



Swiss Learning Center

PARENT HANDBOOK

Revised 11/16/2021

Swiss Learning Center

State Licensed by the Texas Department of Family and Protective Services

SWISS LEARNING CENTER
3814 SWISS AVE
DALLAS, TX 75204
office@swisslearning.center
972-925-0702

MISSION STATEMENT

Our mission is to provide a safe and loving environment that will promote the physical, emotional, social and intellectual growth of the children in our care.

The educational philosophy of Swiss Learning Center is based on our belief that:

- Growth is an orderly process,*
- Each child is an individual in their physical, social, emotional and cognitive stages of development.*
- Children learn through play and examples set before them.*

PURPOSE/PROGRAM GOAL

To encourage children to grow and develop to their fullest potential in all areas.

ENROLLING YOUR CHILD

When you enroll your child with us, you are required to complete the Enrollment Registration Packet. These forms give us vital information about your child so we can provide the best possible care. It is imperative for your child's health and safety that all forms are accurately completed and submitted to management for review before your child's first day. There may be other state specific forms that must be completed as well. The State of Texas requires a Health Care Professional Statement confirming that your child can attend a daycare program. You will be given a "Child Assessment Form" to complete prior to your child's first day at Swiss Learning Center. This form includes information about your child's health, behavior, eating preferences, etc. In general, it helps start a mutual trust and respect needed to develop a strong, cooperative partnership between parents and caregivers.

DAYS AND HOURS OF OPERATION – Monday through Friday – 7:00 am – 6:00 pm

Cut-off time: in order to establish and keep a routine for the Center's daily activities, Swiss Learning Center won't accept children to be dropped off after 10:00 am (unless the bring a note from a Doctor appointment).

The Center is open year-round except for holidays listed below:

New Year's Day (or day before or after if on a weekend)
Martin Luther King Day (Staff development)
Good Friday
Memorial Day
Independence Day (or day before or after if on a weekend)
Labor Day
Thanksgiving weekend (Wednesday, Thursday & Friday)
Christmas Eve (or the day before or after if on a weekend)
Christmas Day (or day before or after if on a weekend)
New Year's Eve (or the day before or after if on a weekend)
Juneteenth (or the day before or after if on a weekend)

No allowances, credits, refunds or make up days will be made for Holiday closings. Tuition must be paid in full. When computing our weekly tuition, allowance is made for the days we are closed. Instead of paying a higher weekly tuition for most weeks and then having that prorated for the weeks when we are closed for a holiday, we total payments for all weeks and divide by 52 weeks.

We follow the Dallas Independent School District for Bad Weather closing. Please make sure the DISD is open on questionable-weather days before bringing your child to the Center. You can determine if DISD is closed: On the News, Online, on the DISD website.

No allowances, credits, refunds or make up days will be made for Bad Weather closings. Bad weather closing is for the benefit of everyone. Not only do we not want to risk the safety of our children and families, we also don't want to risk the safety of our staff.

TUITION AGREEMENT

While completing the Enrollment Registration Information Packet, you will be asked to sign a Tuition Agreement that explains the terms and conditions of enrollment and our fees. In addition to tuition, we require a non-refundable annual Activity & Supply fee. Tuition payments are due every Friday before the week of attendance or the first day of enrollment.

FEES

Waiting List fee – Non-refundable: \$100.00
Registration fee – Non-refundable: \$200.00
Yearly Supply fee – Non-refundable: \$200.00

TUITION (Non-refundable)

6 weeks to 11 months old: \$295.00 weekly
12 months to 23 months: \$285.00 weekly
24 to 36 months old year old: \$275.00 weekly
3 to 4 year-old: \$265.00 weekly

LATE FEES/OTHER FEES

A late fee of \$25.00 will be assessed if all tuition and other charges are not paid by Monday of the week of attendance. An additional late fee of \$10.00 will be charged daily until all tuition and fees are paid.

There will be a fee of \$1.00 per minute per child that a child is left at Swiss Learning Center after 6:00 pm. If you are unable to pick up your child before 6:00 pm, please call us so we will plan accordingly. Please bring cash to pay the late fee pick up.

If you write a check that is returned to us for any reason, you will be charged a returned check fee of \$25.00 plus any additional Bank charges. The fees and the amount of the original check must be paid via money order or cashier's check. After a second returned check in a period of six months you will be required to pay tuition via money order or cashier's check for the next six-month period.

