



Hope Lutheran Learning Center

"A place where the child is valued, loved and able to reach their full potential."

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MISSION STATEMENT

Our mission at Hope Lutheran Learning Center is to worship God through service to people. Providing parents and their children with a quality day care program within a Christian environment.

PHILOSOPHY

Our program exists to serve the children of God from birth through **13 years**. The needs of children are foremost in our thoughts and actions. We believe it is our responsibility to practice sound early childhood techniques that are developmentally appropriate for the children we serve. We believe that parents are the child's first and primary source of education. By working as a team, child/family/school, together we can build a loving, trusting and secure relationship that will allow children to grow and develop to reach their fullest potential.

Children learn best when they have developed a trusting relationship with caregivers. They must be allowed the time and support needed to develop at their own pace. Children are always learning. They create their own knowledge from their experience. Children are naturally motivated by their own desire to make sense of their world. The best curriculum allows learning opportunities that are responsive to individual interests and choices made by children during spontaneous play in a stimulating environment planned by the caregiver.

Critical evaluation of the ongoing curriculum is vital to respond to children's developmental needs in the areas of cognitive, physical, emotional, and social development. Acceptance of diversity cannot be taken for granted and must be nurtured and modeled for children.

FUNDING SOURCES

Hope Lutheran Learning Center is a non-profit organization and is primarily funded by tuition and fees. Other monies may be collected through fund-raisers, donations and grants.

LICENSING / RECOGNITION

Hope Lutheran Learning Center adheres to the minimum standards for day care centers and is licensed by the Texas Department of Protective and Regulatory Services.

CURRICULUM GOALS

The curriculum is designed to:

- Develop safe and healthy habits in young children with an emphasis on proper hygiene, sound nutrition, exercise, and physical care.
- Foster positive self-esteem.
- Provide opportunities for creative expression
- Support the development of social skills such as sharing, cooperation, generosity, and empathy.
- Stimulate cognitive problem-solving skills with an emphasis on the concepts of cause and effect, classification, serialization, space, time, numbers, shape, and colors.
- Strengthen communication skills necessary for listening, reading, writing, and speaking by providing an environment rich in the practical uses of words.
- Enhance fine motor and gross motor skills.

For the specific objectives addressed at each age level, consult with your child's teacher. Developmentally appropriate activities are planned and implemented in each group. The daily schedules provide for a balance between child-directed and teacher-directed activities, quiet and active time, and inside and outside play. Children have daily opportunities to read books,

use a variety of art media, explore math and science materials, participate in music experiences, and work alone or together with friends.

PROGRAM QUALITY

High quality early care and education programs benefit children. Children who experience a quality program have greater academic success, enhance self-esteem, and increased self-control. There are three factors present in high quality programs:

- Lower staff-child ratios
- Staff educated in Early Childhood Education or Child Development
- Parent involvement

The Center director and staff all meet Texas Department of Regulatory Service qualifications, education and training. Staff members are carefully screened. Upon selection of teachers, each one receives orientation of center expectations. Great care is taken in selecting staff to care for your child.

DISCRIMINATION POLICY

Hope Lutheran Learning Center does not discriminate against any child based on the child's race, color, national origin, sex, religion, or disabilities. Reasonable accommodation will be made to provide services to persons with disabilities. **All children are accepted on a probationary basis.** The staff and parents will evaluate your child's needs to ensure that the program is able to meet the needs of your child.

HOURS OF OPERATION

Hope Lutheran Learning Center is open from 6:30 to 6:00p.m Monday – Friday. Parents are free to visit the program at any time. The Center is located within the boundaries of North-side Independent School District (NISD). During the school year, if NISD closes due to extreme weather conditions, the Center will also be closed that day. However, if NISD is not in session, please tune to channel 4 or 5 for closure information. Please listen to local radio/television stations for closures. If the local authorities (Mayor, Polices Chief, etc) suggest that you stay home then HLLC will follow their suggestion and tuition will be expected.

