

**SWTXC Powers and Kirchner Child  
Development Center  
PARENT OPERATIONAL POLICIES HANDBOOK  
Revised September 2, 2025**

Welcome to the Child Development Center! We are thrilled to have the opportunity to support you and your family. To help your child feel comfortable and ready for their first day, we encourage parents to visit the center beforehand. This visit is a great way for your child and our staff to get to know each other easing the transition for everyone. We've created this handbook to address most of your questions about the center. If you ever need additional support or information, please don't hesitate to reach out to your child's teacher or the director-we're here to help.

Thank you for entrusting us with your child's care. We look forward to building a wonderful partnership with you. Welcome to our community!

We are excited to announce that our center has officially received accreditation from the National Association for the Education of Young Children (NAEYC) as of October 5, 2023. This prestigious recognition reflects our commitment to providing high-quality early childhood education and ensuring that our programs meet the rigorous standards set by NAEYC. Achieving this accreditation is a testament to the dedication and hard work of our staff, as well as our ongoing commitment to the growth and development of every child in our care. We are incredibly proud of this accomplishment and look forward to continuing to provide an enriching and nurturing environment for all of our families.

We are also proud to share that our daycare has earned a 4-star rating in the Texas Rising Star program. This rating recognizes our commitment to excellence in early childhood education and the high quality of care we provide. Achieving this prestigious designation, alongside our NAEYC accreditation, underscores our dedication to creating a safe, nurturing, and educational environment where children thrive.

## **Program Philosophy & Goal**

The Child Development Center warmly welcomes all families, embracing diversity and inclusivity regardless of race, color, religion, national origin, sex, age, or disability. Our programs are built on a shared commitment to excellence, striving to meet the unique needs of children and their families. Each program is thoughtfully designed to nurture meaningful relationships, foster a deeper understanding of the child's world, and promote holistic development. Guided by foundational principles, our dedicated staff collaborates with families to create individualized goals and objectives tailored to support each child's growth and success. The Center staff will develop individual goals and objectives for each child within the context of the principles such as Frog street curriculum and ASQ's

### **ASQ-2 and ASQ-3 Monitoring Tools:**

As part of our developmental screening and child monitoring procedures, we utilize the Ages & Stages Questionnaires®, Second Edition (ASQ-2) and Third Edition (ASQ-3). These tools are standardized, evidence-based developmental screening instruments designed to identify children's strengths and areas where they may need support.

ASQ-2 and ASQ-3 are parent-completed developmental monitoring systems.

These questionnaires are structured to support early identification of developmental delays and to promote positive developmental outcomes through early intervention and family engagement.

Parents are guided in completing the ASQ forms based on their observations of their child's development in areas such as communication, motor skills, problem-solving, and personal-social behaviors.

Results from the ASQ-2 and ASQ-3 help inform program planning and allow for appropriate referrals and supports when necessary.

These tools support our commitment to ensuring the well-being and optimal development of every child in our care.

**We Believe:**

- The home is the foundation of a child's development. We are committed to supporting and complementing families to promote the healthy growth of both children and parents.
- Loving, trusting, and respecting each child fosters their ability to love, trust, and respect others.
- Every child should be supported in developing a positive self-image.
- It is essential to address each child's needs for physical, social, emotional, and intellectual growth.
- As children grow, their needs evolve, and programs must adapt in content and structure, utilizing the best techniques and the latest research in human development.
- Children deserve a nurturing, safe, and joyful environment that encourages their natural curiosity and love of learning.
- Children are entitled to teachers who are not only capable and caring but also serve as excellent role models through their values and actions.

**Purpose of the Child Development Center**

The Child Development Center serves as a dynamic educational and observational facility, dedicated to providing high-quality care and educational services for the children of SWTXC students and employees. In addition to its childcare services, the center supports the academic growth of students in the child development, nursing, and management programs by offering hands-on learning experiences.

- A Hub for Student Learning and Professional Growth

Child development students gain invaluable experience at the center, observing child growth and development while engaging in real-world workplace practices. Under the guidance of highly qualified professional staff, students learn to design and implement educational programs tailored to developmental milestones.

- Expertise of Professional Staff

The center's lead teachers possess formal training in child development, holding credentials such as:

Child Development Associate (CDA) certificates

Associate degrees

Bachelor's degrees in related fields

These professionals are trained in utilizing developmental assessment tools, including the Ages and Stages Questionnaire, to support and monitor children's developmental progress effectively.

- Commitment to Ongoing Excellence

To ensure the highest standards of care and education, the center prioritizes staff development:

**Annual Training:** Staff complete a minimum of 30 hours of professional development annually.

**Health and Safety Certification:** All staff maintain current First Aid and CPR certifications, renewed every two years and Food Handlers, renewed every 2 years.

**Work-Study Opportunities**

The center offers work-study students a unique opportunity to interact with children in a structured and supportive environment. These experiences equip students with essential skills, preparing them for careers in child development and related fields.

## **Curriculum Goals**

The curriculum at our Child Development Center is designed to nurture all areas of a child's development—physical, social, emotional, and cognitive. It is grounded in teacher observations and recordings of each child's interests and developmental progress. Emphasizing learning as an interactive process, the curriculum creates an environment where children can actively explore and engage with adults, peers, and materials.

### **Key Areas of Development and Teacher Facilitation**

Teachers foster children's development through a variety of strategies:

- **Developmental Assessments:** Ongoing assessments guide the planning of age-appropriate activities.
- **Relevant and Concrete Activities:** Activities and materials are hands-on, real, and relatable to the lives of young children.
- **Sensory Exploration:** Children are encouraged to engage with activities that stimulate all five senses.
- **Thinking and Problem-Solving:** Activities promote cognitive development by stimulating curiosity and experimentation.
- **Motor Skills:** Activities designed to enhance fine and gross motor skills are integrated into daily routines.
- **Art, Music, and Sensory Experiences:** Children have opportunities for creative expression through various art and music activities.
- **Health and Safety Habits:** Teachers encourage practices that promote well-being and safety.
- **Self-Help Skills:** Children are supported in developing self-sufficiency through activities like potty training and self-feeding.
- **Language Stimulation:** Language development is incorporated into all activities, supporting communication skills.
- **Imaginative Play and Creativity:** Opportunities for imaginative play and creative expression are integral to the curriculum.

- Gradual Skill Progression: Activities are designed to increase in complexity and difficulty, matching the child's developing abilities.
- Multicultural and Unbiased Experiences: The curriculum provides diverse materials and experiences that promote cultural awareness and inclusivity.
- Engagement and Inquiry: Teachers use thoughtful questions and suggestions to extend each child's learning.
- Outdoor and Gross Motor Activities: Outdoor play is encouraged daily, with alternative indoor activities provided on inclement weather days.
- Environment Design: The classroom environment is carefully arranged to promote independent exploration with minimal adult intervention.
- Fun and Learning: The curriculum is designed to ensure that children learn best when they are having fun.
- Learning Centers: Classrooms are divided into centers offering various types of developmental activities for children to choose from.

