

### **NUTRITION EDUCATION AND PRACTICES:**

Teachers and staff at ANA's have opportunities to access training on nutrition education all around the year.

The same information is presented in a handout form periodically to parents.

We promote healthy eating for all children at ANA's. We partner with Texas Food Program for Children and provide strategies to educate our children and parents on nutrition. We also provide information to parents about food that may cause allergic reactions. Our staff is educated on food allergies and they take precautions to ensure all children are protected. We have our monthly food menu posted by the front office for parent viewing, and we will provide sample menus of healthful breakfast, lunch/supper and snacks for any parents who wish to send food with their children. Parents are encouraged to provide meals with adequate nutritional value.

Ana's Learning Center also provides support and education resources to our families and teaching staff regarding the overall health and safety of the child. Below you will find website

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links to Health & Nutrition parent education resources. As well you find these resources in paper copies in our parent resources and or posted on our Parent Resource bulletin board. Feel free to

- Meal Planning and Nutrition Resources:  
[Child and Adult Care Food Program: Best Practices](#)  
[Sample Menus- CACFP](#)  
[CACFP Cycle Menus Resources \(Institute of Child Nutrition\)](#)
- Professional Development Trainings on Health and Nutrition that Teachers take:  
<https://agrilifelearn.tamu.edu/catalog?pagename=Child-Care>  
<https://tecpds.org/wp/find-trainings/>  
<https://www.houstonfoodbank.org/our-programs/nutrition-education/>
- Breastfeeding Help Sources:  
<http://www.houstontx.gov/health/WIC/documents/client-help-sources-handout-20180726.pdf>
- Farm Fresh Resource:  
<https://squaremeals.org/FandNResources/TexasFarmFresh/GardenBasedLearning.aspx>
- Oral Health Resource:  
<https://www.healthychildren.org/English/healthy-living/oral-health/Pages/default.aspx>
- 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>
- 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)
- Screen Time Resource:  
<https://www.healthychildren.org/English/family-life/Media/Pages/Where-We-Stand-TV-Viewing-Time.aspx>

## MEALS AND FOOD SERVICES

## **SNACKS & LUNCHES:**

The school serves **breakfast, lunch, snack (pm) and supper**. We serve breakfast, lunch/supper and snack items that are either commercially prepared, or, prepared in our kitchen that is bi-annually inspected by local health officials and is prepared as per the USDA guidelines.

Liquid and solid and food items hotter than 110°F are kept out of reach of all children at all times. Our menu rotates weekly. We only serve fresh meats and fruits and vegetables, along with milk/water or (sometimes juice) is provided at each mealtime for all children.

Snacks are a variety of healthy fruits and non-sugary items. Healthy breakfast and snacks items are provided to our school aged children as they arrive to the center.

Please indicate on the CACFP (Food Department) enrollment form of any **food allergies your child may have**. All staff are educated on food allergies and they take precautions to ensure all children are protected.

The school prepares lunches on site by food safe certified staff. Lunches that are brought from home should be *labeled on the outside*.

**Good nutrition** is very important; we encourage you to send healthy lunches. *Candies and sodas are not to be allowed*. To foster independence, please use child friendly containers to pack lunches. Do avoid processed foods (canned or refrigerated lunch packs) and sweets, as they are high in fat and sugar.

To ensure the safety of food brought from home, parents are asked to provide icepack in insulated lunch bags if needed to maintain appropriate holding temperatures.

The Baby room is equipped with bottle-warmers and refrigerators. All bottles are required to have a sticker with the child's name. All infant food/jars, bottles, clothes, etc., must be labeled – every container, every bottle to make sure no mistakes are made. Do not bring open baby food jars – Licensing requirements restrict us from serving prepared baby food from previously opened jars. Any unused baby food will be sent home or thrown away each evening. Breast milk must be handled in a manner consistent with universal precautions. Please clearly identify all breast milk. Breast-feeding education and support resources are available for parents in the front office. **Once an Infant can eat off the table (12-months), school food items will be offered.**

## **GUIDELINES FOR CHILDREN'S BIRTHDAY:**

**If you plan to do a birthday celebration for your child at the center – please make a note of the following:**

Please check with the Director before bringing in any food items.