CHILD ABSENCES

Please notify us if your child is going to be absent. If your child is ill, you must notify us as to the nature of the illness, particularly if it is contagious. No allowances, credits, refunds or make up days shall be made for occasional absences. Tuition must still be paid in full to maintain enrollment.

VACATION

Tuition must be paid every week to maintain a child's enrollment at Swiss Learning Center, even when the child is away for vacation or out for any number of days/weeks.

WITHDRAWING YOUR CHILD:

Swiss Learning Center requires at least two weeks of notice of withdrawal, failure to do so will result in tuition to be charged for those two weeks.

RELEASE OF CHILDREN

You must sign your child out on the "Sign-in / Sign-out" sheet located on the counter in the foyer area of the center near the front door.

Children will only be released to their parents/guardians, or the person/people authorized by parents/guardians. The designated (authorized) person must provide ID for verification before the child will be released. You must tell the director or assistant director upon signing-in your child that such person authorized to pick up your child will pick up your child that day. If you ask to allow a person not on your authorized list to pick up your child, you must add that person to your authorized pick up. If you phone in to the center to request a person not on your authorized list to pick up your child, we will call you back at a phone number you have provided us on the Enrollment Form you completed when registering your child. Even if we recognize your voice, we will still call you to verify that the person calling is a parent/guardian whose phone number we have on file.

INFANTS AND TODDLERS REQUIRED ITEMS

You know your child best and are the best judge of what supplies your child needs on a daily basis. We have made the following list/guide for items that we know will be needed.

Please be sure you provide the school with the following (on a daily basis):

Three changes of clothing, including socks or booties for infants

Two changes of clothes for older children

Receiving blankets for infants

Diapers, wipes and ointment

2 Sippy cups

Enough prepared (and labeled) formula or breast milk for one day for infants

Parents have a right to provide breast milk and may breastfeed at the center. Please see the Director or Assistant director for a comfortable place that enables breastfeeding.

Jar food and cereal (when applicable) for infants

Sweaters and/or jackets to accommodate indoor/outdoor temperature changes

Sun block and Mosquito Repellent (Parents should sign a form authorizing Swiss Learning Center staff to put these on their child when necessary).

Hats

Sleeping mats for toddlers and older (Please see Office for specifics)

All items must be labeled with the child's first and last name. Infant's belongings (soiled clothing, used/unused bottles, etc.) will be sent home at the end of each day.

Infants are fed, changed, and placed in a crib to sleep on demand. They are also held while being bottle fed and are placed in their cribs only to sleep. They are removed from the crib for playing and nurturing during their waking hours. You are encouraged to visit the school to feed, play, and interact with your infants.

DAILY ACTIVITIES

Please make sure you accompany your child to the classroom each morning. The state requires you to sign your child in and out daily. Make sure to establish eye contact with the teacher or verbally communicate with the teacher before you leave your child as it is very beneficial for the child to witness positive communication between these two caring adults in his/her life.

Your child's teachers will post a weekly Activity Plan that shows the theme and the educational activities for the week. Your child's daily experience will include age-appropriate activities in: Music, books, songs, finger play, creative experience, large and fine motor skills (inside and outside), sensory activities, language development, cognitive development, and water activities.

PROMOTION OF INDOOR AND OUTDOOR PHYSICAL ACTIVITY

When children participate in physical activity every day, multiple health benefits accrue. Regular physical activity builds healthy bones and muscles, improves muscular strength and endurance, reduces the risk for developing chronic disease risk factors, improves self-esteem, and reduces stress and anxiety. In addition, cognitive skills and motor skills appear to develop through a dynamic interaction. Research has shown that physical movement can affect the brains physiology.

Infants will be given opportunities for physical activity, including supervised tummy time.

Toddler age children will participate in a minimum of 60 minutes of moderate to vigorous active play each day.

Preschool children will participate a minimum of 90 minutes of moderate to vigorous active play each day.

Opportunities for active play may overlap with outdoor play when weather permits.

Swiss Learning Center will promote all children's active play every day. Children will have ample opportunity to do moderate to vigorous activities, such as running, climbing, dancing, skipping and jumping, to the extent of their abilities.