HOLIDAYS / TEASCHERS IN SERVICE DAY

Hope Lutheran Learning Center will be closed on the following days:

- Labor Day
- Columbus Day
- Close at 5:00 pm on Halloween
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Good Friday
- Memorial Day
- Battle of Flowers
- Fourth of July
- **One day per calendar year (FULL day for teacher in services.)**

ENROLLMENT

All children must be enrolled before attending the Center. Parents must also participate in a Center tour, a brief program orientation. The following must be completed and submitted to the center prior to child's first day of enrollment:

- Application and enrollment packet
- Immunization record (up-to-date and kept current, must have child's name, date of birth, number of dose and type of vaccine, and date the child's received each immunization, stamp or signature from physician or health department).
- Parent permission for transportation, swimming/water play activities or other special activities, and for emergency medical attention.
- Current T.B. test with negative results
- Written document indicating that the child is able to take part in the program from licensed health personnel.
- Parent Manual Policy Agreement
- Parent Contract

A child will be considered enrolled and tuition will be charged until the parent officially notifies the Center office in writing that the child is being withdrawn. **The notice must be given two weeks prior to the child's last day or tuition will be charged for each day that notice is not given.**

SPECIAL CIRCUMSTANCES

The Center reserves the right to ask a parent to make other child care arrangement if the child is unable to be managed in group care, if the parent's or related adult's behavior becomes disruptive to the program, or if the family does not follow Center policies.

TUITION

Tuition rates are calculated on a weekly rate. They must be paid in advance of services being provided. Tuition is due on Monday in order to secure services for that week. Check and money orders are the ONLY form of payment we accept. NO CASH and NO credit/debit cards. If tuition is not paid by Tuesday of the same week at 6 p.m., a late fee of \$25.00 will be charged. If the tuition is not paid in full by Thursday of each week, the child will not be accepted or will not be picked up from school until tuition and all fees are paid. If the Center is closed on Monday, the tuition is due the next day the Center is open. There are no discounts for days missed due to illness, absence, vacation, or the Center being closed for holidays, weather, or emergencies.

Parents will be informed of current rates when children are enrolled. If there is an increase in rates, parents will be given one month's notice regarding the new rates. Upon request, at the end of each calendar year, the Center will furnish one report of all tuition and fees paid for income tax purposes. All reports thereafter will be a \$5.00 charge. Reports will not be given to families with an outstanding balance or that have left without a two week notice.

A child will be considered enrolled and tuition will be charged until the parent officially notifies the Center office **in writing** that the child is being withdrawn. **The notice must be given two weeks prior to the child's last day or tuition will be charged for each day that notice is not given, up two weeks.**

Tuition rates will increase yearly depending on the need.

FEES

A **registration fee** per family is due upon enrollment and renewable in **August** of each year. **The registration fee is not refundable.**

A **supply fee** per child is due upon enrollment and renewable August 1 of each year. The supply fee will cover the purchase of certain consumable school supplies such as construction paper, stickers, poster board, etc. and other items used to enhance your child's learning experience (e.g. photographic film and developing) The supply fee is not refundable.

Late Pick up fee is assessed if you fail to pick up your child by 6:00p.m. Please understand that Hope Lutheran Learning Center closes at 6:00 pm. Late fees are the following- **FIRST** time picked up late, \$1.00 per minute per child. **SECOND** time picked up late, \$2.00 per minute per child. **THIRD** time picked up late, \$5.00 per minute per child. **FOURTH** time picked up late, flat rate of \$45.00 PLUS child may be disenrolled from the center. These above times are within a 12 month time span.

There is a **returned check fee** charge of \$30.00 on all checks returned unpaid. If this happen twice, a parent will be required to pay by money order or cashier's check.

Should it be necessary, a collection agency will be asked to handle a delinquent account, or appropriate legal action will be taken. A 40% surcharge will be assessed to all accounts that are turned over for collections.

All Fees are nonrefundable (Including CCDS parent Fees.)

PARENT INCENTIVES

You will receive a \$50.00 tuition credit per family when your family refers a new family and the new family stays for six months. This credit is for tuition only and excludes extracurricular activities.

After a child has been enrolled for 4 months, parents may request a vacation tuition credit for one week, limited to 1 week of vacation credit per 12 months of enrollment. This request must be made in writing, two weeks in advance and the child may not be present during their week of vacation. Vacation requests are on a first come, first serve basis. If multiple request are submitted for the same week, requests may be denied. We can only grant 5 vacation requests per week.

FUNDRAISERS

Fundraisers are an excellent way of generating funds for items such as equipment for the classroom, playground etc. The fundraisers help us keep our rates affordable for you. You have the option of participating in the fundraisers or contributing \$25.00 per fundraiser.

