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**Christian Learning Center**

**Parent Handbook**

**Our Mission**

To provide our little angels with a safe, loving, and learning environment in which they can begin to build a positive self image and develop their thinking, sensory, social, emotional skills and introduce them to a personal relationship with our Lord Jesus Christ.

**Philosophy**

Angelkeeper Christian Learning Center serves 12 months children up to 12 years of age. All children are encouraged to feel part of the daycare. Parental liaison is encouraged at every level. All children are encouraged to respect each other. Everyone in the daycare is entitled to the highest quality provision and service. Angelkeeper Daycare does not discriminate because of color, race, origin, sex, age, religion or handicap.

**Forms for Admission**

As required by the State of Texas, we must receive all forms listed below before we can admit your child. All forms must be completed and signed in all relevant sections.

* Child registration form
* Signature page of parent handbook
* Provider/parent contract
* Consent for Emergency Treatment of Child Form
* Tuberculin Testing requirements
* Signed doctors physical **(must have within 1 week of enrollment, or child may not return to daycare)**
* Shot record (updated annually)
* An annual hearing and vision screening is mandatory for children 3 1/2 to 4 years of age. Our center does offer the screening for $30.00 provided by El Paso Hearing and Vision Screeners.

**Please Note:**  Copies of admission forms and sign-in sheets are only going to be provided upon request to enrolling parents **only**. Non-enrolling parents may obtain a copy with a written authorization from enrolling parent or upon providing a court order.

**Daycare Fees:** Please call the child care center to obtain the weekly child care fees.

**Part-time** attendance consists of a maximum of 4 hours per day not to exceed 20 hours per week or 2 full days during the week.

**Full-time** rates become effective once children attend the daycare 3 or more days during the week. You will receive a 10% sibling discount on full-time rates only based on your youngest child’s rate. Services are limited to 12 hours per day. **Sibling discounts do not apply to promotional nor part-time rates.**

**School Intersession’s:**

Any children enrolled at school that will attend daycare full time during school intersessions will pay full rate a week. If your child will be out on vacation from daycare during intercession then you will pay half of the full rate. This payment will still be due Monday. If not paid you forfeit your child’s spot.

**Payment & Fees Policy**

**All accounts for enrolled children are mandatory to be set up to automatic withdraw payments. Payments are received on Mondays. Parents authorize Angelkeeper Christian Learning Center to initiate charges to any credit/debit card account provided to them by parents in writing or verbally for current and past due balances.**

**Parents with CCS Services**

**CCS fees are due on the 1st of every month with a grace period up to the 5th of the month. Delinquent balances are reported to CCS for termination of CCS benefits. CCS will not re-instate services until your outstanding balance is paid. Once benefits are lost the re-instatement process can last up to 9 months.**

**Late Fees**

**A $5.00 daily penalty fee will be assessed automatically starting on Tuesday until balance is paid in full.**

**Non-Payment**

**If payment has not been received by Friday, services will be automatically terminated.**

**Payments can be made by cash, debit, or credit card. (Checks are not accepted). Payments are not received on Saturdays.**

**Fee Increases**

In order to offer our staff competitive wages and in order to compensate for increases in cost of living, fees are reviewed annually. Parents will be given 1 month notice of fee increases.

**Opening & Closing Hours/Holidays:**

Angelkeeper Christian Learning Center is open Monday through Friday 5:00 A.M.-9:00 P.M. We will be closed to observe the following holidays: New Years Eve, New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day After Thanksgiving, Christmas Eve, Christmas Day,. Observed holidays are subject to change with a one week notice.

**Pick Up Policy:**

If someone else is picking up your child please notify us in advance and if they are not an authorized person please ensure they carry photo id. Please inform them of our pick up procedure. We will not release the child without your approval and photo id. The same procedure applies for family visitations.