All children will participate each day in:

- Two occasions of active play outdoors when weather permits.
- Two or more structured or teacher-led activities or games that promote movement over the course of the day.
- Continuous opportunities to develop and practice age-appropriate gross motor and movement skills.
-

Physical activity may take place in the classroom or on the playground when weather permits.

When participating in physical activity, children's clothing should protect them from sun exposure and permit easy movement that enables full participation in active play. Footwear should provide support for running and climbing.

Examples of appropriate clothing/footwear include:

- Sneakers/Tennis shoes or sturdy shoe equivalent
- Clothing for the weather such as a lightweight breathable jacket without any hood or neck strings.

Examples of inappropriate clothing/footwear include:

- Footwear that can come off while running or that provide insufficient support for running.
- Clothing that can catch on the playground equipment such as those with drawstrings.

When weather conditions prohibit outdoor play, physical activities will occur in the class during the scheduled outside time. Teachers have activities planned beforehand for rainy days.

WATER ACTIVITIES

Children love to cool off in the warm summer months with splash day. You will be notified in advance when we will have splash day. Please note that all children should bring a towel and sunscreen. Proper swim attire and water shoes are required in order to participate.

NAPS/QUIET TIME

Nap/Quiet times are important for infants, toddlers, preschoolers and some prekindergarten children. Infant's sleep "on-demand," according to their own schedule. For other age groups, our daily schedule incorporates a balance of active and quiet play, including a rest period. During this time, children are encouraged to rest but not required to sleep. Children who do not sleep are allowed quiet activities after a period of rest, while still respecting the quiet/sleep time of the other children in the classroom.

MEALS AND SNACKS

For children aged one year and older, we provide a nutritious breakfast, lunch and afternoon snack for your children. Please do not send additional food or snacks for your child. If your child is allergic to a certain food, please let us know and we will try to accommodate him/her. A menu is posted on the bulletin board in the foyer area of the center. Breakfast is served from 8:00 until 8:30 am but not later than 9:00 am. Lunch is served between 11:00 am and noon but will not be served after 12:30 pm. At 12:30 pm the children clean up from lunch and prepare for nap/quiet time. If your child will arrive after 9:00 am, please be sure he/she has had breakfast. If your child will arrive after noon due to doctor appointment, please be sure he/she has had lunch. A snack is served after nap/quiet time.

SAFE SLEEPING POSITION

In accordance with the recommendations of the American Academy of Pediatrics, we place infants on their backs to sleep in cribs with no blankets, pillows, or wedges of any kind. Infants nap in assigned cribs according to their individual schedule. If you request that your infant sleep in a different position other than on his or her back, a physician's note that explains why your baby cannot use a back-sleeping position is required (See Director or Office staff to get the appropriate forms).

TOILET LEARNING

Learning to use a toilet is a gradual process that takes place over a period of time as a child's body matures. Successful toilet learning depends upon the physical, cognitive, and language development of the child. As the child shows his readiness to begin toilet learning when he recognizes his diaper needs to be changed. At this point, a child may be able to learn and be able to control his bowels and bladder. Beginning the toilet learning process too early will cause frustration for children however, generally Toilet learning is recommended for children between the ages of 2 and 3 years old.

A child's cues and mannerisms initiate toilet learning. These may include verbal requests, gestures of pulling down pants, leading the parent/caregivers to the bathroom, squirming in place, and pointing gestures. This growth period is a natural progression of independence.

Potty training is always on an individual basis. Parents/guardians simply inform the teacher what their schedules and routines are at home and our teachers do their very best to follow those instructions. We also request this routine in writing so there is no confusion about what is being requested. It is important that the parent begins the potty-training routine on a Saturday morning so that by Monday morning when the child arrives at school, he/she will be familiar with the process. It is important that toilet training is reinforced consistently at school as well as at home. If a parent/guardian has any questions about the process, we suggest a pediatrician be consulted since each child is different and your child's doctor knows your child.

Toileting accidents, which will happen frequently before children master this complex task, are treated respectfully. You must bring at least three full changes of clothes, including underwear, pants, shirts, socks, and an extra pair of shoes. If the child has an accident, staff, using gloves, will assist in changing the child's clothes. For health and safety reasons, soiled clothing will not be washed or rinsed by the school. All soiled clothing will be placed in plastic bag and returned to you to pick up at the end of the day. Children will be assisted, as needed, when using the bathroom. Children will flush the toilet and be assisted with washing their hands with soap and water. All efforts by the child will be positively acknowledged and encouraged.

