

The Children's House of Fort Worth

Hours of Operation : 7:30a.m-5:00pm 6:15pm-7:00a.m.

Phone Number (682) 352-0516

Licensed under the Texas DFPS

ADMISSION POLICIES & PROCEDURES

A. MISSION STATEMENT

Dedicated to providing your child exceptional care, love, support and guidance as we grow and learn, reaching not only for education but preparing for individuality and continuous success for life.

B. Admission/Enrollment

- Parents who are seeking to secure a place for their child's care must complete an enrollment packet.
- Children needing care will be admitted based on first come first served bases, following submission of the enrollment forms and nonrefundable deposit.
- When I am full and there are no active childcare spots a waiting list will be made and you will be contacted and accepted if you are still interested when a spot opens.
- Copies of personal documentation must be received at least 3 days before start date. **No portion of tuition, registration, or any other fees will be refunded.**

C. PAPERWORK

- Once you are accepted into the childcare you must bring all the following:
 - All completed enrollment forms
 - Immunization records
 - Physician's report stating your child can function and thrive in the childcare setting

REQUIRED ACCOMPANYING SUPPLIES

A. SUPPLIES NEEDED FOR INFANTS

- Full package of diapers
- Two (2) packs of wipes
- Diaper ointment/cream
- Four (4) or more bibs
- Two (2) Pack 'n Play sheets (fitted especially for Pack 'n Plays)
- Pacifier (if used at home)
- Labeled bottles/food
- All bottles/food with the exact number of bottles you want your child to consume per day ○ If you are utilizing formula, bottles must be labeled and contain the correct measurement of water. All formula/rice must be measured and in a separate container. If you are utilizing breastmilk, bottles must have breastmilk already in the bottles. Please note that each child will be held for feedings until they are ready to hold bottles on their own.
- Extra bottle and extra can of formula to leave here for emergency
- Appropriate seasonal change of clothes for accidents
- Sippy cups to practice with starting at 9 months of age

B. SUPPLIES NEEDED FOR TODDLER & SCHOOL-AGED CHILDREN

- Full package of diapers/pullups (if potty training)
- 3+ changes of underwear/clothing if beginning potty training

- Two (2) packages of baby wipes
- Diaper ointment/cream
- Appropriate seasonal change of clothes for accidents
- Extra hat, jackets, socks, and shoes for outside
- Two (2) king-sized pillowcases
- If you have your own nap mat you would like to bring, please do. If not, nap mats will be provided.
- Blanket
- One (1) cup with lid for outside

REGARDING ILLNESS, MEDICATION, VACCINATIONS, & INJURIES

A. GENERAL GUIDELINES

- If your child falls ill during his/her day in my care I will notify you directly. Your child will need to be picked up immediately within 1.5 hours of contact. After 1.5 hours, late fees will be added to your next month payments. They will be isolated as much as possible from other children until you do arrive. If they have a fever, they will need to be excluded from care until the fever subsides *without* medication. Your child must be 100% fever-free without medication for 24 hours or until they are seen by a doctor and a doctor's note is received. A child will not be accepted into care if they are fever-free due to the use of medication.
- If your child is not well enough to participate in all activities, please keep them home.
- If your child has surgery, they cannot come back the same day. They should come back when they are feeling like their usual selves. This is also done to ensure that there are no adverse reactions to anesthesia.
- **Doctors notes:** I require doctors notes anytime your child visits the doctor for an illness, children will not be admitted to care without one. A doctor's note does not automatically entitle your child to return to care. This will be case by case basis; I will use my best judgement for the health and wellness for all the children in my care. One child's cold could be another's RSV.
- **Medical issues:** You must disclose all chronic and acute illnesses your child has so that I can be prepared if there is an emergency. This includes seasonal allergies.
- **Medical Emergencies:** In the case of a medical emergency that requires immediate urgent medical treatment 911 will be called. Once 911 has been called and the dispatcher gives me the

okay to hang up the phone, the child's parents will then be contacted to meet the ambulance at the hospital.

- If I happen to get sick, I will wear a flu mask. If I am very sick where I need time off, I will have a replacement that has already gone through background check with the state of Texas and who has childcare experience, as well. In the worst-case scenario, if I am unable to have a substitute come in then I will notify you via phone call/email/text that I am closed for the day.

B. NOTIFIABLE INFECTIOUS DISEASES

- Parents are asked to notify this Childcare service if their child has been exposed to a notifiable infectious disease.
- Parents will be notified of any contagious sickness (flu, hand foot and mouth etc..) through text, call or written notification.

