



PARENT HANDBOOK AND OPERATIONAL POLICIES

Welcome to Adventureland Academy LLC

Where your child is part of our family!

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CONTACT INFORMATION

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1. HOURS OF OPERATION

The center is open Monday through Friday from 7:00 AM to 6:30 PM

The following holidays are observed, and the center will be CLOSED:

- New Year's Day
- Good Friday
- Independence Day
- Labor Day
- Thanksgiving Day and the Day After
- Christmas Eve and Christmas Day
- Any others will be notified ASAP

2. ABOUT OUR PROGRAM**(A) PROGRAM PHILOSOPHY**

We believe that your child is an extension of our family. We provide every child with the opportunity to learn in their own unique way and are committed to working with children and families to create a supportive and nurturing environment for every child under our care.

We believe children should be exposed to a positive learning environment through diverse teaching strategies. Therefore, understanding the needs and values of our parents is an essential part of our business and allows us to better serve their specific requirements.

We treat our centers like a Pre-School, starting with our highly trained caregivers and continuing with an impressive curriculum specifically formulated for each age group. This includes engaging lessons, structured learning centers, dual language activities and non-denominational Bible stories. Our goal is to provide a fun, safe and nurturing experience in their classrooms.

Our mission is to provide academic, emotional and social skills needed to be successful in both school readiness and daily lives as good citizens in our society. We strive to nourish children's minds, bodies, and sense of self for continued growth. Our goal is to support their development from infancy to school readiness in all aspects: academically, socially, emotionally, and behaviorally.

We share an open-door policy with all our families and welcome parents' participation in our programs.

(B) PROGRAM GOALS

The goals of our program are to offer a high-quality environment that permits children to; discover and learn, become decision makers and problem solvers, and feel good about themselves. The focus is to help all children develop themselves in the areas of cognitive (thinking), language arts (talking), literacy (reading), social/emotional (relationships) and physical development (moving and doing).

Other program goals are to develop the child's positive self-image and a healthy individual concept, as well as helping maintain individual creativity while learning to work cooperatively with others. To always encourage social, emotional, intellectual, and physical growth through daily interaction with adults and children other than family members. In addition to encouraging children to meet the needs of their parents whenever possible.

(C) CURRICULUM GOALS

Children Learning Institute (CLI) Emergent curriculum identifies goals in all areas of development, which include:

- Social:** To help children feel comfortable in school, trust their new environment, make friends, and feel they are a part of a group.
- Emotional:** To help children experience pride and self-confidence, develop independence and self-control, and have a positive attitude.
- Cognitive:** To help children become confident learners by letting them try out their own ideas and experience success, and by helping them acquire learning skills such as the ability to solve problems, ask questions, and use words to describe their ideas, observations and feelings.
- Physical:** To help children increase their large and small muscle skills and feel confident about what their bodies can do.

At Adventureland Academy we are dedicated in providing a fun, enriching and supportive learning environment. This includes age-appropriate materials and learning toys available to all children. We follow a daily schedule and establish positive relationships with families and help prepare children for positive learning growth now and in the future.

3. SCREEN TIME POLICIES

School age children are permitted to use electronic devices as needed to complete homework assignments. All other children will be limited to 30 minutes of educational screen time per day. These activities will be age appropriate for every child and must be included in the weekly lesson plan.

Electronics time is subject to change depending on any classroom event. Bilingual Screen Time education brochures for families can be found in our "Parent Corner" or upon request.

ELECTRONIC/SCREEN TIME WILL NOT BE ALLOWED FOR CHILDREN TWO YEARS OR YOUNGER

4. RELEASE OF CHILDREN – DROP OFF & PICK UP PROCEDURES

Drop off - Entering the Center: Please escort your child/children into the center and sign them in. If you are a CCS parent sign in using the KinderConnect App in our tablet. Take them to the breakfast area or their assigned classroom where staff is present. Please make sure our caregivers acknowledge your child has been dropped off.

PLEASE DO NOT LEAVE YOUR CHILDREN UNATTENDED

Pick Up - Leaving the Center: Provide proper identification for pick up, (E.g. Driver license). Once you have signed your child out and have entered your child's area, possession of your child has passed from the center staff back to you. PLEASE DO NOT ALLOW YOUR CHILD TO WANDER OFF UNATTENDED AFTER HIS POINT. If you have children of varying ages, we ask that you pick up the youngest child FIRST to eliminate the older children in the younger classrooms. All children must be signed out each day at time of pick up.

Authorization from parent/guardian is needed from those individuals who will be permitted to pick up your child. The names of these individuals should be provided to us at the time of enrollment, this can be modified at any time. Under no circumstances will an adult be permitted to pick up a child without authorization. In an emergency, you may call the daycare and give authorization over the phone. All authorized individuals should be prepared to show picture identification at the time of the pickup.

WE CANNOT ALLOW CHILDREN TO ENTER OR EXIT THE CENTER UNLESS ACCOMPANIED BY AN ADULT

5. ILLNESS AND EXCLUSION CRITERIA

We ARE NOT authorized to care for SICK children. If your child has a fever or a contagious disease, please keep them at home until they are well. If your child becomes sick while at the center, you will be contacted to pick your child up immediately. They will be kept separate from other children while being actively supervised by a staff member and kept as comfortable as possible until you arrive. We recommend that either you or an authorized emergency contact pick the student up within the hour of being notified of illness.

When a communicable disease is detected or we are made known of its presence, the student will need to stay home for the entire recommended time of treatment, even if they display no signs of symptoms. They will not be admitted at center until a doctor's release is provided indicating that they are no longer contagious or pose any health threat to other students or staff. We require this notice BEFORE students are admitted into childcare center. We reserve the right to use our good judgment to require additional follow-up healthcare visits until we can be sure that they are well enough to attend and actively participate in our program. The safety and well-being of our staff, children, and families is of utmost importance and not something that we treat lightly.

If your school age child becomes sick while at school and you are requested to come and pick them up, please do not call and request that we go and pick them up. If your child becomes sick at school, they are not allowed to be dropped off at the center. If your school age child is too sick to go to school, they are too sick to be dropped off at the center.

It is our belief that continuity, structure, and consistency are the fundamentals required in any student's schedule to lead to academic success. For that reason, all school age children in our program are encouraged to attend their secular school regularly. During the regularly scheduled school year, our center will not receive any student who regularly attends public school before 3pm.