ILLNESS AND INJURIES/MEDICAL EMERGENCIES

The child must be kept at home under the following circumstances:

Fever of 100.4 degrees F or higher and until he/she has been free from fever for at least 24-hours without the aid of any fever-reducing product

Diarrhea

Vomiting with the previous 24-hour period

Heavy, non-clear nasal discharge

A constant cough or sore throat

A skin rash, excluding a diaper rash

Symptoms of a possible communicable disease

If a child develops a fever while at school of 100.4 or above, the parents will be called immediately to pick up their child. When called, please pick up your child promptly for his/her comfort and the health consideration of the other children.

The child will be removed from his/her classroom and remain in a safe place under supervision until picked up. If parents cannot be reached, we will contact the next person listed on the Emergency Form.

If the child is not picked up within an hour of parent notification and we feel the nature of the illness or injury requires medical attention, the staff will call the paramedics. If the child needs to be taken by ambulance to nearest hospital, a staff will accompany the child (also will take child's medical information with her/him). The parent will be notified immediately and will be asked to meet the staff member accompanying the child at the Emergency Room. This is required by Child Protective Services of Texas.

If your child is injured, the Staff will: assess the nature of the injury, provide first aid, and call the parents and/or paramedics if needed. We will follow the same procedure for illness.

All children will be involved in physical fitness, both indoors and outdoors, as an important part of the curriculum. If you believe your child is too ill to participate, he/she will probably be more comfortable at home in familiar surroundings.

ALLERGIES

Please inform the front office in writing and your child's teacher if your child has any allergies. Parents should bring a **note** and a **Plan of Action** signed by the Child's pediatrician for Swiss Learning Center to keep on file.

MEDICATIONS

We must have a **signed and dated Medication Authorization Form** to give children any type of medication. This form must include the name of the medicine, the dosage, the child's name and date, doctor's name and the time it should be administered. All administration of medications will be given during the lunch period. If a time of medication is required at another time of day, we request the parent/guardian give that dosage. Authorization to administer medication expires on the first anniversary of the date the authorization is provided. Please give the medicine and Medication Authorization Form to the Front Office. **You may authorize one dose by phone. DO NOT SEND MEDICATION IN THE CHILD'S BACKPACK.** Medications taken daily on a continuing basis can be noted on the medication form. There is a record of administration of medication in each classroom. The staff person will note the time and dosage and sign when the medication is given.

If medication needs to be given to a child during school's hours the Teacher or Office staff will follow the instructions on the Medication Authorization Form and record it.

IMMUNIZATIONS

Immunizations Records are mandatory at the time of enrolling. Health Records need to be periodically updated. Please bring a copy of immunization records every time your child gets a new one. Required immunizations can be found at the following websites:

<http://www.cdc.gov/vaccines/recs/schedules/downloads/child/0-6yrs-schedule-pr.pdf>

http://www.dshs.state.tx.us/immunize/Schedule/schedule_child.shtml

As a preventive measure Swiss Learning Center encourage our staff to be vaccinated against the FLU and Pneumonia every year.

HEARING AND VISION SCREENING REQUIREMENTS

The [Vision and Hearing Screening Program, Texas Health and Safety Code](#) requires that all children enrolled for the first time in any public, private, parochial, or denominational school or in a Department of Family and Protective Services licensed child-care center and licensed child care home in Texas who will be four years old by September 1st, must be screened or have a professional examination for possible vision and hearing problems.

DISCIPLINE AND GUIDANCE

The children are to follow the rules of the center (no yelling, no pushing, no biting, no hitting, or other misbehaviors). If any of these or other misbehaviors occurs our Discipline and Guidance *policy* will be:

- (1) Individualized and consistent for each child.
- (2) Appropriate to the child's level of understanding; and
- (3) Directed toward teaching the child acceptable behavior and self-control.

A caregiver will only use positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction, which include at least the following:

- (1) Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior.
- (2) Reminding a child of behavior expectations daily by using clear, positive statements.
- (3) Redirecting behavior using positive statements; and
- (4) Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age.