DISCIPLINE

Children need to know the limit of acceptable behavior. This provides a sense of security. We believe that discipline and guidance should be consistent and based on and understanding of individual needs and development. A positive guidance technique promotes self-discipline and acceptable behavior.

There will be no harsh, cruel, or unusual treatment. State law prohibits corporal punishment and threats of corporal punishment. Children will not be shaken, bitten, hit or have anything put in or on their mouth as punishment. Children will not be humiliated, yelled at, or rejected. Chil-

dren will not be subjected to abusive or profane language. Children will not be punished for not eating, not napping, or toilet-learning accidents. Bed-wetter will not be shamed or punished.

Positive guidance techniques used by the Hope Lutheran Learning Center's staff will include but are not limited.

- Recognizing and encouraging appropriate behavior
- Developing reasonable and clear rules and expectations in each group
- Explaining the consequences of inappropriate behaviors
- Redirecting children into positive behaviors
- Modeling pro-social behaviors
- Enforcing limits and rules consistently and fairly
- Helping children to identify and express feeling in acceptable ways.

Please discuss with your child's teacher specific guidance techniques that work best with your child. Changes at home do affect a child's behavior at the Center. The Center staff is eager to work with you regarding behavior problems at the Center or home. In case of continued behavior that is potentially harmful to your child, other children or property, you will be notified immediately. The center administration and staff will work with parent(s) to achieve social and emotional expected behavior from the child. However, when a conference is called, the parent is expected to give input and come up with a plan of action (in conjunction with HLLC staff) to help with the child's behaviors. If the parent(s) is visibly working with the school, the child will be allowed to continue if it is in the child's best interest. Actions of the child are the parent(s) legal responsibility.

TRANSPORTATION

HLLC does use the van/bus to transport children on field trips and from designated schools. The children will be instructed where to wait for bus pick up. **Do instruct your child to get to the bus as promptly as possible.** Teachers may not leave the bus to look for your child. If a child misses the bus it is the parent's responsibility to pick the child up from school. If your child is absent or leaves school early you need to call the center to let us know your child will not be riding the bus that day. HLLC requires all staff and children to use seatbelts. The children are to remain seated until the van/bus comes to a complete stop. HLLC does have a first aid kit and fire extinguisher on board the van/bus.

PLACEMENT

Age and development level determine the placement of children in a classroom. We want your child to be placed where his/her needs will be met and interests will be challenged. Occasionally, it is necessary to move children or combine groups. The continuity of care is important to your child's development so every effort is made to minimize such disruptions in care.

ATTENDANCE

Please call the Center by 9:00a.m. if your child is going to be absent. If we have not received a call from you we will assume that your child will not be in attendance that day and we will staff accordingly. **There is a cutoff time of 9:30.m. No child will be accepted after this time unless a call has been received.** If your child is sick, please keep us informed so we can alert other parents of possible communicable diseases. A child may arrive after 9:30am only if the child has a doctor's appointment and parent's provide a doctor's note. We are unable to accept children between the hours of 11:00am-2:00pm as this is lunch and nap time. When children are dropped off during this time, it may become disruptive to the entire class.

If your child is going to be absent for one week or more, you must notify the office. Notification must be given in writing two weeks prior. This includes vacation requests.

RELEASE AUTHORIZATION FOR CHILD PICK UP

An authorization form listing the exact people to be allowed to pick up your child must be signed by the parent and will be kept in the child's file in the classroom and office. It is a requirement from Texas Department of Protective and Regulatory Services that only the people the parent has authorized in writing be allowed to pick up the child. If anyone other than those persons listed will be picking up your child, you must notify the school in advance in writing **ONLY**. The individual will be asked for a picture ID to verify his/her identity.

No child will be released to an unauthorized person. Any person picking up a child in an impaired condition (ill or under the influence of drugs or alcohol) will be not be allowed to pick up the child.

Please notify the school either by a note or phone call of the number where you can be reached if you will not be at any of the numbers kept in your child's file. Should an emergency occur we will need to contact you. We are unable to do so if the numbers are not current.

We are unable to add or remove authorized people via phone. All changes to pick up list must be done in writing with the parent's signature. The parent may hand write the addition and sign the note, scan a copy of the addition, and email it to the director. Please keep in mind, this email must be received prior to the pick up of the child in order for us to release your child. The director is only one who is able to check this email. Although the director is present for the majority of the day if the email is sent during the director's absence, not release to the additional pick person will be granted.