C. MEDICATION

- We do not administer medications of any type.

D. IMMUNIZATION REQUIREMENTS

- Every student must be immunized, and immunizations must remain current. For children who are not vaccinated, a notarized affidavit must be on file. As regulated by Texas state law we require validating records of complete immunization boosters, please send a copy of any and all records when your child receives them. Updating them with every immunization they receive by sending them in via email or paper form.

E. ACCIDENTS AND INJURIES

- All injuries will be tended to promptly. Accident reports will be filled out after the child is taken care of. Parents will be notified at the time of incident via text or call and a voicemail will be left if the parent cannot be reached at the time of call. Parents will be informed and asked to sign off on the accident report at the end of the day for more major injuries such as a fall off the stairs, or anything that may cause swelling or bleeding.
- For minor injuries such as scrapes and small bumps we will take a picture and notify you via the Brightwheel app to let you know what happened. **Please note that it is the parent's**

responsibility that I have all updated contact information. Brightwheel is a useful resource that also gives you as the parent the liberty to update your contact information without having to ask a staff member for assistance.

TUITION & FEES

A. GENERAL INFORMATION

- All tuition that is paid for monthly needs to be paid before or on the 1st of every month. If paid after the 1st then a late fee of 35\$ will be added each day it is late.
- If you pay your tuition weekly, it must be paid the **Monday before** the start of care or a Late fee of 35\$ will be added each day until paid.
- Tuitions fees are to be paid whether your child is present or not.
- Payments can be made via Zelle or Venmo. To obtain this information please contact the Director.
- Refunds are generally not given but will be handled case by case.

B. REGARDING LATE TUITION PAYMENTS

Tuition fees are subject to a \$35 per day per child late fee payment if paid after the Monday of each week.

If you are late more than four (4) times with either payments or pickups, I will start the process of looking for another child to enroll in your spot.

Continuous late payments will result in dismissal from the childcare.

PROVIDER VACATION & PERSONAL DAYS

Parents are asked to have back up care available in case of unexpected/expected closings, provider illness, vacations, or personal days. This childcare will operate on the FWISD school

calendar. Plus 2 weeks per year for vacations 5 personal days per calendar year. Holiday closings will be paid for as normal for the week. During sick/personal days you will not pay tuition for those days that I am closed.

In the case of emergency, I will close/not be in attendance for up to one week for grieving and funeral attendance.

Christmas/New Year's vacation you will be expected to pay as usual during this time to ensure your spot for the new year. If payment is missed, your spot will not be secured and your child will be unenrolled. *****You will need to coordinate alternative care during this time.**

REGARDING LATE PICK-UPS & DROP-OFFS

A. REGARDING LATE PICK-UP

- After 5:00 pm you will be charged \$2 per each minute you are late. If you are late by 10 minutes or more, a \$25 fee **plus** \$2 per each minute you are late will be added to your weekly/monthly fee. **This policy is enforced without exception and late fees will not be waived.**
- Continuous late pick-ups will result in dismissal from the childcare.

B. REGARDING LATE DROP-OFFS

- If you are planning on coming later than your usual time and/or later than our cutoff time of 10:00 a.m. it is your responsibility to communicate with me so that I can be up to date on who will and will not be in attendance for the day.
- No one will be accepted after our cutoff time of 10:00. So please let your approved drop off persons know as well. It throws off our schedule and we will not be making any exceptions if you have not communicated that you will be late.
- If you have communicated and will be dropping off after our Breakfast time then make sure to feed your children before dropping them off.

IN-HOME THINGS TO KNOW

No outside food or drinks. All food and drinks must be finished up at home or in the car and will not be allowed inside anymore.

No outside toys are allowed. Please leave them in the car so we do not have to keep up with any items your child decides to bring for the day. I do not like to be responsible for those things and they also play with them the whole day which defeats the purpose of your child being in a different environment.

A. SECURITY

The doors will be locked throughout the entire day to ensure the safety of your children and all people on premises. Please knock gently (**no need to bang on the door**) and someone will gladly let you in!

B. OPEN-DOOR POLICY

I have an open-door policy which means that you can call/text and visit anytime during our operating hours. You can come and observe your child, program activities indoor/outdoor premises of designated childcare areas, while your child is in my care. If you wish to discuss your child's behavior or progress you can set up an appointment with your child's teacher/director.