There will be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:

- (1) Corporal punishment or threats of corporal punishment.
- (2) Punishment associated with food, naps, or toilet training.
- (3) Pinching, shaking, or biting a child.
- (4) Hitting a child with a hand or instrument.
- (5) Putting anything in or on a child's mouth.
- (6) Humiliating, ridiculing, rejecting, or yelling at a child.
- (7) Subjecting a child to harsh, abusive, or profane language.
- (8) Placing a child in a locked or dark room, bathroom, or closet with the door closed; and
- (9) Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.
- (10) Withholding active play or keeping a child inside as a consequence for behavior, unless the child is exhibiting behavior during active play that requires a brief supervised separation or time out that is consistent with 746.2803 (4) (D) in minimum standards.
- (11) Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age, including requiring a child to remain in a restrictive device.

Texas Administrative Code, Title 40, Chapters 746 and 747, Subchapters L, Discipline and Guidance.

Our goal is to serve all children. However, we reserve the right to suspend or terminate care, without notice or cause, as we deem necessary, some of the reason for termination:

No payment of tuition and other fees.

Jeopardizing the safety of other children, staff or themselves,

No abiding to the Center's policies.

Disrespectful and/or offensive behavior towards the staff or other parents.

Staff at Swiss Learning Center is properly trained in recognizing and reporting child abuse and neglect. As a state requirement, our staff must be trained in the areas of recognizing and reporting it. In the State of Texas child abuse and neglect is against the Law and so is failure to report it.

COMMUNICATION BETWEEN PARENTS/GUARDIANS AND THE CENTER

Open communication between the Center director, teachers and parents/guardians is encouraged at Swiss Learning Center.

Parents or Guardians can contact the Director by phone or email anytime but if you need to contact your child's teacher, you may leave a message with the Director or Office Staff and the message will be delivered to the teacher at her earliest convenience. If your concern does not need immediate attention, please feel free to e-mail/call your child's teacher. Your child's teacher will inform you of their preferred means of communication and give you that information directly. Additionally, the director is available to speak with you. There will be parent/teacher conference during the year, which both parents are encouraged to attend. This is an opportunity to discuss the uniqueness of your child and to receive an in-depth view of your child's progress. You will be able to sign up for a time that best fits your schedule and the schedule of the teacher.

NOTES AND MESSAGES

Messages intended for teachers or director may be given verbally but should also be provided in writing. It becomes difficult to recall all the information correctly at a later time. Parents should notify us if:

A child will be absent from Swiss Learning Center for one or more days.

A child has a contagious disease.

A child has to leave early or to leave with someone unknown to the teacher, in which case that person must be listed on your authorized picked-up permission form and ID will be required.

CHILDREN'S BIRTHDAYS

Children love to celebrate their birthdays, and we allow you to make parties for your children in the classroom. You may choose to bring a special snack for the occasion. Any food brought into Swiss Learning Center must be store bought with original label with ingredients listed for the safety of our children with food allergies. Please check with the director before purchasing any snacks. Your child's teacher will add stories, songs and games to make this a special day for your child. Please contact your child's teacher at least one week in advance so that a mutually convenient time and date can be arranged. Gift bags are not allowed. Instead, please consider buying a book for the class in honor of your child's birthday. It will be labeled on the inside cover with your child's name and date received by the school. Each class has its own "Book Wish List." If you plan on having a private birthday party celebration for your child outside Swiss Learning

Center, please be sensitive to your child's classmates. We recommend that you invite all your child's classmates. Children are sensitive to being excluded.

CHANGES IN CHILD'S HOME ENVIRONMENT

It is important that we know of any changes taking place in your child's home environment. The birth of a new baby or family crisis can affect your child's behavior. The more informed we are, the more we can do to offer extra support and understanding to your child during unusually stressful times. Please communicate to the school any changes in your child's attitude toward Swiss Learning Center. We will share with you your child's experience during the day with you.

COMMUNITY EMERGENCIES / EMERGENCY PREPAREDNESS

Swiss Learning Center generally follows the emergency plans set by Dallas ISD. We will always notify you personally of relevant emergency information or you may call the office directly.

Swiss Learning Center conducts a Fire Drill every month. We exit the building through the front and back doors and move all children to the relocation place.

