



Parent Policies & Procedures Handbook

January 2025

106 Cedar View Drive, Rockwall, Texas 75087
PHONE: (469) 814-9758 EMAIL: info@skywheelacademy.com WEBSITE: skywheelacademy.com

Welcome to SkyWheel Academy!

OUR ACADEMY SkyWheel Academy is located in Rockwall, Texas across the street from Doris Cullins - Lake Pointe Elementary school. We offer a high-quality licensed in-home learning program and are a truly new, innovative and affordable concept in childcare and preschool education. Our full-time childcare and preschool program offer the finest in-home care available for children ages birth to 12 years old. We offer extensive infant and toddler programs with age appropriate S.T.E.A.M. activities that foster fun, creative, and exploratory learning. Our preschool program is designed for children ages 3 to 5 years of age in order to prepare them for their all-important school years ahead. We offer before and after school care for all school age children 5 to 12 years of age.

OUR MISSION Our licensed in-home childcare and preschool is dedicated to providing a safe, nurturing, and stimulating environment for children to learn and grow while providing high-quality, engaging education. We encourage each child to express themselves through language, art, music, science, math, sensory, and physical activity. At SkyWheel Academy, we believe in empowering young minds through play-based learning and fostering a love of exploration and discovery. Our top priority is the well-being and happiness of each child in our care, and we strive to create a warm and inclusive community for families to be a part of. We are committed to working closely with parents to provide individualized care and support for each child, and to meeting the unique needs and interests of every child in our program.

OUR PHILOSOPHY We believe the first years of a child's life are very important, helping to lay the foundation for all intellectual and emotional development to follow. While our primary focus is **play-based learning**, we are committed to strategically infusing a variety of learning methods, theories, and approaches to cater to the needs of each individual child. Our goal is that you feel completely confident and reassured when you leave your child in our care. Each child is different, unique, and special and will be treated as such. We believe that children learn best by playing and exploring. We are dedicated and committed to our children by providing exceptional education and quality child care. It is our philosophy to focus on the needs of the individual child by providing a stimulating atmosphere for learning along with a secure loving environment. It is our belief that a childcare home should be an extension of each child's family. Our teachers and parents are encouraged to work together to provide the love and support needed as your child reaches developmental milestones and his/her own personal achievements! We are passionate about education and providing our children with the tools to be successful in life.

OUR EDUCATORS SkyWheel Academy is a licensed in-home childcare and preschool. Our educators are selected to be a part of our SkyWheel Academy family based upon their commitment to higher quality of care and development of every child. Each member of our staff must meet all state regulated qualifications, undergo a background check, complete an orientation program, and complete preservice training (if needed). In addition, each educator will be trained on various procedures that are specific to our childcare program including but not limited to our drop off and pick up procedures, infant sleep and feeding policies, health practices, emergency preparedness to include our safety drills, lockdown and evacuation procedures, the use and location of the fire extinguisher and first aid kit, food and allergic reaction response. Our educators will also be trained on our uniquely infused learning approaches as facilitators of learning.

OUR CURRICULUM We know that in most cases, we are your child's first experience away from home. At SkyWheel Academy, we make childcare and learning fun! If your child wants to color, why not color an Elsa or Elephant page for the letter E? When playing tag, why can't we call out letter sounds to unfreeze?

Our strategically planned curriculum creates easy avenues for your child to learn without a negative association. We set the foundation for positive school experience that they will take with them through the rest of their education. While

our main focus are play-based learning approaches, we integrate a combination of Montessori, Reggio Emilia, and Waldorf learning methods to fit the individual needs of each child in our care. We believe that every child has the right to learn at his/her own pace and should not be categorized solely by their age.

In our unique in-home setting, we are able to teach and challenge your child according to his/her abilities. For instance, if by 2 ½ years old, he/she knows their letters, then by 3 ½ years old, he/she can probably grasp most of the phonetic sounds as well. If by 3 ½ years old, your child can count and recognize numbers from 1-20, he/she should also be able to start doing simple addition and subtraction. Age does not dictate your child's capabilities. Our children are able to learn and acquire so many skills through strategically planned curriculum and repetition. The following is a small list of some skills our children generally acquire from our school before entering kindergarten:

- Recognizes, states, and properly writes all 26 letters (lower & uppercase) of the alphabet.
- Phonetically sounds out all 26 letters of the alphabet.
- Recognizes, states, spells and properly writes his/her first & last name (using lower & uppercase letters).
- Recognizes and states phone number and address.
- Recognizes, counts, and writes numbers from 1-20, forwards and backwards.
- Can do simple addition and subtraction.
- Can recite the days of the week & months of the year.
- Is independently able to dress himself/herself (with the exception of tying shoes).
- Is potty trained.
- Is socially able to positively interact in a group setting.
- Feels confident when speaking in front of a small group.
- Able to jump, hop, skip, climb & walk backwards.
- Can cut, glue, and color independently.
- Able to follow 3 sentence instructions.
- Is able to sit quietly during story/group time.
- Knows how to stand in a line.
- Knows a large assortment of animal sounds.
- Can categorize where an object belongs.

Every day you will receive a daily summary; a basic synopsis of your child's day on our child care communication app. We encourage you to discuss with your child what things he or she learned during the day. This not only opens communication between you and your child, but will also help your child recall activities, a valuable skill needed in formal schooling. Children learn through repetition and the additional enforcement they get from home, the more beneficial our program will be to them.

OUR ACTIVITIES Our children will enjoy daily group-time which focuses on reading stories and learning colors, shapes, numbers, and letters. Our in-home layout is divided into learning centers which children explore, learn, and play. Some of the subjects they study include language and development, phonics, reading, writing, numbers, and art. Other activities that the children participate in, include, but are not limited to the following; books and story-time, Legos, circle-time, tumbling exercises, music and dancing and singing, dress up, play food, interactive stuffed animals, cars/trucks/planes, arts and crafts, puzzles, flash cards, animals/dinosaurs, trains, musical instruments, balls, dolls, various learning toys, various games, bean bag toss, blocks, large beads and string, song games, coloring, sing along story books, painting, science, and puppets.

All children will participate in daily outdoor recreation and activities (*weather permitting*). Activities include climbing, sliding, swinging, jumping, running, playing with balls, racing, catch, playing with bubbles, follow the leader, squirt

bottles, ride-on toys, wagons, safe water toys, various games, neighborhood walks, exploring nature & weather, and much more.

ASSESSMENTS & MILESTONES Several times throughout the year we will conduct learning and/or milestone assessments for every child in our care to ensure our curriculum, learning approaches, and childcare are on track with where your child is at holistically. Assessments are to gauge learning development and ensure that we are facilitating the appropriate things at the appropriate times. We also make sure our kiddos are meeting those necessary milestones that are so important for all ages. Our Learning Facilitators observe and learn our kiddos each day and can definitely see when a new milestone has been reached! Our child care communication app has a milestone and assessment tracker to keep a history on each child.

ADMISSION POLICY We ask that parents wishing to enroll their child into our care please come in and have a tour of our home and meet with our director prior to enrolling to ensure this is the perfect place for your family. Communication is of the utmost importance, not only for the betterment of your child's care and education, but for the school environment as well. Educators are on the same team as parents, and if our dynamics do not flow effectively, your child will not develop to his/her potential. An interview allows both parties to decide if our program is the best fit for each family individually.

SkyWheel Academy accepts children ages birth to 12 years of age. We operate year-round, **Monday - Friday, 6:30 AM - 6:00 PM**. To enroll in our childcare and preschool program, the following is required:

- **Complete Enrollment Packet** (*see Enrollment Policy section*)
- **Submit Current Immunization Record and/or Health Check**
- **Pay Enrollment Fee of \$100 and 1st Week's or Month's Tuition**

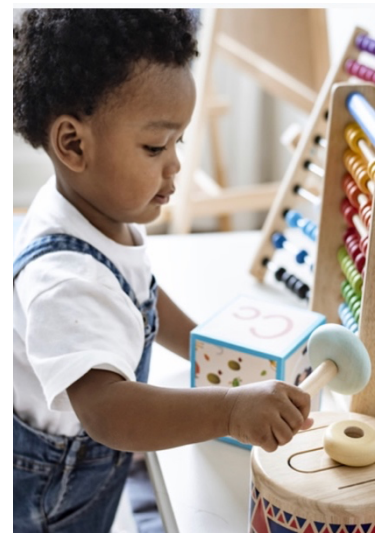
If during your child's stay with us, there is a change of employment, home address, or telephone number, it is the parent's or legal guardian's responsibility to notify our director in writing of such changes. We must be able to always contact responsible parent/guardian during the normal hours of operation of our childcare program.

