



# Operational Policies and Procedures

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Austin, Texas 78750  
(512) 284-7042

Director: Connie Sewell

Operational Policies and Procedures

**Hours of Operation**

*Complies with Section 746.501 of the Minimum Standard for Child-Care Centers*

Monday-Thursday 7:30 am – 9:00 pm

Friday and Saturday 7:30 am – midnight

Sunday 7:30 am – 6:00 pm

**Procedures for Release of Children**

*Complies with Section 746.4101 and 746.4103 of the Minimum Standard for Child-Care Centers*

- Each parent will have a unique code programmed that identifies them and the children they are authorized to sign in and out.
- A valid government issued photo identification must be shown before the child will be released.

**Health Check**

A Health Check will be administered upon drop off of each child. The results of the health check will be determined by the center's staff, not the parent, on whether or not the child remains in care for that day.

**Illness**

*Complies with Section 746.3601 and 746.3603 and 746.3605 of the Minimum Standard for Child-Care Centers*

Due to the health and well-being of each child we will strictly adhere to the following illness and exclusion criteria. Children will be excluded if:

- Fever as measured by a temperature of 100 degrees Fahrenheit or higher
- Vomiting (two or more episodes in 24 hours)
- Swelling/Redness of the Throat
- Constant Cough
- Extreme Fatigue/Lethargy
- Head Lice
- Reddened/Draining Eyes
- Skin Rash
- Bumps on Hands, Feet and/or Throat
- Diarrhea (two or more episodes in 24 hours)
- Mouth Sores

A parent or authorized pick-up person must arrive at the childcare center as soon as possible, but not to exceed one hour after being called to pick up their ill child.

**Exclusion Criteria**

*Complies with Section 746.3601 and 746.3603 and 746.3605 of the Minimum Standard for Child-Care Centers*

The exclusion of a child from care is determined by:

- Whether or not the child can participate in the activities planned for the day in his/her classroom/age group
- Whether or not the child requires more care than the staff can provide without compromising the care needs of the other children at the center
- Diagnosis of a communicable disease by a healthcare professional with no medical documentation that the child is no longer contagious
- A child must be fever free and symptom free without the use of fever relieving or other medications for a period of 24 hours before they will be allowed to return to the center.
- If a child is diagnosed as having a contagious condition, parents should notify us as soon as possible so we can alert other families. Confidentiality will be upheld.
- Whether keeping the child in care will pose an increased risk to other children and adults at the center

We reserve the right to exclude any family and/or child from the facility based on our sole discretion.

**Dispensing and Handling Medication**

*Complies with Division 2, Medications and Medical Assistance of the Minimum Standard for Child-Care Centers*

Oak Haven Kids Club chooses to not distribute medication of any kind.

**Medical Emergencies, Incidents & Accidents**

- Precautions will be made to minimize accidents and ensure the safety of the children.
- In the case of a serious Medical Emergency requiring immediate medical attention, the proper authorities (EMS, Police, Fire) will be contacted first and then the parent will be contacted.
- If a minor injury occurs, after tending to the child, the parent will be contacted depending on the severity of the injury.

- Parents will need to sign the incident report for all injuries, no matter the severity, when the child is picked up.
- If an incident occurs by one child due to the actions of another child (biting, hitting, pinching), we cannot give parents information about whom injured whom for confidentiality purposes, but a report will need to be signed.

### **Parental Notifications**

*Complies with Section 746.501 of the Minimum Standard for Child-Care Centers*

The most recent version of Oak Haven Kids Club Operational Policies and Procedures is on hand at the Center.

### **Discipline and Guidance**

*Complies with Subchapter L, Discipline and Guidance of the Minimum Standard for Child-Care Centers*

Oak Haven Kids Club uses positive methods of discipline and guidance.

- Discipline will be individualized and consistent for each child, appropriate to the child's level of understanding, and 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:
  - Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
  - Reminding a child of behavior expectations daily by using clear, positive statements;
  - Redirecting behavior using positive statements
- 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.
- We will not use harsh, cruel, or unusual treatment of any child.

### **Meals**

*Complies with Subchapter Q, Nutrition and Food Service of the Minimum Standard for Child-Care Centers*

Parents will have the option to provide their children's food or purchase breakfast, lunch, and/or dinner from Oak Haven Kids Club.

Snacks are scheduled to be served three times a day and will be included in the price of service. We will offer food in the following food groups at least one time throughout the day:

- Milk
- Meat/Meat-Substitute
- Vegetables and Fruit
- Whole Grains

Parents of children with food allergies are required to provide written documentation of the food allergy. Oak Haven Kids Club is a NUT FREE facility; as such it will not provide any nut products and will also inform parents not to provide nut products for their children's meals and snacks.

### **Food Service and Preparation and Practices**

All food and drinks will be of safe quality and will be stored, prepared, distributed, and served under sanitary and safe conditions.