We conduct a Severe Weather and a Lock Down drill at least every three months. We move all children to the area of the building designated by the Dallas Fire Department and our DFPS licensing representative. If we have advance notice of severe weather, we will call our families to pick up their child(ren) only if given enough advance warning of severe weather. At any time if we, or a parent/guardian deem it safer for a child to remain at the center during the crisis we will recommend your child(ren) remain at the center until the severe weather passes. For the safety of our children and families, we recommend your child remain at the center rather than having anyone drive during severe weather.

Our Emergency Preparedness plan in the case of any event that would cause us to relocate the children is the same exit procedure as a Fire Drill. Our designated relocation place is our sister daycare Junius Learning Center. Parents will be notified as soon as all children are safe **(A handout with specific information will be given to parents at the time of registration).**

PANDEMIC – COVID 19 SPECIFICATIONS

We try our best to place special emphasis at Swiss Learning Center on our employees as individuals and understand that no policy in place can cover all situations.

Upon arrival at the center parents will be required to wear a face mask or face covering to enter the center and whole duration of being in the center. You must wear the face mask the proper way during your time in the building. If you do not have a face mask you may not enter the building and a staff member will get your child or take them to you during, drop off and pick up outside of the center.

Please keep conversation and time in the building to a minimum. As we are still on high alert with COVID-19. Our teachers will have other children to tend to during your drop-off and pick up and we need all their attention on our children. If it is something you can relay through Bright Wheel, please do so. If it becomes excessive, we will make you aware immediately.

If you feel sick or show any sick symptoms you must follow the same procedures, we have set for the children, and you will be excluded from entering the center.

Illness Exclusion

Children will not be admitted into care if they have the following symptoms:

Cough

Shortness of breath or difficulty breathing

Chills

Repeated shaking with chills

Muscle pain

Headache

Sore throat

Loss of taste or smell

Diarrhea that cannot be contained

Feeling feverish or a measured temperature greater than or equal to 100 degrees

WHEN CHILDREN ARE ILL, THEY MUST NOT RETURN TO THE FACILITY UNTIL THEY ARE SYMPTOM FREE WITHOUT MEDICATION FOR 24 HOURS.

If your child's classroom must be closed due to close contact with COVID-19 positive staff member or student tuition will be paid at half price of original weekly tuition rate until able to return to the center after quarantine period. Guidance is provided to Swiss Learning Center by CDC officials on proper steps that need to be taken if given situation were to arise. If the entire center were to need to shutdown due to multiple COVID-19 cases or outbreak tuition would be paid at half price until center is able to re-open.

Disclosure Statements

I understand that outside of care, to control my child's exposure in the community.

I will immediately notify Swiss Learning Center management if I become aware of any person with whom my child or I have had contact exhibits any of the symptoms listed above, is advised to self-isolate, quarantine, or has tested positive, or is presumed positive for COVID-19 or any other infectious illness including myself. Swiss Learning Center has the right to exclude the child from care if deemed necessary.

FAMILY EXPECTATIONS

Just as we set guidelines for appropriate behavior of children, we also must ensure that parents and other adults who come to our school know what our expectations are in terms of their interactions with our staff, other children, and parents.

Parents are welcomed to volunteer in our school. A background check is required by Texas Department of Family and Protective Services for all volunteers. Parents can contact Child Care Licensing at their 24-hour Hotline: 1-800-582-6036 or online at www.dfps.state.texas.us.

OPEN DOOR POLICY

We do encourage parent/guardian visits. We suggest that the frequency of visits does not interfere with the operation of the classroom schedule and your child's adjustment. When visiting in the classroom, we ask that you remember to please not engage in conversation with the teacher when she is working with the children. Her job at this point is to be with the children. Please arrange for a parent/teacher conference at a time when she is not responsible for teaching.

For breastfeeding mothers: mothers are welcome to breastfeed their babies during the day, there will be a designated area specifically for that purpose, please let the office's staff know your schedule and they will accommodate you.

Families are invited to join their children throughout the year for special occasions/events, just email the center with your questions about how to participate on these events).

MANDATE REPORTING

If you feel that a child is being harmed or is in danger of being harmed, you are required by law to report suspected child abuse or neglect. You must report suspected child abuse or neglect to your local child protective agency or child abuse hotline which is **1-800-422-4453**. Our staff is also required by Law to report ANY suspected Child Abuse.