**Late Pick Ups:**

Child care services are limited to 12 hours per day. You will be charged for exceeding the 12 hours of care, $1.00 per minute per child this also pertains to late pick up after closing hours. 9:00 P.M. No exceptions.

**Sign in/Out Sheets:**

It is state mandatory that the Learning center keeps record of the times your child is signed in to daycare and signed out. Please make sure you do this on a daily basis in the binder in the front office. You are not to sign your child in if he/she is absent. We keep separate records of attendance and they must all match. Services will be terminated if you sign an absent child in.

**Summer Camp Only:**

Our summer Camp begins the follow week after the last day of school for Socorro and Ysleta.

Summer Camp Rate (limited time only) is $95.00 a week, providing you with NO MORE than 10 hours of care on a DAILY basis.

**Your child’s belongings:**

Your child’s belongings must be labeled with his/her first and last name. We rather not have back backs hanging in the rooms because they take up space, so please bring supplies that will stay here at the center for your child. If you absolutely need to bring a diaper bag or back pack please bring a small bag labeled with your child’s name. When you bring your child in you must take their bag to their home room and hang it on his/her hook or cubby. When you pick up your child you must pick it up from their class on the same day. Please do not leave bags here for weeks.

**No Sippy Cups please!:**

We supply sippy cups for the children; we are not liable for lost sippy cups.

**Our Curriculum is the ”A BEKA” Curriculum**

A Beka Book have been developed and refined over a period of 50 years in the classrooms of Pensacola Christian Academy. Christian schools throughout the nation recognize that A Beka Book sets the standard of excellence in the publishing of textbooks and other materials for Christian schools. A Beka books has been put together by Christian scholars who are well grounded in the practical aspects of classroom teaching. For excellence for your Christian school, you can trust A Beka Book.

**Reading**

Phonics is employed as the most logical, orderly way to introduce reading to children. A Beka Book readers are the finest available anywhere. Our beautifully illustrated and imaginatively written readers present a strong Christian emphasis coupled with a sound phonics approach to teaching reading. Stories are carefully selected for interest, readability, theme, and Christian values. Scripture verses help students to see that the character traits taught by the stories are those which are exalted in God’s Word. Questions throughout guide students in comprehension of reading material and help them to apply Christian principles to their lives.

**Mathematics**

A Beka Book provides attractive, legible, workable traditional mathematics texts that are not burdened with modern theories such as set theory. These books have been field-tested, revised, and used successfully for many years in Christian schools. They are classics with up-to-date appeal. Besides training students in the basic skills that they will need all their lives, the A Beka Book traditional mathematics books teach students to believe in the absolutes of the universe, to work diligently to get right answers, and to see the facts of mathematics as part of the truth and order that God has built into the real universe.

**Prices for books per child:**

2 year olds-----20.00 or two payments of 10.00 (includes 2 Books)

3 Year olds----50.00 or two payments of 25.00 (includes 3 books)

Pre-K---------- 90.00 or two payments of 45.00 (includes 5 Books and alphabet flash cards)

**Toddlers:**

Children under two years of age are using the “My Baby can Read” program to give them an early start in reading. They are taught their basics through play and art to prepare them for the next step. Sign language is also taught to help the children comprehend vocabulary and directions as well as providing an alternative method to communicate needs and wants until words are developed.

**Supplies**

Parents are asked to supply the following:

* 2 change of clothes.
* Diapers pull ups, wipes and any required creams.
* Favorite blanket for quiet time/nap time 12-2pm
* Tooth brush w/ cover & tooth paste.
* School box, chubby crayons, child safe scissors, glue or glue stick

**Supplies may differ per teacher.**

Please see teacher for supply list

**Termination Policy**

We reserve the right to terminate the care of your child at any time due to the following incidences:

* Continued late payment, non payment or late pick ups.
* Failure to supply adequate necessary items for child.
* Violent or disruptive behavior.
* Failure of parents to cooperate on behavior plans.