C. EMERGENCY PREPAREDNESS

We make every effort to provide a safe environment for your child. We are properly equipped with fire, smoke, and carbon monoxide alarms as well as fire extinguishers. All staff are trained in dealing with emergency situations. Every staff member has also been trained and certified pediatric/adult CPR and first aid. Formal emergency plans made as well as evacuation plans have been created and implemented to ensure the safety of everyone during an emergency.

At TCH we practice severe weather and fire drills. We will proceed to the assigned spot, keeping the children calm and notifying each parent of the circumstance and safety of your child. We will keep you informed about the situation and our whereabouts during the time.

D. COMMON AREAS

The infant room, toddler room, and kitchen are all spaces that children are allowed to be in with adult supervision in accordance with my license. When you come to pick up your child your child is then your responsibility. If your child ventures somewhere they are not supposed to be and they are injured I am not liable or responsible for their injury.

In reference to the above, once you arrive, please keep your child in areas that they are permitted to be in – this especially means no going up the stairs. I recognize that this can be hard sometimes because your child gets so excited to see you but try not to let them run around the house. Other children see this as well and like to mimic the same behavior.

CHILD SAFETY & FACILITY LICENSING

A. SUSPECTED CHILD ABUSE

If any teacher or parent suspects for any reason that a child is being abused either physically or mentally suspected abuse is required by law to be reported. The Abuse hotline number is (800) 252-5400.

TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES (DFPS)

“The mission of the Texas Department of Family and Protective Services (DFPS) is to protect the unprotected -- children, elderly, and people with disabilities -- from abuse, neglect, and exploitation.”

The DFPS website can be accessed at <https://www.dfps.state.tx.us/>

Phone Number: (817) 321-8600

Address: 1501 Circle Drive, Fort Worth, TX 76119 (Suite 310)

B. STEPS FOR REVIEWING LICENSING RULES AND REPORTS

To review the most recent copy of TIHC Licensing inspection report, please utilize the following steps:

1. Go to [DFPS.state.tx.us](https://www.dfps.state.tx.us)
2. Scroll to the bottom of the page. underneath the find a service tab 7 down click on "Search a childcare"
3. Click on "Search for a Licensed Child Care Center or a Licensed or Registered Child Care Home"
4. View my most recent inspections and/ or deficiencies.
5. If you are having trouble navigating the website, do not hesitate to reach out to our local child care licensing office.

C. HOW TO ACCESS A COPY OF THE MINIMUM STANDARDS ONLINE

The easiest way to access a copy of the minimum standards online is to go to dfps.state.tx.us

At the top of the page right corner there is a search box

Type "Minimum standards for childcare homes/centers (press enter)

The first link that comes up will give you access to a online copy of the minimum standards. I also have the standards available at the childcare.

CARE PHILOSOPHIES & PRACTICES

A. HYGIENE PROCEDURES

All new staff and volunteers will be verbally informed of hygiene procedures, in order to promote a healthy environment and a high standard of personal hygiene.

Hand washing must be carried out after using the toilet, changing diapers, after outdoor play, and before and after handling food.

Cuts and sores must be covered with suitable dressings

Disposable gloves and towels must always be used when cleaning up spills of body fluids.

The area of any spill or accident will be treated with suitable disinfectant.

All toilets, items used for toileting including changing tables, and surrounding walls and sinks are cleaned and disinfected every day and in between uses.

Floors, tables and equipment are disinfected and cleansed daily with solution set by licensing standards.

B. NUTRITION

Snacks and lunches will be provided for all children eating table food. If your child is a picky eater, has food allergies, or has a special diet that needs to be adhered to I ask that you pack a lunch as well as snacks for your child. **If you are needing assistance with finding healthy food options for your child, please let me know.** I will provide healthy child appropriate snacks and lunches incorporating fruits, vegetables, and organic foods.

Liquids and food hotter than 110 degrees F are kept out of children's reach

All staff are educated on food allergies, and they take precautions to ensure children are protected

On days that providers serve meals, prepared food that is brought into the program, to be shared among children is commercially prepared or prepared in a kitchen that is inspected by local health officials

Healthy snacks (as listed by Texas Department of Agriculture) are available for school-aged children as children arrive.

On days that providers serve meals, milk, fresh fruit and vegetables are available for children who bring lunches from home.

C. SAFE SLEEP PRACTICES AND PROCEDURES

Babies who are unable to roll over will be placed on back to sleep

No quilts, pillows, wraps, or stuffed animals for non-walking infants.

Separate linen will be needed for each child and will be given back to you to be laundered every Friday or when badly soiled.