#### Teacher-Child Communication and Respect

Teachers demonstrate respect for each child through the following practices:

- Communication Opportunities: Children are provided with numerous opportunities to develop their communication skills through one-on-one interactions and group experiences. Teachers listen attentively to each child.
- Clear and Simple Language: Teachers use a gentle, pleasant tone and simple phrases to ensure understanding.
- Daily Routine Explanations: Teachers explain the daily activities and routines before, during, and after each event to help children understand what's happening.
- Smooth Transitions: Teachers assist children in transitioning smoothly from home to childcare and between group settings.
- Parent Collaboration: Teachers and the center director work closely with parents to make decisions regarding their child's experiences, including providing written reports on progress.

### **Enrollment**

Enrollment is open to the children of SWTXC students, employees and community; contingent upon complete enrollment, including the completion of required medical records. The Center is licensed for 93 children. When the Center reaches this capacity enrollment will be closed and a waiting list will be maintained. New enrollees will be accepted in the order in which they applied. Enrollment is full time care only and is available for children birth to 12 year of age Children must be enrolled for five days. Enrollment is granted without discrimination in regard to sex, race, color, creed, handicap or any religious or political belief. 10 spots guaranteed for students, staff & faculty.

### **Hours, Days & Months of Operation**

Powers and Kirchner is open all year round with the exception of **Thanksgiving, Christmas break, Spring break, Staff vacation one week in June & staff vacation one week in July, staff development days (to be announced). All holidays for the year are posted and given to parent and are updated yearly, holidays are subject to change at any given time frame with a two- week notice.** Days of operation are **Monday through Friday from 7:30 a.m. to 5:30 p.m.**

### **Temporary Facility Entry Restrictions Policy**

At Powers & Kirchner CDC, the health and safety of our children, families, and staff is our top priority. In response to extreme illness or outbreaks within the community, we may temporarily restrict parent entry into the daycare facility to minimize the risk of exposure.

While we may strongly recommend these restrictions, we cannot prevent parents or guardians from entering the building if they choose to do so. Please note that entry is at your own risk, and we ask that you take all necessary precautions to protect yourself and others.

These restrictions are implemented on a month-to-month basis and will be reviewed regularly to ensure they remain necessary and appropriate. Updates will be communicated promptly to all families.

We appreciate your understanding and cooperation as we work together to maintain a safe and healthy environment for everyone.

### **Drop-Off and Release Procedures**

#### **Drop-Off:**

Your child must be delivered personally to the classroom teacher. A brief daily health inspection is conducted upon arrival. Please wait until the inspection is completed before leaving the premises. Remember to sign your child in and out daily using the clipboard with student names located at the entrance of each classroom.

#### **Authorized Release:**

Children will only be released to parents, legal guardians, or individuals specified in writing by the parents. If a court order restricts a person from picking up a child, the legal guardian must provide a copy of the court order to the Center. Written authorization is required for anyone else picking up the child, and they must present proof of identification (e.g., driver's license).

#### **Pickup by Non-Parents:**

If someone other than the parent is picking up the child, they must be listed on the enrollment form and present an ID for verification by the teacher or caregiver. If the child will be staying with grandparents or



someone other than a family member, a court order is required to specify custody and pick-up permissions. A phone call from the parents must inform the Center of who will be picking up the child, or this information can be provided at drop-off. Communication must occur between the Director, the child's parent, and the individual picking up the child.

#### **Parking and Security:**

Parents are asked to park in the front of the facility (Marsh Lane) and to turn off their engine while dropping off or picking up their child. The building doors remain locked throughout the day; please ring the doorbell to gain access.

#### **Court Orders**

- If a court order is in place concerning a child's custody, pick-up restrictions, or any other legal matters, a certified copy must be provided to the director.
- The daycare will strictly follow all court orders on file. Verbal requests or changes from parents will not be honored if they conflict with the court order.
- It is the responsibility of the parent/guardian to immediately inform the daycare of any updates or changes and provide updated official documentation.
- The director and staff are not responsible for enforcing or managing any legal matters outside of what is explicitly stated in the court order.
- If no court order is on file, and an individual who is not listed on the child's authorized pick-up list attempts to pick up the child—even if they claim to be a parent—the child will not be released.

We must have proper documentation and identification to release a child to anyone other than those approved.

- All custody and pick-up related concerns must be handled through legal channels and supported by official documentation.

### **Health, Illness, and Exclusion Criteria (746.3601) & Immunizations**

#### **Immunization Requirements:**

Children must have up-to-date immunizations. Parents are required to provide an immunization record to the Center Director whenever their child receives any immunization, including the Tuberculin Test when approved by the child's physician.

If a child cannot receive immunizations due to health reasons or religious beliefs, the parent must submit a written statement from the child's doctor and complete an affidavit request for exemption. This form is available on the Texas Health and Human Services website.

**Exclusion for Missing Immunizations:** If the child has not received the required immunizations or provided the doctor's statement, they will be excluded from the center until they comply. If a communicable disease outbreak occurs that requires immunization, the exemption will not be recognized, and the child will be excluded until the risk of the outbreak is cleared or the immunization is received

### **Daily Health Check and Illness Exclusion**

Upon arrival, each child will undergo a brief daily health inspection. The person bringing the child must wait until the inspection is complete before leaving the premises.

- If a child is found to be ill upon arrival, they will not be permitted to stay at center.
- If a child develops a temperature of 100°F or higher during care, they will be sent home and cannot return to the center for 24 hours from the time they were sent home.
- Vomiting or Diarrhea: A child will be sent home after two episodes of vomiting or diarrhea, and cannot return until 24 hours after the last episode
- Head Lice: Immediate Dismissal for day – If a child is found to have head lice (live lice or excessive nits), they will be sent home for treatment. Return Policy – The child may return to daycare after receiving an appropriate lice treatment and showing no signs of active infestation. A staff member will check the child's head upon return to ensure they are lice-free. Notification & Prevention – Parents of other children in the affected classroom will be notified so they can check their own child. Personal belongings such as hats, combs, and bedding should not be shared to prevent the spread.

### **Keep Your Child Home If They Have:**

An oral temperature (under tongue) of 101°F, an axillary (armpit) temperature of 100°F, or an infrared (forehead) temperature of 100°F or more during the previous 24 hours.

- Sore or discharging eyes or ears.
- A persistent cough.
- Symptoms of a communicable disease.
- Intestinal disturbance with diarrhea or vomiting (two episodes within 24 hours), including diarrhea associated with teething.
- Any undiagnosed rash.