If a child at our center has an illness, fever or a communicable disease, they will not be able to return to daycare until a medical release statement indicates when the child can return and interact with other children.

The following is a list of illnesses a child may have and when they are able to return to our center:

(Other illnesses and return authorization will be determined by your child's healthcare provider)

- * **FEVER:** A high fever is defined by the child's age as follows:
 - Infants and children 6 weeks to 24 months: Temperature at or above 101.4 degrees Fahrenheit is considered a high fever.
 - Children older than 24 months: Temperature at or above 100.4 degrees Fahrenheit are considered a high fever.
 Student must be fever free for 24 hours without the use of medication before returning to care.
- * **SIGNS OF POSSIBLE SEVERE ILLNESS:** Including unusual lethargy, irritability, persistent crying, difficult breathing, uncontrollable coughing, etc. The director will determine when the child may return.
- * **UNCONTROLLED DIARRHEA:** Defined as more stools than the child's normal pattern, with increased stool water or decreased form that is not contained by the diaper or toilet use. After reasonable number of stools are taken.
- * **VOMITING:** No more than Two or more times in a 24-hour period, unless vomiting is caused by a non-communicable condition and the child is not in danger of dehydration.
- * **MOUTH SORES WITH DROOLING:** Unless the child's physician or local health authority states the child is non-infectious in writing.
- * **RASH WITH FEVER OR BEHAVIOR CHANGE:** Until a physician has determined the illness is not a communicable disease.
- * **PINKEYE (CONJUNCTIVITIS):** Unless the child's physician states the child is non-infectious in writing.
- * **HEAD LICE:** Not until checked by Director or Assistant Director. We enforce a NO NIT policy. Your child can return 24 hours after treatment has been started and no nits are present.
- * **TUBERCULOSIS:** Until the child's physician or local health department authority states the child is non-infectious in writing.
- * **IMPETIGO:** Until 24 hours after the treatment has begun.
- * **STREP THROAT (STREPTOCOCCAL PHARYNGITIS-ROSEOLA):** Until 24 hours after treatment has begun and the child has been fever free for 24 hours.
- * **RING WORM / PINWORM INFECTION:** Until 24 hours after treatment have begun.
- * **CHICKEN POX:** Until 6 days after onset of rash or until lesions have dried and crusted.
- * **MUMPS:** Until 9 days after onset of parotid gland swelling,
- * **MEASLES:** Until 5 days after rash appears.
- * **RUBELLA:** Until 7 days after rash appears.
- * **HEPATITIS A VIRUS INFECTION:** Until 7 days after onset of illness, after immune serum globulin has been given to appropriate children and staff in the program, as directed by the local health department authority.

6. MEDICATION

We DO NOT administer medication at our centers, if you wish your child to receive medication while in care, you must come to the facility to administer medications.

7. MEDICAL EMERGENCIES

If critical illness or injury requires immediate attention of a physician, our staff will:

1. Give the child first-aid treatment or CPR when needed.
2. Contact emergency medical services or take the child to the nearest emergency center.
3. Contact the physician identified in the child's record.
4. Contact the child's parent.
5. Ensure supervision of other children in the group.

All caregivers and administrators are CPR and First Aid certified in pediatric care.

8. PARENT CONFERENCES

Communication is very important to us. When we accept a new family into our center, we ensure that any issues, questions or concerns can be shared openly. It is important that there is a common ground on our childcare views and philosophy. Therefore, we encourage any questions, feedback, or discussions of any kind that will aid in a positive outcome for the child.

Parents of infants will receive a daily note. Some typical things you may find on this note would be feedings, diaper changes, nap times, things the infant is needing at the center, etcetera.

Parents of toddlers, preschoolers and older children will not receive a daily note unless there is a reminder or situation that a parent needs to be aware of.

Parents are welcome to schedule a parent conference at any time. A scheduled conference is offered to parents to exchange information at least two times a year. During this conference, information from caregiver observations and written assessment and checklists obtained by the Children's Learning Institute (CLI) will be provided to parents along with Early intervention Agencies information. Caregivers will communicate with parent/guardian if they see signs of possible developmental delay by the end of their age range. Parents should discuss red flags with their pediatrician or call Region One (Early Childhood Intervention) for a developmental Screening at (956)984-6000 or EasterSeals at (956)631-9171. If your child is already attending school, you can contact your counselor at your child campus or contact the district office for more information about developmental Screening. Director will provide a list of agencies and assist with referral process if needed.

Sensitive issues will be discussed in private by either telephone or conference.

We look forward to a remarkable relationship with you and your child!

9. ADDITIONAL ACCOMMODATIONS

Parent resources are made available in both Spanish and English free of charge in the parent corner. Bilingual classroom materials will also be made available for children's use. The program will do its best to make sure the child and their family feel comfortable and welcome regardless of any needed accommodations.

Please contact the Director if you or your child requires accommodation, and we will ensure that we do our part in making sure your needs are met. If your child is receiving any type of therapies, we will gladly provide a private area in our center for your child and his/her therapist. Upon request we are happy to attend meetings or therapy sessions with therapist to support the child's progress and development. Just inform us in advance of this need.

The CIL development Checklist is used to evaluate comprehension of skills across domains for children at our center and make sure every child is meeting their milestones for appropriate age group. The CLI Developmental Checklist is done twice a year to evaluate child's progress. Teachers will implement activities from CIL Developmental Checklist into their lesson plans. A copy of results will be provided to parents along with Early Intervention Agencies information. Director will assist parents with referral process if needed.

10. PARENTAL NOTIFICATIONS

Staff will immediately notify the parent or other person authorized by the parent when the child; is injured, has a sign or symptom requiring exclusion from the facility, or has been involved in any situation which places the child at risk.

Staff will notify all parents of children in the facility when there is an outbreak of a communicable disease as required by the State Department of Health. Staff will notify parents of children in a group when there is an outbreak of head lice or other infestation in the group.

11. DISCIPLINE AND GUIDANCE POLICY

Our discipline policy is individualized and consistent for each child; appropriate to the child's level of understanding; and directed toward teaching the child acceptable behavior and self-control.

Our caregivers will only use positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction, which includes: using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior; reminding a child of behavior expectations daily by using clear, positive statements; redirecting behavior using positive statements; and using brief supervised separation or time out from the immediate group, which is limited to no more than one minute per year of the child's age.