HOURS OF OPERATION Normal hours of operation are **Monday - Friday from 6:30 AM to 6:00 PM**. SkyWheel Academy will care for each child no more than **10 hours a day**.

Your child must arrive by 9:30 AM to receive care for the day. (*Exception: Doctor or dental appointment with advance notice and doctor's excuse upon arrival.*) If you call during the day, please be aware that we may be busy with the children and may not be able to answer the phone. If you would leave a message, we will call you back as soon as possible or feel free to message us in the child care communication app.

Our doors will remain locked during our hours of operation. We believe that it is extremely important to keep the doors locked for the safety of the children. All exit doors (front/back/garage) ding as the doors are opened to alert us. This is one of our higher-level safety precautions.

ENROLLMENT POLICY There are several forms that we must have completed and submitted to us before we can assume the responsibility of caring for your child per Childcare Regulations Guidelines. **NO EXCEPTIONS**. Tuition and enrollment fee must be paid upon enrollment. If children's files are incomplete, it can jeopardize our childcare license. All enrollment



forms must be updated every year, sometimes sooner, according to need. Most forms can be found on our child care communication app along with other forms such as immunization record and food allergy plan must be provided by your physician. You will receive an invite to sign-up for the free child care communication app to complete enrollment. You will need the following to complete enrollment:

- Enrollment Packet (*All "*"are included in the enrollment packet*)
- Parent Handbook Acknowledgement & Receipt*
- Parent's Right (Form 2987) Acknowledgement & Receipt*
- Operational Discipline and Guidance Policy (Form 1099) Acknowledgement & Receipt*
- Immunization Records & Physical
- Child and Adult Care Food Program (CACFP) Form
- Enrollment Fee \$100 & 1st Week's or Month's Tuition Payment
- Operational Policy on Infant Safe Sleep (Form 2550) Acknowledgement & Receipt*
- All About Me Form for Infant, Toddler, Preschooler, or Schooler
- Infant Feeding Form (*only for those enrolling infants*)
- Food Allergy Plan (*only for children with food allergies*)

You are required to keep our director informed of any change in addresses, telephone numbers, and other pertinent information listed on any/all of the above forms. If you have any questions regarding the completion of these forms, please feel free to ask. **Our in-home daycare and preschool do not accept non-immunized children unless a signed state waiver is submitted.**

NON-DISCRIMINATION STATEMENT SkyWheel Academy admits students of any race, color, national and ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to students at our program.

HEALTH REQUIREMENTS SkyWheel Academy must have a copy of current immunization records and physicals and updates as needed. It is the parent/guardian responsibility to keep up with your child's immunizations and physicals. Please submit updated immunization records and physicals to SkyWheel Academy when received from your provider. A signed doctor's statement is also required. Per Texas Department of State Health Service requirements, upon your child turning 4 years old, the must have a hearing and vision screening on file at the center. This must be submitted within 30 days of your child's 4th birthday. If your child is currently 4 years of age, we must have a copy of the hearing and vision screening record at the time of enrollment.

TRIAL PERIOD The first two weeks (*14 calendar days*) of your child's enrollment will be considered a trial period. During this time either party (*parent or provider*) may terminate this agreement via phone, in person, or email, with or without cause. **NO REFUNDS** will be given during this time. After the initial trial period, a two-week written notice with pay will be required to terminate care.

TUITION & ENROLLMENT FEES Enrollment into SkyWheel Academy is based on available spots not days in attendance. Paying tuition covers your child's enrollment spot into our academy.

- Tuition payments are due weekly every Friday by 6:00 PM in advance of the upcoming week (*if paying weekly*) or monthly by the 1st by 6:00 PM prior to the beginning of care for the upcoming month (*if paying monthly*).
- Tuition invoices are billed and made available in your child care communication app account every Wednesday (*if paying weekly*) and by the 28th (*if paying monthly*).
- Any tuition and fee not paid by Friday at 6:00 PM (*if paying weekly*) or by the 1st of the month at 6:00 PM (*if paying monthly*) will incur a \$25 initial late fee and a \$10.00 per day additional fee charged to each enrolled account that is late

until paid.

- Tuition rates are due in full and not adjusted or discounted for SkyWheel Academy’s closed holidays, vacations, staff development, or for your child’s vacations, illnesses, or other missed days.

Tuition Rates per Child

Infants (Birth – 17 months)	\$250.00 Per Week
Toddlers (18 months – 35 months)	\$200.00 Per Week
Preschool (3 years old – 5 years old)	\$200.00 Per Week
Part-Time Care (18 months & up w/2-day minimum)	\$65 Per Day
Drop In Care (All Ages)	\$65 Per Day
<u>Before & After School Program</u> (5 – 12 years old)	
Before & After School	\$135.00 Per Week
After School only	\$110.00 Per Week
School Breaks & Vacations	\$185.00 Per Week

DISCOUNTS

- Sibling discount of 10% off of the oldest child’s weekly or monthly tuition bill.
- Public Service Members (teachers, military, police officers, fire fighters & first responders) will receive a discount of 10% off total weekly or monthly tuition bill for the enrolled family.
- Discounts cannot be combined and will not be applied to accounts with balances of late payments, return payments, and/or late fees.

ENROLLMENT FEE (per family)

- An enrollment fee of \$100 per family and the 1st week’s tuition (*if paying weekly*) or the 1st month’s tuition (*if paying monthly*) are due at the time of initial enrollment unless otherwise agreed upon and approved by the owner/director.
- Each family is required to pay an annual \$100 enrollment fee.
- The annual enrollment fee covers the cost of supplies and educational tools.
- Enrollment fee notices will be sent out via the child care communication app and placed in your child’s folder a month prior to its due date.

REFUNDS There will be no refunds given unless there is an error caused by SkyWheel Academy. If you withdraw your child from care mid-week and you pay weekly, the weekly tuition fee will still be owed and there will be no refund for the remainder of the week. If you withdraw your child mid-month and you pay monthly, there will be no refund for the remainder of the month. If there is an error regarding your account billing, please contact Dr. Timmins as soon as possible to get it resolved.

Please NOTE:

- Last Week in July – no tuition will be due for this week because the center will be closed for the entire week.
- Week of October 16th – full tuition will be due for this week because the center will be opened majority of the week.
- Week of October 22nd – 25% tuition will be due for this week because the center will be open for (2) days this week. If your child will not be in attendance, no tuition will be due for this week.

**** All tuition & fees are subject to change. ****

PAYMENT METHODS ACCEPTED SkyWheel Academy accepts payments using Zelle, Venmo, Cash, Money Orders, Cashier's Checks or an electronic ACH using a Credit or Debit card.

- Payments and Copayments are the parents' or guardians' responsibility and are due in full by close of business every Friday in advance of the upcoming week (*if paying weekly*) or monthly by the 30th by 6:00 PM prior to the beginning of care for the upcoming month (*if paying monthly*).
- If your family needs tuition assistance, we can provide information to community resources that may be able to assist.

Credit/Debit card automatic billing (ACH) will be set up for weekly or monthly tuition, charged on Friday morning for parents who pay weekly tuition or the 30th for parents who pay monthly tuition. To set this up, please enable this in your child care communication app.

- Payments made via Zelle can be submitted by using the email address: payments@skywheelacademy.com in your banking app.
- Payments made via Venmo can be submitted by sending payments to **@Veronica-Timmins** in your Venmo app.
- Payments made via money orders or cashier's checks are to be made payable to **SkyWheel Academy**. Please make a note of your child's full name in the memo section.