- No cakes please, ONLY cupcake or muffins
- 100% Juice – small cartons.



As per Licensing only Store-bought goodies are allowed (**NO HOME-MADE ITEMS**).

### **Breastfeeding Policy**

Ana's Learning Center is committed to providing ongoing support to breastfeeding mothers. Well-defined research has documented a multitude of health benefits to both the mother and infant. Ana's Learning Center subscribes to the following policy:

*Breastfeeding Mothers shall be provided a place to breastfeed or express their milk.*

Breastfeeding mothers, including employees, shall be provided a private and sanitary place to breastfeed their babies or express milk. This area has an electric outlet, comfortable chair, and nearby access to running water. Mothers are also welcomed to breastfeed if they wish. A refrigerator will be made available for storage of expressed breast milk. Please see the following link for a breastfeeding resource, <https://www.womenshealth.gov/breastfeeding.com>.

### **NAP/REST TIME:**

**All Children are required to take nap or rest quietly.**

Each child will need to bring a small blanket for naptime. The blanket will be sent home for washing at the end of each week, or as often as needed. Please bring back the washed blanket for your child's use the next day. The center will not provide a blanket for the children.

### **SAFE SLEEP FOR INFANTS (Under 1 years old):**

1. Sleep only on back.
2. The mattress should have fitted sheet.
3. No blankets, toys, teething-rings, milk bottle, sippy cups etc. in crib.
4. Child should not sleep in restrictive devices: bouncers, car seats, walkers, exerciser etc.
5. Pacifiers should not have and attachments to it.
6. A Sleep Exception Form needs to be in child's file that includes a signed statement from a health-care professional stating that a different sleeping position/a wedge under the mattress for the child is medically necessary.

### **SOILED CLOTHING:**

Solid excrement will be tipped away in the toilet. The soiled clothing will be placed in a plastic bag, tied with the child's other belongings so that parent is not likely to miss the bag.

### **CLOTHING:**

We encourage the children to dress for play and comfort as the seasons change. Because our program is based on play, exploration and independence. Your child WILL get dirty ☺ Children will have opportunities for outdoor play twice a day weather permitting. Children will go outside if the temperature is above 32 degrees or below 100 degrees with the wind chill and heat

index taken into consideration. It is required that you bring one set of extra clothes for your child in case of a spill or accident. The loaner clothes will need to be washed and sent back for any future use. **It is strongly suggested that all clothing brought or worn to the center have the child's name on it.**

## **TOYS:**

ANA's Learning Center has a wide variety of toys, games and other resources to offer children during center time. Personal toys are not permitted in the center, as they can cause disputes and can be broken or lost. The exception to this is show-and-tell items, which should be labeled with the child's name. ANA's Learning Center is not responsible for stolen, lost or broken toys or clothing. ***Do not bring toy guns, war toys or other toys of destruction.***

## **POTTY TRAINING:**

Toilet training is best accomplished with the cooperation of teachers, parents and children. Children learn toileting skills through **consistent positive encouragement** from adults at home and at school.

Each child will begin at a different time and progress at a different rate, but consistency is the key. The director and staff are available as a resource to answer any questions about your child's toilet training progress at ANA's Learning Center. **Several complete changes of clothes should be kept in child's bag pack during this process.** Parents, toilet training start at home, we can and will assist, however, we CAN NOT do it without your support at home.

**Potty training at HOME IS A MUST, the center cannot do it alone. We are here to assist!**

## **CURRICULUM**

Children learn by observing, doing and by repetition. 90% of brain growth occurs from zero to five years of age. They learn through play, experimentation, exploration, and testing. Learning should be a joyful, natural experience.

We have an approved curriculum in place. Each classroom's curriculum is developmentally appropriate for their age group. Each classroom's curriculum aligns with the Texas Infant & Toddler Early Guidelines as well as the Texas Pre-Kindergarten & Texas School Age guidelines. Children will be exposed to different development learning skills such as cognitive, language, social emotional, and physical motor skills Our After School-Aged classroom's curriculum activities

We have bi-weekly themes set up with a wide variety of activities so that our children have a diverse range of exciting learning experiences. Our children (two years and up) can have the opportunity to do theme-based Show and Tell.

