

NEW BEGINNINGS LEARNING CENTER  
7322 Boone Rd.

**OPERATIONAL POLICIES**

**INTRODUCTION:**

Welcome to New Beginnings Learning Center.

This parent resource handbook has been prepared to provide information concerning the policies and procedures of New Beginnings Learning Center here after known as NBLC. Please read it carefully and in its entirety so you will understand the role we play in making your child's experience a success. NBLC is dedicated to serving children and strives to provide a loving environment enabling all children to grow mentally, physically and socially. In order to provide the best care and opportunities for your child/children, NBLC wants to have clear communication between home and daycare. If you have any questions, please feel free to contact me.

**MY PROGRAMS PHILOSOPHY:** NBLC believes that children should be allowed to be children. Birth to three years of age is a vital time for learning and molding a child to become a successful adult. Children need hands-on experiences and the chance to explore their surroundings. Simply said children learn through play and although what a child does, may or may not produce what we think is a "perfect" product they are still learning. There are no right or wrong answers in a child's play. It is the goal of NBLC to provide age-appropriate experiences through the use of various materials both indoors and outdoors. My program will strive to prepare your child to enter Kindergarten through enriched instructions and play environments.

**CURRICULUM:** Our program uses a self-developed researched based curriculum that engages all learning styles. It is our goal to facilitate the development of young children ages birth through school age. We provide the necessary tools for children to allow them to learn by utilizing play, planned activities, and exploration as the foundation.

**CHILD ASSESSMENTS:** Assessments will be conducted twice a year (Fall and Spring). Children will be assessed on their academic progress and their developmental progress using a Developmental checklist.

**DAYCARE HOURS:** NBLC operates from 6:00 am-6:00 pm Monday through Friday. Please make sure your child is picked up by 6:00 pm or a late fee will be assessed. **The late fee is \$ 25.00.** If you are later than 10 minutes \$1.00 per minute is added. This fee is due upon pickup of your child. If you are running late, please give me a

call and let me know as soon as possible. This will **NOT** prevent late fees from being charged.

**DROP OFF/ PICK UP PROCEDURES:** Parents your child/children must be signed in and out daily. This can be done by parents or staff. It will usually be a staff member. NBLC will not accept children after 10:00 am. This is due to the fact that our day starts early, and late arrivals disrupts the children's day. I understand that your child may have a doctor's appointment, please make the necessary arrangements for your child for that day if they cannot be here before 10:00am.

**STAFF/EMPLOYEES:** NBLC may employ at least one helper on an as needed basis. Please note that this employee or in some cases employees are fingerprinted and have passed a criminal background check. There is always at least one staff member including director on site that is certified in CPR/First Aid training. If there is ever a problem with a staff member, please inform me so the problem can be corrected.

**ENROLLMENT PROCEDURES:** The following information must be kept on file for each child that is enrolled in my childcare facility.

1. Admission information
2. Statement of the child's health from a health-care professional
3. Immunization records
4. Hearing and Vision screening results
5. Child-care agreement
6. Permission authorization

In the event that there is a change in policy I will provide a letter to the parents as soon as the change takes place. The letter will also be placed in a prominent area of the facility for all parents to read.

**TUITION:** Monthly tuition is due on the first of each month. If the first day of the month falls on the weekend, the tuition is due and payable the following Monday. A \$30.00 late charge is added on the 2<sup>nd</sup> day and \$ 5.00 each day thereafter. Tuition not received by the third day will result in termination of enrollment.

Weekly tuition is due every Monday. A \$30.00 late charge is added the 2<sup>nd</sup> day and \$5.00 each day thereafter. Tuition not received by Wednesday will result in termination of enrollment. If we have an agreement for payment past Wednesday, that payment must be made on that morning if payment is not made that morning a late fee will be assessed.

Tuition rate for all ages is \$195 per week. If there is a increase a 30 day notice will be provided.