D. POTTY TRAINING

When your child starts showing interest in wanting to potty train and you as a family have actively been going through the potty-training process, I will do the same here. I will not work on any potty training unless we are on the same page and you are working on it at home as well.

Once potty training is initiated, we will switch from diapers to pullups. If they arrive wearing a diaper, I will not be potty training them here. It delays the process and confuses the child if he/she is expected not to use the restroom in their pullup, but they can in their diaper.

I require all children who are potty training to wear clothes that are easy for them to pull on/off themselves.

For your child to be in underwear they must have 2 weeks of successful potty training in their pullup.

E. REGARDING OUTDOOR SAFETY (LOTIONS, SUNSCREEN, & BUG SPRAY)

I enjoy the outdoors and think that every child should be able to go outside at least once a day, weather permitting. Being outside children can experience the fresh air, the different textures, as well as the sounds and smells. With that being said, we do live in Texas! I am asking that you please provide sunblock and bug spray. I will begin to put sunblock/bug spray on at 6 months, if provided. You are welcome to put on at an earlier age prior to arrival. Please consult with your doctor on what products to purchase.

F. DISCIPLINE AND GUIDANCE

I use combined approaches that are founded in Maria Montessori's teachings and the Love and Logic philosophy to help redirect children while assisting them in making well thought out decisions. The Love and Logic philosophy, founded by Jim Fay and Foster W. Cline, M.D. method "causes the child to see their parent as the 'good guy' and the child's poor decision as the 'bad guy.' When done on a regular basis, kids develop an internal voice that says, 'I wonder how much pain I'm going to cause for myself with my next decision?'" Children who develop this internal voice become more capable of thinking and preparing themselves to make a wiser decision. This approach goes hand-in-hand with the Montessori method taught here.

WITHDRAWAL & DISMISSAL

If you are wanting to withdraw your child, please give me a minimum of a three (3) week notice.

You must pay for every week of your notice even if your child is not here.

If you withdraw your child and you want to come back, you must pay an enrollment fee for your child to come back if there is space available.

As director and owner, I can dismiss any child from my program if I feel that they are a continuous disruption. If I tell you about your child's behavior and steps are not taken to improve said behavior, then the next step would be dismissal.

DAILY PICK UP AND DROP OFF

Upon entering the childcare, the teacher/director will do a quick assessment of the child to be sure that they appear healthy and able to actively participate.

If you have a child in a car seat you must unbuckle your child and take your infant out of their car seat and hand them to a teacher or set them on the floor or Pack 'n Play, if sleeping. This protects us as a business to ensure your child is in great shape before you leave.

Please let family members know if they are ever needing to pick up a child in case of emergency, that they must be prepared to show identification that will be cross checked with enrollment forms.

A person requesting to pick up a child should be listed on the Emergency Contact portion of your child's emergency form. However, emergencies may arise that require your child to be picked up by a person other than those listed on your emergency form. Before dismissal time the parent must notify us and supply the necessary information about the person arriving to pick up your child. Your child will not be released without appropriate identification.

If divorced or separate custody, we must have a copy of the custody papers on file to deny dismissal to parent. This is Texas State law. ***The child will only leave once the family member/friend has been verified or if they are picked up by you, the parent.***

Please sign in! I know it's an extra step, but it needs to be done, it is for liability as well as many other reasons. It is here to show that your child was here during the time stated if anything were to happen it shows where they were during the time frame indicated.

ATTENDANCE AND WITHDRAWAL

Tuition is not attendance based. Tuition is paid to ensure your child's spot not whether you bring your child or not. In other words if your child is not here you will still need to pay your agreed upon tuition.

Withdrawal from TCH can be done at anytime with at least a 3-week notice. If you plan to leave before your 3-week notice has ended, your tuition is still due.

Absences: If you have your child out for days or weeks at a time please make sure to communicate that with the director in charge.

In case of an event that causes us to shut down and no longer be able to provide care for those enrolled payments will no longer be due unless we have a opening planned for a later date and you are still wanting your child to attend. This will be a case-by-case basis and you will be updated throughout the event if something is to occur.

WEATHER POLICY

If we have inclement Weather, I will send out a notification via our brightwheel app letting everyone know if we are closed, delayed or your child needs to be picked up early. We follow FWISD schedule as far as closings go but I will always update you to let you know what needs to happen.

Speaking of weather please bring your children in clothing that reflects the seasons. I know with Texas we can have all 4 seasons in one day so please bring extra clothes just in case they need to be changed throughout the day.

Sunscreen must be provided as well as applied in the morning during the spring/summer season. We will reapply as needed.