APPROPRIATE LANGUAGE IN SCHOOL

Parents/Guardians and their guests must use appropriate language while on school property. Foul language of any type is not permitted on school grounds including parking lots and playgrounds. If a problem or concern arises, the first step is to move the discussion into a private office area where you can express your concerns with the Director. We will do our best to address every problem or concern that arises. If another time must be scheduled to address the problem or concern, we can reschedule the meeting for a time at which you and the Director can discuss the problem or concern.

TRANSPORTATION

We do not have transportation to and/or from school or field trips. (Only for relocation away from the building)

ANIMALS

We do not have or allow animals at the center.

SMOKING

Smoking is prohibited on all school property, including parking lots and playgrounds.

CUSTODY AND VISITATION ISSUES

It is our policy to not interfere with the custody relationship of a child's parents. As such, we assume that both parents/guardians have equal rights to pick-up/drop-off, visit, or request documents about their child. If that is not the case, it is the parent's/guardian's responsibility to provide court documents and/or legally binding parental agreements to clarify the rights and responsibilities of the parents and/or guardians. We will follow the last dated court documents, without prejudice, to either parent/guardian. We ask that parents/guardians to keep the school, our staff, and other children out of any legal entanglements or other custodial issues and resolve these issues in another forum. Failure to adhere to this request may result in disenrollment.

PERSONS APPEARING TO BE IMPAIRED BY DRUGS OR ALCOHOL

If a parent or other adult enters the school to pick up a child and appears to be intoxicated either by the smell of alcohol or his or her actions appear to be impaired, we will suggest them to call another contact on the emergency contact list to pick up the child. If the intoxicated individual becomes aggressive or unruly, the Director may notify the local authorities.

PARENT NOTIFICATIONS

All notices to parents/guardians will be placed next to the sign-in/out tablet to be picked up when the child is signed-in or out, and/or they will be sent to parents/guardians by notes in child's bag ,via email, phone calls or the app Brightwheel.

Prior to any updates or policy changes, notice will be provided and a policy-change acknowledgement stating parents/guardians have received and accept the policy change must be signed. Always check the counter next to the child sign-in device for any communication to parents/guardians.

In the event of any updates or policy changes, notice will be provided to parents/guardians prior to a change and a required acknowledgement must be signed.

REQUIREMENTS REGARDING GANG FREE ZONES FOR CHILDCARE CENTERS – Form 2846

This poster and information is posted on the center bulletin board in the foyer area. It can also be found at: http://www.dfps.state.tx.us/Child_Care/Information_for_Providers/cclforms-dc.asp

OUR CENTER IS A GUN FREE ZONE

At no time is any person permitted to possess firearms, ammunition, or other weapons on school property, or at events sponsored by the school. For persons authorized to carry concealed weapons, we respectfully request that any/all weapons be left in your locked vehicle during the period when you are in the school. Any violation of this policy may result in immediate disenrollment from our program, as well as criminal prosecution.

LICENSING INSPECTION REPORT

The most recent report is always posted on the bulletin board in the foyer area of the center. Please feel free to ask the Director or Assistant director at any time to see a copy of the TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES MINIMUM STANDARDS. These are always available for parents to review.

CONTACTING DFPS, CHILD ABUSE HOTLINE

Definition of Child Abuse or Neglect: "Is a deficit in meeting a child's basic needs, including the failure to provide adequate health care, supervision, clothing, nutrition, housing as well as their physical, emotional, social, educational and safety needs."

We at Swiss Learning Center are aware that abuse can happen to any child and that is why we strive to be informed and trained in order to prevent or help prevent it in or out of our Day Care Center.

We require our staff to have the mandatory annual training on Child Abuse and Neglect and we also do onsite training and constantly emphasize the importance of the well-being of the children overall.

We record and call the parent or guardian when we notice signs that maybe mistaken with abuse or neglect.

We offer parents or guardians resources when they are going through a situation of child abuse or neglect.