### **Immunization Requirements**

*Complies with Section 746.613, 746.617, 746.621, 746.623, and 746.625 of the Minimum Standard for Child-Care Centers*

- We are required to obtain a copy of the child's immunization record as specified by the Texas Department of State Health Services in 25 TAC 97, Subchapter B (relating to Immunization Requirements in Texas Elementary and Secondary Schools and Institutions of Higher Education).
- Provided immunization records must include the following:
  - The child's name and birth date;
  - The number of doses and vaccine type;
  - The month, day, and year the child received each vaccination; and
  - The signature or stamp of the physician or other health care professional who administered the vaccine.

For a child attending a school away from the childcare center, Parents may note on the admission form that the child's immunization record is current and on file at another school that the child attends. The Statement must be dated and include the name, address, and telephone number of the school listed in the statement. For parents that cannot provide an immunization record and/or are exempt, management will need to be notified and can assist the parent according to the Texas Department of State Health Services rules in 25 TAC §97.66. More information on immunization requirements can be found at [www.dshs.state.tx.us/immunize](http://www.dshs.state.tx.us/immunize)

### **Tuberculin Testing Requirements**

*Complies with Section 746.627 of the Minimum Standard for Child-Care Centers*

Tuberculin testing is not required by Oak Haven Kids Club.

### **Hearing and Vision Screening Requirements**

*Complies with Section 746.629 of the Minimum Standard for Child-Care Centers*

- Vision and hearing screening tests are required for children 4 years old by September 1st. Parents are required to provide one of the following as documentation:
  - The individual visual acuity and sweep check results
  - A signed statement that the child's screening records is current and on file at the pre-kindergarten program or school the child attends away from the center.
  - An affidavit stating that the vision or hearing screening conflicts with the tenets or practices of a church or religious denomination of which the affiant is an adherent or member.

### **Enrollment Procedures**

*Complies with Section 746.501 and 746.605 of the Minimum Standard for Child-Care Centers*

To enroll children, parents can either complete the registration form at the center. Upon the first visit, parents will need to complete a registration form with the following information:

- Contact information for persons other than a parent to whom the child may be released and whom can be contacted in case of an emergency (can be the same person)
- Emergency-care facility of choice
- Contact information for the child's physician
- Contact information of school for school-aged children
- Immunization Records (unless on file at another school)
- Statement of Child's Health from a health-care professional (unless on file at another school)
- Special care needs and allergy information

### **Discussing Policies and Procedures**

Parents will receive a new copy of the Policies and Procedures each year in case of changes. Parents are welcome to contact the Director with any questions that they have regarding their children's care at our center or about center's policies, procedures or in general about how the center operates.

### **Parental Visitation**

Parents are allowed to visit the center at any time during operational hours to observe their child, the center operation or program activities. Parents do not have to secure prior approval to visit. In general, for the safety of the children and our caregivers, parents are not allowed past the front desk, with the following exceptions:

- If desired on their first visit, parents can be led on a tour through the facility with their child by a staff member
- If deemed necessary by management for the safety or well-being of a child
- Breast-feeding moms are allowed in the infant room
- Oak Haven Kids Club is monitored by security cameras
- There will be activities held throughout the year where parents are invited to participate in the center operation and activities.

### **Minimum standards and Licensing Inspection Report**

A copy of the Minimum Standards for Child-care Centers is available for review at the Center upon request. In addition, parents can find it online by going to:

[http://www.dfps.state.tx.us/documents/Child\\_Care/Child\\_Care\\_Standards\\_and\\_Regulations/746\\_Centers.pdf](http://www.dfps.state.tx.us/documents/Child_Care/Child_Care_Standards_and_Regulations/746_Centers.pdf)

Local Licensing Office, PRS Child Abuse Hotline and the PRS Website Information Licensing Office

[http://www.dfps.state.tx.us/Child\\_Care/About\\_Child\\_Care\\_Licensing/](http://www.dfps.state.tx.us/Child_Care/About_Child_Care_Licensing/)

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### **Texas Penal Code**

Under the Texas Penal Code, any area within 1000 feet of a child-care center is a gang-free zone, where criminal offenses related to organized criminal activity are subject to harsher penalty.

### **Emergency Preparedness Plan**

Evacuation routes and relocation plans are posted in every room. The designated relocation area if we need to relocate inside the operation is the Movie room. If we need to relocate outside the operation, we will follow our emergency evacuation plans and relocate to Oak Haven Massage at Suite 700. Routine drills will be conducted according to licensing requirements.

### **Breast-Feeding**

Mothers are allowed to breast feed their children in the infant room or in our break room. Parents have the right to provide breast milk for their child.

### **Preventing and Responding to Abuse and Neglect of Children**

We ensure annual training is completed by employees to prevent and respond to abuse and neglect of children. Oak Haven Kids Club works with local authorities and community organizations to help prevent abuse and neglect.