There will be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited: corporal punishment or threats of corporal punishment; punishment associated with food, naps, or toilet training; pinching, shaking, or biting a child; hitting a child with a hand or instrument; putting anything in or on a child's mouth; humiliating, ridiculing, rejecting, or yelling at a child; subjecting a child to harsh, abusive, or profane language; placing a child in a locked or dark room, bathroom, or closet with the door closed; and requiring a child to remain silent or inactive for appropriately long periods of time for the child's age, or constrain them in a restrictive device.

12. SUSPENSION AND EXPULSION OF CHILDREN

Our Center will implement the following steps prior to expulsion, including but not limited to:

- Teaching social-emotional skills daily.
- Making environmental modifications, as needed.
- Documenting incidents and general behavior as needed (Daily/Weekly)
- Engaging in discussions with parents, including up to three scheduled parent conferences to develop an action plan to monitor behavior progression/digression based on existing policies and procedures.
- Seeking support services from specialists, allowing and accommodating parent-approved observations on site at the Center.

Reasons for expulsion or suspension would include the following:

- Extreme disruptive behavior that interferes with student activities, poses physical harm to a staff member, other students, or the student displaying the behavior, or severe emotional harm to a staff member, other students, or the student displaying the behavior.
- Destruction of school or student property (not including accidental occurrence's).
- Non-payment (if no advance payment arrangements have been made, or existing payment arrangements have not been honored sufficiently).

The duration of suspension will depend on the circumstances leading up to that decision and will be discussed with the parent either in a director-parent conference or via phone. The enrolling parent will be notified prior to such action taking effect.

Our annual training for all staff members and caregivers includes training in understanding child development, classroom management procedures, and the proper way to address behavioral issues for each age group.

13. SEPARATION PROCEDURES/WITHDRAWAL FROM PROGRAM

We reserve the right to terminate childcare services for the following reasons, but not limited to:

- ◆ Failure to pay
- ◆ Routinely late picking up your child
- ◆ Lack of parental cooperation
- ◆ Unable to meet the child's needs
- ◆ Non-compliance with handbook policies and procedures
- ◆ Continuous behavior concerns

We require a two-week written notice from parents when deciding to terminate services regardless of whether the child is in attendance.

CHALLENGING BEHAVIOR POLICY

We prioritize supporting children's development from infancy to school readiness in all aspects: academically, socially, emotionally and behaviorally. We strive to create a positive nurturing environment at our center; however, children may exhibit challenging behaviors for various reasons. We recognize that occasional challenging behaviors may arise. Here is our procedure for addressing challenging behaviors:

Separation or withdrawal will not occur until the following steps have been taken:

1. When teachers notice concerning behaviors, they will redirect and document their observations (incident report) and communicate with parents.
2. Our teacher and director will work in collaboration to make plans to address the behavior and discuss the child's progress. These intervention plans will be communicated with parents as these include actions to take both at the center and at home. These strategies may include adjustments to the environment, individualized behavior plans, or additional support from staff members.
3. Ongoing communication and parent involvement is crucial in the child's intervention plan, therefore regular updates will be given at this level of plan. Discussions will be framed around objectives of the program.
4. In the event that the center can no longer provide care for a child after working with the child and his/her family, the center will dismiss the child from the center. Parents will be asked to enroll their child in another center that better meets the child's needs. Parents will be given a two-week grace period to find another suitable childcare center before dismissing the child or after the two weeks of notice have passed.

Throughout this process, parents will be kept informed daily of their child's progress and any updates regarding the management of challenging behaviors.

14. SAFE SLEEP FOR INFANTS (12 MONTHS OR YOUNGER)

SIDS (sudden infant death syndrome) is the leading cause of death for infants between 1 month and 12 months of age. SIDS is most common among infants that are 1-4 months old. However, babies can die from SIDS until they are 1 year old. Because we don't know what causes SIDS, safe sleep practices reduce the risk of SIDS in every infant under the age of 1 year.

Our center implements the following safe sleep practices:

- All infants under the age of 12 months will be placed to sleep on their backs. We do not side sleep or use "unaccustomed tummy sleeping" for any infant under the age of 12 months, unless the child is able to turn over independently.
- Pacifiers are permitted for naptime purposes but may not be connected to cords, clips, or any other attaching mechanisms that might be a strangulation risk.
- Babies are placed in a crib or play yard that offer a firm sleep surface, covered by a fitted sheet according to the current safety standards as outlined in the Child Care Licensing Minimal Standards for Daycare Centers.
- No soft objects, loose bedding, bumper pads, or any objects that could increase the risk of suffocation or strangulation are permitted in the baby's sleep area.
- Loose bedding, such as sheets and blankets are not used. Good alternatives to blankets include sleep clothing, such as sleepers, sleep sacks, and wearable blankets.
- Wedges or infant positioners are not used, since there's no evidence that they reduce the risk of SIDS, and may increase the risk of suffocation.
- "Tummy time" will help babies strengthen their muscles and develop normally, but will only be conducted while the baby is awake and will always be supervised.
- If the infant falls asleep in a restrictive device other than a crib (such as a bouncy chair or swing, or arrives to care asleep in a car seat), the infant will be moved to a crib immediately, unless you provide an Infant Sleep Exception form 2710 signed by the infant's health care professional
- All staff members, substitutes, and volunteers are required to have a minimum of 2 hours pre-service training focused on safe sleep practices, reducing the risk of SIDS in infants, and early brain development in infants before entering the nursery room, and an additional 2 hours training annually to stay up to date with current safety standards for sleeping

infants.

- If your infant sleeps in a way other than on his/her back, you will need to complete an Infant Sleep Exemption Form (form 2710) that includes a signed statement from your child's physician that explains how they should sleep, the medical reason for this position, and a time frame for this position. This form will be kept on file and all staff members, including substitutes and volunteers, will be informed of this special situation.
- For more information regarding safe sleep practices, our center asks all parents of infants 12 months and younger to review and sign our Operational Policy on Infant Safe Sleep (form J-800-2550).

15. NUTRITION EDUCATION AND PROCEDURES

Adventureland Academy LLC. is a participant of the Child and Adult Care Food Program CACFP, a nationwide program administered by the US Department of Agriculture (USDA) and the Texas Department of Agriculture (TDA) that provides childcare centers with nutritious meals and snacks.