## **Child Assessments**

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Our teachers use formal child assessments from CLI Engage Developmental Milestone Checklist to assess the children from infant -Pre-K developmental progression. We will offer copies of the assessment to parents during the scheduled Parent Teacher conferences and or assessment screening times. The assessments allow our teachers and staff to see not only the progression of your child but use the results to create developmentally appropriate activities for each classroom's lesson plan. Teachers resource the children's activities from developmentally appropriate curriculum resources. The formal assessment is aligned with the Texas Infant Toddler guidelines and Texas Prekindergarten guidelines. The assessments are done twice a year. Assessments will be given to every new child within two weeks of initial enrollment.

### **PARENT TEACHER/ CONFERENCES:**

Each student receives a progress/developmental report twice a year. This progress report covers social and emotional skills, music and art skills, reading, math, and science readiness (all age appropriate). These reports need to be signed and returned and will be retained in the student's record. Parents are welcome to schedule a conference at any time to discuss child's progress and to touch base on how their child is doing. Teachers will send a note/email home any time there are issues that need to be addressed concerning the child via Tadpoles, email or text or daily reports. Parents will have the opportunity to meet with the teachers twice a year to discuss the assessments.

### **CHILD PLACEMENT**

The primary considerations for classroom placement are chronological age and developmental level (via assessment) of the child. Movement to another class will be based on the appropriateness of the move for your child and the needs of the center to accommodate enrollment shifts. You will be notified in advance of any permanent change in placement. In most cases, a transition period is given to allow the child time to adjust to the new setting and teachers.

### **COMBINING AGE LEVELS**

Each morning and evenings, the children will be combined for a short amount of time, to allow for all teachers to arrive or depart.

### **DAILY SCHEDULE**

- Outdoor time – classroom outside, gross motor skills and free play.
- Classroom time – themed curriculum, story time, arts and crafts, music & dance time, circle time & center time.
- Naptime – All Children are required to Nap/ Rest quietly.
- Snack and Mealtime – healthy and nutritious breakfast, lunch/supper and one snack a day are offered by school at no cost to you.

### **GUIDELINES FOR PHYSICAL ACTIVITY**

1. Moderate to vigorous physical activity will be provided for 60-90 minutes each full day.
  2. Physical activities include both indoor and outdoor activities which may be structured (age appropriate and teacher guided/led) as well as unstructured (free play).
  3. Periods of inactivity (excluding nap time and mealtime) will not be more than 30 minutes at any one time.
  4. Teachers will not hold free play/recess time/active play time as punishment.
  5. Screen time of educational material is limited not to exceed two hours per day ( no screen time for children under the age of two).
  6. Please make sure the children wear closed toe shoes, have a jacket/hoodie for cooler weather for outside play.
- Children will have indoor recess when the weather condition is below 40 degrees, raining or unsuitable. While indoors, they will play games, dance, organized exercise, etc..

## **DISCIPLINE AND GUIDANCE POLICY**

- Discipline must be:
  - (a) Individualized and consistent for each child
  - (b) Appropriate to the child's level of understanding; and
  - (c) Directed toward teaching the child acceptable behavior and self-control.
- A caregiver may only use positive methods of discipline and guidance that encourages self-esteem, self-control, and self-discipline, which includes at least the following:
  - (a) Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior
  - (b) Reminding a child of behavior expectations daily by using clear, positive statements
  - (c) Redirecting behavior using positive statements; and
  - (d) Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age
- There must not be any harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:
  - (a) Corporal punishment or threats of corporal punishment
  - (b) Punishment associated with food, toilet training, or naps.
  - (c) Hitting a child with a hand or tool
  - (d) Shaking, Biting, or hitting a child
  - (e) Subjecting a child to harsh, abusive, or profane language;
  - (f) Humiliating, ridiculing, rejecting, or yelling at a child
  - (g) Putting anything on or in a child's mouth
  - (h) Requiring a child to remain quiet and/or inactive for an inappropriate amount of time for the child's age; and
  - (i) Placing a child in a locked or dark room, bathroom, or closet with the door closed.