### **Return to the Center After Illness**

Children must be symptom-free for at least 24 hours before returning to the center. If you bring your child back before this time frame, they will not be permitted to stay until the 24-hour period has passed since they were sent home.

If any of the above symptoms develop during care, parents will be contacted, and the child must be picked up. If child continues with symptoms they will need to be seen by a doctor for a clearance to return to center.

Children who feel ill but do not have a fever and cannot function properly will be sent home. Children who are overly tired, disrupting the daily schedule, or unable to participate in activities will also be sent home. Staff cannot accommodate children who are too unwell to fully engage in daycare activities.

### **Medication Policy**

Center staff is not authorized to administer oral medication to children whether it is prescribed or non-prescribed. Parents may come to center and administer oral medication to their child at the center, provided it is in accordance with the physician's directions or prescription. We will administer a prescribed medication in cream form or a non-prescription medication in cream form for diaper rash ointment, insect repellent or sunscreen.

#### **Administration of Epinephrine Pens:**

In the event of a severe allergic reaction, our staff will promptly administer the child's epinephrine auto-injector (EpiPen) by following the manufacturer's instructions and the individual emergency action plan. While our team is not comprised of medical professionals, we are prepared to respond appropriately in accordance with established guidelines. Emergency medical services will be contacted immediately after administration, and parents will be notified as soon as possible.

Parents should notify the Center Director if their child becomes ill, especially in the case of communicable diseases.

## **Emergency Procedures**

In the event of a serious accident requiring medical attention, the child will be taken to Uvalde Memorial Hospital located at 1025 Garner Field Rd, and parents will be contacted immediately. If we cannot reach the parents, the child's doctor will be contacted.

It's essential that the Center Director has an updated phone number where parents can be reached at all times. Parents should provide the Director with a schedule of their daily classes and/or employment in case of an emergency.

## **Procedures for Parental notifications**

Parents will be given a mix of written notifications for important updates, contacting parents promptly by cell phone/ work phone on regarding incidents or changes in their child's health, and maintain accurate contact details to ensure timely delivery of information. It is the parent's responsibility to inform center of any changes are made with phone numbers, addresses, emergency contacts, custody documents.

## **Discipline and Guidance**

A discipline and guidance policy will be given in the admission form of the enrollment packet and will be reviewed and signed by parent,

## **Suspension and Expulsion Policy for Challenging Behavior**

We are committed to providing a safe, nurturing, and supportive environment for all children. In situations where a child's behavior poses a safety risk or significantly disrupts the learning environment, the following procedures will be followed:

- **Immediate Suspension**

If a child exhibits behavior that warrants immediate removal (e.g., aggression, severe disruption, or unsafe actions), the parent/guardian will be notified and must pick up the child within 30 minutes of being contacted.

The 30-minute window is required because we do not have a designated space to safely separate a child from the classroom environment, nor do we have extra staff available to supervise a child one-on-one outside the group.

Failure to pick up the child within 30 minutes will result in a Late Pick-Up Write-Up. (No FEE)

Families are allowed a maximum of four (4) Late Pick-Up Write-Ups per calendar year. Upon receiving a fifth (5th) write-up, the child's enrollment will be terminated.

A child sent home for behavioral reasons may return to daycare the following day, unless otherwise discussed.

- **Ongoing Behavior Issues**

If a child is sent home due to behavior three (3) times during any period of enrollment, a mandatory conference will be scheduled with the parent/guardian, the child's teacher, and the center director.

During this meeting, we will review behavior concerns, discuss possible causes, and create a plan to support the child moving forward.

- Final Warning and Termination

If the behavior continues after the conference, and the child is sent home one (1) additional time, the child will be dismissed.

A child may be dismissed from the program for violations of policies, unsafe behavior, non-payment, or other serious concerns. Depending on the severity of the situation, dismissal may occur in one of two ways:

1. Immediate Dismissal – For severe incidents that jeopardize the safety or well-being of children, staff, or the program environment, termination of enrollment will take effect immediately.

2. Fourteen-Day Notice – For less severe situations, a written 14-day notice will be given to allow time for the family to make alternate care arrangements.

The decision regarding the type of dismissal will be made at the discretion of the Director and will be final. Termination is a last resort and will only occur after documented efforts have been made to help the child succeed.

Additional Notes:

Referrals to outside resources or specialists may be provided as needed.

All behavioral incidents and actions taken will be documented and shared with the parent/guardian.

Our goal is always to support each child's development in a collaborative and compassionate manner.



## **Safe Sleep Guidelines**

### **Infants (Under Age 1):**

- **Blankets and Toys:** Infants under one year of age are not allowed to have blankets, toys, or any other items in their crib.
- **Restrictive Devices:** Infants may not sleep in restrictive devices unless a completed Sleep Exception Form is submitted, including a signed statement from a healthcare professional indicating that the use of a restrictive device is medically necessary.
- **Positioning:** Infants must be placed on their back to sleep in their own crib. Infants who are not yet able to roll over on their own must be placed in a face-up position.
- **Swaddling:** Swaddling is not allowed unless a Sleep Exception Form is submitted, including a signed statement from a healthcare professional.
- **Safety:** Infants must not have their head, face, or crib covered by items such as blankets, linens, or clothing.
- **Daily Reports:** Parents will receive a daily written or electronic report, including the infant's sleep times, feeding times, diaper changes, and general mood for the day.
- **Crib Labeling:** Each infant's crib will be labeled with their name and the first letter of their last name.
- **Comfortable Clothing:** Please send your child in comfortable clothes appropriate for the day. Small burp cloths are not allowed for comfort.
- **Pacifiers:** Pacifiers must not have toys, stuffed animals, or beaded strings attached.

### **Children Ages 1-12:**

- Blanket Usage: Children between the ages of 1 and 12 may use a blanket, which must be labeled with the child's first and last initials.
- Blanket Care: Parents are responsible for providing a clean blanket for their child each week. Blankets will be sent home on Fridays for washing and should be returned on Mondays.
- No Borrowing Blankets: We do not allow blankets to be borrowed from other children or provide extra blankets.

### **Nutrition education and procedures**

Cafeteria style meals are part of the curriculum and will be served daily.

Children will learn about sound nutrition, manners and develop language skills through free-flowing conversations during meals and snacks.

Breakfast: 8:00a.m. – 9:00a.m.

Lunch: 11:00a.m. – 12:00p.m.

Snack: 2:00p.m. – 2:30p.m.

Snack for after-school 4:00 pm-5:00pm

Children who must follow therapeutic diets or have dietary needs must give the Center written confirmation from a physician or licensed dietician specifying the dietary guidelines.

In accordance with minimum standards 746.3309, parents have the option to provide meals and snacks for their child. However, please note the following:

Parent responsibility: Parents must sign a form stating that they will be providing meals and snacks for their child. By doing so you acknowledge that the childcare facility is not responsible for ensuring the nutritional value of the meals provided meets the child's daily dietary needs.