Meals and Food Service:

Breakfast and afternoon snacks will be provided every day. All snacks provided by the childcare center will be nutritious and based on the daily food needs for children of each age group.

Lunch and Dinner will be provided every day. All meals provided by the childcare center will be nutritious and based on the daily food needs for children of each age group. You should be aware of the mealtimes to ensure that your child is present to eat. Outside food is not allowed unless ordered by the child's doctor.

- Our menu rotates with four different weekly menus each month and are posted near the entrance and in all classrooms.
- Nutritious, well-balanced meals are prepared with a minimal amount of salt; sugar and fat are served on a daily basis. Our menus provide for Vitamin C daily and Vitamin A minimum of three times a week. We serve only 1% Vitamin D milk.
- If your child is on formula or commercially prepared baby food, you must provide the center with sufficient formula and/or baby food to meet your child's dietary needs.
- Children will be encouraged but not forced to eat. Recurring eating problems will be discussed with the child's parents.
- Parents must provide formula of their preference and water for babies' formula.
 - Liquids and food Hotter than 110 degrees Fahrenheit are kept out of reach of children.
 - All staff are educated on food allergies, and they take precautions to ensure children are protected.
 - Healthy snacks (as listed by the Texas Department of Agriculture) are available for school aged children as they arrive.
 - The center does a four-week rotation of meal planning.

16. BREASTFEEDING POLICIES AND RESOURCES

Parents have the right to breastfeed or provide breast milk for their child while in care. Human milk is the best source of milk for infants. Additionally, breastfeeding supports optimal health and development. We will provide comfortable sitting area for mothers to have an opportunity to breastfeed their child at our center. There is a designated area for breastfeeding located in the infant classroom. A rocking chair is set up for breastfeeding mothers that provides comfort and privacy.

At the mother's request, we will also make available the following:

- A pillow to support her infant in her lap.
- A stepstool for her to prop her feet and prevent back strain.
- Water or other liquid to help her stay hydrated.

Upon request, a compilation of breastfeeding education and support resources in the community is provided to parents.

17. IMMUNIZATION AND TUBERCULOSIS TEST REQUIREMENTS

We will ensure that each child's immunization record includes the child's date of birth, the number of doses and types, and the date (month, day, and year) the child received each immunization. Compliance with this requirement is measured by one or more of the following for each child in care:

- A dated record that the child has been immunized against: diphtheria, tetanus, pertussis, polio, measles, mumps, rubella, and Haemophiles influenza type b (Hib). There must be a record with a rubber stamp or signature of the physician or health personnel or a machine or handwritten copy of the immunization record.
- A dated statement from a licensed physician or other authorized health personnel that immunizations against at least one of the diseases have begun. The immunization series must be completed as soon as is medically feasible.
- A certificate or affidavit signed and dated by a physician duly registered and licensed to practice medicine in the U.S., stating that the required immunization would be injurious to the health and well-being of the child or a member of the child's family or household. Unless a lifelong condition is specified, the affidavit or certificate is valid for only one year from the date signed by the physician and must be renewed every year for the exclusion to remain in effect.
- An affidavit signed by the parent or guardian stating that the immunization conflicts with the tenets and practices of a

recognized church or religious organization of which the parent or guardian is an adherent.

- A dated statement signed by the child's parent that the child's immunization record is current and on file at the school the child attends. The name of the school must be included in the statement.
- An annual Report of the Immunizations Status of all children by age group must be submitted on the request of the Texas Department of Health.
- The Health Department sets the requirement for TB Testing. The Health Department is not requiring TB Testing at this time, but it could be required in the future.

18. HEARING AND VISION SCREENING REQUIREMENTS

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 the following children who are enrolled in a child care center: First-time enrollees who are four years of age or older and all children enrolled in programs who are four years old by September 1st of each year will be screened for possible vision and hearing problems prior to completion of the first semester of enrollment or within 120 calendar days of enrollment, whichever is longest, or present evidence of screening conducted one year prior to enrollment.

19. ENROLLMENT PROCEDURES / FEE STRUCTURE- LATE PAYMENTS- REFUND POLICY

Tuition is to be paid in advance every Friday PRIOR to service. Payments can also be made Monday morning if needed. There will be a \$25.00 LATE fee for ALL late payments. If there is a reason why you cannot make payment on due date, please make arrangements with director or person in charge.

We do not pro-rate any week due to illness or vacation. The only exception for a pro-rated fee is the first week of enrollment if your child does not start on a Monday.

No refunds are made regardless of the days attended during the week. If you are not sure how many days your child will attend, we also offer a daily Walk-in rate.

There will be a Family Discount Plan for multiple Siblings 18 months or older. NO DISCOUNTS FOR INFANTS

OUR CENTERS WEEKLY RATES ARE THE FOLLOWING

Rates are effective September 29, 2025

Rates	Full Time	Part-Time
Infants 0-17 months:	\$ 225.00	\$ 210.00
Toddlers 18 months – 2 years:	\$ 215.00	\$ 200.00
Pre-School 3-4 Years:	\$ 210.00	\$ 195.00
School Age 5-12 years:	\$ 205.00	\$ 190.00
Walk-ins All Day: Any Age 1 day	\$ 60.00 each	Multiple Days: \$ 50.00 each

- There is a \$75.00 enrollment charge per family. This is a one-time administrative fee. Upon paying the enrollment fee, you will be given an Enrollment Form, a Child Care Agreement, and a copy of the Operational Policies. The enrollment form and childcare agreement must be completed and turned in to Director or Person in Charge. A copy of your child's immunization record and a Physician Statement needs to be given to the center within the first week of attending.
- The center opens at 7:00 AM and closes at 6:30 PM if child is picked up late there will be a \$1.00 charge per minute. If there is an emergency please call ASAP so we can make arrangements, Fee still applies.
Example: If child is picked up at 6:36pm, 6 minutes will be billed: 6 x \$1.00 = \$6.00
- You are entitled to a 1 week vacation per calendar year without losing your child's chair or having to re-enroll. (You will not be billed for ONE week of your choice that your child does not attend center).

NSF or returned Checks will have a \$50.00 Charge.

On Second NSF or return check we will no longer accept checks and \$50.00 charge.