PROGRAMS AND CURRICLUM

The Children's House of Fort Worth is a Montessori and nature-based childcare. We have monthly curriculum set up and teach about a particular subject every month. We spend a lot of our time exploring the outdoors and have class time outside as well. Our program goal is to let children learn by exploring the world around them and make learning during these early years a fun enriching experience. A lot of our activities include mud play, water play, independent, and teacher lead learning.

We have different programs that come into The children's house to teach the children dependent on availability of said instructors. The programs that we have include Spanish class, soccer class, Music and movement, baby/toddler yoga, Parent and child body movement class instructed by Brian and Chris of The performance Lab. To encourage Family participation and bonding within the childcare environment.

Screen times are not a usual part of our program. TCH is a battery free electronic free setting. Ever so often we may use the iPad to view a video as a part of our learning curriculum, but it is not an everyday occurrence. Children do not have independent access to the Ipads.

BREAST FEEDING

We encourage mothers to come in and feed their children if it does not cause a disturbance in the teacher and child's schedule. If you would like to pickup your child to take them to

your car or away from the facility to feed, then we will clock your child out and you can do so in the comfort of your choosing. We do have a area for breast feeding mothers to feed in privacy and encourage the bonding it promotes. Area can be used depending on illnesses (Covid) going around. Please refer to Director or teacher to see if area is available for use.

NUTRITION

We strive to provide a healthy, nutrition rich breakfast, lunch, and snack. In 2023 we will be transferring over to parents packing food until we can get a commercial kitchen installed now that the rules state that we need commercial appliances to provide food in house. We will provide snack.

PARENT CONFERENCE/CHILDREN BEHAVIOR

We want your child to thrive at TCH, if we feel at anytime that your child is not doing so or that your child's behavior needs to be addressed, we will set up a conference between you and your child's teacher or the director and try to come up with some solutions to benefit the situation. If you at any point as a parent have concerns about the environment or your child's progression or any concerns at all feel free to contact us to set up a time to speak with us about whatever is on your mind so that we are all on the same page. We would like for everyone's experience to be a pleasant one so feel free to come to us so we can schedule a time to address those concerns.

If your child's behavior is one that continuously disturbs the class, or he/she is hitting or we have any behavior that is disturbing to the other children and teachers we will talk with you about what we can do but after we have had a meeting and addressed all the ways we can as teachers and it hasn't improved then we will have your child withdrawn for the program.

If we have met or talked to you about your child's behavior and no progress or improvement is made or we will dismiss your child from the program giving you 3 weeks whether you use them or not the tuition for which will still be due.

CHALLENGING BEHAVIORS POLICY

When a child demonstrates inappropriate or disruptive behavior, it becomes necessary for staff to intervene. The following actions will be taken in addressing challenging behaviors at our center to ensure the safety of everyone.

1. The child will be told that his behavior is inappropriate. The teacher will first talk to the child about the behavior and try to guide the child into using more appropriate ways to communicate.
2. The child will be redirected and, if necessary, given a short time away from the rest of the class.
3. Parents will be notified about the behavior. If repeated incidents occur, staff will develop a plan of intervention that includes shadowing the child and a conference with the parents.
4. For incidents involving biting or aggressive behavior, the staff follows detailed policies based on common methods to address these potentially harmful behaviors. These policies are summarized in sections 4.5 and 4.6 of the Childcare Care Center Policy and Operating Procedures.
5. Follow-up will be made with the parent daily until the issue is resolved.

******If any changes are to be made to my procedures/prices I will notify you via email/phone/or sending out updated packets or letters of notice. Policies are reviewed annually and updated if necessary. If you as a parent have any questions or concerns, please do not hesitate to reach out******

ACCOMMODATIONS FOR FAMILIES

This document outlines our program's policy and process in supporting families and children who may need additional accommodations, to include home language, differing abilities and cultural backgrounds. Parents have the right to be informed of all procedural safeguards and rights of appeal in a language easily understood by the general public and in the parent's primary language. Please notify the Director if you or your child require accommodations and we will ensure that we do our part in making sure your needs are met.

Below are ways that our program will partner with families:

1. If specific therapies are needed during the day while the child is in our care, we will provide space to accommodate sessions.
2. Participation in all comprehensive care meetings if needed
3. Complete supporting documentation from authorized medical professional for any accommodations related to child's physical or developmental needs.
4. Provide materials and resources in parent's/child's primary language.
5. Provide opportunity for cultural inclusiveness by hosting cultural events throughout the year.