Facility meal provision: If a parent provides only part of the meals (for example, Breakfast and lunch but not a snack), the facility will provide the missing meal or snack. Similarly, if the parent provides only the snack, the facility will provide breakfast and lunch.

Storage of meals from home: Any meals brought from home must be stored properly to ensure they remain safe for consumption. It is the parent's responsibility to ensure the meal is appropriately stored.

Regarding parties held throughout the year in each classroom, all children will share the party items. If a child has special dietary needs, the parent providing the party items will need to ensure that appropriate accommodations are made for the child on a special diet.

### **Hearing and Vision Screening**

First time enrollees who are four years of age or older and all children enrolled in programs who are four years of age by September 1 of each year will be screened for possible vision and hearing problems prior to completion of the first semester of enrollment, unless there is evidence of prior screening conducted no more than one year prior to enrollment.

Each Child who is in the 1<sup>st</sup>, 3<sup>rd</sup>, 5<sup>th</sup>, or 7<sup>th</sup> grade must complete a screening within the school year. A licensed or certified screener or a health care professional must conduct the screening.

One of the following will be kept on the Center for each child required to be screened:

- a) The individual vision and hearing screening, or

A signed statement from the child's parents that the child's screening records are current and on file at the pre-kindergarten program or school

that the child attends. The statement must include the date, name address and telephone number of the pre-kindergarten program or school.

### **Enrollment Procedures**

#### **Enrollment Process:**

Enrollment must be completed before a child is left at the center. A designated date will be scheduled for parents to visit the center and begin the enrollment process. During this time, parents will receive the admission form along with the center policies, which must be completed in full. All forms must be signed and dated.

#### **Walkthrough and Orientation:**

The Center Director will provide a walkthrough for families, introducing them to the staff and answering any questions or addressing concerns.

#### **Policy Updates:**

If there are any updates or changes to the operational policies, parents will be notified. A revised hard copy of the updated policies will be distributed, and each family will be required to sign an acknowledgment form. The signed notice, along with the date of the change, will be kept in the child's file.

### **Transportation and Field Trips**

#### **Transportation:**

The Center does not provide regular transportation services. However, children may participate in school-planned field trips.

#### **Field Trip Transportation:**

For field trips, transportation will be provided using school-approved vehicles equipped with state-approved car seats based on the child's age and weight, as well as seatbelts.

#### Parent Permission and Medical Insurance:

Written parental permission will be required for each field trip. Parents must also provide proof of medical insurance for their child to participate in any out-of-town field trips.

#### **Water Activities**

The following water activities are offered at the Center:

- Sprinkler Play
- Water Table Play

Parents must indicate whether they consent for their child to participate in water activities. Please check either "Give Consent" or "Do Not Give Consent," and specify which activities the child is allowed to participate in:

- Sprinkler Play
- Water Table Play

#### **Animals**

We have no animals on the premises.

## **Promotion of Indoor and Outdoor Physical Activity & Inclement Weather Procedures**

We prioritize physical activity as part of the daily routine, offering a variety of indoor and outdoor activities that support children's physical, mental, and social development. These activities help improve muscle strength, cardiovascular health, motor skills, and overall well-being, while also providing exposure to natural sunlight.

- **Outdoor Play:**

Outdoor play is scheduled daily, weather permitting. Activities include water play, walks, exploring the playground, bicycle riding, tetherball, seesaw, and gardening.

- **Weather Guidelines:**

Children will not go outside if the temperature is below 30°F (including wind chill) or above 100°F.

- **Indoor Activities:**

On days when outdoor play is not possible due to weather, children will engage in indoor physical activities, such as dancing, board games, floor puzzles, and coloring.

- **State Mandates:**

We are required by state law to take children outside for physical activity. Parents should keep children at home if they are not well enough to participate in outdoor activities until they are able to engage fully in both indoor and outdoor activities.

- **Physical Activity Time:**

Toddlers: 60 minutes of physical activity per day, divided into 30 minutes in the morning and 30 minutes in the afternoon.

Preschool & School-Age Children: 90 minutes per day, divided into 45 minutes in the morning and 45 minutes in the afternoon.

These times are posted on each classroom's schedule.

- **Playground Areas:**

Children will have access to various activity centers on the playground, including a library center, kitchen center, art center, writing center, manipulative center, and block center.

- **Dress Code:**

Children should come dressed in comfortable clothing that allows them to move freely and wear closed-toe tennis shoes. Depending on the weather, additional indoor activities like exercise, stretching, and dancing will be provided.

### **Applying insect replant and sunscreen**

The center does not provide any bug repellants and or sun screen. The parent may bring these items if needed and sign a form giving the staff permission to apply to your child, it will have the type of item being used, the amount given and what times needed. The products brought in must have the child name and first letter of their last name. All specifics must be related to teacher

### **Parent Rights**

A copy of the Center's operational policy will be provided to parents upon enrollment. This document includes the Parent Rights policy, which outlines your rights and responsibilities as a parent. Parents will be asked to read and sign the form acknowledging they have reviewed and agreed to the policy. Any questions or concerns regarding the policy will be addressed during the orientation process.

### **Parent Conferences**

#### **Procedures for parents to review & discuss any concerns with director**

Parents may call and schedule a time with director to talk about any concerns or questions they have due to their child or center. Parent conferences may be scheduled when requested by parents or teachers. One regular parent conference will be scheduled per semester to discuss each child's progress. Regular communication with parents will occur through notes and the Center's parent bulletin board. Parent information will also be posted on the front window and door of facility. Through regular communication, parents and teachers will work together to help each child reach their potential. Parents are encouraged to join the center's advisory group. Through the advisory group parents can voice concerns and make recommendations for changes or improvements in the centers programs and policies.

### **Family Participation**

Parents and visitors are always welcome at the Center. For safety and coordination, anyone entering to observe, participate, or attend a parent conference should notify the receptionist or the Center Director upon arrival.



- **Observation:**  
Parents are encouraged to observe in the designated observation rooms, provided they are not scheduled for student use.
- **Birthday Celebrations:**  
If you would like to bring cupcakes or treats for your child's birthday, parents are welcome to join in. Please inform the teacher or Director in advance, specifying the day and time of your visit.
- **Open-Door Policy:**  
If your child is new to the Center, we have an open-door policy allowing parents to check in and observe their child at any time. We aim to make all families feel supported and valued for their involvement, whether it's volunteering, sharing concerns, or participating in committees.
- **Celebrations and Events:**  
We celebrate various holidays and events throughout the year and encourage family participation. Notices will be sent in advance with details on dates and times for your participation.
- **Family Engagement**  
As part of our accreditation with NAEYC (National Association for the Education of Young Children) and TRS (Texas Rising Star), we are required to demonstrate strong family engagement. One way we do this is by offering activities or projects that families can work on together at home, reinforcing learning and positive behaviors in the home environment.
- Additionally, each month, we will provide a QR code that links to resources, activity ideas, or updates, encouraging families to stay involved and engaged in their child's development.