LATE PAYMENT POLICY Paying tuition covers your child's enrollment spot in our academy. Tuition payments are due weekly every **Friday by 6:00 PM** in advance of the upcoming week (*if paying weekly*) or monthly by the 30th by 6:00 PM prior to the beginning of care for the upcoming month (*if paying monthly*). Tuition not paid on time will incur a \$25 late fee charged to your account and a \$5.00 per day additional fee charged to your account until paid. Children with a past due balance will not be allowed to attend our childcare program until the past due balance is paid in full. No past due accounts will be held for more than one week. After one week of non-payment, your child will be withdrawn from enrollment.

LATE PICK UP & FEE POLICY Please contact us **immediately** to let us know if you will be unable to pick-up your child on-time. Late pick-up is not a normal program option and will only be considered as an exceptional occurrence. Three (3) late pick-ups may result in childcare services being terminated. Per Texas state law, local child protective services agency will be notified if any child is left in our care 1 or more hours after closing without communication with the parent and/or guardian.

- **LATE PICK-UP FEE: \$25 per 15-minutes late/per child** will be charged to your account.

If there are ever any issues with drop-off or pick-up procedures, feel free to speak to our director.

RETURNED PAYMENT If a payment is returned for non-sufficient funds (NSF), you will be required to pay all fees that are incurred as a result of the returned payment and subject to a \$35.00 service charge. Children with a past due balance due to NSF will not be allowed to attend our childcare program until the past due balance is paid in full. If NSF occurs twice, we will only accept cash or certified payment such as cashier's check or money order as your method of payment moving forward. *Please make all money orders or cashier's checks payable to SkyWheel Academy. Please make a note of your child's name in the memo section.*

No past due accounts will be held for more than one week. After one week of non-payment, your child will be withdrawn from enrollment.

VISITATION SkyWheel Academy has an open-door policy on parent visits during operating hours for you to observe your child. The building, equipment, and entire premises does not require approval for a parent of a child(ren) enrolled at the center. Parents/legal guardians are ONLY required to sign in and out in the foyer. We support a parent's desires to see and spend time and participate in the program activities with their child(ren) whenever possible. We just ask that you have a clear background check on file.

DROP OFF & PICK UP It is normal for some children to have difficulty separating from parents, or cry when dropping off.

- When children arrive and depart our childcare program, parents must sign-in and sign-out per Childcare Licensing Guidelines.
- **At drop-off**, place all the necessary items for the day in your child's assigned cubby and then hang their bag and jacket on their hook next to the cubbies. Escort your child(ren) to their classroom. Please make sure that the educator has recognized your child is in the classroom before you walk away. Children should be fully dressed and should not be dropped off in their pajamas. Make sure your drop off brief as the longer you prolong the departure, the harder it gets. Per Childcare Regulation Guidelines, any child that is dropped off in a carrier must be removed from the carrier by the parent/legal guardian and handed to the caregiver. The caregiver cannot and will not remove the child from the carrier. For their safety, children are not to be dropped off in the driveway and allowed to enter unescorted.
- **At pick-up**, remember to grab all of your child's belongings from their cubby & coat rack, including their cups. If someone other than yourself is picking up your child/ren, they will need to show identification (ID, Driver's License, etc.) at the time of pick up, and must be listed as an authorized pick-up person in your child's enrollment package. In the case of an emergency: if the person not listed on your child's enrollment will be picking up the child, a parent must give written permission along with a brief description of the person to whom will be picking up their child, as well as the person's name and driver's license number. They must show their driver's license.

Parent's must notify the director in advance if their child(ren) will be pick-up during dinner time from 4:00 PM – 4:45 PM so that children are ready for departure. Children departing during dinner time will not be served dinner.

CUSTODY Certified custody orders must be provided upon enrollment. Any changes in custody after enrollment should be provided immediately. The enrollment record must be consistent with custody orders, active restraining order, or court-ordered visitation schedule. Children will be released only to the parents specified on the enrollment record or specified in custody orders. SkyWheel Academy cannot deny parent pick up rights unless there is a certified custody order on file which will prohibit pick up for a particular day or a restraining order had been provided for the child's file.

ABSENCES There will be no refunds, adjustments, or discounts made for days your child misses due to illness, holidays, or days off. A spot has been reserved for each child in our care and cannot be filled on a short-term basis, so **it is necessary for you to pay for all days scheduled whether or not your child is in attendance.**

If your child has a doctor's appointment in the morning that runs past our 9:30 AM cutoff time for drop off, they will be allowed to remain in care for the day as long as a doctor's note is brought to us at drop off. Prior notice must be given when a child has a doctor's appointment and will be running late.

VACATION POLICY SkyWheel Academy accommodates our families by offering extended hours of operation and do not follow the local ISD's calendar for closures. To continue to provide a high-quality childcare and preschool program, rest and rejuvenation is a necessity. The current nature of the childcare industry does not allow room for rest and rejuvenation and can often cause burn out and other health related issues. Therefore, to prevent burn-out from happening, SkyWheel Academy has incorporated a two-week vacation for all staff. This vacation is included in our list of closures (*see Closed Holidays, Vacations & Staff Development section*).

Due to our exposure to many families and children, it is likely that we may become ill on occasion. We will make every effort to find coverage to continue care for your child. However, if the provider becomes ill and does not have adequate staff to cover, we reserve the right to close our program for up to (5) consecutive days per occurrence (if applicable). Tuition will not be charged during this time.

2025 CLOSED HOLIDAYS / VACATIONS / STAFF DEVELOPMENT SkyWheel Academy will be closed on the following days. Please arrange for alternative care during this time. If the holiday falls on a weekend, we will close the Friday before or Monday after. All closures due to holidays, vacations, and staff development are paid. Full tuition will be due for all holidays and staff development days. Tuition will not be required for Fall and Summer vacation.

- New Year's Day & Day After
- Dr. Martin Luther King, Jr. Day
- President's Day (*staff development*)
- Memorial Day
- Juneteenth
- 4th of July
- Last Week in July (*staff vacation*)
- Labor Day
- Columbus Day (*staff development*)
- October 16th – 22nd (*staff vacation*)
- Thanksgiving Day & Day After
- Christmas Eve (*Close at 3:00 PM*)
- Christmas Day & Day After

Please NOTE:

- Last Week in July – no tuition will be due for this week.
- Week of October 16th – full tuition will be due for this week.
- Week of October 22nd – 25% tuition will be due for this week if in attendance. If not in attendance, no tuition will be due for this week.



DAILY CLOTHING & ATTIRE Children should arrive dressed for play. We like to have fun! Having fun involves outdoor play and lots of messy activities, so make sure that your child is dressed appropriately.

- Please do not dress your child in nice clothing and expect them to be spotless when you arrive to pick them up.
- Clothing should be comfortable and seasonally appropriate for outdoor play.
- You will be expected to provide an extra change of clothing for your child.
- Accidents will happen, and it is always helpful that when they do, there is clothing that we can change your child into.
- Due to licensing and safe sleep rules, we cannot allow infants (0-17 months) to wear teething necklaces.

Parents, please keep in mind that we go outside every chance we get unless the weather is outside of the allowed temperatures. During the winter months, please ensure your child comes to school with a warm coat, hat, gloves and boots or warm tennis shoes. We will go outside even when it's snowing. During the summer months make sure your child has breathable clothes on, and closed toe shoes.

PERSONAL BELONGINGS / SUPPLIES All personal items must be clearly marked with your child's name. All items need to be labeled with your child's initials. Please do not bring any toys from home. Little ones often have a difficult time sharing with others, and it is even harder with their special toy. Exceptions to this policy will be allowed only during the show and tell days. **The only items (if applicable) needed are:**

- **Diapers and/or pull-ups** (*whichever your child is using during care*)
- **full change of clothing** appropriate for the weather (*including socks and underwear*)
- **1 sippy cup and/or 2 bottles**
- **Blanket and/or pillow** for 18 months & older (*optional*)

We are a play-based learning program, this means there is a good likelihood that we may participate in messy activities, or experiments on any given day. We do our best to cover clothing during messy activities, but there are times when our preventative measures just aren't enough.