## **PROTOCOL FOR ADDRESSING CHALLENGING BEHAVIOR:**

We believe that the discipline of a child is achieved through patience, consistency, redirection, and **positive reinforcement**. The director/teacher have ongoing conversations with parents to express

concerns and discuss strategies in addressing challenging behaviors. Conversations are formed around the objective of the program. Parents are kept informed as to their child's progress.

1. **Positive Reinforcement:** The child will be encouraged when he/she is demonstrating acceptable behavior.
2. **Redirection:** The child is redirected to another activity and given an opportunity to try again at another time.
3. **Cool Down:** The child is separated from the group for an age appropriate amount of time (one minute per one year of age). This technique is only used when a child repeatedly does not follow directions or listen, is exhibiting temper tantrum type behavior, or hurting self, others, or equipment. When the child shows that he or she is calm enough and ready to demonstrate acceptable behavior, they are encouraged to join the rest of the group to try again.
4. **Last Resort:** When a child's behavior is continually upsetting or dangerous to others, a conference will be called with the parents. If the problems cannot be resolved, arrangements must to be made for the child to go elsewhere for care.

## **CHILD ABUSE/NEGLECT OF CHILDREN:**

The State of Texas requires childcare institutions be on the lookout for, and report to the State and appropriate authorities all suspected cases of abuse to a child. To report child abuse, please call 1-800-252-5400. The website is [www.dfps.state.tx.us](http://www.dfps.state.tx.us).

At ANA's Learning Center, our center and staff are mandatory reporters of Child Abuse. All incidents or suspected incidents will be turned over directly to the Child Protective Services for investigation. We are not allowed to do our own investigation and are required by law to report anything of a suspicious nature. It is advised that clients make the staff aware of any lingering bruising or other visible injury to minimize suspicion of possible child abuse or endangerment.

Ana's Learning Center is licensed by the Texas Department of Family and Protective Services and thus is required to follow the minimum standards set forth by the state of Texas and is subject to their inspection. The Center exceeds those requirements in many areas such as child staff ratios, required teacher qualifications, curriculum and health and safety standards. Current inspection reports are posted in the office area for anyone's review. A copy of Texas' Minimum Standard Rules is always available to anyone for review.

It is the right of the licensing agency to perform their duties as follows:

- Interview children and/or staff and to audit child and staff records without prior notice or consent.
- Observe the physical condition of the child(ren) including conditions which could indicate abuse, neglect or inappropriate placement and, if determined necessary, provide protective custody and/or have a licensed medical professional physically examine the child(ren).

## **Our Responsibility in Reporting Suspected Child Abuse and Neglect**

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As caring and concerned childcare providers, we take our responsibilities seriously. Abuse and neglect, whether physical or emotional, can happen in all types of families, from all walks of life and in varying degrees. When abuse occurs, both children and parent/guardians are the victims and need support, understanding and help.

Ana's Learning Center employees have been trained to recognize the signs and symptoms of abuse and neglect. Furthermore, the law requires us to report all suspected cases of abuse and neglect.

Ana's Staff, when they notice any signs of abuse, should contact the Director immediately and the Director will contact the proper authority and both the Director and Teacher will also write up a report for internal purposes.

### **PARENTAL RIGHTS AND INVOLVEMENT:**

Parents are welcome to visit their child at the school. We do ask that you check in with the office or sign-in desk before going to your child's room. It is the responsibility of each employee to make sure any visitor for a child, or employee has checked in with the office. If you are coming to eat lunch with your child, please let us know in advance. Persons not listed on the "Pick-Up Permission" form, will not be allowed to visit your child. In a custody situation, please note that the same procedure will be followed as listed in the Pick-Up section. Parents are encouraged to pre-arrange opportunities to share lunch with their child or visit the class. In regard to custody, the center must have a copy of the parenting plan or court order on file. Otherwise, by law, we have to release the child to both parents.