**Transportation**

The daycare center will provide transportation from and to schools. We do charge an additional $5.00 for morning drop off. (Please refer to daycare fees.) HOWEVER, prior arrangements have to be made in order to provide the service. **A two-hour notification is required from parent prior to a change in transportation arrangements. If you fail to advise us we will charge a trip fee of 10.00**. If your child needs to be picked up at a later time due to tutoring an additional 5.00 fee will be charged per week.

**Water Activities**

Water Activities will be offered at our Center. If we have extra curricular water activity, notice will be given in advance with a permission slip. If you choose not to give permission, your child will stay at the center with caregiver’s aid.

**Field Trips**

Throughout the year we take several field trips. We may visit the zoo, park, Peter Piper, movies, Chuck E. Cheese, etc. Parents will be notified in advance of any field trips and any costs involved. You will be required to complete an authorization form for each field trip. Your child(ren) does not have to attend the field trip, if your child can not attend, care will be provided in another classroom at the daycare center.

**Children Absences**

Please notify Angelkeeper Christian Learning Center at least two weeks in advance if your child will be absent for more than one day. **Absences will be charged at half the regular full time rate (policy includes after school care at full time rate not half the after school rate) and must be paid prior to the vacation or you forfeit your child’s space.** Vacation rates will not apply once children attend the daycare more than one day per week. Part-time rates will apply if children attend the daycare two days during the week and full-time rates will apply if children attend the daycare three days during the week. The same criteria applies if children are absent for a whole week due to illness.

IMPORTANT: **Please note that you will have only four vacation weeks out of the year were you will be able to reserve your child’s spot by paying the vacation rate. After four weeks you will be required to pay the full rate in order to have your child’s spot reserved.**

**Conferences**

We are more than happy to discuss minor issues and updates regarding your child with you however drop off/pick up times are not always the best times to have a lengthy discussion. Please feel free to call us and make an appointment.

Please be positive and upbeat when dropping your child to daycare as it is normal for children to not want to separate from parents in the morning or to go home in the evening. Make these transition times brief with a quick kiss and a cheery “I’ll see you later”. Children quickly get distracted by activities.

Please keep control of your child during arrivals and departures. Do not allow children outside unattended and please do not leave keys in vehicles or the engine running when parked outside the daycare.

**Meals & Snacks**

Angelkeeper is a member of the **SPECIAL NUTRITION PROGRAM**. We ensure you that your child will be provided with a well-balanced nutritious meal, which includes breakfast, lunch, and afternoon snack. Our meal schedule is as follows:

Breakfast 6:30 A.M. – 8:30 A.M.

Lunch 10:30 A.M. (toddlers) 11:00 A.M. 2 -12 yrs.

Snack 2:30 P.M.- 4:30 P.M.

Supper 7:00 P.M. – 8:00 P.M

Weekly menus are planned in advance and posted at the main entrance for you to review. If your child requires a special diet or has any allergies to certain foods I will need written instructions from a physician, and you may be required to provide those special food items. We encourage all children to try and eat everything served. If your child does not like what is on the menu you may bring in your own food, but please be advised that the meal you bring is to your discretion and nutritional value.

**Toys or electronic devices from Home**

**Please do not bring toys from home!!!** e.i. DS games, Phones, Ipods, etc. Children find it difficult to share toys of their own and electronics may be lost or broken. The Daycare will not be responsible for any losses.

**Behavior & Discipline Policy**

A healthy, safe environment in a daycare center can facilitate children’s needs by developing necessary skills to develop their social and behavioral milestones. Ordinary pre-school activities offer opportunities for taking turns, sharing, politeness and making choices etc.

We shall develop self-discipline in the children by:

1. Praising the behavior rather than the child
2. Encouraging and building a child’s self esteem
3. Setting limits according to the child’s age and stage of development
4. Using play and games with rules to help the child learn and understand boundaries
5. Adults leading by example as children imitate behavior
6. Avoiding isolation and humiliation of children
7. Being consistent - saying ‘No’ and meaning ‘No’
8. Clarifying expectations and rules of behavior
9. Reinforcing positive behavior at all times i.e. display painting, rewards etc.

