

Welcome to the Inspiring Hearts Day School & After School Program (Policies and Procedures)

Enrollment Procedures

To schedule a tour at Inspiring Hearts parents can come or call the main office. Once registration fee is paid an enrollment package will be given and we will secure a spot for your child. Enrollment must include copy of parent's driver's license and contact information. Children will not be allowed to attend without these forms. Once the forms are reviewed, the Director will notify you when your child can begin attendance. Upon availability, children can begin attending the same day once the enrollment criteria are met.

Vision and Hearing for School-Aged Children

The Special Senses and Communication Disorders Act, Texas Health and Safety Code, Chapter 36, requires a screening or a professional examination for possible vision and hearing problems for children of certain ages and grades. Refer to 25 TAC Chapter 37, Subchapter C (relating to Vision and Hearing Screening), for specifics on vision and hearing screening. This information may be accessed on the Internet at: www.dshs.state.txus/vhs/. Immunization records are required, however, if attending an Elementary School it will not be needed.

Attendance

If your child is absent from Inspiring Hearts for **two weeks** in a **month**, your child's spot at our program will no longer be secured (**this does not include Holiday breaks**). In the case that your children are absent from school for any given day please inform Inspiring Hearts prior to pick up.

After-School Pick Up

After-School pick up will require a sign out. Pick up time is no later than 6:00 PM. The Pick-Up permission form will determine the persons who are authorized to pick up your child. If someone other than the persons authorized are picking up your child, we must get a verbal okay from you and that person will need to show ID at pick up. A photocopy of the ID will be kept on file.

Transportation

Inspiring Hearts provides transportation from your children's school to our Center, Monday-Friday. We will not provide any other form of transportation other than from school to our center.

Tuition Prices

Pre-K Program Tuition: **Full-Time** (3 days or more) \$215 weekly (**Must be Potty-Trained**), **Part-Time** (2 days or less) \$50 daily

After School Program Tuition \$350 (Every 4 weeks) or \$175 (Every two weeks)

\$50 application fee is due to secure spot (Non-Refundable) & \$165 (Annually)
Supply/Curriculum Fee

Payment information

- All payments must be made before the services are provided.
- **Tuition is due throughout the entire school year, including sick days. Maximum 1 week of unpaid vacations days allowed if prior notice is provided (applies only to preschool students)**
- **Tuition is due throughout the entire school year, including sick days for after school students.**
- **NO discounts will be applied for the month of November/December/March.**
- Fees for after school care cover the period from the time of school dismissal at 2:45 p.m. until 6:00 p.m. on regular school days and 11:30 a.m. until 6:00 p.m. on early release days.
- Fees for Day School care cover the period from the time of 7:00 a.m. until 6:00 p.m.
- A \$1.00 per minute per child will be assessed for children picked up after core operating hours.
- **Late fees are due at time of pick-up or no later than 6:00 pm the of the next business day.**
- Registration fees are nonrefundable. No refunds or credits will be given for weeks, or days not attended. These rates still apply during weeks that are shortened due to student holidays.
- **Cash/Check/ or Cash app are the Only forms of payment that will be accepted.**
- Cash payments for tuition will ONLY be accepted to the Director at your site.

Nutrition

Breakfast and an afternoon snack will be provided to your children daily. If your child has food allergies, an alternate will be offered.

Medication

Permission to dispense medication must be in writing on the appropriate form. Please see you child's teacher for this form or center director. Prescription medication must be in their original container with the specified medication and dosage. If you are providing an over the counter

medication, it must be in the original box or container and a medical release form must be submitted. We log all medication given as a record for our facility.

Communication

Communication is important here at Inspiring Hearts. We are caring and educating your children. A Parent Communication Board is posted in the classroom. Please see pertinent information about the center's compliance and agency requirements. Recent Licensing, Health and Fire Inspection Reports are posted as well as other required postings.

Discipline

Students discipline will be handled according to the child's age and the nature of the discipline matter. Inspiring Hearts staff will be trained in using the "Positive Discipline" Model.

Discipline Procedures Include

Talking to the child and redirecting the inappropriate behavior

Use verbal praise to other children, to redirect the inappropriate behavior

Teacher/Parent Conference

Director/Parent Conference

Procedures for applying sunscreen and repellent

We will have a generic sunscreen and repellent for your children at our center. If preferred to use a different brand, please notify our site director and supply us with the necessary product. Please ensure you write your child's name to help us distinguish which product is your children's.

Suspension and Expulsion Policy

Unfortunately, there are sometimes reasons we have to suspend a child from Inspiring Hearts either on a short term or permanent basis. We want you to know that we will do everything possible to work with the family of the child(ren) in order to prevent this policy from being enforced. The following are reasons we may have to expel or suspend a child from this center:

IMMEDIATE CAUSES FOR EXPULSION

1. The child is at risk of causing serious injury to other children or him/herself.
2. Parent threatens physical or intimidating actions towards staff members.
3. Parents exhibits verbal abuse to staff in front of enrolled children.