### **Procedures for parents to review our most recent inspection report**

In our front information board, our most recent inspection report is posted for any parent to review at any time. Parents are welcomed to review a copy of the minimum standards and the child care center's most recent licensing report. You may also access the Texas Minimum Standards handbook online by visiting their website at <https://www.hhs.texas.gov>. Texas abuse and Neglect hotline phone number is 1-800-252-5400 and the Texas health and human services website @ hhs.texas.gov

### **Emergency Preparedness Plan**

The safety and well-being of the children in our care is our top priority. Our Emergency Preparedness Plan outlines the procedures and protocols that will be followed in the event of an emergency. This plan ensures that both children and staff are well-prepared for a variety of situations, from natural disasters to accidents and health emergencies.

#### **General Emergency Procedures**

##### **1. Evacuation Procedures**

- In case of fire or other emergencies requiring evacuation, all staff will immediately account for all children and lead them to the designated assembly area.
- Staff will check all rooms, bathrooms, and outdoor areas to ensure no child is left behind.

- A headcount will be conducted once outside, and parents will be contacted for immediate pickup.
- Emergency exits are clearly marked, and staff is trained in the quickest, safest evacuation route.
- Minor Emergencies:

For incidents such as a power outage, localized fire alarm, or non-life-threatening situations, children will be relocated on foot to a nearby designated safe location. Staff will ensure all children are accounted for and escorted safely and calmly.

- Moderate to Severe Emergencies:

In the event of a more serious emergency, such as a hazardous material spill, gas leak, major fire, or natural disaster, we will utilize transportation vans that are kept on standby for such emergencies. Children will be safely loaded into the vehicles and transported to 2401 Garner Field Rd SouthWest Texas College @ the Matthews Student Center

## 2.Fire Safety

- Weekly & Monthly fire drills will be conducted to familiarize children and staff with evacuation routes.
- Fire extinguishers are placed in accessible locations, and smoke detectors are regularly checked.
- Children will be taught the importance of fire safety, including how to react in case of a fire.

## 3.Weather Emergencies (Tornado, Flood, etc.)

- In the event of a severe weather emergency, children will be moved to a pre-designated safe area within the facility, such as an interior hallway or basement.
- Staff will monitor weather reports, and in the case of a weather warning, emergency procedures will be initiated immediately.
- Children will be kept calm and reassured during any weather-related event, and staff will stay in constant communication with local authorities.

- Weekly & Monthly severe weather drills will be conducted to familiarize children & staff with evacuation routes.

#### 4.Lockdown Procedures

- If there is a threat to safety, such as an intruder, a lockdown will be initiated.
- All exterior doors will be locked immediately, and children will be moved to a safe, secure area of the center away from windows.
- Staff will remain in communication with local law enforcement and will not release any children until it is safe to do so.
- Weekly & monthly lockdown drills will be conducted to familiarize children & staff with evacuation routes.

#### Health and Medical Emergencies

##### 1.First Aid and CPR

- At least one staff member on duty will be certified in First Aid and CPR, and this certification will be kept up-to-date.
- A first aid kit is available in each classroom and in the center's main office.
- In the event of an injury, staff will assess the situation, provide necessary first aid, and contact emergency medical services if required.
- Parents will be notified immediately of any injury or illness that requires medical attention.

##### 2.Medical Emergency Plan

- In case of a serious medical emergency (e.g., allergic reaction, asthma attack, seizure), staff will follow the child's individual medical plan, if available, and call 911 immediately.
- Parents will be contacted immediately, and children will be taken to the nearest medical facility if needed.

## Emergency Contact Information

### 1. Parent Notification

- A current list of emergency contacts will be maintained for each child. It is essential that parents provide up-to-date contact information.
- In the event of an emergency, parents will be contacted as soon as possible. If a parent is unavailable, emergency contacts will be reached.

### 2. Communication with Authorities

- In the event of a serious emergency, the center will contact local law enforcement, fire department, or medical services as needed.
- Staff will work closely with these agencies to ensure the safety and security of all children.

## Staff Roles and Responsibilities

### 1. Staff Training

- All staff members will be trained on emergency procedures, including evacuation, lockdown, and first aid.
- Regular emergency drills (fire, tornado, lockdown, etc.) will be conducted to ensure staff members are prepared to act quickly and efficiently in an emergency situation.

### 2. Designated Emergency Roles

- In the event of an emergency, each staff member will have a designated role (e.g., lead evacuation, call 911, account for children, gather emergency supplies).
- Staff members will stay in their assigned roles until all children are accounted for and the emergency situation is resolved.

## Parent Communication

### 1. Emergency Notifications

- In the event of an emergency that affects the children's safety or the center's operation, parents will be notified via phone, email, or text message.
- In the event of a lockdown or evacuation, parents will be informed about the safety of their child and will be instructed on where and when they can pick up their child.
- Updating Contact Information
- Parents are encouraged to provide multiple emergency contact numbers, including alternative contacts in case they are unavailable.
- It is crucial that parents update their contact information immediately if there are any changes.
- 

### Review and Updates

- The Emergency Preparedness Plan will be reviewed annually and updated as needed to ensure compliance with local regulations and best practices.
- Staff will participate in emergency preparedness training, and families will be informed of any updates to the emergency procedures.

## **Breastfeeding Policies and Resources**

At Powers & Kirchner Child Development Center, we recognize that human milk is the best milk for infants and strongly support breastfeeding as it promotes optimal health and development.

- **Breastfeeding Area:**

We provide a designated breastfeeding area in the infant building, specifically in the Evacuation Room, equipped with a comfortable cushioned rocking chair. This quiet space offers mothers the opportunity to bond with their baby while expressing breast milk.

- **Support for Breastfeeding:**

Water bottles and juices are available upon request during breastfeeding sessions. Mothers have the right to breastfeed or provide expressed breast milk for their child while in care at the Center.

- **Breast Milk Storage:**

Please label all bottles with your child's name, the date expressed, and the expiration date (if available). Breast milk will be stored in the refrigerator or freezer upon the parent's request.

- **Bottle Requirements:**

Parents must provide three to four bottles per day, along with a gallon of water. Bottles should be sent home daily for cleaning and sanitizing and must be returned clean the following day.

- **Diapers and Wipes Policy:**

Parents are responsible for providing diapers and wipes for their child. The Center does not provide diapers.

- Ointments and Powders:

Ointments or powders cannot be applied unless a written permission slip is on file.

- Infant Classroom Placement:

All infants ages 0-12 months will be placed in Infant Room #1. They will remain in this room until they reach 12 months of age, unless they are developmentally ready for the next classroom, and space and age group requirements are met. We strive to group children together with the same peers they were with previously to provide continuity.