Staff will use positive methods of discipline which self-control, self-direction, self-esteem and cooperation.

It is not acceptable to use the following as a means of correction:

1. Hitting, shaking, biting or any other physical restraint
2. Mental or emotional punishment such as humiliating, isolating or threatening a child
3. Depriving child of meals or snacks

We have a range of strategies for dealing with behavior which falls short of expectations i.e. temper tantrums and bullying included:

1. Distracting or removing the child from the environment
2. Explaining why this behavior is not acceptable
3. Giving the child the chance to calm down and regain control
4. Using brief supervised separation or time out from the group when appropriate for the child’s age and development, which is limited to no more than one minute per year of the child’s age.

**Illness and Exclusion Policy**

A child with one of the following symptoms **MAY NOT** attend the Daycare Center:

1. Temperature of 100.5°F 9.Ringworm
2. Chicken Pox-like blisters 10.Head lice
3. Conjunctivitis or pink-eye 11.Contagious illnesses
4. Persistent or excessive cough
5. Diarrhea
6. Vomiting
7. Rash
8. Scabies (crusted, wavy ridges and tunnels in the webs of hands, fingers, wrists, and trunk)

Parent’s must pick up a child showing any of the symptoms described above, with in one hour of the first call. **PLEASE MAKE SURE THAT YOU ARE ALWAYS ABLE TO BE REACHED ON A WORK, HOME OR MOBILE NUMBER.**

The child may return to the daycare center when all symptoms have disappeared for at least 24 hours and do not return. A doctor’s note may be required for re-admission.

**School Age children not attending school due to illness will not be accepted in to daycare. You will need to make other arrangements for care.**

**Head Lice**

Once a child is detected with lice, parents will have to pick up immediately and may not return to daycare until hair is COMPLETELY clean. Remember that with a single lice egg it will spread again. Once they return, we will check again if hair is completely clean, if we see even a single egg, we will call you back again.

**Finger Nail Cutting Policy**

Teachers are not allowed to do finger nail cutting to the children. Parents must cut the child’s finger nails to prevent scratches. If the child’s nails are long, he/she may not return to the daycare until the nails are cut.

**Medical and Emergency Treatment**

The Center will provide First Aid to any injured child.

1. 911 will be called if a serious incident was to occur, and the parents will be notified immediately. All other injuries will be reported with an incident/illness report when the child is picked up from daycare.
2. Parent hereby authorizes the Center and its staff to provide and call for medical services and treatment.
3. Parent’s must provide the Center with current and up-to-date immunization records for the child in care, including but not limited to TB test, vision and hearing screening, and a physical statement.
4. Health checks are performed on children, whom we have permission to do so. (Included in you registration pack)

**Administration of Medication Policy**

Parents must complete the permission to administer medication form if they require Angelkeeper Christian Learning Center to administer medication to their child. Prescriptions must be clearly labeled as follows:

* Child’s name
* Medication name and expiration date
* Doctor’s name
* Date prescribed and duration of treatment
* Directions for dosage
* Must be in original container containing pharmacy label and telephone number

Medication is to be given at home whenever possible especially eye drops & nebulizing treatments. The same applies for non prescription medicine.

**Restroom use policy**

This is to inform you about our restroom procedures, children that are already potty trained up to 4 years of age are assisted with wiping after using the restroom. We do this to keep them clean and to prevent rashes from occurring. If you don’t feel comfortable having your child’s teacher wipe him/her after using the restroom please let his/her teacher know or the director.

Please dress your child in clothes that make it easy for him/her to go to the restroom i.g. pants with elastic waist. Pease do not dress your child in one piece outfits or anything with buttons or fastening difficult to open.