CHILD CUSTODY ISSUES

It is the Center's intent to meet the needs of children especially when the parents may be experiencing difficult situations such as a divorce, separation, or remarriage. Sharing information about such situations may be helpful to Center staff and will be held in the strictest confidence.

The Center cannot legally restrict the non-custodial parents from visiting the child, reviewing the child's records, or picking the child up unless the Center has been furnished with legally filed, executed and current documents. Copies of all court documents must be submitted to the Center. In case of conflicts, the proper authorities will be contacted.

In cases where legal custody has been awarded to a parent whose child is the care of the Center. The Center must have on file custody documentation with legal symbol affixed on it. If another parent or significant other has permission to pick up the child, the person must be on the enrollment form.

IMMUNIZATION RECORDS / MEDICAL RECORDS

Each child must have the medical form completed by a licensed physician that states the child has been seen by the physician within the past year, is physically able to take part in the program and has been tested for tuberculosis. Each child enrolled in the program must have current immunizations according to schedules of the health department. The dates for the TB test and required immunizations must be documented on the child's medical record in the office. **Immunizations must be kept current.**

HEARING AND VISION SCREENING

All children who turn four years of age by September of each school year are required by the State Health Department to have a hearing and vision screening by a licensed physician, quali-

fied professional or certified screener. The screening must be completed by November 30 of the school year and a record of screening must be turned into HLLC by this date.

ILLNESS

One of the most serious challenges facing group care situations for young children is preventing illness. The staff will strive to maintain the highest standards of cleanliness. Proper hand washing procedures will be followed and taught to the children. The toys, eating surfaces, toileting and diaper equipment will be sanitized between children's use.

We are unable to care for children who are ill. If your child has an oral temperature of 100.5° or higher and has one or more of the symptoms listed, he/she should stay at home. If the temperature and symptoms occur after you leave your child at the center we will notify you. Your child should be picked up within an hour of the time you are called.

Symptoms

- Fine blisters on the face, scalp, or body indicating the possibility of chicken pox.
- Two or more bowel movements that are atypical for the child indicating the possibility of infectious diarrhea. Children cannot return to the center until diarrhea subsides without medication.
- Swollen glands at the back of the neck indicating the possibility of German Measles.
- A blotchy rash on the stomach and back or a fine red rash all over the body indicating the possibility of measles or scarlet fever.
- Swelling over the jaw or in front of the ear indicating the possibility of mumps.
- Discharge from the eyes or crusted eyelids indicating the possibility of infectious pink eye.
- A very sore throat as indicated by refusing food and drink suggesting the possibility of streptococcal infection.
- Listless, lethargic behavior, lack of appetite, refusal to eat or drink, extreme irritability, or clearly unusual behavior for the child which persists over time indicating the likelihood of oncoming illness.
- Repeated vomiting.
- Body or head lice. The child will be isolated until you can make arrangements to pick up the child.
- Any combination of the symptoms listed.
- The illness prevents the child from participating comfortably in facility activities.
- The illness results in a greater need for care than the staff can provide without compromising the health, safety and supervision of other children.

Note: We will not administer acetaminophen to a child in order to reduce fever so that he/she can remain at the center.

In addition, the Center's policy requires that your child be free of symptoms of illness (temperature, diarrhea or vomiting) for at least 24 hours. Please keep in mind that if we send your child home because of illness, the child will not be admitted to the Center the next day because the 24-hour period will not have elapsed. The Center reserves the right to require a doctor's statement before the child can be re-admitted to the Center.

For the following symptoms, you will be notified, but not required, to take the child home immediately unless he/she cannot participate in the activities and play outdoors:

- An armpit temperature of 99.0 or less with no other symptoms.

- Small crusty blisters that contain pus indicating the possibility of ringworm or impetigo. Teachers will cover the blisters completely with bandaids and wash their hands carefully to prevent the spread of the infection. (If the blister cannot be covered by a bandaid, parents will be required to pick up the child.)
- Runny nose. Teachers will provide lots of tissue, remind older children to wash their hands after blowing their noses, and provide appropriate waste receptacle for dirty tissues.
- Mild coughs without other symptoms. Teachers will increase fluid intake to loosen mucus.