### **Reporting Suspected Child Abuse**

For information from the Texas Department of Family and Protective Services on reporting abuse, neglect or exploitation, visit: [http://www.dfps.state.tx.us/Contact\\_Us/report\\_abuse.asp](http://www.dfps.state.tx.us/Contact_Us/report_abuse.asp)

#### Abuse Hotline and Website

- Parents of a child who is a victim of abuse or neglect should contact the Texas Abuse Hotline to obtain assistance and intervention.
- Call the Texas Abuse Hotline Nationwide toll-free at 1-800-252-5400 24 hours a day, 7 days a week.
- Make your report through their secure web site and you will receive a response within 24 hours: [www.txabusehotline.org](http://www.txabusehotline.org)

#### Recognizing the Signs of Child Abuse/Physical Abuse

Physical Abuse is physical injury that results in substantial harm to the child, or the genuine threat of substantial harm from physical injury to the child. The physical injury (ranging from minor bruises to severe fractures or death) can result from punching, beating, shaking, kicking, biting, throwing, stabbing, hitting, burning, choking, or otherwise harming a child. Such injury is considered abuse regardless of whether the caretaker intended to hurt the child.

#### Neglect

Neglect is failure to provide for a child's basic needs necessary to sustain the life or health of the child, excluding failure caused primarily by financial inability unless relief services have been offered and refused.

#### Sexual Abuse

Sexual Abuse includes fondling a child's genitals, penetration, incest, rape, sodomy, indecent exposure, and exploitation through prostitution or producing pornographic materials.

### **Payment Information**

- Payment is due upon pickup based on the following prices:
  - under 18 months is \$12/hour
  - 18 months through 12 years old is \$10/hour.
  - Additional siblings are \$6/hour.
- Rates are pro-rated to the minute based on the hourly rate.
- Parents may purchase meals at the listed price. Any children in our care for more than four hours, they will be provided a meal (if one was not left by the parents) and charged to the family account.
- If a child or children are picked up past normal closing times, a late fee of \$1 per minute will be charged in addition to the normal childcare rate.
- If parents or other emergency contacts cannot be reached after one hour past closing, the Austin Police Department will be contacted.

### **Diaper Changing**

*Complies with Division 2, Diaper Changing of the Minimum Standard for Child-Care Centers*

- We will change all diapers when soiled.
- We only accept disposable diapers.
- Caregivers will document diaper changes that take place while children are in our care.

### **Potty Training**

Parents should let us know when their child is potty training so we can assist by taking the child to the restroom frequently. We ask parents of children who are potty training to bring extra clothes and materials.

### **Firearms and Other Weapons**

Firearms and other weapons such as knives, bows and arrows, are prohibited on the premises of the center unless being carried by Law Enforcement Official who is trained and certified to carry a firearm while on duty.

### **Staff Immunizations**

Oak Haven Kids Club does not require staff to maintain current vaccinations.

### **Outdoor Policy**

We recognize that being outside gives children the freedom to explore. It has a positive effect on our sense of well-being through access to fresh air and exercise which encourages a healthy lifestyle. We utilize our trees with shaded areas to extend and develop our use of outdoor space. Drinking water is freely available and encouraged during play.

OHKC is responsible for checking the play area using the OHKC Daily Playground Checklist, before children are allowed to play. This includes checking for standing water, debris, damage to equipment, loose surface, trash, etc. A copy of OHKC Daily Playground Checklist is available upon request.

Walkie-Talkie's are accessible for Teachers at the play area. If a child needs to use the bathroom, an accident occurs, or the Teachers need any type of assistance; they will use the device to communicate to Front Desk at OHKC.

It is the Teachers responsibility for the safety of each child, therefore, parents are not allowed to pick up or drop off their child at the play area under any circumstance. Teachers are not to engage in any Parent-Teacher conversation during this time. As usual, please check your child in/out at the front desk.

Children will be walked to play area on the walkway with a walking rope. A minimum of 2 Teachers will be with the group. Outdoor Play rules will be enforced to ensure safety on the playground.

It is our policy at Oak Haven Kids Club, all children who are well enough to be in attendance are well enough to participate in outdoor activities. Daily outdoor activities are planned for all children when weather permits. Children will not be taken outdoors in severe and threatening weather.

Children shall be dressed appropriately for the weather, including appropriate seasonal clothing and footwear, so they can participate fully, move freely, and play safely. Spaghetti straps and any clothing with drawstrings or loops is prohibited.

Footwear should provide comfort for running and climbing. Examples of appropriate footwear includes sneakers, gym shoes, and closed-toe shoes with rubber soles that will not come off easily.

In case of Emergency while out on the play area, our evacuation will consist of the children exiting through the back entrance and walking safely to the large tree just behind Oak Haven Kids Club.