CCS clients are required to pay tuition and copays according to your contract signed with CCS.

20. ABSENCES

- We understand that our children may get ill at times, if your child is ill on short term, you will be responsible to pay tuition for days absent. When a child is hospitalized, or health professional states that child may not return to center, then we will wave tuition. ONLY when you have a MEDICAL EXCUSE that states that your child is not able to attend Preschool or Childcare center

you will not be responsible for tuition payments for missed days.

- There will be NO REFUND or adjustments made to your childcare fee for your time missed due to illness, holidays, and days off.
NO EXCEPTIONS

**It is required for the parent to notify the center if the child will be late or absent.
Parent must call the center or text by no later than 9:00AM**

21. WALK-IN CUSTOMERS OR CHILDREN THAT DO NOT ATTEND ON A REGULAR BASIS

Walk in customers or children that do not attend on a regular basis will need to notify daycare center 24 hours prior to dropping off child/children of intent to attend daycare the following day. If no notification is received 24 hours prior to dropping of children, service may be refused if our staff to children ratio is not the appropriate amount. While we always have the needed staff at the center, unannounced walk-ins sometimes create staff shortages, so please advise us in advanced so that we can prepare for your child's arrival.

22. CENTER POLICIES

- Children will need to be at the center before 9:00 AM to participate with educational curriculum and limit disruptions.
- If children are going to be absent you need to call the center 24 hours in advance and let the center know when the child will return.
- Children are not allowed to bring toys, cellular phones, or any other electronic devices from home. If child brings a toy or electronic device and misplaces it, Center is not responsible or liable for it.
- Center is not responsible for lost or broken electronics.
- Potty Trained Children will not be assisted with toileting. Teachers will remind children of restroom procedures.
- If children need special accommodations please turn in a physician's statement/referral/prescription of special indications, so we may better assist your child and your family. In addition, Center will require a parent written consent form from parents. These forms will be held in child's file.

23. TRANSPORTATION

We provide transportation from child's school to daycare center only. In order for your child to participate in activities that involve transportation a signed permission slip is needed.

If pick-up from child's school is not required on a specific day, please notify the center as soon as possible so that caregiver assigned to pick up your child is informed and does not wait unnecessarily at your child's school.

24. WATER ACTIVITIES

Our center does not offer wading/splashing pool activities. We only offer sprinkler play and you will be notified in advanced when this activity will take place.

25. FIELD TRIPS

Field trips are considered an important part of the educational program and will be provided for children 4 years old and older from time to time. A field trip permission slip must be signed by the parent or guardian prior to the field trip taking place. A notice will be posted 48 hours in advance of the field trip (PARENTS WILL RECEIVE FIELDTRIP NOTICE 2 WEEKS PRIOR TO TRIP).

26. ANIMALS

In order to have animals on the premises the center must:

- Notify parents in writing when animals are or will be present
- Ensure the animals do not create unsafe or unsanitary conditions
- Ensure that children do not handle any animal that shows signs of illness, such as lethargy or diarrhea.
- Ensure that caregivers and children practice good hygiene and hand washing after handling or has contact with an animal and items used by an animal, such as water and food bowls, etc.

27. INDOOR CLOTHING GUIDELINES

Daycare children participate in indoor and outdoor physical activities on a daily basis. In order to help children feel comfortable, parents need to bring children with appropriate clothing and shoes. We also require a minimum of three changes of clothing (including socks and underwear) in case of any accidents or spills.

- Children will need to have blanket, nap mat, and extra clothes in case of any accidents.
- Parents must provide the following for children that use diapers: diapers, wipes, diaper rash ointment, extra clothes etc.

28. OUTDOOR PHYSICAL ACTIVITY

Benefits: Outdoor play provides for greater freedom and flexibility, fuller expression through loud talk, and a greater range of active movement. Outdoor play also extends opportunities for large muscle development, social-emotional development, and small muscle development by offering variety, challenge, and complexity in ways that are not attainable in a confined indoor space.

Duration: It is recommended that children 13 months and older enjoy a minimum of 60 to 90 minutes of moderate to vigorous outdoor play daily. Our center provides increments of 20-30 minutes of outdoor play in both the morning and afternoon sessions of our program, depending on weather conditions, to ensure that children's needs of physical activity is met. There are also 15-20 minutes of gross motor physical activity held indoors in both the morning and afternoon sessions of our program. While there are no specific time recommendations for infants 12 months and younger, our program does provide outdoor exploration for our nursery class in increments of 10-20 minutes, in both the morning and afternoon, depending on both weather conditions and child temperaments.

We will have physical activity every day for at least 30 minutes to 1 hour, if weather permits. We encourage outside play so every child can experience some type of physical activity. We encourage 30 minutes of outside play in the morning and 30 minutes in the afternoon. If weather does not permit, appropriate physical activities indoors will be planned.

Types of Physical Activity: Our program caters to both structured and unstructured physical play, by presenting opportunities to dance, run, skip, hop, and twirl indoors and outdoors. Each classroom presents age-appropriate activities to encourage group-directed activities like action songs (ex. Hokey Pokey, Ring around the Rosie), as well as active games, (ex. Duck Duck Goose, Red Light, Green Light, and parachute play) while also providing self-directed physical play and discovery (ex. Hopscotch, Scavenger Hunts).

Settings: Each classroom is equipped with a large group meeting area that provides cushioned support that allows for seated activities, like a read-aloud or morning meeting, as well as physical activities that include dancing, brain breaks, and other gross-motor movement games. Our outdoor space is divided into two play areas, the smaller area reserved for Toddlers and Infants classes, and the larger area reserved for Pre-kinder and School-age classes.

Recommended Clothing/Footwear: We recommend clothing and footwear that will allow children to participate freely and safely in physical activities, including comfortable, slip-resistant shoes with stable walking support and loose fitted (but not baggy) clothing that does not constrict physical movement or may cause trips or falls. Please keep in mind that outdoor play is a crucial part of our program and critical to supporting the whole child development, therefore, we advise that your child wears clothing and footwear you are comfortable with them engaging in outdoor play in.

Extreme Weather Conditions: In the event of inclement weather, or extreme heat/cold, that does not permit outdoor play; accommodations are made for indoor play that includes dancing to theme-related music CDs, gross motor games that are teacher directed, or other action movements to meet the recommended time for physical activity each day.