**VACATION PAY TUITION:** If your child/children has been in my care for a year (uninterrupted) your family may have one week of free vacation per year (based on the

time of your enrollment date and must be used all at once meaning Monday through Friday). Please notify me one week in advance. After your one free vacation week you will be required to pay 50% of tuition if you are going to have more vacation weeks off.

**PAYMENT OPTIONS:** There are now several options that you have to pay your tuition. I accept cash, credit card, Zelle, and cash app. If you have any questions about any of these options feel free to ask.

**RECEIPTS:** Receipts will be given upon request. You will receive a Year- End Tax Statement by the end of January with the amount paid for the year. Payments for field trips are NOT included because this is not a part of your child's tuition.

**OPEN DOOR POLICY:** Parents are always welcome to visit the daycare and to observe his/her progress. In an effort to minimize distractions NBLC ask that you limit the length of your visits to no longer than three minutes. Open Communication is very important, please feel free to call, text or e-mail me at any time and I will be happy to address any concerns you may have. Please do not get offended if I cannot address your concerns at the time of pick-up because I am busy with other children. As soon as time allows, I will contact you later in the evening. The e-mail address is [s.hongo@mynbcl.com](mailto:s.hongo@mynbcl.com).

Parent Feedback surveys will be sent out annually. Parent suggestions are applied into the facility's operations when applicable.

**PARENT PARTICIPATION:** Family involvement in our program is important to the success of our program and your child(ren). There are several ways that are several ways families that families can get involved:

- Class parties
- Parent teacher conferences
- Monthly parent meetings
- Holidays (see monthly calendar)

**PARENT CONFERENCES:** Parent conferences are offered once during the Fall and once during the Spring. Conferences may be conducted via phone or video call. Observations and assessments will be shared during the conference.

**NON-DISCRIMINATION POLICY:** NBLC is proud to welcome all children and their families regardless of race, creed, color, religious preferences or disabilities.

**ABSENCES:** NBLC cannot offer periods of time when tuition can be suspended or altered due to a leave of absence. Daycare is paid for by the spot occupied, not by attendance. **This means even if your child will not be attending because of vacation, holidays, etc. the weekly tuition is still due.** (Unless you are using your one-week free tuition). However, if your child is out the rate will be half of your weekly fee. If your child is going to be absent for the day please notify me as soon as possible.

**WITHDRAWAL POLICY:** Written notice of intent to withdraw a child from the childcare center must be submitted two weeks in advance. If tuition is paid monthly, unused full weeks' paid tuition will be refunded. If a two-week notice is not received, fees are not refundable.

**FEES:** A \$25 non-refundable registration fee (per child) applies to all new children enrolling at NBLC. The registration fee helps me cover the cost of printing out the handbooks and forms that are required before your child starts.

**COVID-19 PROCEDURES:** My staff and I have taken COVID-19 training and have proper certifications for childcare. My daycare program will remain open during the COVID-19 pandemic unless required to close. The following guidelines will be followed.

- Temperature will be taken upon arrival
- Implement social distancing strategies
- Intensify cleaning and disinfection efforts
- Implement screening procedures upon arrival
- Provider and staff will wear face covering (not mandatory). Children do not have to wear mask unless parent prefers them to. No child under the age of two will be allowed to wear a mask because of the danger of suffocation.
- A visual inspection of the child/children for signs of illness which could include flushed cheeks, rapid breathing or difficulty breathing (without recent physical activity), fatigue, or extreme fussiness.
- No parent will be allowed inside daycare.

**CLEAN AND SANITIZE TOYS:**

- Toys that cannot be cleaned and sanitized will not be used.
- Toys that children have placed in their mouths or that are otherwise contaminated by body secretions or excretions will be removed until they are cleaned and sanitized.
- No cloth toys will be used.
- Children's books are not considered a high risk for transmission and do not need additional cleaning or disinfection procedures.