The first and mandatory contact to give the parents or guardians is:

**Texas Department of Family and Protective services: www.dfps.state.tx.us.
Local Office 214-951-7902 Child Abuse Hotline 1-800-252-5400**

SWISS LEARNING CENTER "BITING POLICY"

Biting is unfortunately not unexpected behavior for toddlers. Some children and many toddlers communicate through this behavior. However, biting can be harmful to other children and to staff. This biting policy has been developed with both ideas in mind. As a day care, we understand that biting, unfortunately, is a part of a day care setting. Our goal is to help identify what is causing the biting and resolve these issues. If the issue cannot be resolved, this policy serves to protect the children that are bitten. If a biting incident occurs, state regulations require that the parent of the child biting and the parent of the child who was bitten be informed. Names of the children are not shared with either parent.

When Biting Does Occur:

Our staff strongly disapproves of biting. The staff's job is to keep the children safe and help a child that bites learn different, more appropriate behavior.

For the child that was bitten:

1. First aid is given to the bite. It is cleaned with soap and water. If the skin is broken, the bite is covered with a bandage.
2. The "The incident/ illness" form is filled out documenting the incident.
3. Parents are informed.

For the child that bit:

1. The teacher will remind the child that biting is not appropriate behavior.
2. The child will be placed away from the rest of the children.
3. The "Incident form" is filled out documenting the incident.
4. Parents are informed.

When Biting Continues:

1. The child will be shadowed to help prevent any biting incidents.
2. The child will be observed by the classroom staff to determine what is causing the child to bite (teething, communication, frustration, etc.) The administrative staff may also observe the child if the classroom staff is unable to determine the cause.
3. The child will be given positive attention and approval for positive behavior.

When biting becomes excessive:

1. If a child inflicts 3 bites in a one-week period (5 weekdays) in which the skin of another child or staff member is broken or bruised or the bite leaves a significant mark, a conference will be held with the parents to discuss the child's behavior and how the behavior may be modified.
2. If the child again inflicts 3 bites in a one-week period (5 weekdays) in which the skin of another child or staff member is broken or bruised or the bite leaves a significant mark, the child will be suspended for 2 business days.
3. If a child once again inflicts 3 bites in a one-week period (5 weekdays) in which the skin of another child or staff member is broken or bruised or the bite leaves a significant mark, the parents will be asked to make other day care arrangements.

If a child, who has been through steps 1 and/or 2, goes 3 weeks (15 business days) without biting, we will go back to step one if the child bites again.

If a child bites twice in a 4-hour period, the child will be required to be picked up from day care for the remainder of the day. This will not count towards the 2-day suspension.

Keeping your child safe and secure is our priority! To uphold your child's right to privacy for many reasons, we require written permission from the parent/guardian before any pictures of your child are taken. You are required to sign a form with your permission to use your child's picture(s) on the Swiss Learning Center website. We will never use a child's name on our website, and we will never use your child's picture on our website without your written permission.

PICTURES OF CHILDREN, FAMILIES AND/OR STAFF

Any pictures taken of a child other than your own, families/guardians or staff may not:
Be sent in an email to anyone.

Be posted on any Social Networking site.

Be uploaded to any Internet site.

While this may appear harmless enough, using these pictures may result in an actionable claim for a violation of privacy rights.

Privacy and data protection need to be taken very seriously. The rapid development and use of the Internet over the past several years has given renewed rise to concerns regarding privacy rights. In an instant, a picture can be broadcasted around the globe, virtually unstoppable, often without consent from the pictured party or parent/guardian of a minor. Due to the ever-increasing number of ways personal information can now be appropriated, we are protective of personal information such as names, pictures or likenesses.

Using Student, Parent/Guardian or Employee Pictures and Related Items without Consent is considered a violation of Privacy Rights. Courts have awarded damages for invasion of privacy. A majority of states have judicially recognized the right to privacy in case law.

Swiss Learning Center

Parent Handbook acknowledgment/agreement

Thank you for enrolling your child at Swiss Learning Center. We look forward to a caring, nurturing, and educational relationship with your child. Please read this handbook and sign and date below.

By signing this contract, I/we agree to abide by these policies. I/we understand that these policies are subject to change. Any Parent Handbook change will be communicated to the parents/guardians in

writing. You will be required to sign a Parent Handbook Amendment page for any changes or updates.

Child (ren) Name(s): _____

Parent/Guardian Name(s): _____

Parent/Guardian Signature _____

Date: _____