In addition, when contagious illnesses are identified among children who attend HLLC, a notice will be posted indicating the type of illness, symptoms to look for, and other information that may be of interest to parents, such as the incubation period for various diseases. We do this as much in advance as we can so that you can plan for alternate care for your child should he/she become ill. Names of ill children are not made public. Only the type of disease and related information is shared.

MEDICATIONS

According to the licensing agency we are not allowed to administer any type of medication without a physician's current prescription and your written permission. To authorize us to administer medicine to your child, you must fill out a daily medication authorization form. In addition:

1. Prescription medication must be in the original container labeled with child's name, a date, directions and physician's name. The Center must administer the medication as stated on the label directions. The Center will not administer medication after expiration date.
2. The Center must ensure that non-prescriptive medication is labeled with the child's name and the date the medication was brought to the Center. Non-prescriptive medication must be brought in the original container. The Center must administer it according to label directions if approved in writing by health personnel or the child's parent.
3. The Center must return medications when no longer needed to the child's parent. The Center must dispose of medications when a child withdraws from the Center or the medication is out of date.
4. Parents must sign and date medication forms before any medication can be administered. Parent must specify date, time and amount to be given.
5. All medication is to be given directly to the staff person and not left in the child's bag.

Please let your pediatrician or family physician know that your child is in center based child care. Often medication can be administered before you bring the child to the center and again in the evening, avoiding administering medication at the center completely.

EMERGENCY PROCEDURES

The staff maintains current certifications in first aid and CPR. Should further emergency action be needed, teachers will provide immediate care and call parent, the child's Physician and or EMS as needed. Fire and evacuation drills are held monthly to acquaint your child with evacuation procedures. The evacuation routes are posted in each classroom. In case of a toxic fume release or if the building must be evacuated, the children will be taken to St. Luke Catholic School, 4603 Manitou. If local authorities request the Center to be moved to a different evacuation site, center employees may be unable to contact parents; Parents should contact local authorities for information. If your child is injured, a trained staff member will provide first aid and you will be contacted. If necessary, your physician will be notified and 911 emergency personnel will also be called.

If your child needs to be transported by an ambulance, staff member will accompany your child. It is the parents' responsibility to assume any costs incurred for emergency care.

CHILD ABUSE AND NEGLECT

In an effort to protect the well being and safety of children, the State of Texas requires anyone who suspects child abuse and neglect to report it to the proper authorities. All suspected indicators will be documented and reported. The Center is required by law to cooperate with any investigation of child abuse and neglect. You will be notified if your child is questioned as part of the investigation.

ARRIVAL AND DEPARTURE

Our responsibility begins when you place your child in the care of a center employee. Children must be brought into the Center and released to the assigned staff. Parents must check their children into the Center by signing the check-in form. Our licensing agency requires that children be left in the presence of a staff member. Please be sure the staff sees you and greets your child before you leave. Please never allow your child to walk around HLLC property alone.

Children **MUST BE** in attendance by 9:30 am each day, unless approval is made by the director ahead of time.

Morning health checks are done each day to ensure that your child is feeling well. This takes a few minutes. This procedure has been found to prevent the spread of disease. Your cooperation is appreciated.

When children are picked up from the Center, be sure to sign them out and inform the assigned staff. Children will be asked to pick up materials that they are using before they leave the room or playground. Please check their cubbies and mailboxes for artwork, soiled clothing, and notes to parents. HLLC is not responsible for the child once they have been signed out.

MEALS AND SNACKS

Children are served a nutritious breakfast, lunch, and afternoon snack. The menus are posted on the parent table and in the classrooms. Seconds are offered to children when possible. Children will be encouraged, but not forced, to try new foods. We encourage children to practice good manners, converse freely, and eat at the table. If a child requires a special diet, please provide written directions from a physician; **the HLLC will provide an alternative meal that complies with the child's needs. These accommodations will be marked on the weekly menu posted. If the child's parent would rather a different accommodated meal than the one provided, the parent will need to provide that different meal.** If the parent is choosing to provide child's meals and/or snacks from home; the parent understands HLLC is not responsible for the child's nutritional values or for meeting the child's daily food needs.