**ILLNESS:** Children will not be allowed in daycare if he/she is ill. Under no circumstances will parents be allowed to leave a child that is ill in daycare. If your child becomes ill while he/she is at daycare you will be contacted, and you must pick up your child immediately. Your child will be separated from the other children to help prevent the illness from spreading. Parents may not stop to think that when sick children are brought to daycare, my staff and I are also at risk of exposure. How would you feel if another parent brought their sick child and exposed your child? I STRESS this again -- if you are not sure whether it is okay to bring your child, please call ahead to ask. I may require a doctor's decision as to whether the child is contagious. I appreciate your cooperation in this matter.

**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**

**The following illness policies will be strictly enforced for the health and well-being of all concerned.**

1. Fever of 101 F. or higher. Child must be free of fever without the aid of medication for 24 hours before he/she will be allowed back in care.
2. Vomiting. Vomiting on two or more occasions while in care.
3. Diarrhea. Three or more watery stools while in care.
4. Runny and/or Crusty Eyes. Thick mucus or pus draining from the eye, or pink eye.
5. Communicable Disease.

For a more detailed listing of what is considered a communicable disease please let me know and I will be happy to provide a list for you.

**SCHOOL ILLNESS:** If your child is sent home from school because of illness your child will not be allowed in daycare. If the nurse sends your child home for **ANY** reason your child must go home and not to daycare. For your child to return to daycare he/she must be back in school. If your child gets sick at home and is not able to go to school he/she has to stay home. There are younger children in my care that I am also responsible for so I must ensure that if I can prevent sickness in my care I will.

**MEDICATION:** NBLC will administer medication. All medications must be in the original container labeled with your child's full name, date, physician's name, and directions. Medications will not be given if it is expired. Parents must sign a consent form for each medication that is to be administered.

**MEDICAL EMERGENCY:** In case of an emergency every effort will be made to take your child to the emergency facility of your choice. However, it may be necessary, due to the severity of the injury, to take the child to the nearest medical facility. The parent or legal guardian will assume financial responsibility for all medical expenses. If there are any changes to the Emergency/Medical forms please notify me immediately. This information must be kept current in case of an emergency.

**IMMUNIZATION:** Each child that is enrolled in NBLC must meet applicable immunization requirements specified by the Texas Department of State Health Services. A copy of your child's current immunization record must be kept on file. The immunization record must include the following information.

1. The child's name and birth date.
2. The number of doses and vaccine type.
3. The month, day, and year the child received each vaccination.
4. The signature or stamp of the physician or other health care professional who administered the vaccine.

A health statement is required upon entering the daycare. This is a written statement from a health-care professional who has examined the child within the past year, indicating the child is physically able to take part in a child-care program. Children must also have a yearly hearing and vision test. And the results of a tuberculosis test.

**Hearing & Vision Screening Requirements:** It is the parents' responsibility to provide NBLC hearing and vision screening record for children 4 years of age and older who do not attend a public school.

**IMMUNIZATION FOR STAFF:** It is not required that staff members have vaccine on file. However, when and if a vaccine is required that staff has the option to refuse if they feel it not to be necessary. If I deem it mandatory, then all staff including myself will get the vaccine that is recommended.

**RELEASE OF CHILDREN:** Your child/children will only be released to a parent, or a person designated by the parent. No child will be released to an unauthorized person even if the person is known to the child. You must provide written permission if someone other than the designated person will be picking up your child. Current photo identification such as a valid Texas Driver's License must be presented at the time of pickup.

At any time, if you need to update contact information or pick up information please text the director.

**CLOTHING GUIDELINES:** Please dress your child in comfortable clothing, appropriate for the weather. Flip flops or any open toe shoes are not permitted. Please have children wear closed toe shoes. For colder months, please provide children with an appropriate jacket/coat for outside time.

**DISCIPLINE/ADDRESSING CHALLENGING BEHAVIORS:** To assist the daycare in gaining an understanding of individual needs, parents will be notified when there is an unusual or continued behavioral problem. There will be no harsh, cruel, or unusual treatment of any child. Corporal punishment, withholding food, pinching, shaking, humiliating, harsh or abusive language are strictly prohibited. Discipline and guidance are consistent and is based on individual needs and development. Unacceptable or inappropriate behavior will be redirected by offering positive, alternative actions. NBLC will always encourage good behavior by using praise and encouragement of good behavior expectations daily by using clear, positive statements. If the child's behavior does not improve, a brief supervised separation from the group which is age appropriate and is limited to no more than one minute per year of the child's age will be used. As a last resort I will use supervised "shadowing" (the child will remain at my side no more than one minute per age of child) to allow the child to calm down.