### **SURVEYS:**

Ana's is interested in knowing your thoughts, as it relates to your child in our care. Parents are offered an annual survey. We welcome suggestions and will evaluate results and integrate suggests into the program operation when applicable.

### **CENTER EVENTS:**

We have different events organized throughout the year: Valentine Exchange Day, Western Day, Dr.Seuss's birthday, Easter Fun, Harvest Festival/Dress-up day, Christmas Party, graduation and Spirit Nights. Parents will be invited and provided with information on how they/their children can participate in these events.

Any parent wishing to help chaperone an event must go through our screening process. Our screening process includes, but is not limited to name and criminal background check with DFPS, and any training that the director deems necessary.

### **EMERGENCY PREPAREDNESS PLAN:**

Types of disaster that can occur:

## ANA's Learning Center

- Natural...severe weather, torrential rain/flooding, snow/ice storm, tornado, hurricane, high winds, etc.
- Technological.....electrical outage, loss of water, fire, explosion, gas outage, lock down, etc.
- Attacks.....robbery, radiological, terrorist etc.

### Program readiness:

- There is an Emergency Preparedness Plan in place.
- Teachers have been trained with designated tasks.
- In case of evacuation, relocation and sheltering/lock-down our On-Site venue is **Room 6**.
- In case of evacuation, relocation and sheltering/lock-down our Off-Site venues are as follows:
  - St. Maximillian Kolbe Catholic Church located at 10135 West Road, Houston, 77064  
Phone# 281-970-0979 (Contact Eileen Mace)
  - Jersey Village Fire Department located at 16501 Jersey Dr. Jersey Village  
Phone# 713-466-5824
- Depending on the situation, parents would get a text or phone call from the school or a parent.
- Severe weather drills and lock down drills are done every 3 months. Children are taken to our On-Site venue which is **Room 6**.
- Fire drills are done every month using different exits.
- Teachers will carry the class Roll Sheet with them and the director/assistant director will take the Parent sign-In/Sign-Out sheet from front office to account for all the children that attended the center that day.
- Director and Assistant director will take the '**Admission Information**' bag that has phone numbers and addresses of parents and their emergency contacts, and authorization for emergency medical attention form.
- The director and assistant director will communicate via phone call with:
  - \* DFPS at 713-940-5200,
  - \* The local authorities at 911(such as fire, law enforcement, emergency medical services)
  - \* Health department at 832-393-5169
  - \* and the parents of all children at the center.
- Children will be transported in school or teacher vehicles in batches to the Off -Site location. Substitute teachers and volunteers will be recruited via phone calls.
- Substitute teachers and recruited volunteers will assist in evacuating and relocating children who are under 24 months of age, who have limited mobility, or who otherwise may need assistance in an emergency, such as children who have mental, visual, or hearing impairments.

After the Emergency, the school will try and reopen as soon as possible. If it involves CFISD, we would follow the school district closure guidelines.

Emergency Contacts: Identify the contact information for emergencies and post in easily accessible locations.

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- Emergency: Call 911
- Local Police: 713-221-6000
- Jersey Village Police Department: 713-466-5824

Evacuation: In case of the need to evacuate our site, the following procedures will be followed:

Evacuation routes/exits:	<ul style="list-style-type: none"> <li>• Exits (all doors are checked regularly to ensure opening)</li> <li>• The two hallways and two infant rooms have exit doors.</li> </ul>
Evacuating Infants/Toddlers:	<ul style="list-style-type: none"> <li>• Children will be evacuated together using evacuation cribs with wheels.</li> <li>• The site owns three evacuation cribs which remain in the infant rooms.</li> </ul>
Notification:	<p>Before evacuation process starts:</p> <ul style="list-style-type: none"> <li>• 911 will be called</li> <li>• Parents will be notified of the evacuation</li> </ul>
Emergency Kits/Information:	<ul style="list-style-type: none"> <li>• Emergency kits will be taken when possible.</li> <li>• Parent contact of each child is in Director's cell phone.</li> </ul>
Evacuation Sites:	<ul style="list-style-type: none"> <li>• Neighborhood (e.g., for fire): Grassy area/parking lot area facing Jones Road.</li> <li>• Out-of-neighborhood : St. Maximillian Kolbe Catholic Church. Phone 281-970-0979 Contact Ms. Eileen Mace</li> </ul>
Transportation to Evacuation Locations:	<ul style="list-style-type: none"> <li>• Children will be pushed in portable play yards to the neighborhood evacuation site.</li> </ul>