Breakfast is served from 8:00-8:30 am if your child comes in late, we cannot serve him/her breakfast; it is your responsibility to make sure that your child eats breakfast before he/she comes to school. If you bring your child after breakfast has already been served, you can bring you child a breakfast snack from home. **However, you must sit with your child in the cafeteria until your child is through and then take him/her to class.** No outside food will be allowed in the classroom.

We begin serving lunch at 11:00 a.m. and the lunch count is based on the number of children at the Center at 9:30 am.

BREASTFEEDING MOTHERS

We encourage mother who are breast feeding their child to come at any time to feed her child. We have an adult size rocking chair in the infant room where breastfeeding mothers may nurse her child in comfort.

CELEBRATIONS / BIRTHDAYS

The Center celebrates the birthday of each child in age-appropriate ways in the classroom. Parents may bring store bought items, birthday napkins, and plates to be served during afternoon snack. We are trying to establish healthy eating habits for our children, please limit the amount of “sugary” snacks. Alternatives are granola bars or fresh fruit. We ask parents to please use good judgment when making selections. No gifts will be exchanged. Birthday party invitations for parties away from the Center may be distributed at school only if all children in the class are invited. If you don't want your child's birthday celebrated, please notify the Center in advance in writing. Balloons have been found to be extremely dangerous for children. To ensure the safety of children in our care we ask that no balloons be brought to the center.

Thanksgiving is celebrated through a luncheon. The emphasis is on friendship and family gatherings. Christmas and Easter are celebrated as religious holiday. We also recognize and celebrate other cultural and national holidays. Please share with the Center staff other celebrations that are important to your family. Every effort will be made to be culturally sensitive.

REST TIME

All children are required to have a rest time after lunch. Even if your child does not sleep, he or she will be expected to lay quietly and rest during this time. The room will be darkened but each child will be visible to the supervising staff. All children sleep on individual rest mats. Parents are asked to bring a crib sheet to cover the rest mat and a blanket to cover the child. Parents are to be responsible for their child's rest time items; blanket and sheets are sent home every Friday to be washed and returned on Monday. Children will not be accepted during nap time.

CLOTHING AND INDIVIDUAL SUPPLIES

Children should be dressed at home before arriving at the center. Dress your child in clothing that is durable and comfortable. Many of your child's favorite activities may tend to be a little messy, like finger painting and digging in the dirt. Clothing and shoes should be easy for children to take off and put on during toileting and napping. Children **should wear closed shoes** like tennis shoes. No boots or sandals. Each child also needs a complete change of clothing. **All items** brought to the school must be labeled with the child's name. If an item of the child's is misplaced, please submit a written report describing the missing items to the school. **The school is not responsible for missing items.**

Parents of infants and young toddlers are asked to bring a daily supply of disposable diapers and wipes. We change children often, so plan on 8-10 diapers for an infant and at least 6 for toddlers and twos. You should bring baby food in jars labeled with the child's name. Formula must be in bottles labeled with the child's name. Each bottle must be capped and labeled. All bottles must be made before dropping your child off. Staff will not make bottles.

ITEMS FROM HOME

We do discourage your child from bringing toys from home, although we do allow security items if necessary. Toys brought from home can get lost or broken. The staff will not be responsible if they are lost or damaged. The Center does not allow toys of violence like guns, swords, or vio-

lent action figures. Also children will not be allowed to bring cosmetics, candy, gum, or money to the Center.

POTTY TRAINING

Teachers will work with parents whose children seem ready to learn to use the toilet. Generally, the staff has found “pull ups” to be ineffective, confusing for the child and hinder the changing process. The staff prefers children remain in diapers until they are able to achieve significant daytime control and will encourage children showing signs of readiness to use the toilet, especially if their diaper is dry. Children newly in underwear should **bring several pair of plastic training pants and changes of clothes everyday, including socks and shoes.** Toileting accidents will be dealt with in a calm, pleasant and causal manner.

Some of the typical signs of toilet learning readiness include:

- Interest in using the toilet
- Ability to indicate need or desire to use the toilet
- Can stay dry for at least two hours at a time
- Often wakes up dry after nap
- Weaned from the bottle
- Wants diaper dry; dislikes soiled or wet diaper
- Some interest and ability in dressing

EXTRA CHANGE OF CLOTHES

It is very important that you child always an extra set of clothing at all times in the case of a bathroom accident or a messy meal. The center does not provide extra clothing for children. In the case your child needs to borrow a whole or piece of clothing from the center due to your child not having an extra set, your account will be charged \$10.00 and the clothes are for you to keep.