During this time, conversations to meet the needs of the student will be made throughout this process. Parents are also encouraged to share strategies that may improve a child's behavior. If the behavior still does not improve, families will be given one week's notice to locate another facility.

**TRANSPORTATION AND FIELD TRIPS:** Field trips may be planned for children 3 years old and up. Notices will be posted at least 48 hours in advance and a letter will be sent home with your child. Parents will have to sign a permission form prior to the trip. There will be an additional charge for all field trips. Transportation will be provided to area schools for an additional fee. A list of schools will be provided upon request. Transportation is also available to and from home in the surrounding areas. A transportation fee is required. NBLC reserves the right to discontinue transportation at any time.

**WATER ACTIVITIES:** NBLC will not have any bodies of water on the premises.

**ANIMALS:** There will be no animals on the premises.

**FOOD AND NUTRITION:** NBLC will provide your child with a well-balanced breakfast, lunch, and snack. It is the responsibility of the parent to notify the center if your child has any allergies or adverse reactions to certain foods or beverages. Well-balanced meals provide the food children need to grow, think, fight infection, and fuel their bodies. All food and drinks will be of safe quality and will be stored, prepared, distributed, and served under sanitary and safe conditions. A menu will be posted in a common area in the center. We participate in the Food For Kids program. Please feel free to look over the menu at any time. We use a four week rotation of meal planning. Below you will find a sample menu. Water is provided throughout the day.

Breakfast:

Pancakes, Sausage, Bananas, Milk

Lunch:

Spaghetti and Meatballs, Garlic Bread, Green Salad, Corn, Milk

Snack:

Goldfish, Apple Juice

Breakfast- **7:00A.M.-7:30A.M**

A.M. Snack-**9:30A.M.-9:45A.M.**

Lunch-**11:30A.M.-Noon**

P.M. Snack-**3:00-3:15 P.M.**

After schoolers-**at arrival**

**OUTSIDE FOODS:** No outside food will be allowed at daycare. For instance, if your child will not make the breakfast cut-off you cannot bring McDonald's or any other food into daycare. Your child must eat at home or in the car.

The only exception will be for holiday parties. A list will be provided of items needed and we ask that you sign up accordingly. For birthdays cake or cupcakes will be allowed.

**BREASTFEEDING:** Breastfeeding mothers can come to the program and breastfeed as needed. Mothers can breastfeed their children in a comfortable chair in the office area. If mothers choose to bring breastmilk, we ask that the milk be labeled with the child's name, dated, and in an insulated bag.

**DAYCARE EXPECTATIONS:** Please go over this section with your child/children so they know what is expected of them while in care. NBLC expects all children to follow these rules and children will be reminded of the rules at the beginning of each day. These rules are important because of the number of children that are in care and to ensure each child's safety.

No gum

No hitting, biting, pushing, kicking, etc.

No throwing or intentionally breaking anything

No running, jumping, or wrestling inside

No name calling, teasing etc. Everyone is to be treated with respect

**PARENT NOTIFICATION:** NBLC will maintain open communication with all parents regarding your child and issues surrounding childcare through newsletters, and written letters.

**NAPTIME:** There will be a supervised rest period after lunch every day. This time will not exceed three hours. Mats will be provided for all children in care. If your child requires a special blanket, please make sure it is labeled with your child's name. Please avoid picking your child up at naptime because this disturbs the other children. Please come before noon or after 3:00 p.m.

**SCREENTIME POLICY:** Electronic media is used for only educational purposes. Children are allowed one hour of screen time per day. All screentime is: based on meeting educational goals, age appropriate, and ad free. Screen time is not used during meal times. School age children that need technology to complete homework will be provided of technology free of time restrictions. Screen time is not allowed for children under two years of age.