PARENTAL ACTIONS FOR CHILD'S EXPULSION

4. Failure to pay/habitual lateness in payments.
5. Habitual tardiness when picking up your child. Verbal abuse to staff.

CHILD'S ACTIONS FOR EXPULSION

6. Failure of child to adjust after a reasonable amount of time.
7. Uncontrollable tantrums/angry outbursts.
8. Ongoing physical or verbal abuse to staff or other children.
9. Damage to church property.

Prior to expulsion, a parent will be called and correspondence will be sent home indicating what the problem is, and every effort will be made by both the center and the parent to correct the problem. If, after one or two weeks, depending on the risk to other children's welfare or safety, behavior does not improve, and the center finds that they can no longer accommodate the child, the parent will be asked to remove him/her. The parent will be given a minimum of one week's notice to find another center to provide care for this child.

Emergency Procedures & Evacuation Plan

Fire drills shall be practiced with the children monthly. In addition, severe weather and lock-down shall be practiced with the children four times a year. Completion of all practice drills will be documented. We vary the time of day to help the staff and children prepare to evacuate the building quickly and safely. We will not do fire drills when the temperature is below 20 degrees or above 85 degrees. For the evacuation of non-walking children, the home will use a pack and play with wheels or a wagon to safely transport the children out and away from the home.

The child's parents and/or emergency contact and the emergency services will be notified immediately. I will notify the Department within 24 hours after the occurrence.

In the event of a severe weather, the children will be taken to the men's bathroom. Blankets and a portable radio and flashlight, with extra batteries for both, are kept in the tornado shelter area at all times. The attendance form and emergency contact information will be brought along.

In case of an emergency that would require an evacuation, children will be evacuated through the nearest safe exit. The attendance form and list of phone numbs for parents and emergency contacts will be taken along to ensure that all children are accounted for ad all families notified. Children will be assembled at the end of the playground and evacuated to the nearby

If we are unable to reenter the center, we will take the children to Hopkins Elementary or Leon Springs Elementary. While there the children's parent will be contacted and notified to pick the children up.

If the center should lose heat, water or electricity while children are in attendance, I will contact parents and guardians to pick up their children.

In the event that local schools close due to severe weather, the center will close.

In the event that the center receives a threat to the building or its occupants, law enforcement and the parents will be immediately contacted to advise them of the threat. Depending on the nature of the threat, evacuation and/or closure or lockdown may be required.

Sick Child Policy: Under no circumstances may a parent bring a sick child to daycare, if the child shows any signs of illness (see SYMPTOMS REQUIRING REMOVAL OF CHILD FROM CHILD CARE), or is unable to participate in the normal routine and regular day care program. Sick children will expose all children and staff members who they come in contact with. These people can in turn expose the other children. Sick children want care from their parents in the comfort of their own homes. If other children become ill due to exposure to your sick child, either because he/she was returned to day care before full recovery or because he/she was not picked up promptly upon notice of becoming ill, other parents will be unnecessarily inconvenienced. Because this is disruptive to other children and their families, your cooperation on this issue is extremely important.

Every effort is taken to reduce the spread of illness by encouraging hand washing and other sanitary practices.

If your child is unable to participate in the normal activities of the daycare (including being able to play outside), then your child MUST stay home.

Children will be visually screened when they arrive in the afternoon. In the event a child becomes ill and needs to be picked up, the parent(s) will be called and are expected to come pick the child up within one hour (60 minutes). If the parent(s) cannot be reached, or have not arrived within an hour, the emergency contact person will be called and asked to come pick the child up.

For the benefit of our staff and other children in our care, a sick child will not be permitted to return to care for 24 hours after condition has returned to normal. The child may return 24 - 48 hours (depending upon the illness) after they have received the first dose of an antibiotic. If a child receives an antibiotic for an ear infection, he/she may return to day care immediately if he/she has been free of other symptoms mentioned for at least 24 hours. If you aren't sure about whether or not to bring your child to care, please call your onsite director to discuss it. Allergy related symptoms, and non-communicable illnesses do not require exclusion if you have a note from your doctor.

Symptoms requiring removal of child from day care:

- Fever: Fever is defined as having a temperature of 100°F or higher taken under the arm, 101°F taken orally, or 102°F taken rectally. For children 4 months or younger, the lower rectal temperature of 101°F is considered a fever threshold; (a child needs to be

fever free for a minimum of 24 hours before returning to daycare, that means the child is fever free without the aid of Tylenol®, or any other fever reducing substance.)