OUTDOOR PLAY

We believe that in order for children to be healthy, they need fresh air and exercise. Licensing requires us to have outdoor time everyday, weather permitting. Parents are advised to be aware of daily weather conditions so that appropriate outdoor wear is sent with your child. Children will be taken outdoors in hot and cold weather and teachers will monitor the conditions and limit time children are outside to assure that children are neither too hot nor too cold.

FIELD TRIPS

A variety of educational and recreational field trips are taken during the year to expand the child’s awareness of the themes. Some field trips may require an additional fee. Parents will be notified regarding field trips by posted notice. Parents are encouraged to participate in the field trips with their children. Siblings are discouraged from attending as this is a special time for the parent to spend with the child. You must sign a permission form or your child will not be allowed to participate. Children must wear tennis shoes on field trips.

The School-age children are the only group to go swimming in the summer. The Center takes every precaution to ensure the safety of the children. The swimming pool must maintain standards according to the Texas Department of Health, must have a minimum of two life-saving devices and a certified lifeguard on duty and the pool must be in good repair.

PARKING

Please observe the one-way traffic flow through the entrance. Park only in designated parking spaces. There is no parking in the drive through lane in-between the buildings.

VISITORS

Parents are welcome to visit the center anytime to observe, eat lunch with their child, to volunteer to help in the classroom. Parents staying any longer than 10 minutes at drop off or pick up will be required to pass a criminal background check.

ADDRESS, TELEPHONE or WORK CHANGES

Any changes in address, telephone numbers or work location should be reported promptly in writing to the HLLC office. Telephone numbers of emergency contact individuals authorized to pick up the child should also be kept current.

TELEPHONE MESSAGES

A telephone answering system will take messages when no one is available to answer the call. Messages will be checked throughout the day and calls will be returned as soon as possible.

PARENT GRIEVANCE

When a parent has a concern about a situation at the Center, he/she is encouraged to talk directly to the staff member involved. If satisfaction is not achieved, all concerns should be discussed with the Director.

If a concern is not resolved satisfactorily by the Director, as a last resort, the grievance should be addressed in writing to the Hope Lutheran Church Pastor.

Upon the Pastor's receipt of a written grievance, the pastor will make a decision and that decision is final.

PICKING UP YOUR CHILD

If your child is required to be picked up due to illness, injury, or poor behavior, parents have 60 minutes to pick your child up from first point of contact attempt (this does include leaving a voicemail). After that hour, your account will be charged \$1 per minute until pick up. All late pick up fees are due before your child can be dropped off the following day.

HELPFUL NUMBERS

- Child Care Licensing Office 210-932-5200 or log on @ www.TDPRS.org
- Child Abuse Hotline 1-800-252-5400
- Poison Control Center 1-800-222-1222
- Ask A Nurse 1-877-647-7440 or 210-226-8773

RESERVE THE RIGHT TO TERMINATE SERVICES

HLLC is a private learning center, consequently enrollment in our center is a privilege not a right. Therefore we reserve the right to refuse service to a child/family that the administration believes may pose a threat to the spiritual, physical, mental and emotional wellbeing of this ministry.

We reserve the right to terminate services to a child, children, parent or family who display an uncooperative attitude in regard to:

* The Center Policies

* The Center's Staff

* Frequent complaints or insults toward the services we provide

We reserve the right to terminate services to a child or children whose behavior to other children or staff member is abusive, inappropriate or threatening. The length of time from the notice of termination to the actual termination date will be determined by the director.

AMENDMENT OF RULES AND REGULATIONS

The rules and regulations contained herein are not inclusive. Other rules and regulations may be posted in and about the facility and shall be binding as if set out herein in full. Hope Lutheran Learning Center from time to time may adopt and/or amend the established rules and regulations or policies not herein covered, and all enrolled participants will be obligated to observe these policies.

**Hope Lutheran Learning Center
Parent Handbook Acknowledgment Form**

This is to acknowledge that Hope Lutheran Learning Center has provided me with a Parent Handbook. Having read this handbook, I understand and agree to adhere to the policies and procedures detailed within. I am aware that failure to comply with these policies could result in my child being expelled from the program.

Date: _____

Printed Name: _____

Signature: _____
(Parent / Legal Guardian)