- This policy applies to children ages 0-12 years.

### **Preventing & Responding to abuse and neglect of children**

All employees are required to have 30 hours of training annually, topics are to be associated with childcare. To increase employee and parent awareness regarding child abuse and neglect we can implement methods like training sessions, accessible information posters, parent education workshops, mandatory reporting procedures, open communication channels, community partnerships, utilizing diverse communication methods and incorporating child development knowledge into training to equip individuals with the ability to recognize potential signs of abuse and know how to report concerns appropriately. We distribute informative handouts/ brochures to parents during meetings or events, we display posters in our hallway with information about child abuse and neglect with a direct phone number and website to contact if needed. We ensure that all staff are familiar with the reporting process and feel comfortable reporting concerns. We also collaborate with local agencies to bring awareness and educate parents on strategies and early intervention techniques to prevent potential abuse situations. Parents of children that are a victim of abuse or neglect can contact child welfare agency or the police department.



Authorities will investigate the report and if necessary take the steps to ensure the child's safety. Call the child abuse hotline at 800-252-5400

### **Vaccine Preventable Diseases for Employees**

No vaccinations are required for employees

### **Procedures for supporting inclusive services to special needs/ Accommodations**

We accept and welcome children of all abilities. Indoor and outdoor areas are arranged so all children can move freely and make choices based on their abilities, interest and needs. We make changes to our daily schedule to meet the needs of each child. We will support children with disabilities through individual learning goals, accommodations, modifications & home language so that they are able to access the general education curriculum and be held to the same high expectations as their peers. If specific therapies are needed during the day while the child is in our care, a private space will be provided, participation in all comprehensive care meetings if needed. Assist in completing supported documentation form authorized medical professional for any accommodations related to child's physical or developmental needs. Provide materials and resources in parents/child's primary language. Provide opportunity for cultural inclusiveness by hosting cultural events throughout the year.

(As required by title VI of the civil rights Act 1964, section 504 of the rehabilitation act of 1973, title II of the Americans with disabilities act, title IX of the education amendments of 1972, the age discrimination act of 1975, and the Americans with disabilities act of 1990, our early program does not discriminate on the basis of race, color, national origins, sex, age, or disability in admission to its programs, services, or activities, in access to them, in treatment of individuals, or in any aspect of their operations. For additional information or referral to the appropriate system coordinator, contact the director)

### **Gang Free Zone**

Any area within 1,000 feet of our center is a gang free zone, where criminal offenses related to organized criminal activity are subject to a harsher penalty under the Texas Penal Code, sections 71.028 and 71.029. The purpose of gang free zones is to deter criminal activity in areas where children gather.

### **Fee Structure**

#### **Infant (0 mon – 17 mon) full time Infants**

- Full day care (6 hours or more) is \$40.00
- No part time care available

#### **Toddler, Preschool, School-age (18-35 months and 5 yrs. and up)**

- Toddler Full day care (6 hours or more) is \$35.00
- Toddler PT no part-time at this time
- Preschool(3-4yrs) Full day (6 hours or more) is \$35.00
- Preschool Part time, no part-time as this time
- School age(4-12yrs) (6 hours or more) is \$32.00
- School age (5.5 hrs. per day part time) is \$30.00

### **Late payments and refund information**

Middle Rio Grande will use a system for provider services with weekly fee structures, which means that the fee may fluctuate each month. To determine the monthly fee, we are instructed to count the number of Mondays in each month. Some months may have 4 while others will have 5. At our facility, we prefer to receive payments on a monthly basis at the on the 1<sup>st</sup>- 3<sup>rd</sup> of the month. Payment policy for MRG CCPS Childcare services are due by the 3<sup>rd</sup> day of each month. If payment is not received by the 3<sup>rd</sup> day of the month, a late fee

will be applied to your account of \$20.00. Continued non-payment may result in the termination of services.

Payment policy for private pay families are due by every Wednesday before services are rendered, if payment is not received by the 3<sup>rd</sup> day after the due date, enrollment will be terminated. Refund policy, if you are entitled to a refund after services have been discontinued please note that refunds will be processed and mailed to your address on file within two weeks.

### **Late arrival & Pick Up**

#### **Attendance & Punctuality**

Parents are encouraged to establish good attendance habits in their child's life, as regular attendance and punctuality are essential to their learning and future success. In accordance with SWTXC'S accreditations requirements, it is important for children to arrive on time to fully benefit from a high-quality early childhood experience.

#### **Arrival Time:**

Children must arrive by 9:00 am. There will NO LONGER be a grace period, and any arrival by 9:01am is late.

If you need to bring your child after 9:00am due to a doctor/dentist appointment you must provide a doctor's note upon arrival with time stamp.

#### **Departure Time:**

Our center closes at 5:30pm. A pick up at 5:31pm will be considered late.

Parents will be charged a late fee of \$10.00 per minute, per child after 5:30pm.

This policy applies to both CCP (child care program) and private pay families.

#### **Late arrival or late pick up consequences:**

Parents will receive a written warning each time they are late, whether for morning arrival or afternoon pick up. You may only receive a maximum of 4 written warnings per year (Sept 1- Aug 31). Upon the 5<sup>th</sup> warning, your child will be dismissed from the facility. If dismissal occurs, parents will have 14 days (2weeks) to prepare for the final day.

#### **Early Release days:**

The same rules for tardiness and late fees apply to early release days.

This policy must be read, understood, and signed upon admission. Per year a new policy will be signed and dated for renewal. If you have any questions or need further clarification, please feel free to discuss them with the director.

## Reapplication Policy for Daycare Services

In the event of dismissal from daycare services, families must wait a period of 16 weeks (one semester) before reapplying. This waiting period ensures that adequate time is provided to address any issues that led to the dismissal and to evaluate readiness for re-enrollment.

### Steps for Reapplication:

- **Review Dismissal Reason:** Families are encouraged to reflect on and address the reasons for dismissal to prevent recurrence.
- **Complete Reapplication Form:** A new application must be submitted, including updated information and acknowledgment of the previous dismissal.
- **Schedule a Meeting:** Applicants must meet with the daycare director or designated staff member to discuss the circumstances of dismissal and steps taken to resolve the issues.
- **Review Process:** All reapplications will be reviewed by the administration team. Acceptance is not guaranteed and will depend on space availability, resolution of prior concerns, and the child's readiness for re-enrollment.

## **Absences**

Any student enrolled in our program is allowed a maximum of 5 days of absence. If a parent fails to notify director about an absence, the child will be dropped from program and the weekly fee will still be charged to your account. Additionally, each child enrolled in MRG CCPS child care services is permitted

up to 45 absences in a calendar year. Once this limit is reached, CCPS will terminate the child's enrollment in the program.

### **Clothing Guidelines**

Children should come dressed appropriately for both indoor and outdoor play. Washable play clothes and shoes are most suitable for daily activities. No house shoes are allowed to be worn. Recommended clothing includes:

- Pants/Shorts: Long pull-on pants or shorts.
- Shirts: Pull-on shirts are ideal.
- Shoes: Tennis shoes or other closed-toe shoes that are comfortable for play.

Please avoid sending your child in clothing or shoes that you do not want to get dirty. Periodically check shoes to ensure they are still the correct size and have not been outgrown.

- Change of Clothes:

All children, regardless of age, must have a change of clothes at the Center at all times. Please mark all clothing items with your child's name to ensure they are returned correctly.

- Dirty Laundry:

Any soiled clothing will be sent home for washing. Please return the clean items to the Center as soon as possible. We do not carry extra clothes, so it is important to send a spare set each day.

### **Supervision Policy**

The safety and well-being of all children in our care is our utmost priority. Our supervision policy ensures that children are always under the watchful eye of staff.

- **Continuous Visibility and Hearing:**  
Staff members are positioned to ensure they can always see and hear children, whether they are awake or sleeping. This includes maintaining awareness even when staff members are engaged with other children.
- **Constant Supervision:**  
Children must be under constant supervision. Staff will keep children within sight at all times and maintain an accurate count of all children present.
- **No Child Left Unattended:**  
Children are never to be left alone. School-age children are not permitted to go to the restroom or walk down hallways unsupervised, regardless of their age.
- **Uninterrupted Oversight:**  
Every child enrolled in the center is to be supervised without exception throughout the day.
- **Cameras are installed in each classroom to ensure the safety and security of children and staff. However, these cameras are not intended for monitoring any specific area.**

**Director Access** – The center's director has the authority to review footage if concerns arise regarding safety, incidents, or policy compliance.

Confidentiality – Recorded footage is kept confidential and will only be reviewed by authorized personnel as needed. Footage may be shared with law enforcement or licensing agencies if required.

### **No Toys from Home Policy**

We strive to create a safe, inclusive, and structured learning environment for all children. To minimize distractions, prevent conflicts, and ensure the safety of all students, we have implemented the following policy regarding personal toys:

- No Outside Toys Permitted – Children are not allowed to bring toys from home to the daycare center. This includes stuffed animals, action figures, dolls, cars, electronic devices, and any other personal play items.
- Responsibility Disclaimer – If a child does bring a toy from home, powers & kirchner cdc is not responsible for lost, stolen, or damaged items. Any toy brought in may be kept by staff until the end of the day and returned to the parent/guardian at pickup.
- Special Exceptions – The only exceptions to this policy are:

Items specifically requested by teachers for special activities or show-and-tell days.

### **Natural Disasters/ Man Made Events**

In preparation for an emergency/disaster communication with the families of the children in our care is a high priority before, during and after an emergency/disaster. Before an emergency /disaster takes place, families will be made aware of the emergency/disaster plans. Families may contact the director on a personal line at 830-275-7262/Home room teacher cell phone, if they cannot

reach the center line at 830-591-2590. Please make sure that all contact information given to teacher/director is always up to date. We follow the guidelines of CDC and Texas Department of Health and Human Resources

**Procedures to allow parents to update contact information without staff assistance**

Parents must call center in advance so director can pull student files aside for parent to make changes at their convenience.

**First Diaper change of the day policy at drop off**

Parents at the time of drop off, if your child comes in with a bowel movement or a soaking diaper you are responsible to change their first diaper at that time.

**Brushing teeth**

Each child will have their own tooth brush and tooth paste labeled with their name. Children will have an opportunity twice a day to brush their own teeth with the assistance of the teacher. One being after breakfast and the other after lunch time.

**Screen time**

Activities using TV/Video, computer, or video games are prohibited for children under the age of two years. The state of Texas licensing recommends for children two years and older, limiting children's total media time to not more than one hour of educational programming per 24 hours. Per daycare rules, we will not allow any two year old to have screen time only children 3 year and up will be permitted. For afterschool children that bring cellphones and I-pads, they will have a designated



time to be on them, they are not permitted to make personal calls or facetime during daycare hours, the parent may contact the director if they need to relate any messages to student or to check on their well-being. The devices will be stored in their personal backpack or a cubby, we are not responsible for lost, stolen or damaged devices.

## **Discipline Policy**

At our center, we are committed to fostering a positive and supportive environment for all children. Our discipline approach is based on constructive methods that encourage self-regulation and respectful behavior. We prioritize positive discipline strategies, which include redirection, setting appropriate limits, reasoning, verbal guidance, and indirect guidance. These techniques help children understand the consequences of their actions and guide them toward making better choices.

In some cases, a brief timeout may be used as a cooling-off period. This is not a form of punishment but rather an opportunity for the child to regroup and reflect. The purpose of timeout is not to shame or humiliate the child, but to provide space for emotional regulation.

Physical forms of punishment are strictly prohibited at our center. We believe in maintaining an environment where children feel respected and supported while learning positive behaviors. Staff members are trained to handle discipline in a manner that is fair, consistent, and developmentally appropriate for each child.

## **Biting Policy**

At SWTXC Powers & Kirchner CDC, we understand that biting is a common behavior among young children as they explore their environment, communicate, or express frustration. Our goal is to address biting incidents in a way that ensures the safety of all children while supporting their emotional and social development through positive guidance and redirection.

### **Infants (6-12 months)**

- Behavior: At this stage, biting is typically exploratory or related to teething discomfort.
- Intervention: Staff will offer appropriate teething toys and closely observe the child. When biting occurs, we gently guide the child toward using their mouth for exploration with safe objects.
- Response: The child who is bitten is comforted, and the child who bites is redirected with calm, consistent guidance, using a gentle reminder to use safe mouthing.
- Note: Due to their very young age and limited understanding, infants are not sent home for biting incidents.
- Communication: Parents are informed of incidents so that we can work together on strategies to support the child's development.

### **Toddlers (12-24 months)**

- Behavior: Biting in this age group is often linked to frustration, limited verbal skills, or sensory exploration.
- Intervention: Teachers will utilize redirection techniques, modeling gentle behavior, and encourage the use of simple words or gestures (for example, "gentle" or "soft") to help the child express their needs.
- Response: When biting occurs, staff respond by offering alternative activities or comforting touch alternatives, and they document the circumstances to identify any triggers.

- **Note:** Children in this age group are not typically sent home for biting, as it is often part of early communication and teething. However, if the biting becomes excessive or severe within a single day, the child may be sent home at the discretion of the teacher and director.
- **Environment:** We create a structured setting with alternative sensory activities and visual cues that help children manage their emotions.
- **Communication:** Parents are kept informed of incidents and the supportive strategies being implemented in the classroom.

### **Older Toddlers (2-3 years)**

- **Behavior:** Biting may occur as children experience challenges in sharing, asserting independence, or feeling overwhelmed.
- **Intervention:** Staff consistently reinforce positive interactions by encouraging gentle touch and clear verbal expression. Social-emotional learning strategies—such as deep breathing, taking turns, and naming feelings—are introduced.
- **Techniques:** Teachers use visual prompts, books, and role-playing to foster conflict resolution and to help children learn to express their emotions in a positive way.
- **Response:** When biting happens, staff immediately guide the child to express their feelings with words and offer comforting alternatives, while closely documenting incidents to work on patterns with parents.
- **Severity Consideration:** Although we typically avoid sending young children home, in cases where the biting is severe or poses a risk to others, we will determine on a case-by-case basis if a temporary home leave is necessary.
- **Support:** If behavior persists, a collaborative behavior plan is developed with parents, ensuring consistency between home and school, and additional supports such as small group activities or one-on-one guidance may be provided.

### **Preschoolers (3-5 years)**

- **Behavior:** While less common at this age, biting may still occur due to strong emotions, difficulty handling conflict, or challenges with impulse control.

- Intervention: Teachers emphasize teaching problem-solving techniques, encouraging empathy, and guiding clear communication in social interactions. Activities that promote expressing feelings with words and practicing calming techniques are used.

#### Response & Consequences:

- If a child bites twice in one day, they will be sent home to reflect and regroup, with the understanding that they may return the following day.
- If a child is sent home on three separate occasions for biting behaviors, a meeting will be held with parents, teachers, and administration to collaboratively discuss interventions and supportive solutions before any decision about dismissal is made.
- If, after the meeting, the child exhibits biting behavior again, further actions, including dismissal, may be enforced in accordance with our behavior support plan.
- Support: Staff work with children to develop alternative ways of expressing their feelings and managing conflicts, reinforcing the use of words and gentle actions.

#### **Handling Bites with Broken Skin**

- Immediate Care: If a bite results in broken skin, the area is immediately washed with soap and water, and a cold compress is applied to reduce swelling.
- Protection: A bandage is applied if needed.
- Communication: Parents of both children are notified immediately, and an incident report is completed.
- Medical Guidance: Should the skin be severely affected or bleeding, parents may be advised to seek medical evaluation to prevent infection.
- Documentation: Staff document the incident and review preventative measures to support improved behavior.

## **General Procedures for All Age Groups**

- **Immediate Response:** The bitten child is comforted and the affected area is treated with appropriate first aid. The child who bites is gently redirected toward alternative, safe behaviors.
- **Incident Reporting:** Written incident reports are provided to both sets of parents (without identifying the other child) and include details of the event, the response, and the steps taken to support positive behavior.
- **Preventative Strategies:** Staff observe patterns and modify the environment if needed, providing guidance and teaching alternative coping strategies to prevent future biting.
- **Parental Communication & Support:** For ongoing concerns, staff collaborate with parents to develop individualized support plans that are consistent across both home and school settings.
- **Confidentiality:** The identities of children involved in biting incidents are kept confidential and are not disclosed to other parents.

Our goal is to create a safe, nurturing, and supportive environment where children learn appropriate social skills and develop positive ways to express themselves. We appreciate your partnership as we guide your child's growth and help them learn constructive methods of communication.

## **Community Resources**

Information about community resources is available in our entry way for your convenience.

### **Withdrawal Program Procedures**

If a change in schedule or personal circumstances requires withdrawal, parents may terminate their enrollment agreement. To do so, parents should contact the Center Director at least one week prior to the desired withdrawal date. This notice will allow for consideration of a refund for services that have been paid for but not yet used.

If a child is absent for more than a week without notifying the Center, the child will be dropped from the enrollment list. Re-enrollment will be required for any future attendance.

### **Parent Grievance Procedure**

A Grievance is defined as an unresolved conflict that a student has with a member of the SWTXC faculty, staff or administration in regards to the enforcement or interpretation of a college policy or regulation. It is the policy of SWTXC to provide equal opportunities without regard to race, color, religion, national origin, sex, age, handicap or veteran status. The college will consider through its grievance procedure the complaints of any person who feels he/she has been discriminated against based on any of the above listed reasons.

All grievances regarding the Child Development Center should be address as follows:

- 1) The parent should try to resolve the problem with their child's teacher.
- 2) If the grievance cannot be resolved, it should be appealed to the Center Director and the Child Development Coordinator.
- 3) If the parent is not satisfied with the decision of the Center Director and Child Development Coordinator, he/she should see the VP or VP Administrative services.

- 4) If the complainant is still not satisfied, he/she can appeal to a Grievance Appeals Committee chief of staff. Students still seeking an appeal should contact the Director of Student Activities who will plan the hearing. Employees of SWTXC still seeking an appeal should follow steps outlined in their SWTXC employee handbook.

Before meeting with the Grievance Appeals Committee, the parents should do the following:

- 1) Prepare a statement of the nature of the grievance.
- 2) List the circumstances and events surrounding the alleged discrimination or policy dispute.
- 3) Prepare a statement regarding attempts to work out a solution with appropriate person (why were such attempts unsuccessful, who was talked to, what was the outcome).

If a parent is not satisfied with the decision of the Grievance Appeals Committee, the parent can appeal to the President of the College. If still not satisfied with the decision rendered by the President of the College, the parent has the option to appeal the President's decision to the Board of Trustees.

## **Civil Rights**

A civil rights complaint alleges some kind of discrimination or adverse action that pertains to the protected classes: Race, color, national origin, sex, age, or disability.

Discrimination is a treatment or consideration of, or making a distinction in favor or against, a person based on the group, class, or category to which that person belongs. Unlawful discrimination in any form is strictly prohibited whether a program is fully or partially federally funded. Unlawful discrimination can be intentional or unintentional. A person alleging discrimination has the right to file their complaint within 180 days of the alleged action. Complaints may be received, and must be accepted, either in writing or verbally and must be processed through the USDA Program Discrimination Form, found online at



<http://www.ascr.usda.gov/complaintfilingcust.html>, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C, 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish)

Further procedures are available at the local licensing office:

Texas Department of Protective and Regulatory Services 1122  
Joe Carper Dr.  
Uvalde, TX 78801  
830-591-4343  
Intake: 1-210-337-3399

Or

PRS Child Abuse Hotline  
1-800-252-5400  
Website: [www.dfps.state.tx.us](http://www.dfps.state.tx.us)

Each employee gets annual training on child abuse  
At each entrance we have the number available to parents and employees for  
anyone to call in case of suspected child abuse



I \_\_\_\_\_ Have read and understand all changes and policies made to SWTXC Powers & Kirchner CDC operational policy as of September 2, 2025

Parent Signature: \_\_\_\_\_

Date: \_\_\_\_\_