**PHYSICAL ACTIVITY:** Our daily schedule provides opportunities to engage in physical activities. Children participate in age appropriate outdoor and indoor activities as a part of the daily schedule. It is recommended that children receive one hour of physical activity daily.

**Personal Belongings:** We prefer that children do not bring toys from home. Little ones have a difficult time sharing with others, and it is even harder with their own special toys. We have plenty of toys for each child, so it is not necessary to bring their own. Please leave

all the toys in the car. Toys will be taken away from them at the door and handed to parents to put away until the end of the day.

**BIRTHDAYS:** Each child's birthday is his/her special day. We will celebrate each child's birthday during snack time. It is the parent's responsibility to provide the cake or cupcakes. The health department requires that the cake/cupcakes come from an approved source such as a bakery or grocery store. To ensure safety, the cake must be brought in its original box in which it is purchased. Cakes prepared in private homes can't be shared with the other children in care.

**HOLIDAYS:** The daycare will be closed on the following days.

Good Friday

Memorial Day

Fourth of July

Labor Day

Thanksgiving Eve- half day

Thanksgiving Day and the Day after

Christmas Eve

Christmas Day and the Day after

New Year's Eve

New Year's Day

NBLC reserves the right to change any holiday within a 24-hour notification to parents. If a holiday falls on the weekend the following business day will be observed for the holiday.

**EMERGENCY PREPAREDNESS PLAN:** In case of an emergency NBLC's primary goal is the safety and well-being of each child and caregiver. If an emergency develops such as severe weather, fire, physical damage to the building, or any other situation that poses a threat, the safety of the children is our first concern. Fire and severe weather drills are conducted according to state guidelines once a month. If there is an emergency and it becomes necessary to close the daycare, parents will be notified to make arrangements for early pick-up. If there is inclement weather and it is determined that the daycare will not open, parents will be notified immediately by text or phone. We follow Alief ISD for inclement weather closures. Please make sure that all information is updated and that I have the correct phone numbers. If an emergency develops and it is determined that the building or premises are unsafe, your child (ren) will be required to be picked up as soon as possible.

**DAILY HEALTH CHECKS:** The daily health check is a way for the childcare provider to check a child's well-being or a change in the child's health status while at the center. The daily health check will be performed by a trained staff member upon the arrival of each child at the center. It will be determined by the center's staff, not the parent/guardian, upon completion of the daily health check whether the child remains in care for that day. The daily health check is to be performed before the parent/guardian leaves the child at the center. The exclusion of an ill child from care is determined by whether the child can participate in the activities planned for the day, whether the child requires more care than the staff can provide without compromising the care of other children in care, whether

keeping the child in care will pose an increased risk to other children and adults at the center. By following the policy of doing a daily health care check on each child, the parents/guardian of the children in our care can be assured of quality childcare.

**Termination Policy:** 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

**ACCOMODATIONS:** Please notify the director if you or your child requires accommodations, and we will ensure to do our part to meet your needs. We will provide space to accommodate sessions if specific therapies are needed during the day while the child is in our care. We will also complete supporting documentation for a medical professional for any accommodations related to the child's physical or developmental needs. We will provide materials and resources in parents/child's primary language.

**REVIEW OF MINIMUM STANDARDS:** Copies of Minimum Standards for Licensed Child Care Homes is available for review and is located on the premises. The most recent licensing inspection report for NBLC will be posted on the bulletin board.

**CONTACT LICENSING:** The local licensing officer may be contacted by calling 713-940-3009. Texas Department of Family and Protective Services is located at 9702 Bissonnet St. 2200 W Houston, Texas 77036.

To report child abuse you can call the child abuse hotline at 1-800-252-5400.

More information is available at the web site: [www.tdfps.state.tx.us](http://www.tdfps.state.tx.us).

This handbook was reviewed and updated on 2/8/2024