**Toilet Training Policy**

Please begin toilet training at home over the weekend. We will work in conjunction with you while your child is at the daycare center. We will follow through and encourage your child. We do not believe in putting any pressure on the child and do not project any negativity whatsoever at mishaps. Positivity and consistency is the key and must be applied both at the Daycare Center and at home.

We require that the child must be kept in pull-ups at all times until the child is capable of making it to the bathroom successfully. It is required that parents supply pull-ups and a few extra changes of clothing.

**Please do not send your children to school in their pajamas. Have them dressed and ready for the day. Thank You!**

We require 2 change of clothing to be left at the daycare center along with extra pull ups.

**Enrollment and Parental Notification Procedures**

The parents will be given an enrollment form for their child to be filled out completely. The enrollment form includes immunization record, physical, TB questionnaire, emergency contact numbers, and other information about the child such as allergies or medical conditions. Parents will be notified in writing of any changes to the operational policies of the daycare as well as any other vital information.

**Daily Prayer**

We will be teaching the children a bible verse (suitable for children) once a week and also teaching them how to give thanks in prayer. Your child will not be learning about any specific religion. We will do this with all due respect to your child’s religious back ground. If you oppose of your child participating please let the director know and another activity will be available for your child during this time. If you have any questions or concerns please feel free to let us know.

**General Information**

1. Any **questions or concerns** regarding the Center or its policies can be addressed with the child’s teacher or director at any time.
2. A copy of the Minimum Standards is available at the Center’s office or you may obtain a copy by going to [www.dfps.state.tx.us](http://www.dfps.state.tx.us). As well as the centers inspection reports. Contact phone number for local licensing office is 915-834-5739.
3. Angelkeeper Daycare Center does not discriminate based on a child’s race, color, national origin, religion, sex, age, or disability.

 5. Consumer Product Safety recalls and notices list can be found at

 [www.cpsc.gov.](https://d.docs.live.net/e37dd754ce107642/Documents/Cecilia/CCS%20Enrollment/Forms%20%5E0%20Reports/www.cpsc.gov.)

 6. **Notice of Pest Control Treatment.** The learning center facility is treated for pest control on the third Saturday of every month. The consumer information sheet and notice of pest control treatment will be posted in the main entrance 48 hours prior to treatment. For general information on pesticides, contact the National Pesticide Information Center at 1-800-858-7378

**Child Protection Policy**

Child care providers must, by law, report any suspected cases of child abuse. We at Angelkeeper Daycare want to make sure that children are protected and kept safe from harm while they are with our in this daycare. We recognize that children should be protected from physical or emotional abuse, be treated with dignity and should have their privacy respected. The children’s welfare is paramount. We do this by implementing the following procedures:

* Parent Reporting Procedure
* Confidentiality Statement
* Safe recruitment procedure
* Code of behavior for staff/volunteers
* Complaints Procedure
* Parental Involvement/Sharing Information
* Accidents/Incidents Procedure
* Anti Bullying Code

**Parent Reporting Procedure**

Parents should report any injuries or marks on children that happened outside the daycare to the child’s caregiver. Parents are also to report if they have felt mistreated or feel they are being discriminated for any reason such as: race, color, national origin, religion, sex, age, or disability.

**Confidentiality Statement**

Confidentiality is achieved by:

All child/staff paperwork filed away securely.

No information regarding child/staff is given to other parties.

No photos of children taken without written parental consent.

Only administration staff has access to children’s records.

Staff informed never to discuss children outside the daycare.

Information shared with authorities on a need to know basis. Sharing of information regarding child protection concern is not a breach of confidentiality.

Parents/caregivers will be informed that personal information is being shared or a report is being made unless doing so could put the child at further risk.

No undertaking regarding secrecy can be given.

**Management of Staff and Volunteers**

All applicants must have at LEAST 6 months daycare experience and be knowledgeable of the Texas minimum standards for childcare centers.