- Fever AND sore throat, rash, vomiting, diarrhea, earache, irritability, or confusion.
- Diarrhea: runny, watery, bloody stools, or 2 or more loose stools within last 4 hours.
- Vomiting: 2 or more times in a 24-hour period. Note: please do not bring your child if they have vomited in the night.
- Breathing trouble, sore throat, swollen glands, loss of voice, hacking or continuous coughing.
- Runny nose (other than clear), draining eyes or ears.
- Frequent scratching of body or scalp, lice, rash, or any other spots that resemble childhood diseases, including ringworm.
- Child is irritable, continuously crying, or requires more attention than we can provide without hurting the health, safety or well-being of the other children in our care.

Medical Emergencies: Minor bumps and scratches are inevitable, but we make every effort to keep the children safe through supervision and childproofing. If necessary, your child will be taken to the nearest hospital where you will be asked to meet us. If you are not going to be at your usual place of employment, or at home, please make sure that we have a number where you can be reached.

Parents will be notified immediately if a child requires professional medical attention or becomes ill requiring exclusion from the center. Parents will be notified at time of pickup for less serious ill/injury such as minor cuts, scratches, or bites resulting in first aid treatment. The contraction of any communicable disease that is reportable to the Texas Department of Health will be posted within 48 hours as a notice on or near the front door of the facility or the classroom. A notice of outbreaks of head lice or other infestation will be posted within 48 hours in the class room where the infestation occurred.

In the event of a medical emergency, the appropriate First Aid will be administered. Inspiring Hearts requires all staff to be certified in First Aid and CPR. In the event of life-threatening medical emergency, 911 will always be called first, followed by the parent and the child's physician of record. Parents who have supplied a valid email address will also receive an email as soon as possible regarding the situation, including the relocation address.

When an emergency occurs, Teachers are instructed to do Name to Face Roll call and count the children prior to leaving their current location, and again do a Name to Face Roll Call and count their designated safe Area.

In the event emergency services are required, including the fire department, the Director (or Designated Director) will call 911. Families of students will be notified by phone (and local media, if applicable) under the Director's supervision. The Director will also notify the Licensing representative within two days after any occurrence that renders all or part of the program unsafe or unsanitary for a child.

Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation, if required. The owners of Inspiring Hearts, will not be held liable for any sickness/injury of either parent/guardian or child while on these premises.

Termination Policies: We reserve the right to terminate a child for the following reasons (but not limited to):

- Failure to pay
- Routinely late picking up your child
- Failure to complete the required forms
- Lack of parental cooperation
- Failure of child to adjust to the center after a reasonable amount of time
- Physical or verbal abuse of any person or property
- Our inability to meet the child's needs
- Lack of compliance with handbook regulations
- Serious illness of child

We appreciate as much advance notice as possible when terminating, and will give the same courtesy in return. Parents are required to give one week written notice when they decide to terminate child care. The provider reserves the right to give written notice of immediate termination where there are extreme circumstances that affect the well-being of the provider or other children in attendance.

Anyone who terminates daycare and has a balance that is outstanding will need to have the

account settled within 30 days. All accounts not settled within 30 days will be turned over to a collections agency regardless of amount owed. All accounts turned over to collections will have a \$20 per week late fee plus 35% collections fee added to amount due.

Conferences: If you have any questions or suggestions, feel free to speak with your child's Teacher of the Director. Inspiring Hearts schedules parent/teacher conferences as needed, and/or additional conferences can be scheduled at your request.

Should you have any questions or concerns about Inspiring Hearts policies or procedures, please contact the Director by phone or in person any time during regular business hours. Thank you for choosing Inspiring Hearts. We hope you will feel secure in the knowledge that your child is safe and actively participating in the most positive educational environment available.

Field Trips (Leon Springs Location Only)

We will be providing field trips from Leon Springs Elementary to Inspiring Hearts, in the case of having to walk children from school to our center.

Calendar

Inspiring Hearts will be open daily Monday thru Friday from 7:00 AM to 6:00 PM.

The following holidays will be observed:

Thanksgiving Day and the Day After Thanksgiving

Christmas Eve and Christmas Day

New Year's Eve and New Year's Day

Labor Day

Good Friday

Fourth of July

Memorial Day

Juneteenth

Battle of Flowers

Martin Luther King Day

*Closures are subject to change without notice

Gang Free Zone Requirements

Parents can view the posted Gang Free Zone Requirements on the Parent Communication Board. A copy of the Gang Free Zone Requirements will be given to the parents with the

enrollment packet at registration. A copy of this document will be posted on our website for reference.

Reporting Abuse or Neglect

State law requires anyone who suspects child abuse or neglect to report those suspicions to the Texas Department of Family and Protective Services or to a local law enforcement agency.

Contact Information

Owner/Director- Moses Perez	210-417-2673
Health and Human Services, Healthcare and Licensing Division	210-337-3399
http://www.dfps.state.tx.us/childcare	
Child Abuse Hotline	1-800-252-5400