- You may bring a whole package of diapers and/or pull ups to be stored here and we will let you know when your supply runs low.
- Good clothing is not recommended. Soiled clothing will be sent home in closed plastic bag and a clean change of clothes should be brought back the next day.
- If there is a special occasion that calls for special clothing (a visit or party right after childcare or a trip to the photographer), please send the special clothing with your child and we will help them clean up and get dressed prior to your arrival.
- We will request certain items for different times of the year, such as boots or raincoats.
- Please keep in mind that if you do not bring a needed item, it may prevent all of the children from going outside.
- If it becomes necessary for us to purchase supplies and/or requested items for your child(ren), you will be billed on your next payment due date.

CUBBIES Upon enrollment each child will receive an assigned cubby located in the foyer. Cubbies are labeled with your child's name. Please note that we are not responsible for lost personal property.

DAILY SCHEDULE Young children enjoy a structured schedule that allows for flexibility. A schedule helps the day to flow more smoothly, allow the children to anticipate coming events, and aids in achieving a variety of goals. We will adhere to our written schedule to the best of our ability, keeping in mind that anything can happen when children are involved. There will be times when we have to adjust the schedule. We appreciate families considering our schedule when picking up or dropping off their children. It is better if arrivals and departures do not occur during quiet time, but when they do, please take note of the fact that children may be sleeping. Come and go as quietly and quickly as possible. Children who arrive during quiet time will be expected to rest or play quietly until the rest period is over. Our normal daily schedule does not include trips and any field trips planned will be given with written consent, several weeks in advance.

MEALS We provide all food as part of your tuition at no extra charge. Meals will consist of breakfast, morning snack, lunch, afternoon snack, and dinner. Our nutrition menu will be posted on our website at skywheelacademy.com, on our child care communication app, on the parent bulletin board in the foyer and sent home in your child’s folder monthly. Children that are dropped off after **9:15 AM** should have consumed breakfast before their arrival. Parent’s must notify our Director in advance if their child(ren) will be pick-up during dinner time from **4:00 PM – 4:45 PM** so that children are ready for departure. Children departing at dinner time will not be served dinner.

We participate in the Child and Adult Care Food Program (CACFP) and follow all nutrition guidelines when serving our meals and snacks. CACFP contributes to the wellness, healthy growth, and development of young children and adults in the United States. Parents are not allowed to bring in food except in case of allergies or special dietary needs prescribed by a physician. A doctor’s note is required for all food brought in including special milk and snacks.

FOOD ALLERGY ACTION PLAN: Food allergies can be life-threatening and each child with a food allergy are required to have an action plan for emergency care completed by the family physician on file with SkyWheel Academy.

Mealtime Schedule

Breakfast: 7:45 AM – 9:15 AM
Morning Snack: 10:00 AM – 10:30 AM
Lunch: 11:30 AM – 12:00 PM
Afternoon Snack: 2:00 PM – 2:30 PM
Dinner: 4:00 PM – 4:45 PM

**** WE ARE A NUT-FREE ZONE ****

INFANT FEEDING POLICY

- Infants will be held for bottle-feeding until able to hold his/her own bottle. Bottles will never be propped.
- Infants are fed “on cue” to the extent possible (at least every 2 or 4 hours and usually not more than hourly depending on age) and by a consistent caregiver/teacher.
- Parents/legal guardians will also have the option to breastfeed and/or provide breast milk for the child while in care.
- Breastfeeding moms are always welcome to come in and feed their babies whenever it is needed. Breastfeeding moms may sit in one of the gliders in the infant room to do so.
- Breast milk and formula brought from home must be dated and labeled with child’s name.

- Labels on all milk and formula containers should be waterproof so that the name and date/time will not come off with handling.
- Solid foods will not be introduced the child is 6 months or older, can chew and swallow, and only after a consultation with the child's family.

INFANT SLEEP POLICY (Applicable to infants ages 0 to 12 months) Infants under 12 months old will have supervised nap times that allow the infant to maintain his/her own pattern of sleeping/waking periods. All staff, substitutes, and volunteers at SkyWheel Academy will follow the safe sleep recommendations of the American Academy of Pediatrics (AAP) and the Consumer Product Safety Commission (CPSC) for infants to reduce the risk of Sudden Infant Death Syndrome (SIDS).

- Infants will always be placed to sleep on their backs unless parents submit Form 3019, Infant Sleep Exception/Health Care Professional Recommendation, signed by the infant's health care professional.
- Infants will be placed on a firm mattress, with a tight-fitting sheet, in a crib that meets the CPSC federal requirements for full-size cribs and non-full-size cribs.
- For infants who are younger than 12 months of age, cribs should be bare except for a tight-fitting sheet and mattress cover or protector. Items that should not be placed in a crib include: soft or loose bedding, such as blankets, quilts, or comforters, pillows, stuffed toys/animals, soft objects, bumper pads, liners, or sleep positioning devices. Also, infants must not have their heads, faces, or cribs covered at any time by items such as blankets, linens, or clothing.
- Infants may not use any sleep positioning device, such as wedges or infant positions. The AAP has found no evidence that these devices are safe. They may increase the risk of suffocation.
- Staff will ensure that the sleeping areas are ventilated and at temperature that is comfortable for lightly clothed adult.
- If an infant needs extra warmth, sleep clothing such as sleepers or footed pajamas as an alternative to blankets may be used.
- Only one infant in a crib at a time to sleep.
- Infants may use a pacifier during sleep. The pacifier must not be attached to a stuffed animal or other attaching mechanism that might be suffocation to strangulation risk.
- If the infant falls asleep in a restrictive device other than a crib (such as a bouncy chair or swing or arrives to care asleep in a car seat), the infant must be immediately moved to a crib, unless parents have provided Form 3019, Infant Sleep Exception/Health care professional recommendation, signed by the infant's health care professional.
- Our child care program is smoke-free. Smoking is not allowed in Texas childcare operations (this is e-cigarettes and any type of vaporizers).
- Staff will actively observe sleeping infants by sight and sound.
- If an infant is able to roll back and forth from front to back, the infant will be able to be placed on his/her back for sleep and it is allowable for the infant to assume preferred sleep position.
- Awake infants will have supervised "tummy time" several times daily. This will help them strengthen their muscles and develop normally.
- Infants may not be swaddled for sleep or rest unless parents provide Form 3019, Infant Sleep Exception/ Health Care Professional Recommendation, signed by the infant's health care professional.

CLEANLINESS & HYGIENE We do our best to maintain strict cleanliness and hygiene standards. Children's hands are washed before and after meals and after toileting. We use disposable paper towels for drying hands, so children do not have to use the same towel. Staff washes their hands frequently and also uses antibacterial sanitizer. Staff will use gloves for diaper changing and toileting as well as gloves for food handling. Washable cots are used for naptime. Each child has a separate nap cot/sheet labeled with their name on it. Sheets are washed weekly unless soiled and then they

are washed as needed. Please have your child bring a blanket and pillow (labeled with their name) if they are used to sleeping with them, they will be sent home weekly to be cleaned.

Children will use separate cups, plates, bowls, and eating utensils. Please provide a cup for water and a cup for milk that your child is used to. Label all items with your child's name. Children will also be provided the use of a cubby, for their personal belongings to be kept. This maintains healthy sanitary conditions, while also providing the benefit of personal space for each child.

POTTY TRAINING SkyWheel Academy will not assist with potty training unless a child is 2 ½ years old or older. Potty training will be done in a relaxed manner with the cooperation of the family. Two and ½ years of age is a good rule of thumb to start checking for signs of readiness. Potty training cannot begin until the child is old enough to have independent urges. The child must also be ready in three areas. First, the child must be physically ready (*meaning he or she can "hold on" for a period of at least an hour or more, although several hours is a better indicator of readiness.*) Second, the child must be intellectually ready (that is, he or she understands when and how to use a toilet). Third, the child must be emotionally ready (*in other words, he or she must be willing to use the toilet*). When the three areas of readiness occur together, toilet learning is usually easy and rather quick. When the time is right for your child, and until he/she is totally successful in his/her toileting, he/she should wear clothes that promote their independence.