When advised by the National Weather Service of a Heat Advisory, outdoor play will be limited or canceled. We will not have outdoor play or outdoor activities if the National Weather Service puts out a notification of an Excessive Heat Watch or Excessive Heat Warning that is active during our outdoor activities.

29. APPLYING SUNSCREEN LOTION AND INSECT REPELLANT

Our center will provide sunscreen lotion for all children and will apply sunscreen lotion to children prior to going outside when needed. Parents whose children need a specific brand of sunscreen because of allergies or other medical reasons may provide that sunscreen with a doctor's note and medication permission form. Special sunscreen must be labeled with the child's name and used only by that child. Staff will post a notice to this effect in the classroom. The sunscreen that our center supplies will be PABA-free, water resistant, and have an SPF of at least 30.

Staff will follow these procedures:

- Apply sunscreen during the months of March through October and other times when the sun seems intense.
- Apply sunscreen in the morning and afternoon and anytime necessary in between, preferably ½ hour prior to exposure.
- Apply sunscreen liberally, with special attention to cheeks, shoulders, backs of legs and upper arms.
- Apply sunscreen before and after water play.
- Do not apply sunscreen to infants under 6 months of age unless specified in writing by a parent.
- Do not apply sunscreen to toddler's hands. Place high on foreheads away from eyebrow, since sweat can cause it to get in children's eyes.
- We may apply zinc oxide to the ears and nose of infants and older children.
- School-age children may apply sunscreen to themselves with adult supervision.

Our center will provide and apply insect repellent as needed, according to the following guidelines:

- We will not use repellent containing DEET on children who may lick their skin.
- We will not use repellent containing DEET on children under the age of 2 years.
- Children 2 years and older may have insect repellent applied sparingly to the back of their necks, legs, and arms. Avoid the

hands, so that repellent does not get rubbed in children's eyes.

Please Note: It is recommended that children be bathed prior to bedtime on days when insect repellent has been applied. Staff will post a card on the parent sign-in/sign-out sheet that indicates if insect repellent has been used on a given day. It is parents' responsibility to check for this information when they sign their child out at the end of the day.

30. FAMILY PARTICIPATION

We encourage both informal and formal parental involvement in children's care and education. Staff members are available to talk daily, at the end of the day. We will not allow for teachers to talk to parents while they are caring for children. Parents can call the center to check up on their child during the day. Parents of younger children will receive regular written notices if there is a concern, or a child is lacking supplies.

Parent/teacher conferences are an opportunity for parents and teachers to discuss the progress of the child and share information about home life and happenings at our center. We welcome parents to visit the center at any time during our hours of operation to observe their child, we do not require parents to secure approval for the visits beforehand.

The center provides a variety of opportunities for parents to participate. Parents are welcome to come and participate in their child's classroom at any given time. Parents are also encouraged to participate in field trips. We will have a monthly parent meeting to bring up any issues or concerns that we may have and discuss any upcoming events. Parents are encouraged to attend any of our events that will be happening (Easter egg hunt, Muffins with Mom, Thanksgiving breakfast and any other that center posts).

PARENT SUGGESTION/SURVEY BOX: We welcome any questions or concerns about policies and procedures of the childcare center. Parents can drop in their suggestions and our annual parent survey in our "Parent Box" located in our "Parents Corner." Parents can also speak with the Director or Assistant Director to review and discuss matters at any time.

ANNUAL SURVEY: We conduct a yearly survey for all parents to share feedback about our daycare. You will receive the survey via email or in person. It is anonymous to encourage honesty. We will review all responses to identify areas for improvement and based on your feedback, we will consider updating our policies or procedures. Any changes will be transparently communicated to you. Your feedback will help us improve our services and is greatly appreciated.

31. VOLUNTEERS

Volunteers are accepted to assist at the childcare center or on field trips. To volunteer, you must complete an 8-hour pre-certification and criminal history check prior to any field trip. Please see the Director or Assistant Director for more details.

PARENTS & FAMILY: Parents and family are vital resources for children's development. We firmly believe that an active partnership with parents lays a foundation for academic success. We warmly welcome parental involvement and encourage participation in center activities, including volunteers for curriculum activities (to be announced as needed) or chaperones on field trips and events (solely for your child; to assist with larger groups of children, please ask director for details)

32. REVIEWING INFORMATION

You are entitled to see the following information:

- (a) You may ask the Director to show you the most recent copy of the Minimum standards for this licensed facility.
- (b) Facility documentation of liability insurance that complies with Human Resources Code Section: 42.0491.
- (c) Department of Family Protective Services inspection/investigation report.
- (d) Fire marshal's inspection report.

€ Texas Department of Health's sanitation, inspection report.

Most of these documents will be posted near the centers entrance.

33. IMPORTANT INFORMATION

Department of Family Protective Service

300 E. Canton Rd.
Edinburg, Texas 78539
(956) 381-5791
www.dfus.state.tx.us

Childcare Licensing

2520 N Closner
Edinburg TX, 78539
(956) 316-8275

The Texas Abuse & Neglect Hotline: 1- 800-252-5400
www.txabusehotline.org

34. INCLEMENT WEATHER POLICY & EMERGENCY PREPAREDNESS PLAN

Unscheduled closing and Unforeseen events

- In the event of an emergency, parents will have 30 minutes to come and pick up their children. NO EXCEPTIONS!!! Emergencies may include severe weather, power outages, no water, etc.
- Director will follow procedures found in our emergency preparedness plan.

Evacuation

- In an emergency, the first responsibility of our staff is to move the children to a designated safe area or alternate shelter. They will follow all procedures to assure their safety. When the threat has passed, parents will be allowed to pick up their children.
- Infants and Toddlers (under the age of 24 months, with limited mobility) will be evacuated using portable play yards or cribs with wheels to ensure a swift and safe evacuation process. If evacuation from the facility is required, children and teachers will be relocated using our transport vans, beginning with the youngest groups first. Additional employee vehicles will be used if van capacity is reached for pre-k and school age students only.
- In a lockdown procedure where the threat is detected INSIDE the building, an announcement will be made, 911 will be notified, and all students and employees will relocate to the nearest safe room and lock the doors. Students and staff will stay in their areas without sound or light that may indicate their presence until an announcement is made confirming the threat is clear. Our daily sign-in logs will be used to track children's attendance to ensure all students are accounted for the duration of the lockdown.
- In a lockdown procedure where the threat is detected OUTSIDE the building, an announcement will be made, all entrance doors will be locked; students and staff will move to the nearest safe room and lock the doors. Caregivers will stay in their locations and continue normal activity until an announcement is made confirming the threat is clear. This will most likely require local law enforcement to issue that confirmation.
- An emergency evacuation and relocation diagram is posted in each classroom indicating the designated evacuation route for that room, our severe weather/shelter in place designated space, as well as our designated outdoor meeting point.
- The teachers will account for every child using their daily attendance reports.
- The Director or Assistant Director will take enrollment records to the alternate location.
- **In case of an emergency or event where relocating all children and staff is needed, we will move everyone in our center to the following alternate locations: (All parents will be notified as soon as possible)**

Adventureland Academy #1 at 5318 N Ware Rd.

Will Relocate to:

Adventureland Academy #2
920 N Ware Rd.
McAllen, TX 78501
(956) 683-1517
(one block south of Pecan Blvd.)

Adventureland Academy #2 at 920 N Ware Rd.

Will Relocate to:

Adventureland Academy #1
5813 N Ware Rd.
McAllen TX 78504
(956) 682-2283
(between Lark Ave. and Dove Ave.)

Communication

- The centers contact phone number and address is located on top of page one of this handbook.
- Emergency contact number is: 956-212-9546, in an emergency indicate your center's location.
- We will communicate with local authorities (such as fire, law enforcement, emergency medical services, and health department), parents and Texas Department of Family and Protective Services through telephone and email.
- Prior to evacuating, a designated staff member will retrieve certain information and items. This includes a student binder with all available contact information for parents. It will list all parent and emergency contact numbers, authorization for medical care for each child in care, and any health conditions or food allergies that staff should be aware of. The Director or Asst. Director will retrieve the daily sign-in logs to track children's attendance to ensure all students are accounted for the duration of the evacuation.
- In the event of an emergency, all parents and guardians identified in the child's admission file will be notified by phone of the operation's status, approximate duration of the emergency, when children will be available for safe pickup and any additional details specific to the emergency as soon as all children are safely sheltered. Additional notification will be sent when the emergency is remedied and sheltering precautions are lifted. For lockdowns, children will not be released until the area is deemed safe by local law enforcement.

Please ensure changes to contact information are immediately communicated with our office to ensure receipt of important communication.

35. PROCEDURE FOR PARENTS TO UPDATE CONTACT INFORMATION

Parents may update contact information without the assistance of staff by using a post it and dropping it in our “Parent Box” located in our “Parent Corner.” Parents can also email us if any contact information needs to be changed. Director will then update any information on the child’s folder.

36. PREVENTING AND RESPONDING TO ABUSE AND NEGLECT OF CHILDREN

A. Required annual training for employees:

All caregivers must receive 30 clock hours of annual training; Directors must receive 36 clock hours of annual training. At least one clock hour of annual training must focus on prevention, recognition, and reporting of child abuse and neglect, including: (1) factors indicating a child is at risk for abuse or neglect; (2) warning signs indicating a child may be a victim of abuse or neglect; (3) internal procedures for reporting child abuse or neglect; and (4) community organizations that have training programs available to child-care center staff members, children, and parents.

B. Methods for Increasing Awareness, including warning signs:

All our staff have a responsibility to prevent child abuse and neglect of any children involved in our center.

Child abuse is defined as a child who has had:

- any non-accidental physical or mental injury (i.e. shaking, beating, burning)
- any form of sexual abuse (i.e. sexual exploitation)
- emotional abuse (i.e. excessive belittling, or teasing which impairs the child's psychological growth)
- at risk behavior (i.e. placing a child in a situation which might endanger him by abuse of neglect)
- injuries which are inconsistent with the explanation given.

Child neglect is defined as a child who has been:

- Abandoned
- Denied proper care and attention physically, educationally, emotionally, for example a child who has not been provided appropriate food, clothing, shelter, education, mental care and supervision.
- Allowed to live under circumstances, conditions, or associations injurious to his/her well-being.

(Texas Family Code Title 5, Subtitle E, Chapter 261, Section 261.001)

C. Prevention Techniques:

Our Center has a responsibility to prevent the abuse and neglect of the children enrolled in our school. Teachers are informed of and are required to know signs of suspected abuse. According to the American Red Cross, teachers may suspect abuse when: the child shows sudden behavior changes or erratic behavior, the child becomes withdrawn, the child is hostile or extremely aggressive, the child is suspicious or watchful of others’ actions, as if fearing them.

The staff at our center must take immediate action to help the child whom they suspect is being abused or neglected. As mandated reporters, the director and teachers must report actual or suspected abuse or neglect or the imminent risk of serious harm of any child to the Department of Family Protective Services as required by Subchapter B, Section 261.101 (a) and (b) of the Texas Family Code.

In the event of suspected abuse and/or neglect staff actions are as follows:

Treat injuries: The teachers treat any immediate injury that is within the scope of their first aid training.

Provide clothing: The teachers provide appropriate clothing for a child who needs it.

Increase nutrition at school: The teachers provide extra snacks or lunches for a child who is hungry.

Emotional support of a child: The teachers provide emotional support within their role as the child's teacher.

Prevention of abuse and neglect in school

It is also the responsibility of our center to prevent any abuse or neglect that could happen in our facility. To prevent abuse and neglect at our center the following steps are taken:

- On a yearly basis, review approved and prohibited disciplinary techniques.
- Provide training resources and brainstorm ways to help teachers deal with disruptive behaviors in class.
- Review the indicators of abuse and neglect on a yearly basis.
- Conduct a thorough check of the references of new staff.
- All new staff receives an orientation covering various subjects including our center’s Abuse and Neglect policy.
- Supervise new teachers on a close and consistent basis; shadowing and assisting as needed throughout the probationary period.
- Perform background checks on all teachers, including fingerprinting; and renewing the background checks every two years from the original date of employment as required by CCL Employment Regulations.

D. Strategies for Coordination to Community Resources

All staff must become familiar with the students' families and view our role as a support system. Our Social Services consultant and community resources could be called in to help give families guidance. The director(s) of our centers utilizes

contacts in the community to set up needed resources for the child and family. These include medical, social service, financial, and nutritional resources.

If our teachers witness the physical abuse, or suspect a child's life is in danger, then 911 is called immediately.

Call Texas Department of Family and Protective Services:

Texas law requires caregivers to report suspected child abuse or neglect to the Texas Department of Family and Protective Services or law enforcement. Call 1-800-252-5400 to make confidential reports. Failure to report suspected abuse or neglect is a crime. Employers are prohibited from retaliating against caregivers who make reports in good faith.

E. Actions that the parent should take, including procedures for reporting child abuse or neglect:

Abuse or neglect reports include the following: Names, addresses, and phone numbers of the child and parents/or guardians; age and gender of the child; relevant information such as physical or behavioral indicators, nature and extent of injury, maltreatment or neglect; exact description of what the reporter has observed; the approximate date and time of the injury, abuse, or neglect; any information about previous injuries, maltreatment, or neglect to this child that staff knows about; a description of the circumstances under which the reporter learned of abuse/neglect; any information the reporter believes would be helpful; descriptions of the actions taken to treat, provide shelter, or otherwise assist the child; medical attention given to the child, if necessary.

See section 33 "Important Information" for phone numbers and addresses of local agencies if you suspect abuse or neglect or need to make a report.

37. PROCEDURES FOR CONDUCTING HEALTH CHECKS

- A visual or physical assessment of a child to identify potential concerns about a child's health, including signs or symptoms of illness and injury, in response to changes in the child's behavior since the last date of attendance.
- Daily Reports will be provided daily to the infant's parent for review when or by the time the infant is picked up from the child care center. The Daily report contains: (1) times the infant slept, (2) times and amount of food consumed, (3) times of diaper changes, (4) infants' general mood for the day, and (5) a brief summary of the activities in which the infant participated.

38. HEALTH BENEFIT RESOURCES

Our center wants to help parents find the right health plan for themselves and children. Brochures with information about obtaining medical, dental, vision and life insurance are available for parents in the "Parent Corner." These include information on how parents can obtain Children's Health Insurance Program (CHIP) and Medicaid.

39. ORAL HEALTH

Our Center encourages children's oral health. Families are provided with oral health resources (located in the "Parents Corner") that include information on the importance of brushing teeth, how to brush teeth, when to visit the dentist and information on local pediatric dentistry offices.

40. VACCINE & PREVENTABLE DISEASES FOR EMPLOYEES

No vaccines are required for staff members or caregivers; however, we highly recommend and encourage all staff to be fully vaccinated for COVID-19 and flu. TB test is also taken, and the results are on file. Communicable diseases are treated seriously including any virus or flu that may present a risk to children, teachers are required to stay home and provide a doctor's excuse when cleared of any symptoms before returning to the center.

41. VISITING THE CENTER

Parents are allowed to visit the center at any time during our hours of operation to observe their child, the childcare center's operation, and program activities, without having to secure prior approval. All parents will receive numeric code to enter the building upon request.

42. GANG-FREE ZONES

As a result of House Bill 2086 that passed during the 81st Legislature, Regular Session, Chapter 42 of the Human Resource Code includes section 42.064, effective September 1, 2009. This new statute requires that information about gang-free zones be distributed to parents and guardians of children in care at licensed childcare centers.

What is a gang-free zone?

A gang-free zone is a designated area around a specific location where prohibited gang related activity is subject to increased penalty under Texas law. The specific locations include day care centers. The gang-free zone is within 1000 feet of your childcare center.

What is the purpose of gang-free zones?

Similar to the motivation behind establishing drug-free zones, the purpose of gang-free zones is to deter certain types of criminal activity in areas where children gather by enforcing tougher penalties.

What does this mean for my day care center?

A childcare center must inform parents or guardians of children attending the center about the new gang-free zone designation. This means parents or guardians need to be informed that certain gang-related activity or engaging in organized criminal activity within 1000 feet of your center is a violation of this law and is therefore subject to increased penalty under state law.

43. SUPERVISION “AT ALL TIMES”

To ensure the safety of your children, our facility has in place procedures to ensure that children are supervised at all times; including restroom breaks (whether to use the facility or to wash hands).

Our procedures for restroom breaks are as follows:

- Before and after meals (teacher facilitated, group breaks)
- Upon entering from outdoor play (teacher facilitated, group breaks)
- Before playing in a water play table, after playing in sand (teacher facilitated, group breaks)
- And any other time that the caregiver has reason to believe the child has come in contact with substances that could be harmful to the child.

Our facility has several restrooms available for student use. Each restroom offers privacy for students by means of a divider or door. If needed, the student may partially close the main entrance door for any delicate situations requiring additional privacy, but the person in charge or teacher in care of this student will need to be notified to provide supervision outside the entrance as needed. At no point will either restroom be locked.

During regular class hours or naptime, the caregiver supervising the group will notify the person in charge that a student is using the restroom. The person in charge will monitor that the student is following all restroom procedures, in reference to conduct, safety, and hygiene, including proper use of supplies and hand washing procedures.

Our school age students will be allowed to go to the restroom by themselves, but the person in charge will monitor to ensure that they too are following all restroom procedures. Potty trained children will not be assisted with toileting.

Teachers will remind children of restroom procedures.

44. SURVEILLANCE CAMERAS

Our centers are equipped with multiple surveillance cameras that are constantly recording video and audio. While most areas of the center are monitored, some areas are not covered due to the limited number of cameras available or the recording angles of the equipment. Restrooms are not monitored for the privacy of our students and staff.

Recordings of our cameras are generally retained for a period between 7-14 days. These recordings are only available to the administration of the center and may be requested by the Health and Human Services Licensing department or other local or state authorities.

In the event a parent or guardian wants to see video footage recordings of their child or an incident involving their child, we will at our discretion decide if the privacy of other children can be maintained while showing the recording, in most instances recordings will not be shared. Adventureland Academy has the right to maintain the video recordings inaccessible to parents.

Video footage recordings are not freely shown to parents upon request.

45. UPDATE OF POLICIES

Policies will be updated as needed or at least once a year. Parents will be notified in person or in writing of any changes or updates done to the policy handbook. Parents may request a copy of the changes. If parent is not available in person, a text message, or email will be sent to them.

Digital copies of this handbook and other enrollment forms can be obtain at www.adventurelandacademy.com

Thank you for Choosing Adventureland Academy LLC for your childcare needs.