All new staff will be inducted into Child Protection Policy and will sign up to Child Protection Policy.

All staff will receive the Civil Rights training at orientation ongoing updates and training regarding child and family protection in addition to induction.

All staff will receive ongoing updates and training regarding child protection in addition to induction.

Regular staff meetings will be held where staff can voice their opinions and contribute to the ongoing development of this policy.

**Safe Recruitment Practices**

We will perform a complete background check through the state of Texas and
FBI on members. All staff members sign an affidavit that they have no criminal convictions.

Two people minimum shall interview prospective candidates.

We will thoroughly check previous employment history.

Proof of Identification will be required i.e. passport, driving license or birth certificate.

**Complaints Procedure**

All complaints are directed to management who, if in doubt, inform owner.

All individuals are aware of procedure from induction.

The daycare director deals with complaints.

Complaints are dealt with immediately and efficiently.

The following steps will be taken to resolve complaints:

1. Owner and Director will discuss the issue.

2. Parties involved will be questioned and discuss the issue.

3. The best resolution for the issue will be put into action and parent or employee will be informed about resolution.

**Parental Involvement/Sharing Information**

All parents are made aware of our Child Protection Policy and a copy is available with your enrollment packet and also upon request.

Information is shared with parents via daily comments book and verbal communication.

Daily routines are posted on the notice boards in each classroom.

Designated person communicates with Child Protective Services, Social Services or Police if necessary.

Parent consent forms are in place for all activities.

Information on child abuse is shared with the parents through notices and verbally.

**Angelkeeper Christian Learning Center participates in the CPS child abuse awareness fairs held annually at Album Park, as away to show our support.** The director also has access to information on programs, events and activities held outside of the center that educate families on child abuse, autism, ADHD/ADD and information on organizations and services available. This information is posted when available. The director also makes it a point to get to know each child and his/her family and offers information to assist the family with their particular needs.

**Accidents/Incident Procedure**

Accident/Incident report is available where all incidents are explained in detail, parents are advised and parents sign off on each incident.

All emergency numbers are displayed.

All staff are CPR and First-Aid certified

All insurance for the daycare is in place and up to date.

**VACCINATIONS AND HEALTH**

All employees need to be able to lift at least 50 lbs. Employees must take safety precautions when ill in order not to spread communicable diseases. Recommended vaccinations for FLU and Pneumonia should be highly considered when working with children.

Employees will be provided with the recommended Immunization schedule and will need to fill out and sign the adult TB questioner form. Employees must also provide a shot record. If exempt the employee must follow the following procedures to protect children from exposure to disease, such as the use of protective medical equipment, including gloves and masks, based on the level of risk. An Exempt must show proof of exemption. An employee that violates these policies will be terminated for endangering a child.

**Provider/Parent Handbook and Child Protection Policy**

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_have received and read Angelkeeper Christian L.C. Parent handbook and policies.

Angelkeeper Christian Learning Center

For child care services provided to:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Child’s Name Date of Birth

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Child’s Name Date of Birth

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Child’s Name Date of Birth

The child(s) shall attend from \_\_\_\_am until \_\_\_\_pm on the following days

Monday \_ Tuesday \_ Wednesday \_ Thursday \_ Friday \_Saturday\_

Start date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The fees will be $ \_\_\_\_ per week. By signing below both parties confirm that they have read and understood the Parent Handbook and payment policies of Angelkeeper Christian Learning Center and agree to abide by the terms and conditions of this document.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Parent/Guardian: Date:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Director Signature Date:

Thank You for allowing us to serve you and for your cooperation.

Sincerely,

Angelkeeper Christian Learning Center

Cecilia Terres (Manager) and (Director)

Jacqueline Contreras (Assistant Director)

**Train a child in the way he should go, and when he is old he will not turn from it.**

**Proverbs 22:6**