I did it!



Your child must have two complete changes of clothes (*don't forget the socks!*) The best items are shorts and pants with elastic waists, or dresses. Try to avoid really tight clothing, pants with snaps and zippers and belts, overalls, and onesies. These are difficult for children to remove "in a hurry". Do not bring your child in panties or underwear until he/she has naptime control established.

We ask that you begin toilet training at home during a weekend or vacation after which, we will follow through and encourage your child here. When a child is ready, the process should go pretty quickly. The child must be kept in pull-ups or 5-ply training pants at all times. Putting a child in diapers part time, and training pants part time, can be confusing and delay the training process. Please keep in mind that the activity level here can distract your child from responding to an urge to use the potty, more so than at your home. Therefore, we will continue to use pull-ups until your child can and will announce that he/she must use the bathroom (not just at home, but here, as well) and can control his/her bladder and bowels for a few minutes beyond that announcement.

Your child's readiness is something we can discuss because consistency between your home and SkyWheel Academy will be very important. This is a special time for your child, a sign that he/she is growing up. Potty training should be a good experience.

NON-POTTY TRAINED CHILDREN DIAPER CHANGING & TOILETING PROCEDURES We always value your child's health and safety. Therefore, proving proper supervision is our utmost priority in our in-home daycare & preschool program. Each time staff must complete a diaper change or assist a non-potty-trained child with toileting the following procedure will apply:

- Staff will line all children up and have the children accompany them to the bathroom area to maintain supervision. If there is more than one non-walking infant, infants will be placed in a stroller.
- Infants sleeping in their cribs will not be disturbed and will continue to be monitored.

- Each child not receiving a diaper change or toileting assistance will sit in a line along the wall outside of the bathroom.
- While diapering and/or toileting is occurring, each child that is sitting along the wall will receive a lap-size learning manipulative to engage them during this time.
- Staff will wear non-latex, powder-free gloves each time diaper change and/or toileting assistance is needed.
- Staff will maintain supervision of all children at all time.
- Once diapering and/or toileting is complete, each child will wash their hands. Staff will provide handwashing assistance to any child unable to wash their hands independently. Staff will wash their hands every time they complete a diaper change or help with a child with toileting.
- All children will then be accompanied back to their activity area to resume their daily schedule.

NAP & QUIET TIME POLICY We believe that all children need a break from the stimulation of the day to rest, relax, and recharge. To that end, we have daily nap & quiet time from **12:00 PM to 2:00 PM**. During this time, the following expectations will be in place:

- Children will be encouraged to rest or sleep, but it is not required. Some children may prefer to read or play on their nap cot quietly.
- Caregivers will keep the volume and activity level low to create a peaceful and relaxing atmosphere.
- Children who are unable to settle down or who are disruptive during quiet time will be given a warning and may be asked to sit quietly with a caregiver until they are ready to participate in the quiet time activity.
- If a child consistently has difficulty with quiet time, we will work with the parents to find a solution and to support the child's need for rest and relaxation.
- Parents are welcome to discuss their child's individual needs and preferences with the caregivers. We will work with each child's preferences within reason. Please not that not all preferences may be accommodated.

We believe that nap & quiet time are important parts of our childcare routine, and we are committed to supporting the children's need for rest and relaxation.

BIRTHDAY PARTIES Birthdays are a special time and we really like to celebrate them! On your child's special day, we will have a small party and recognize the milestone they have achieved. Please let us know ahead of time if you plan to send treats or goody bags. **Please understand that we are a nut-free childcare program. Please do not bring any food items that contain nuts.**



SAFETY & DRILLS There are certain expectations that all children will be taught and expected to follow while enrolled in our in-home childcare and preschool program. This is for the safety and well-being of everyone. Hitting, pushing, biting, grabbing, kicking, spitting, or pinching other children or adults will NOT be allowed. No standing or climbing on chairs or tables. There will be no use of obscene, derogatory or disrespectful language. Respectful treatment of other people and all property, toys, and furniture is expected. The safety of the children in our care is our top priority. We have implemented the following safety measures to ensure the well-being of every child:

- All caregivers are trained in Pediatric CPR, AED, and First Aid, and are required to renew their certification every two years.
- Our home is equipped with smoke detectors, fire extinguishers, and carbon monoxide detectors. These devices are regularly checked and maintained.

- SkyWheel Academy has a strict no-smoking policy. Smoking is not allowed inside our in-home program or within 25 feet of our home.
- SkyWheel Academy has a secure, keyless entry system, with locked doors in our home. Parents/legal guardians and visitors must check in and out with a staff member and show identification.
- SkyWheel Academy maintains a current emergency contact list for all children, and all parents and legal guardians are required to provide emergency contact information.
- SkyWheel Academy has a written emergency plan in place, and all caregivers are trained in how to implement the plan in case of an emergency.
- SkyWheel Academy has written fire, tornado, shelter, and evacuation plans and we incorporate fire safety curriculum into our program. We practice fire, tornado, shelter, and evacuation drills monthly.

We take the safety of the children in our care seriously and are committed to maintaining a safe and secure environment for them to learn and grow.

INDOOR & OUTDOOR PLAY

Indoor play: We provide a variety of age-appropriate toys for indoor play. Although the toys are categorized in centers, during free play time we believe it is an important part of your child’s learning to explore outside the confinements of structured areas. Barbie’s may ride on trains, or Legos built into racetracks need cars to drive on it. Limiting imagination only stifles creativity, and we believe this to be a fundamental part of your child’s education. After play time, all toys will return to their designated areas. These activities help promote good health in our children. We try to instill a love for physical movement early on, so that they carry it with them into adulthood.

Outdoor play: We will play outdoors every day that the weather permits. Please make sure that your child is appropriately dressed for outdoor play at all times. If below 90 degrees but above 60 degrees we will have a total of 90 minutes of outside time. **Outside Time:** 1-hour before lunch and 30-minutes before departure.

Extreme Weather & Outdoor play: If the weather is over 90 degrees, we will only go out for 10-15 minutes to get some sun time. A hydration station will be available for the kids. When weather does not permit outdoor play, great lengths will be taken to do more music and movement and physical activities indoors.

INCLEMENT WEATHER As you are aware, North Texas can often bring all 4 seasons in one week and even sometimes in one day. When inclement weather occurs, our children will have plenty of activities lined up and ready for them in the classrooms. **We will not go outside when the heat index are above 100 degrees or below 50 degrees.**

We will follow Rockwall ISD for inclement weather closings. If Rockwall ISD closes, we will also be closed. We will send out messages through our child care communication app and emails to all families as soon as the decision has been made.

INSECT REPELLANT/SUNSCREEN During spring and summer months, children are permitted to use insect repellent and/or sunscreen. Parents are responsible for providing these items for usage at SkyWheel Academy. Parents will be notified by staff when refills are needed.

DISCIPLINE Here at SkyWheel Academy, we **DO NOT** use any form of physical discipline. Instead, we redirect and problem-solve together. When a child does something they shouldn’t be doing, we give them a chance to tell us what it is that they were doing that was not an appropriate classroom choice. If they cannot tell us what they have done, we will explain what it was and work together to come up with alternate ways to approach a similar situation next time. By doing this, we are promoting self-help and problem-solving skills that they can use in a variety of situations in, and out

of the classroom. Parents and/or legal guardians will receive a copy of the Operational Discipline and Guidance Policy (Form 1099) at enrollment.

The following discipline and guidance are **prohibited** by any employee at SkyWheel Academy:

- Corporal punishment or threats of corporal punishment
- Punishment associated with food, naps, or toilet training
- Pinching, shaking, or biting a child
- Hitting a child with a hand or any instrument
- Putting anything in or on a child's mouth
- Humiliating, ridiculing, rejecting, or yelling at a child
- Subjecting a child to harsh, abusive, or profane language
- Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age

If for any reason, an employee is caught doing any of the offenses listed, they will be automatically terminated and reported to the authorities. We understand that abusive treatment of children is prohibited by law and by the licensing regulations. To report evidence or knowledge of suspected child abuse or child neglect, call the abuse and neglect hotline at 1-800-252-5400.

The following measures will be taken as a form of discipline:

1. **First Occurrence:** Redirection of behavior, such as pounding play dough or playing with another toy.
2. **Second Occurrence:** Talking with the child about the problem, trying to understand the child, and discussing emotions.
3. **Third Occurrence:** Calm down corner will be used. Age-appropriate time will be used.
4. **If the problem continues:** The child will lose the privilege of a favorite activity. We will also notify the parent of the behavior and ask for reinforcement at home.

Biting: Biting is a normal stage of development that is common among infants and toddlers- and sometimes even among preschoolers. It is something that most young children will try at least once. When biting happens, SkyWheel Academy's response will be to care for and help the child that has been bitten. Also, to help the biter learn a more appropriate behavior. Our focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting. Notes will be written to the family of the child who was bitten and the biter's family. We will work together with the families of each to keep them informed and to develop strategies for change. If biting continues to persist and we cannot come to a resolution, the biter will be terminated from care.

NOTIFICATION OF BEHAVIOR ISSUES TO FAMILIES If a child's behavior/circumstances is of concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these needs on the context of our program. On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care. Examples of such instances include:

- A child appears to be a danger to others.
- Continued care could be harmful to, or not in the best interest of the child as determined by medical, psychological, or social service personal.

SUSPENSION / EXPULSION In the event SkyWheel Academy experience intolerable behavior from a child, the following steps will be taken:

- Verbal Warning
- Written Warning
- Parent Conference
- Suspension from SkyWheel Academy
- Permanent Expulsion from SkyWheel Academy

ELECTRONIC MEDIA POLICY Our normal daily routine does not include electronic media (television/TV, video or DVD – screen time) viewing and computer use but from time-to-time children over the age of 2 years old may have supervised limited learning-based educational screen time. Children are never required to sit and watch TV, and TV is not offered in place of free play or learning activities.

DISABILITIES SkyWheel Academy will accept children in compliance with Americans with Disabilities ACT. SkyWheel Academy will review each child’s situation on a case-by-case basis to determine if a child’s needs can be met by SkyWheel Academy. In the event that we are unable to meet your child’s needs, we will recommend other alternative providers and care will be terminated. Please discuss your child’s needs with our director prior to enrollment.

PHYSICALS Routine physicals are part of a “well-child” prevention health service and are required according to the current recommendations of the American Academy of Pediatrics (www.app.org). A copy of your child’s current physical should be received at enrollment. Families are responsible for assuring that their child’s physicals are kept up-to-date and that a copy is provided to SkyWheel Academy.

TUBERCULOSIS SCREENING (TB) TB screening and testing requirements vary across the state. If the regional or local health authority where our program is located requires TB testing for children, our director will ask for documentation that your child is free from TB.

VACCINE PREVENTABLE DISEASES SkyWheel Academy suggests but does not require that its employees receive the annual flu vaccine and whooping cough vaccine to prevent the spread of communicable diseases in our in-home program.

ILLNESSES SkyWheel Academy is a "well-child” childcare and preschool home. At no time do we provide sick childcare. A doctor’s note will not suffice. SkyWheel Academy will make the final decision as to if your child can return to care. The following illness policies will be strictly enforced, for the health, well-being, and safety of all children in care as well as staff.

Sick Child Policy: Promoting good health and safety is our goal. To prevent the spread of childhood diseases and illnesses, please do not bring your child if they are ill. Each child will be observed daily for signs of illness. Contagious children must stay at home. All parents of children in our care, as well as the Health Department, will be notified by phone of communicable diseases or food poisoning. **If a child should become ill while in our care, you will be notified immediately and will be expected to pick up your child within the hour. NO EXCEPTIONS. The parent is responsible for finding substitute care in case of the child’s illness.** If your child has any communicable disease (except a cold with minor symptoms), your child must be system free for 24 hours and you must have a physician’s written clearance before returning to childcare.

Every effort is taken to reduce the spread of illness by encouraging hand washing and other sanitary practices (*see Cleanliness and Hygiene*).

If your child is unable to participate in the normal activities of SkyWheel Academy (including being able to play outside), then your child **MUST** stay home.

Children with any of the following symptoms are not permitted to remain in care:

- Fever of 100.4 degrees or higher (needs to be fever free for 24 hours without any medications before returning)
- **Vomiting:** Two or more occasions within the past 24 hours. Children may return once they have been symptom-free for 24 hours.
- **Diarrhea:** Two or more loose or watery stools within 24 hours; or any blood or mucus in stool. Children may return once they have been symptom-free for 24 hours.
- **Rash/ Ringworm:** anywhere on the body – must be gone before returning.
- **Eye discharge:** pink eye or from a cold – May return to care 24 hours after treatment.
- **Lice or nits:** Parents will be called to pick the child up immediately. Children may return once the lice, and nits are clear.
- **Communicable diseases:** Flu, Strep, Chicken Pox, Measles, Hand, Food & Mouth Disease, MRSA Infection, etc. must be gone before returning.
- Consistent complaints of ear, stomach, headaches, or other pain.
- Any color of nasal discharge must be clear before returning unless it is a severe clear runny nose, then they need to remain at home until it becomes a mild runny nose – wiping it less than every 15 minutes or so.
- **Severe coughing:** congested, with phlegm, get red in the face, gags, throws up, or high-pitched whooping cough or croup sounds – must be mild before returning to our program.

A sick child will not be permitted to return to care for 24 hours after condition has returned to normal. The child may return 24 - 48 hours (depending upon the illness) after they have received the first dose of an antibiotic. If a child receives an antibiotic for an ear infection, he/she may return to SkyWheel Academy immediately if he/she has been free of other symptoms mentioned for at least 24 hours. If you aren't sure about whether or not to bring your child to care, please call the director to discuss it. Allergy related symptoms, and non-communicable illnesses do not require exclusion.

COVID-19 Response: If a child or member of the child's household tests positive for COVID-19, the child cannot return to care for at least 48 hours. Upon return, the child will be temperature checked. The child must be Covid- and/or symptom free. Any child who presents with a fever or any COVID symptoms during the temperature check will be asked to return home until they are fever and/or symptom free for 48 hours without medications before returning. Please inform us if your child has symptoms of Covid 19 or if someone in their immediate family home has tested positive for Covid 19. We will also follow current Center for Disease Control and Prevention (CDC) recommendations as to ensure that all children in our care as well as staff are protected from the illness.

Please follow the CDC guidelines for quarantine.

Vigorous cleaning routines are followed to prevent the spread of Covid-19 in our in-home program. These procedures ensure all areas, and the playground are thoroughly sanitized and disinfected each day.

MEDICATIONS SkyWheel Academy does not administer medication.

INSURANCE POLICY SkyWheel Academy understand that accidents can happen and that children can sometimes get injured or sick. At this time, we do not provide liability insurance coverage for the children in our care. Parents are responsible for providing their own insurance coverage for their child, and must provide us with a copy of their health insurance card. To protect the children in our care and their families, we have the following policies and expectations regarding insurance:

- In the event of an accident or injury, we will provide first aid and medical treatment, if necessary, and will contact the parent or emergency contact as soon as possible.
- If your child is injured or becomes ill while at the day care, we will provide you with a written report of the incident and any medical treatment that was provided.
- We will cooperate with any insurance claims or investigations, and will provide any necessary information or documentation.
- We will not be responsible for any medical expenses or other costs related to an accident or injury that occurs at the day care, unless we are found to be negligent or at fault.

We are committed to providing a safe and nurturing environment for the children in our care. We ask that parents provide their own health insurance coverage for their child and understand that we are not responsible for any medical expenses or other costs related to an accident or injury.

MEDICAL EMERGENCIES Minor bumps and scratches are inevitable, but we make every effort to keep the children safe through supervision and childproofing. Minor injuries receive appropriate first aid, and if an emergency injury or illness occurs, you will be contacted as soon as possible. If necessary, your child will be taken to the nearest hospital where you will be asked to meet us. If you are not going to be at your usual place of employment, or at home, please make sure that we have a number where you can be reach.

Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation, if required. The owners of SkyWheel Academy or their families will not be held liable for any sickness or injury of either parent/guardian or child while on these premises, or while the child is in the company of the provider during field trips or outings.

Suspected Child Abuse As a licensed childcare provider, we are required to report all suspicions of child abuse to our local police department or child protection agency.

ILLNESS AND/OR OTHER RELATED CLOSURES & FINANCIAL RESPONSIBILITY In the event SkyWheel Academy must close due to an illness outbreak in our program, all parents will receive a 20% tuition credit on the next billing cycle.

If SkyWheel Academy is not closed, but your child is unable to attend, due to an illness outbreak, you will be responsible for full tuition. This ensures your child's spot is kept while they are out.

If SkyWheel Academy must close due to unforeseen circumstances (out of SkyWheel Academy's span of control), you will be responsible for full tuition. For example: tornado outbreak, state-wide or national power outages, city-wide utility shutdown, etc.

If you choose to keep your child home for an extended period of time due to illness and/or other related closures, but would like to hold your child's spot, you will be responsible for full tuition.

If you choose to keep your child home and do not pay to hold your child's spot, your child will be removed from enrollment and will be placed on the waiting list for an available spot when you choose to have your child return. You will be responsible for paying all necessary enrollment fees (*see Tuition and Enrollment Fees*).

FAMILY PARTICIPATION & INVOLVEMENT Several times throughout the year we have events or classroom parties that families are very much welcome and encouraged to attend. This also includes activities such as open houses, health fairs, parent teacher conferences and special programs. SkyWheel Academy will send out notices inviting you

to come to these events with times and schedules via our child care communication app, emails, or the parent bulletin board.

To participate in ANY activity with your child/ren during our normal hours of operation **Monday-Friday, 6:30 AM – 6:00 PM** the following requirements must be met:

- You must sign-in on the volunteer log sheet located in the foyer.
- You must have a cleared background check on file with SkyWheel Academy.

PARENT COMMUNICATION Good communication between parent and provider is essential to any childcare program. When a new family joins our class, it is imperative we communicate openly about any concerns or questions that may arise, as well as share a similar childcare philosophy. We welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for your child(ren). Sensitive issues will be discussed in private, outside of regular childcare hours. If at any point you feel the need to have a conversation in person, a parent conference can be requested anytime. To further facilitate communication between parent and provider, an overview of your child’s day will be sent through our child care communication app. These items will explain some of the activities and happenings within our classroom, the current curriculum topics, upcoming events, closures, or any other pertinent, fun information that may be of interest to our families. Parents are also able to communicate with our staff at any time through this app. Any message sent by a parent is seen by all members of management and your child’s teachers.

Take-home folders are also in your child’s cubby located in the foyer. We will put all art, crafts, assignments, notes, monthly newsletters, invoices, and important forms into these folders as well as on the child care communication app (when applicable). Please make sure you are checking the folders and the child care communication app daily. Our meal plans, sick policy, daily schedule, monthly newsletter, curriculum map, emergency preparedness plan, home layout, as well as communicable diseases can be located on our parent bulletin board located in the foyer above the cubbies.

EMERGENCY PROCEDURES In the event of an emergency concerning the safety of the children in our care, such as a fire, flood or evacuation of the Center for any natural or unnatural reasons, we will take the children out of the affected area. Parents will be notified by telephone where the children will be taken. Please note our director’s personal cell number is **(469) 412-1461**.

Our primary emergency meeting location will be at **Doris Cullins-Lake Pointe Elementary School** parking lot, 5701 Scenic Drive, Rowlett, Texas 75088. Doris Cullins-Lake Pointe Elementary School is within a 1–2-minute walk from SkyWheel Academy. If for some reason this is not far enough, we will then take the children to our secondary emergency meeting location, **Baylor Scott & White Medical Center – Lake Pointe** parking lot, 6800 Scenic Drive, Rowlett, Texas 75088. Baylor Scott & White Medical Center – Lake Pointe is within a 3–5-minute walk from SkyWheel Academy.

In the case of a lost child, the authorities will be notified first, and then the parents. A conscientious effort will be taken to secure the safety and well-being of your child(ren) and you will be notified as soon as possible of any such emergency and the location in which we are at.

DISASTER/EVACUATION PLAN OUTLINE Our Disaster/Evacuation Plan can be found on our parent bulletin board located in the foyer. SkyWheel Academy will conduct drills for fire, tornado, shelter, evacuations, and other emergencies. All drills will be conducted monthly. In the event of an evacuation, we will walk to our primary evacuation location: **Doris Cullins-Lake Pointe Elementary School parking lot, 5701 Scenic Drive, Rowlett, Texas 75088**. In

In addition to our evacuation procedure, the following procedures will be followed in the circumstances listed on the table below:

DISASTER/EVACUATION PLAN PROCEDURES
<p>Fire Evacuation: If a fire should occur at SkyWheel Academy, staff will remain calm and ready the children in a calm and orderly manner to our evacuation location. SkyWheel Academy will immediately evacuate the childcare program to Doris Cullins-Lake Pointe Elementary School at 5701 Scenic Drive, Rowlett, Texas 75088 and conduct a head count to ensure all children are safely out. Call the fire department, call the parents, and call Child Protective Services within 24 hours.</p>
<p>Tornado/Severe Weather: Staff will remain calm and ready the children in a calm and orderly manner to a safe space. Staff will move children into middle hallway away from windows. In case of a tornado, staff will have the children place their heads between their knees with their backs to the wall. Staff will closely monitor the radio for weather updates. Staff will maintain a tornado/severe storm kit (flashlights, blankets, books, radio, water, snacks) that will be used to get through the storm. Staff will maintain a calm environment in all emergency situations. Communication will be maintained through telephone as much as possible.</p>
<p>Loss of Electrical Power: Staff will remain calm and ready the children in a calm and orderly manner to the circle time area in the classroom. The Director will call Direct Energy to report power loss. If in hot weather, windows will be opened. In cooler weather, staff will put on warmer clothing or get blankets out for the children. In any weather (hot or cold) staff will make sure that bottled water is available for drinking purposes. Parents will be called to pick up their child(ren) in the event of extreme temperatures or if the power will be out for an extended period.</p>
<p>Loss of Water: Staff will ensure that bottled water is available for drinking purposes. The Director will call the City of Rowlett's water department. If the water will be out for an extended time, parents will be called to pick up their child.</p>
<p>Lockdown or Shelter: In the event of a lockdown or shelter, all teachers will be required to keep children in their classroom, lock their classroom doors, turn out the lights, move students to the furthest point from the classroom door and/or windows and remain quiet until further instruction is given. All parents will be notified of the lockdown or shelter as soon as possible.</p>
<p>Loss of a Child: Call 911 or the police. Call the child's parent immediately to report the loss. Keep the other children calm. Call the neighbor to help assist in the search. Look in the house, yard, and surrounding area. Notify CPS within 24 hours.</p>

**SKYWHEEL ACADEMY DISASTER PLAN
CONTACT & EMERGENCY EVACUATION INFORMATION**

Main Phone Number: (469) 814-9758 **Director's Cell:** (469) 412-1461

Address: 106 Cedar View Drive, Rockwall, Texas 75087

Primary Emergency Meeting Place: Parking Lot

Doris Cullins - Lake Pointe Elementary School
5701 Scenic Drive
Rowlett, Texas 75088

Secondary Emergency Meeting Place: Parking Lot

Baylor Scott & White Medical Center – Lake Pointe
6800 Scenic Drive
Rowlett, Texas 75088

TAX INFORMATION We will supply each enrolled family a year-end summary of all fees paid to SkyWheel Academy during the year for tax purposes. This will be provided at the end of January each year or when services are terminated. Parents/legal guardians may request a statement at any time.

WITHDRAWAL & TERMINATION POLICY We reserve the right to terminate childcare for the following reasons (but not limited to):

- Failure to pay tuition and fees
- Failure to complete the required forms
- Lack of parental cooperation
- Failure of child to adjust to our program after a reasonable amount of time
- Physical or verbal abuse of any person or property
- Our inability to meet the child's needs
- Lack of compliance with handbook regulations
- Serious illness of the child or provider
- Uncontrollable behavior

We appreciate as much advance notice as possible when terminating. Moreover, we understand that life happens. Therefore, we ask that parents do their best in informing us at least two-weeks in advance in writing when they decide to terminate childcare. The two-weeks will be paid in full, regardless of whether or not the child is in attendance.

The child may be terminated at any time, for any reason by either party with proper notice. Proper notice will consist of a written notice to the provider or parent no less than two weeks prior to the child's last day of care.

If at any time, after consultation with the parent or guardian, we feel that you or your child pose a safety risk to any of the children in our care, we will give an immediate notice that care is terminated. This action will be reserved for extreme cases, and we will first attempt to resolve any issues with you before resorting to termination of care. The provider reserves the right to give written notice of immediate termination where there are extreme circumstances that affect the well-being of the provider or other children in attendance.

RECALLS On a regular basis, www.cpsc.gov/ website will be checked for the list of product recalls that may be found within our program. Any toy, equipment or furnishing found to be on this list, will be removed from SkyWheel Academy immediately. All recall notices will be placed on the parent bulletin board.

MANDATED REPORTING POLICY SkyWheel Academy is required by Texas Law to report any apparent abuse and neglect defined as “Non accidental infliction or threat of infliction of physical, emotional, or mental harm to a child”. All such report will include name and address of the child, name and address of the person responsible for the care of the child, and any other pertinent information.

- If we have reasonable cause to suspect that a child has been abused or neglected, we are required to report it to the local child welfare agency.
- We are also required to report any incidents of suspected abuse or neglect that we become aware of through our work at the day care.
- We are not required to investigate or confirm the suspected abuse or neglect before making a report. Our responsibility is to alert the authorities so that they can conduct an investigation.
- We will not disclose any information about the suspected abuse or neglect to anyone outside of SkyWheel Academy or the authorities, unless we are legally required to do so.
- We will cooperate fully with any investigation by the child welfare agency or law enforcement.

We have several methods for preventing and responding to abuse and neglect of children, which include, required 24-hours of annual training for each employee and 30-hours of annual training for the Director that will be taken through an online child abuse recognition website. The website will cover the following training:

- Methods for increasing employee and parent awareness of issues regarding child abuse and neglect.
- Warning signs that a child may be a victim.
- Factors indicating a child is at risk for abuse or neglect.
- Strategies for coordination between the center and appropriate community organizations.
- Actions that the parent of a child who is a victim of abuse or neglect should take to obtain assistance and intervention, including procedures for reporting child abuse or neglect.

You can report to the Texas Department of Protective and Regulatory Services or Local Law Enforcement. Call **DFPS CHILD ABUSE HOTLINE 800-252-5400** to make a confidential report for any suspected Child Abuse. Failure to report suspected abuse or neglect is a crime itself.

MINIMUM STANDARDS (www.dfps.state.tx.us) We are governed by the Texas Department of Family and Protective Services. There are minimum standards that we must adhere to. We strive to maintain and exceed those standards in order to provide the best possible care for your child. Parents can view the Minimum Standards, at the center, upon request. To contact the local licensing office, please call 214-583-4253 located at 8700 North Stemmons Freeway Suite 104 Dallas Texas 75247. This information can also be found on the parent bulletin board in the foyer. A copy of our most recent inspection is also posted on the parent bulletin board in foyer.

NO SMOKING OR VAPING POLICY No smoking or vaping will be allowed on or near the premises at any time. Anyone caught smoking anywhere on our premises will be required to leave the premises immediately.

PROHIBITED SUBSTANCES The use of alcohol or illegal drugs is prohibited on the SkyWheel Academy’s premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited. Any adult who

appears to be inebriated, intoxicated, or otherwise under the influence of mild-altering or polluting substance is required to leave the premises.

DANGEROUS WEAPONS A dangerous weapon is gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children staff or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises. In case that clearly involve a gun, or any other weapon on our premises, the police will be called and the individual(s) involved will be immediately removed from the premises. The policy applies to visible or concealed weapons.

GANG FREE ZONE Gang-related criminal activity or engaging in organized criminal activity within 1,000 feet of a childcare center is in violation of the law and is therefore subject to increase penalties under state law.

CONFIDENTIALITY All the information you provide will be kept confidential and will only be released to authorized persons such as but not limited to Texas Health and Human Services – Childcare Licensing Office, local police department, and health and social services if ever required.

LOST AND FOUND All items not labeled and identified by a child in our care will be placed in a bin labeled lost and found located in the foyer. Items not claimed will be discarded at the close of business every Friday.

WRITTEN PARENTAL AUTHORIZATION SkyWheel Academy must obtain written authorization from the parent/legal guardian before their children participate in outings such as park visits, library visits, or any other planned outings throughout the year. We will not take or share your child’s photo without written consent to record or photograph your child.

PETS Our in-home daycare & preschool has a wall mounted aquarium with saltwater fish and invertebrate in which children in our care do not have access to. We do not have any other pets in our home. Notification of the existence of any other pets or other animals residing in our home or on our property will be given to parents. Pets (if applicable) in the home shall be vaccinated by the requirements of the local county Boards Proof of vaccination will be kept on file in the home.

PHOTOGRAPHS & STUDENT DIRECTORIES SkyWheel Academy often take photographs of the children during special events, parties, and/or everyday activities. These photographs will be used on our website, in our scrapbooks, and in other forms of promotional activities. IF YOU DO NOT WISH TO HAVE YOUR CHILD’S PHOTOGRAPH TAKEN, PLEASE GIVE WRITTEN NOTICE.

REVISIONS TO THE HANDBOOK All families will sign a yearly revision to this handbook and the accompanying contract each year. We reserve the right to make changes in rates and policies, as we deem necessary at any time. You will be notified, in writing, of any changes that may occur. Every attempt will be made to give at least two-week notice of changes.

IMPORTANT CONTACT INFORMATION

To file a complaint about our childcare program contact:

The Texas Health and Human Services, Childcare Licensing Office,
5121 69th St., A4, Lubbock, TX 79424
Or call: 806-698-5510

For the Texas Childcare Center Minimum Standards, please visit:

<https://hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/provider-portal/protective-services/ccl/min-standards/chapter-746-centers.pdf>

For the Texas Department of Family and Protective Services, please visit: <https://www.dfps.state.tx.us/>

Under the Texas Penal Code, any area within 1,000 feet of a childcare center is a gang-free zone, where criminal offenses related to organized criminal activity are subject to a harsher penalty.

EMERGENCY PHONE NUMBERS
LOCAL LAW ENFORCEMENT (972) 412-6200
LOCAL FIRE DEPARTMENT (972) 412-6230
POISON CONTROL (800) 222-1222
TEXAS ABUSE AND NEGLECT HOTLINE (800) 252-5400
CHILD CARE LICENSING DALLAS OFFICE (214) 583-4253
EMERGENCY MEDICAL SERVICES – BAYLOR SCOTT AND WHITE EMERGENCY CENTER – LAKE POINTE (972) 520-8000



PARENT ACKNOWLEDGEMENT

DO NOT SIGN THIS PAGE WITHOUT READING THE ENTIRE PARENT POLICY AND PROCEDURES HANDBOOK. THIS HANDBOOK IS STRICTLY ENFORCED WITH ALL POLICIES AND PROCEDURES PRESENTED.

I have read and understand the SkyWheel Academy's Parent Policies and Procedures Handbook, Parent's Right, Operational Policy on Infant Safe Sleep, and the Operational Discipline and Guidance Policy. I understand that by signing this contract I am bound by its contents. I agree to abide by these policies and pay my tuition when due. In the event that I do not abide by these policies, I understand that my child will not be able to attend this facility and will be asked to leave. I understand that these policies and fees are subjected to change at owner's discretion, owners will give 10 days prior to the implementation of them.

Parent/Guardian Signature _____ Date Signed _____

Parent/Guardian Signature _____ Date Signed _____

Child's Printed Name _____ Start Date _____