Shelter-in-Place: In case of the need to stay put due to a tornado or notification from authorities, the following procedures will be followed:

Location:	Children will be taken to the Media room (Room #6)
Emergency Supplies:	<ul style="list-style-type: none"> <li>• The kitchen is right across the hallway. Containers of dry food and water will be brought in from there.</li> <li>• A first aid kit is stored in the room.</li> <li>• Cell phone will be brought to the shelter room with parent contacts.</li> </ul>
Notification:	<ul style="list-style-type: none"> <li>• Parents/guardians will be notified once the immediate threat has passed.</li> </ul>



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Parent Reunification: In case of the need to evacuate or when parents/guardians are unable to get to children, the following procedures will be followed to reunite children with parents/guardians (or other contacts designated by parent/guardian) as soon as it is safe.

Notification:	<ul style="list-style-type: none"><li>• Parents/guardians are provided:<ul style="list-style-type: none"><li>o Information on each evacuation site.</li><li>o Contact information on Director's cell phone.</li></ul></li><li>• Parent/guardian contact numbers are:<ul style="list-style-type: none"><li>o Stored in Director's cell phone.</li></ul></li></ul>
Release:	<ul style="list-style-type: none"><li>• Children will only be released to contacts listed on the child's form with proper identification.</li></ul>

We have developed this emergency/disaster plan to provide safe care for our children should an emergency or disaster occur during the program day. A copy of this plan is always available for review. It is in **the FRONT lobby of the Learning Center**. The emergency/disaster plan is part of the Parent Handbook, which is posted on ANA's Learning Center web page.

Staff reviews this plan during their orientation. Additionally, we review the plan with staff every quarter by conducting meetings and discussing details.

**Fire extinguishers** are located in the Kitchen and the two back exit doors.

All staff are trained in the use of fire extinguishers.

## **YEARLY SCHEDULE FOR HEALTH AND SAFETY MAINTENANCE**

Health & Human Services: At least once yearly

HCFMO (Fire Marshall): Once a year

HCPHES (Health Department): Twice a year

CACFP (Food Department): Four times a year

Fire Drill: Once every month

Weather Drill: Every 3 months

Classic Protection: Yearly Inspections for Alarms, Fire extinguishers & Emergency Light

Grease Inspection: Every 6 months (cleaned at least every two months)

Pest Control: Every 4 weeks or as needed.

### **PEST CONTROL:**

The facility is inspected and maintained to reduce pest problems and lessen the need for pesticides. However, as per licensing requirements, the facility uses a licensed pest control professional to come in periodically to take care of this. This is done after hours. For the most part, we use non-chemical options whenever possible.

**ACKNOWLEDGEMENT AND RECEIPT OF PARENT HANDBOOK**

I acknowledge that I have received a copy of Ana's Learning Center Parent Handbook/Operational Policy. I understand that it contains important information about the daycare center general policies. I understand that this parent handbook is not intended to cover every situation that may arise, but simply is a general guide to the center's policies.

I understand that it is my responsibility to familiarize myself with the materials and that I agree with the provisions and any other policies or rules of the center.

I further understand and acknowledge that the center may change, add or delete any policies or provisions in the Parent Handbook from time to time, in its sole discretion, with or without prior notice. I also understand that the center may make exceptions to interpret, depart from and apply the provisions in this parent handbook as it sees fit in its sole judgement and discretion.

I further understand that this Parent handbook supersedes and replaces all prior handbooks or material previously distributed. I understand it is my responsibility to check the website for any new policies and changes.

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Child (ren) name:

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Parent's or Guardian's Signature:

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Date: