



Miller Child Development Center, Incorporated

102 S Rio Grande
San Antonio, TX 78203

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Parent Center
Policies
and
Procedures

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Welcome and Introduction

Dear MCDC Families,

Welcome to the Miller Child Development Center Inc. MCDC is committed to providing warm, nurturing care in a safe environment. Your child will have daily opportunities to play with new friends, learn new skills, build self-confidence, and enjoy many fun and challenging activities designed to meet his or her developmental needs.

Hazel T. Miller, a renowned San Antonio Educator and her husband, Mr. Johnnie Miller, founded Miller Child Development Center Incorporated in 1969. MCDC is a private, non-profit 501(c)(3), Early Childhood Development Center Corporation chartered by the State of Texas. Mrs. Miller realizing the need for childcare services on the eastside of San Antonio designed a child care program that would meet the needs of disadvantaged families regardless of their race, color, or socio economic background.

Miller Child Care program, one of the first of its kind in the San Antonio- Bexar County Metropolitan area, was and continues to be replicated in its likeness and use today. Mrs. Miller opened her first child care facility in her home located on St. John Street and, in 1974 opened an Annex Child Care Center in the Claude Black Multi-Purpose Center located at 2805 East Commerce. In the fall of 2011, early child development services were centralized to a state-of-the-art facility located at 102 S. Rio Grande St This was accomplished to prepare children to experience a smooth transition from infancy into an early childhood development setting and on into public school Pre-K.

It is a pleasure to work with your family. Please take a few minutes to read this family guide as it provides important information you need to know and may answer many of your questions.

If you have any additional questions, please contact the Site Director at your child's program or the Program Director.

Once again, welcome and thank you for choosing the MCDC of Greater San Antonio. We look forward to working together to create an exceptional learning experience for your child.

MCDC Youth Development Staff

INTRODUCTION

The Miller Child Development Center Inc. provides care for infants to elementary school age from 6:30 am to 6:00 pm. Miller Child Development Center operates a year-a-round early childhood development program. Services are provided Monday thru Friday from 6:30 am to 6:00 pm. The Child Development Center will be closed on all major holidays. Should the Child Development facility close on any other day(s) during the year, parents/guardians will be notified in advance.

MCDC Mission Statement

To make available affordable early educational opportunities to young children of all income levels.

Focus

We're for the Development of Youth and Community.

Philosophy Statement

Miller Child Development Center Incorporated is committed to providing a high quality early educational program to young children in a safe, healthy and nurturing environment in preparing them for their next level of growth and education pursuits.

Nondiscrimination Policy

The Miller Child Development Center Inc. accepts applications for enrollment without regard to ethnicity, religion, color, sex, national origin, marital status or political belief.

Purpose

Miller Child Development Center Incorporated will continually seek additional funding that will expand the early childhood development and educational services provided which include services to infants, toddlers, preschoolers, after-school and/or before school age children throughout the various sectors of San Antonio where affordable child care services are very limited, do not exist and there is a great need. The Texas Department of Family and Protective Services (TDFPS) or Texas Department of Health (TDH) licenses MCDC Youth Development as a childcare center where applicable.
Texas Department of Family and Protective Services licensing standard 746.501(1)

Goals and Objectives

Our goal is to support the parent in assisting us with the early education of their children as the child's primary educators. We will accomplish this with a variety of parent training session, parent/child projects, reading activities, nutritional classroom activities and wellness activities. Our staff will be encouraged to enhance their academic careers in order to keep up with the various changes in early childhood education. As a joint effort with our parents, staff and the community, Miller Child Development Center Incorporated will make affordable early education opportunities to children of all income level through the various sectors of San Antonio

Staff Requirements

Each staff member must meet the Texas Department of Family and Protective Services and MCDC standards of education and work experience. MCDC staff is CPR, First Aid and Blood Borne Pathogen certified as well as processed with background checks, FBI Finger Printing and Pre-employment and random drug screening. Staff are also required to receive 30 hours of training as stated by Texas Rising Star.

Acceptance and Release of Children

Each child must be brought into and picked up from inside the Center by the parent/guardian or a designated person listed on the Child's Enrollment form. All children **MUST** be signed-in or signed-out at the front desk and in the child's respective classroom each day. The parent/guardian or person designated **MUST** provide picture identification at the time the child is brought into the classroom and **MUST** sign

his/her name along with the child's name on the Sign-In/Sign-Out Form for security purposes.

Parents/ legal guardians must bring children to the Center not later than 9:00 a.m. each day. This time will change to not later than 10:30 a.m. if the parent/guardian brings a Doctor's statement for the child. These are the Center's cut off times based on our nutrition program, curriculum activities and daily planning.

Authorization is needed from the parent/guardian for those individuals who will be permitted to pick-up their child in case of an emergency. The name or names of these individuals should be given at the time of enrollment. No child will be allowed to leave with any adult that is not on the pick-up list or without prior authorization from the parent/guardian. All individuals picking up children **MUST** provide picture identification at the time of pick-up.

Enrollment

MCDC Early Learning enrollment is open to Newborns through 12 years of age. Ages through 12 years of age are accepted on specific holidays and center will notify parents of those days of care availability.

MCDC Afterschool Care enrollment is open to any child, ages 3 years through 12 years of age, with transportation available to students who attend the following schools:

- Tynan Elementary
- Dorrie Miller
- Idea Carver
- Idea Eastside

Children enrolled in other schools may attend Millers, but transportation is arranged by the parent and determined individually.

Special Needs

Children with special needs are accepted, provided the program can meet the needs of the child. They are encouraged to participate in all the activities and opportunities available. Children are assessed on an individual basis to determine whether a child with special needs can be cared for within our programs with reasonable accommodations. Children must be able to participate in a 1:26 ratio. We do not provide a one on one program. Parent must provide care documentation by a health-care professional or qualified professionals affiliated with the local school district or early childhood intervention program prior to attendance.

Admissions

Parents may enroll in full-time or afterschool care at the MCDC facility. All paperwork on the child must be completed prior to the child attending. Forms include:

- ❖ Completed enrollment packet
- ❖ CACFP Meal Benefit Income Eligibility Form
- ❖ Infant Feeding Instruction (Infants only)
- ❖ Authorization for Transportation (School-age only)

In addition to the above, the Miller Child Development Centers also require the following:

- ❖ Physical: Signed form of recent examination from a licensed health professional - for children who attend Full time and as a Drop-in
- ❖ Immunization records
- ❖ School-age Immunization/Physical Form (School-age only)

Parents will notify the Miller Child Development Center if their child has had a recent medical situation or changes in their dietary needs. Parents must update the original form for every child in the program. Front office at the centers will provide parents with their child's file to update information such as new phones cell, home or work, add or remove emergency contacts, add any changes to child that has occurred such as a new allergy discovered or special needs diagnoses. Only parent/guardians are allowed to make changes to original form

The Miller Child Development Center will notify parents of any policy changes in writing 30 days before the changes go into effect.

Tuition

Tuition payments are due prior to care being rendered. Children attending three or more days a week will be charged a full week's tuition. All payments are due on Monday (CCS parents by the 2nd Monday of the month). **A \$5 late fee will be incurred on any account that is not paid in full by Monday.** If by Thursday evening the account is still not paid in full, the child(ren) will not be accepted the next day.

Any CCS payment not paid by the due date will be reported to CCS and could result in a loss of services. If you are having problems with making your payment please consult our center director so a payment plan may be made.

Absences will not be discounted. If a child is absent for a week or more a \$50.00 holding fee per week is required to hold your child's spot. This is to not excide two weeks.

All payments must be paid by either Money order or Credit Card,
CASH IS NOT ACCEPTED.

Rate changes go into effect when the child moves into the next room. All fees are subject to change.

Refund Policy

Refund request must be in writing and received 1 week prior to your withdrawal. Not all refund requests will be approved. Accounts paid with a credit card will be refunded to the same card. All other forms of payment will be issued a refund check. Please allow 3-4 weeks for refund checks to be processed. For children on grants all monthly fees are fully earned and are not eligible for refund. All refunds will be charged a \$20 refund processing fee.

TEXAS RISING STAR

What is Texas Rising Star?

Texas Rising Star is Texas' quality rating and improvement system (QRIS). This program is voluntary, it measures quality of child care programs, and provides professional development and other resources to help improve quality of care. This program is available to licensed centers, licensed child care homes, and registered child care homes. There are three levels of certification 2-Star, 3-Star, and 4-Star. Texas Rising Star Measures are broken down into the five categories below.

Category 1: Director and Caregiver Qualifications and Training

Purpose of Category 1 is to look at the Director and Caregiver qualifications to capture the education, experience and ongoing professional development of staff.

Category 2: Caregiver-Child Interactions

Purpose of Category 2 is meant to observe important aspects of quality caregiving that support the development of social and emotional, cognitive, and language skills. Along with Ratios they also focus on Warm & Responsive Caregiving, Language Facilitation & Support, Play-based Interactions & Guidance, and Support for children's Regulation.

Category 3: Curriculum

Purpose of Category 3 is to view that the lesson plans are working as tools for caregivers to use to plan activities for their classroom. The TRS measures regarding Lesson Plans and Curriculum are designed to demonstrate that the classroom activities are intentionally linked to an early learning domain.

Category 4: Nutrition and Indoor/Outdoor Environments

Purpose of Category 4 is to assess the nutrition practices of the facility, the indoor environment of the classroom, and the outdoor environment of the facility.

Category 5: Parent Education and Involvement

Purpose of Category 5 is to assess the communication between the program and parents. Also being able to provide the parents with various opportunities to actively participate in the program.

PARENT ENGAGEMENT

Communication

A great program requires a partnership between staff and parents. As a partner in your child's success at the MCDC, you have free access at all times to all areas of the program used by your child. We invite you to become familiar with the staff and encourage you to visit and to participate in the program as often as possible.

At the MCDC we strive to provide you with timely and relevant information on our programs, engaging you as a partner in your child's day. You can expect, satisfaction surveys, newsletters, daily informal communication and program learning objectives. To best support you and your family the Miller Child Development Center, please feel free to provide suggestions for improvement regarding these communication tools or any aspect of MCDC's program.

Orientation

MCDC families will be given a personal orientation at the time of enrollment. All procedures and forms will be reviewed as well as additional questions the parent may have. Parents are free to visit their child's classroom at that time and are encouraged to set a meeting with the teacher.

Parent Conferences

Parent Conferences will be held at least twice a year to update parents on their children's progress. Parents will be updated on program changes as they occur. Our center also has a PTA that meets regularly every six weeks. Teachers will communicate with parents daily on events involving their child.

Any policy changes or parental notifications will be provided in writing.

Family Participation and Education

The Miller Child Development Center will offer regular family events where family members are encouraged to participate in activities with their child. Parents are notified with a newsletter or a posting on the parent board. The MCDC has an open door policy where parents are welcomed to observe and participate with their child in daily activities. Parents should notify the Director to make these arrangements. Parents are encouraged to enroll in our parenting classes for parents with children 5yr and younger. Childcare is provided to parents enrolling in our parenting classes.

BEHAVIORAL EXPECTATIONS

The MCDC recognizes that positive discipline teaches and encourages the healthy development of children's self-esteem. The MCDC does not allow the use of corporal or physical punishment at MCDC centers. Caregivers employ positive discipline techniques, which include praising, calling attention to appropriate behavior, and acting as positive role models to influence and reinforce positive behavior. The staff set limits that are developmentally appropriate and consistently enforced.

The MCDC strives to meet the needs of all children by setting guidelines and boundaries appropriate to each stage of development. Children are taught to consider the effect that their actions may have on others.

Staff will encourage and assist the afterschool children in following the MCDC Afterschool Care Code of Conduct. Each MCDC Afterschool Care child will receive a copy of the Code of Conduct upon his/her first week in our program. A staff member will review the code with each child. A copy of the MCDC Code of Conduct can be found in the back of the parent handbook and online at MDCsatx.org.

Discipline and Guidance Policy

Discipline must 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 may 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; and
- ❖ Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age.

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

- ❖ Corporal punishment or threats of corporal punishment;
- ❖ Punishment associated with food, naps, or toilet training;
- ❖ Punishment associated with food, naps, or toilet training;
- ❖ Hitting a child with a hand or 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;
- ❖ Placing a child in a locked or dark room, bathroom, or closet with the door closed
- ❖ Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

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

Progressive Disciplinary Policy

To facilitate communications of behavior expectations and guidelines among staff, parents, and children, the following progressive guidelines will be implemented when additional disciplinary measures are needed:

- ❖ Staff will notify parents of emerging problems and ask for assistance in behavior management.
- ❖ A child/parent/MCDC staff conference will be held resulting in an agreement for behavior improvement, which may include
- ❖ In-house probation for a designated period of time.
- ❖ Suspension from the program for a designated period of time not to exceed 5 workdays.

- ❖ After every effort has been made to help the child and the family, the child may be released from the program at the discretion of the MCDC.
- ❖ At the request of the parents, the case can be reviewed after 3 months by the Program Director. If re-admission is granted, a written agreement will be made covering expected behavior prior to the child's return to the program.

Severe disciplinary problems may result in immediate dismissal from the program. These problems include but are not limited to:

- ❖ Behavior, which endangers the physical well being of the child or others.
- ❖ Possession of a weapon (firearms, illegal knives or other items recognized by local, state and federal laws).
- ❖ Possession of illegal substances and/or paraphernalia.

Disciplinary Problem -- is defined as one in which a child is hampering the smooth flow of the program by either requiring constant one-on-one attention; inflicting physical or emotional harm on other children; physically and/or verbally abusing staff or otherwise unwilling to conform to the rules and guidelines of the program.

Texas Department of Family and Protective Services licensing standard 746.501(7)

Gang Free Zone

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

Texas Department of Family and Protective Services licensing standard 746.501 (17, 18, 19, 20, 21, 22)

Meals and Food Service

The MCDC has made a commitment to supporting healthy living by adopting a set of Child and Adult Care Food Program (CACFP) standards. The CACFP standards will build a healthier future for our nation's children by creating environments rich in opportunities for healthy eating and physical activity. The Miller Child Development Center provides hot home cooked meals prepared by our in-house certified chef.

Breakfast, lunch, and snack are provided to each child on a daily basis. Our Center participates in the USDA Child and Family Food Program. USDA states that breakfast is not to be served after 9:00am and no outside food permitted within the center. All meals provided are nutritious based. MCDC does not permit home lunches. All lunches will be provided by MCDC.

If your child is allergic to any food and/or requires a special diet, please provide the Center Director with a doctor's or health-care professional's letter.

Beverages:

- ❖ Make water accessible and available to children at all times, including a table during snacks and meals.
- ❖ Provide only water and unflavored low-fat (1%) or nonfat milk (for children 2 or older), family style
- ❖ Engage parents and caregivers using information materials and activities focused on healthy eating and physical activity a minimum of once every three month (a minimum of three to four times per year)

Food

- ❖ Children serve themselves (family style) all food and beverages from common bowls and pitchers with limited help. Staff sits with children during snacks and meals.
- ❖ Provide fruits or vegetables (fresh, frozen, dried or canned in their own juice) at every meal and snack.
- ❖ Do not provide any foods that contain trans fat (listed as partially hydrogenated oils in the ingredients).
- ❖ Offer only whole grains, as determined by confirming that the first item listed in the ingredients contains the word whole (e.g., whole wheat, whole oats, whole-grain flour, whole brown rice).
- ❖ Provide foods that don't list sugar (e.g., sugar; inverts sugar; brown sugar; words ending in –ose; and syrups like high fructose corn syrup, honey, etc.) as one of the first three ingredients or that contain no more than 8 grams of added sugar per serving.
- ❖ MCDC staff will model healthy eating behaviors at all times. This includes consuming the same foods and beverages as children during meals and snack (if possible) and avoiding consumption of foods or beverages that are inconsistent with the USDA standards during program time.

Early Learning Nutrition Policy

The foods children eat influence their growth, development, capacity to learn and overall behavior.

- ❖ Our Development Program prepares and provides breakfast, lunch and snack for all children. Children arriving after school are provided a daily afternoon healthy snack.
- ❖ Menus are nutritionally balanced according to the USDA Food Program guidelines.
- ❖ The lunch meals are served family style with the teachers guiding the students.
- ❖ Hot foods are kept out of the reach of children by the staff as the food is delivered into the classroom by the kitchen staff
- ❖ Foods will be cooled, frozen and heated at the recommended temperatures according to the USDA guidelines.
- ❖ Children are served a warm meal but are not exposed to liquids or food that is hotter than 110 degrees F.
- ❖ Teachers do not use food as are a reward for good behavior nor do they reward the children for a “clean plate” at mealtime.
- ❖ Kitchen staff will abide by the hygiene and safety standards also set out by the USDA and the DFPS Minimum Standards.
- ❖ An annual inspection by the San Antonio Health Department will be conducted to assure that the hygiene and safety standards are maintained.
- ❖ Inspections will be posted and available for review by our parents and the public.
- ❖ Menus are posted for parents to view and parents are encouraged to ask for a copy of the menu.

If the child has special dietary restrictions, the teacher or Center Director must be notified in writing by the child's parent and/or physician in order for staff to avoid serving such items to their child.

Education on food allergies is provided to the staff as well as to the kitchen staff. The information provided comes from the USDA and the Center for Health's, AgriLife's informative articles on the web as well as from the certification training the staff must receive.

Occasionally parents may wish to bring special foods for a special event such as birthday celebration. USDA Minimum Standards require that only pre-packaged items or foods prepared from a grocery store, bakery, deli or restaurant that is inspected by local health authorities, will

be the only acceptable items. If you wish to send special food for a special event, please coordinate this with the teacher and Center Director. For more information on the state nutritional guidelines parents can and are encouraged to access the complete nutrition guidelines online at www.dshs.state.tx/fo

Children are not forced to eat if they choose not to do so, however, they are encouraged to taste all food prepared. The Early Learning Centers assure that healthy meals and snacks are all USDA approved and are made available to all children for breakfast, lunch and afternoon snack. The centers prepare meals with a variety of fresh fruits, vegetables and whole grains. Meals are designed to include healthy, colorful, ethnic and home style foods. Foods such as fruits and vegetables are sometimes used in a lesson to teach their names, colors or to categorize.

Breastfeeding Policy

Breastfeeding will be allowed if a mother requests to breastfeed her child while the child is in our care. The mother will be provided a comfortable chair inside the classroom to breastfeed. Upon parents request we provide parents additional resources such as brochures, flyers, and online information on breastfeeding. Brochures and additional resources are posted next to our parent information board.

Infant Feeding

- ❖ Promote and support exclusive breastfeeding for six months and the continuation of breastfeeding in conjunction with complementary foods for one year or more.

Physical Activity

- ❖ Provide children with opportunities for moderate and vigorous physical activity for at least 60 minutes per day during a full-day program or 30 minutes per day for a half-day morning or afternoon program. Include a mixture of moderate and vigorous activity and take active play outdoors whenever possible.
- ❖ MCDC staff will model active living by participating in physical activities with children.
- ❖ Provide daily opportunities for infants to freely explore their indoor and outdoor environments under adult supervision. Engage with infants on the ground each day to optimize adult-infant interactions. Provide daily tummy time, or time in the prone position for infants less than 6 months of age.

Screen Time

- ❖ Eliminate screen time (television, movies, cell phone, video games, computer, and other digital devices) for children under 2 years old.
- ❖ For preschool children over the age of 2 and children in half day school age programs limit screen time to 30 minutes or less per day.
- ❖ For Children in full Day Camp programs limit screen time to 1 hour per day.
- ❖ During screen time, seek to minimize children's exposure to commercials and ads marketing unhealthy foods.

MCDC Early Learning curriculum goal is to provide young children in care a pre-planned, positive environment. This environment is designed to enhance the whole child, nurturing the body, mind and spirit. MCDC programs provide each child with experience that encourages:

- ❖ Positive self-esteem to enhance a personal identity and support group identification.
- ❖ Social interaction with opportunities for each child to interact with both peers and adults, including those who are different from himself or herself in order to perpetuate acceptance of individual differences.

- ❖ Self-expression and communication skills by providing activities that develop and enhance language skills and opportunities for children to express themselves through other self-directed experiences.
- ❖ Creative expression by providing opportunities for each child to be original and to make use of equipment and materials in a way not prescribed by others.
- ❖ Large and small muscle development by providing opportunities for each child to participate in activities utilizing equipment to develop his or her small and large muscles according to individual abilities.
- ❖ Intellectual growth by providing resources for each child to develop cognitive skills for more effective communication and interaction.

Our childcare center uses Creative Curriculum.

Rest Periods: Your child's day at the Miller Child Development Center is planned to provide exciting, active learning experiences. A rest period is scheduled each day to maintain a balance between active and quiet times. Our state regulatory agency established a designated rest period for preschool children (usually 1½ to 2 hours). MCDC staff encourages your child to rest quietly during this time.

Field Trips

The Miller Child Development Center requires parental permission for your child to accompany us on a field trip. All parent volunteers who are interacting with children other than their own are required to have a current background check and volunteer application processed through the MCDC.

Texas Department of Family and Protective Services licensing standard 746.501(15)

Transportation

The **Miller Child Development Center** has my permission to transport my child to and from the center on excursions or other planned trips. I understand that all precautions will be taken to ensure the safety and health of my child. Parents will be notified in advance of any field trips requiring transportation.

Texas Department of Family and Protective Services licensing standard 746.501(13)

Water Activities

The Miller Child Development Center has my permission for my child to participate in water activities. I understand that all precautions will be taken to ensure the safety of my child. Parents will be notified in advance of any water activities planned for the program.

Texas Department of Family and Protective Services licensing standard 746.501(14)

Clothing

Children should wear casual clothing. Shoes are required at all times. Cool clothing should be worn during the warm months

In the early childhood environment and for the safety of your child, no flip-flops or sandals that expose the toes will be allowed. It is important for your child to be dressed in comfortable play clothes that will adapt to food spills, paint, sand, and water play. It is wise to label all of your child's belongings. If your child is in the process of learning to use the toilet, we advise you to provide us with sufficient changes of clothing.

We ask that your child leave all personal belongings at home. Pre-school parents are encouraged to not allow their children to wear jewelry during program hours.

CHECK-IN AND OUT PROCEDURES

Children must wear appropriate closed toed shoes to have the ability to participate in all indoor or outdoor activities.

MCDC Arrival

To establish a daily routine and smooth transition, children are encouraged to arrive no later than 9:00 a.m. Person dropping off child must sign in child on the computer in the front and wait for teacher to conduct a health check before leaving classroom. Parents need to notify center if arriving after 9:00 a.m.

and discuss arrival time with director/person in charge. Please make sure child is feed if arriving after mealtime.

MCDC Afterschool Care CHECK-IN

Each child is responsible for checking into the MCDC Afterschool Care classroom directly after school each day. Parents are contacted about those children who do not arrive within the first 30 minutes after school dismissal. Parents are **required** to notify the MCDC office before 12:00 p.m. if children will be absent or late to the Afterschool Program. Parents must accompany the child into the center and check-in the child with a staff member during full day.

MCDC CHECK-OUT

No child may leave the Miller Child Development Center without being signed out by:

- ❖ Authorized persons on the enrollment agreement; or
- ❖ A person authorized by emergency pick-up verification procedures
- ❖ Photo ID required for person picking up child

Parent or guardian must sign Full Time care children in and out daily.

Special Note:

For the safety of your child, a designated authorized person must check out all children unless otherwise stated by a School District's policy that the minimum age of a person to pick up a minor is 18 years of old. When picking up your child, as a precaution, please do not leave valuables visible in your car.

Emergency Pick Up Verification

If an emergency occurs and you must have someone that is not listed on the child's enrollment agreement to pick up your child, Texas state law requires the following:

- ❖ Parents must call the Miller Child Development Center and give the following information:
 1. Name and physical description of the person who will be picking up the child.
 2. The child's member number or other methods of verification.
- ❖ The person picking up the child must:
 1. Present an identification card with a picture when picking up the child.
 2. Complete an Emergency Pick-up Verification form.

Persons **not** listed on a child's enrollment agreement will be allowed to pick up the child only in an emergency situation, and only after the emergency pick-up verification procedures have been followed.

Under no circumstances will a child be allowed to leave the center with an unauthorized person.

Special Note:

If an occasion occurs when none of the persons listed on the Enrollment Agreement are able to pick up a child, arrangements for an Emergency Pick-up Authorization may only be made by the two listed guardians or the emergency pick-up person. No other persons may arrange an Emergency Pick-up Authorization for a child. Changes to the Emergency Pick-up Verification form may only be made by the two guardians listed, in person, at the Miller Child Development Center facility.

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: Disputes among parents and/or responsible parties relating :
: to who is allowed to pick up a child from the program may :
: result in termination of the child from the program until an :
: agreement has been reached and documented by all :
:

HOLIDAYS AND BAD WEATHER

Holidays

When school is not in session due to school holidays, the MCDC offers full-day childcare to all children 0 to 12 years if space is available.

No care will be provided on MCDC holidays.

MCDC Holidays are defined as:

- New Year's Day
- Martin Luther King
- Presidents Day
- Good Friday
- Battle of Flowers Day
- Student Holiday/ Staff Development (Last Friday in August)
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day & Day after Thanksgiving
- Christmas Day

Inclement Weather

If the SAISD schools are closed due to inclement weather, Miller Child Development Center *will not* provide care. No credit is given for inclement weather days. School/Center closures due to health and safety reasons program fees will be evaluated individually.

Emergency Preparedness Plan:

The MCDC Youth Development programs has an emergency preparedness plan that is designed to ensure the safety of children during an emergency by addressing staff responsibility and facility readiness with respect to emergency evacuation and relocation. The plan addresses the types of emergencies most likely to occur in your area including but not limited to natural emergencies.

Fire

Purpose: The safety of the children and staff members is our highest priority. Procedures and instructions have been reviewed and made readily available to staff members and the parents of the children attending our center.
In case of a fire, children will evacuate the building based on the location of the classrooms individual emergency diagram. Each classroom will meet at, "The Top of the Hill", located within Miller CDC's parking lot. Teachers will ensure all children are safe and present by conducting a name/face roll call along with head count.
The Director will be responsible for checking each classroom to ensure that no staff member or child is left behind inside the center. Lead Teacher's will take the "emergency grab bag" containing the following: Emergency contact numbers for parents, first aid kit, attendance roster with sign in/out log, local

emergency numbers for law enforcement, EMS, and local authorities. Children will be kept outside away from the building until notified by Director or local authority that building is once again safe to be in.

Severe Weather:

****MCDC follows SAISD pertaining to severe weather closures****

In case of severe weather such as tornado, floods or hurricanes, children will be re-locating into the restrooms within the classrooms to avoid debris or possible broken glass. The teacher will have the “emergency grab bag” and will ensure all children are accounted for by following name/face recognition along with head count. Children and staff will only come out of area when Director advises all classrooms that it is safe.

If children and staff are relocated due to structural damage to the building, parents will be notified of the evacuation that has taken place and that children will be at the following location:

Claude Black Center
2805 E. Commerce San Antonio, Texas 78203
Contact Number: 210-207-5236

Volatile Person/Lockdown

In the event of a security threat, the center will go into a lockdown procedure. Any event that poses a security threat to the children and staff within the building will result in an “Alert”. The alert will be a whistle that is blown 3 times into walkie-talkies and will be loud enough for teachers and students to hear. Upon the alert being sounded, children and staff will re-locate inside the restrooms located within each of the classrooms. The lead teacher will lock all doors of entrance including the restroom door from the inside as well as securing the “emergency grab bag”. Children and staff will only open doors upon the approval of law enforcement or the Director once ensuring the scene is safe.

- Doors leading into the center will be locked by administrative staff
- All adults and children will be moved away from windows and doors
- All visitors to the program will become part of the lockdown and not be able to leave the building until safety is secured

Health events such as chemical spills, explosion or bomb threat

Staff and children will follow procedures for leaving the building and teacher will acquire the “emergency grab bag”. Children will be relocated by vehicle (Center van and/or VIA Transportation Service 210-362-2000) to a location far enough away for continued safety. The center will re-locate to:

W.W. White School (Young Men’s Leadership Academy)
545 W.W. White Rd., San Antonio, Texas 78220
Contact Number:210-333-3220

Utility Failure

In order to meet the needs of children in care outside their homes, the center must have working utilities such as water, natural gas, electric and telephone lines. In the event of a utility failure, the parents will be notified to pick up their children as soon as possible. Children will be kept safe until the time of pickup.

HEALTH AND SAFETY

In order to meet the needs of children in care outside their homes, the center must have working utilities such as water, natural gas, electric and telephone lines. In the event of a utility failure, the parents will be notified to pick up their children as soon as possible. Children will be kept safe until the time of pickup.

Illness or Accidents

Children do have normal childhood illnesses and accidents. If a child's illness includes fever, vomiting, diarrhea, or feeling ill 20 minutes or longer, parents will be asked to pick up the child immediately and child may not return the following day. If a child is sent home from the Miller Child Development Center for an illness, that child will not be permitted back into the classroom if 1 or more symptoms exist according to the Texas Department of Family and Protective Services licensing standard. Children will be asked to remain home until 24 hours of symptom unless authorization from a doctor allowing early return.

If an accident should occur at the site, parents will be notified. *If necessary, a child will be transported by ambulance to the nearest medical facility or to the one indicated on the medical authorization form.*

If a child has been exposed to or has had a communicable disease or condition, staff should be notified at once. If a child has been exposed to a communicable disease or condition at the site, parents will be notified.

- ❖ For School Age Children immunization records, tuberculin testing requirements, hearing / vision screenings are on file at your local school.
- ❖ The Miller Child Development Center is required to have on file immunization records.

Texas Department of Family and Protective Services licensing standard 746.501 (3.5,9,10,11)

Allergies

Allergies are common among young children. Please alert your center director about your child's allergy problems so that we can take appropriate precautions to protect your child's health. It is important that you keep the MCDC updated on any allergies that may develop after your child is enrolled in our program.

Medications

All prescription and non-prescription medications must be in the original container labeled with the child's name, the date, directions, and the physician's name. A written, signed statement from the parents must accompany all medication with the dosage, time and date for the administration of the medication. Medication will only be administered according to the directions on the label. Medication WILL NOT be accepted if it has expired. If medication is to be given twice a day, medication may be given at home.

Any medication listed on enrollment form must be provided for the First Aid Kit. If not needed during care, this must be noted on enrollment form. If child attends Holiday or summer care please provide updated medical information.

Parents may update children's file information by submitting changes to the suggestion box located at the front entrance.

Note:

The MCDC Youth Development program will administer medications to children who have asthma, who experience allergic reactions, or require blood-glucose tests. The MCDC Youth Development program will not administer insulin shots. Any other substitute foods for raising blood sugar, such as honey, or orange juice, or other food substance, will be maintained at parents' request if we are reasonably able to do so. Parents of children with any potentially life-threatening illness or condition must be available for emergency situations at times while the child is at a MCDC Youth Development program.

Texas Department of Family and Protective Services licensing standard 746.501(4)

Mandatory Reporting of Child Abuse

The Texas Department of Family & Protective Services (TDFPS) requires MCDC staff to report suspected cases of child abuse. This includes the reporting of parents whose abilities appear to be impaired by drugs or alcohol.

The Child Abuse Hotline is 1-800-252-5400.

Playground Licensing Requirements

The Texas Department of Family and Protective Services (TDFPS) visits the Miller Child Development Center for a routine site inspection. The licensing representative may determine that some of the playground equipment on the playground does not meet licensing standards for pre-school/day care requirements.

The Miller Child Development Center after school program feels that this playground equipment is safe for elementary children with proper supervision. The TDFPS will allow us to continue to play on the equipment with notification. All equipment will be continued to be monitored for any safety hazards that may be dangerous or cause injuries and will be reported to your child's school as well as restrict activities on any such equipment.

Children's Products Certification

The Texas Legislature enacted a new law during the 81st regular session that requires childcare providers to regularly check the CPSC recall list by going to <https://www.cpsc.gov/cpsclist.aspx>. and ensure there are no unsafe children's products in the center. The MCDC, Child and Family Services monitor children products to insure that they are safe.

Cell Phones and Electronic Devices

Cell phones and electronic devices are not permitted in our facility by child(ren) or persons dropping off child(ren). Please take all phone calls and text messages outside or before picking up your child(ren). Children are not permitted to use personal cell phones for talking, text messaging or picture taking during any MCDC school day. Some children will require the use of their personal tablet for homework. Arrangements can be made with your director. Authorized tablets will only be used during homework time and must be placed back in the child's backpack. The MCDC is not responsible for lost or damaged electrical devices. MCDC staff is prohibited from exchanging messages on any social web site, exchanging cell phone numbers or text messaging with minor children and/or parent in MCDC programs.

Photographs

Photographs and videos may be made of your child to be used solely for crafts, newsletters, bulletin boards, and etc. Consent for videos/ photographs will need to be given in the Parent Authorization section of the enrollment packet.

PROGRAM DISMISSAL POLICY

Participants may be asked to withdraw from the program for the following reasons:

- ❖ Delinquency in the fee payment with no immediate payment arrangement.
- ❖ Failure to pay weekly School age tuition.
- ❖ Failure to provide required records or to meet the standards of the Texas Department of Family and Protective Services.
- ❖ Consistent late pick-up of a child or failure to notify the MCDC of a child's absences.
- ❖ Child's needs cannot be met by our program.
- ❖ Failure to follow center policies and procedures or any regulatory agency.
- ❖ Child is unwilling to follow the Miller Child Development Center procedures and rules (see Behavior Expectations and Guidelines)
- ❖ Parent or Guardian conducting themselves in an intimidating or intimate manor towards staff or children; cussing at or threatening any staff on the premises.
- ❖ Parent or Guardian failure to follow through with parent conferences, failure to consistently provide items needed for child, and/or failure to follow MCDC procedures.
- ❖ Arguing or inappropriate behavior with other parents will not be tolerated.

Parental or Guardian disputes involving the MCDC time in care will be expected to be resolved between the parties involved. The MCDC program will provide quality care for all children. We will follow all legal documents that are provided regarding visitation. If resolving parental or guardian disputes hampers the flow of the childcare program, the child may be removed until adults involved have resolved dispute.

HOW PARENTS CAN HELP

- ❖ Always notify the MCDC office each day children will be absent.
- ❖ Follow the procedures for checking children in and out of the MCDC programs each day.
- ❖ Keep children’s enrollment agreements up-to-date with current addresses, telephone numbers, (home, cellular, pager and work), medical information, etc. This requirement is mandatory for licensing requirement as well as for the well being of the children.
- ❖ Encourage school age children to check into the MCDC Afterschool Care program immediately after school each day.
- ❖ Assist your child in management of bringing homework home. We are not allowed to go back into the school building.
- ❖ Follow all policies and procedures.
- ❖ Maintain open communication with MCDC staff. Comments and questions are always welcomed.
- ❖ Provide appropriate positive discipline and guidance.
- ❖ Participate in activities assigned by MCDC.
- ❖ Participate in the Parents Advisory Committee.
- ❖ Participate in the MCDC Surveys.
- ❖ Remind children not to use personal cell phones during program.
- ❖ Refrain from talking/texting on the phone in the center during childcare hours.
- ❖ Refrain from asking MCDC staff to provide private childcare outside MCDC programs. Staff is instructed that private babysitting is against our policies and is grounds for termination.

Youth Development Billing Policies and Procedures

The following is a copy of the Billing Policies and Procedures for the MCDC Child Care program. Each parent is encouraged to keep and review these policies and procedures. The MCDC, as a non-profit organization, is acutely sensitive to maximizing resources in order to provide the best possible program for the lowest possible cost to participants. The following policies and procedures apply to the MCDC Early Learning program, and MCDC Camp programs. Any questions regarding your registration or billing please call the Customer Billing and Information Center at 210-924-2277.

Payment Method Options

MCDC Full Day

- Bank Draft:** Automatic transfer is our preferred method of payment. Accounts can be set up to draft weekly or semi monthly. Accounts can be drafted from Credit Cards or a checking account. There is a separate form for bank and credit card authorization.
- Standard Pay:** MCDC payments made by credit card or money order are due every Monday. Failure to make your payment on Monday will result in late fees, or the child being suspended until payment is made.

MCDC Afterschool Care

Standard Pay: MCDC payments must be paid by credit card or money order by Monday of each week. Late payments will result in denial of care until the amount due is paid as well as any late fees assessed. The first week of enrollment will be required at the time of enrollment based on your start date. If payment is not received, your child will not be allowed to attend on the child's attended start date.

School Year Plan: School- Age children are already enrolled for: Thanksgiving, Winter and Spring Break with an extra \$25 fee on top of the school-age fee for the week. Withdrawing from afterschool will automatically withdraw you from the MCDC program. There are no refunds for days not used. You will need to register separately for summer day camp. Full Day enrollment will need to be discussed with the director and/or office staff two weeks in advance to secure your slot.

MCDC Drop Ins

Standard Pay: MCDC payments must be paid by credit card or money order the morning of each day the child attend. Late payments will result in denial of care. The first week of enrollment will be required at the time of enrollment based on your start date. A \$25 fee up to 2 days will be assessed for all drop-ins. If payment is not received, your child will not be allowed to attend on the child's attended start date.

Failure to Meet Payment Due Dates

MCDC Afterschool Care All payments not received by the due date will incur a late payment fee up to \$15.00.

Accounts on bank or credit card drafts that failed to draft will be redrafted and a NSF fee of \$30 will be incurred. If the account can not be drafted the payment will need to be made in person or online within 3 business days. If payment is not received your child will be removed from the program until payment is made.

Accounts on the monthly Standard Pay have payments due the 2nd Monday of each month. If payment is not received by the 2nd week of the month, your child will be removed from the program until payment is made.

If a child arrives at the site and is not on the roster or has been removed from the program, they will be taken to the school office and parent will be contacted to pick up the child.

MCDC Full Day All payments not received by the due date will incur a late payment fee of \$5.00. If payment is not received by Thursday evening of the week, your child will be removed from the program until payment is made.

Accounts on bank or credit card drafts that failed to draft will be redrafted and a NSF fee of \$30 will be incurred. If the account can not be drafted the payment will need to be made in person or online within 3 business days. If payment is not received your child will be removed from the program until payment is made.

Payments made by credit card or money order are due every Monday. Failure to make your payment on Monday will result in the child being suspended or a late fee until payment is made.

MCDC Drop Ins

If payment is not received child will be removed from the program, the parent will be called to pick up the child immediately.

Any child attending without a paid registration will not be allowed to remain in program.

Absence Policy

There are no credits for absences or inclement weather days. If the schools are closed or dismissed early due to inclement weather, the MCDC will not provide care. Credit is not given for inclement weather days. Program fees will be evaluated individually if school or center has to close due to health or safety reasons.

MCDC School Age

Please notify the MCDC by 12 noon each day the child is absent. You may call the Center @ 210-354-1400 or report your absences by email to miller.child@yahoo.com this notification helps our staff to insure the safety of your child and all children in the program.

MCDC Full Time

All children should be in attendance and ready for class by 9:00 a.m. If your child is absent or will be arriving late Please call your center by 9:00 a.m.

Miller Child Development Center..... 210-354-1400

Field Trip Days

On Field trip days please notify MCDC by 9:00 a.m. if your child will be absent. You may call the Center @ 210-354-1400 or report your absences by email to miller.child@yahoo.com. This notification helps our staff to insure the safety of your child and all children in the program.

Vacation

MCDC Afterschool Care There is no vacation credit for the after school program. You must follow withdraw and re-enrollment procedures.

MCDC Full Day All children in the Miller Child Development Center full time care are eligible for 2 weeks of vacation absences. Each week the child does not attend, a \$50.00 holding fee will be added per child. You must notify your Center Director in writing **two weeks prior** to the vacation.

MCDC Drop In There is no vacation credit for Drop-in

Tardy Pick-Up Fees

All Programs

Any child enrolled who has not been picked up by the end of the program will be charged a late pick up fee. Fees are as follows:

1. \$5.00 after 5 minutes late
2. \$3.00 per minute after the first 5 minutes
3. All late pick-up fees must be paid in the month they are incurred. Failure to pay tardy pick up charges will result in child being suspended until payment is made.

TIME (p.m.)	AMOUNT \$
6:05	5.00
6:06	8.00
6:07	11.00
6:08	14.00
6:09	17.00
6:10	20.00
6:11	23.00
6:12	26.00

6:13	29.00
6:14	32.00
6:15	35.00
6:16	38.00
6:17	41.00
6:18	44.00
6:19	47.00
6:20	50.00
6:21	53.00
6:22	56.00
6:23	59.00
6:24	62.00
6:25	65.00
6:26	68.00
6:27	71.00
6:28	74.00
6:29	77.00
6:30	80.00

Note: Tardy pick-ups exceeding 2 occurrences per billing period may result in suspension of the child from the program.

Any child who has not been picked up within one hour of closing, and the MCDC office has had no contact with the parents/guardians or emergency contact persons listed on the Enrollment Agreement; the child will be turned over to the custody of the local authorities.

Withdrawal from Program

Children in MCDC Afterschool Care or MCDC Early Learning that are absent for 2 consecutive weeks without notification will be automatically dropped from the program and will still be responsible for the tuition.

MCDC Afterschool Care

Parents wishing to withdraw their child from the MCDC Afterschool Care must submit their request in writing to miller.child@yahoo.com. Requests must be submitted at least one week in advance. Account will be pro-rated for the month based on the withdraw date. Accounts will not be pro-rated if we do not receive the required advanced notice. Children on the School Year Plan withdrawing from the afterschool program will automatically be withdrawn from the school year camp program. There are no refunds for camp days not used.

MCDC Early Learning

Parents wishing to withdraw their child from MCDC Early Learning must notify their Center Director at least one week in advance. Accounts will be pro-rated for the month based on the withdraw date. Accounts will not be pro-rated if we do not receive the required advanced notice.

Re-Enrollment Policy

MCDC Afterschool Care

If space is available, you may re-enroll your child but you must have a clear balance in order to re-enroll.

MCDC Early Learning

If you need to re-enroll your child, please speak to your center director on availability. You will be required to bring your child's records up to date and pay any remaining balance in order to re-enroll. I.

MCDC Drop-Ins

If space is available, you may re-enroll your child, but you must have a clear balance in order to re-enroll.

Civil Rights Grievance Procedures

Miller Child Development Center (MCDC) ensures that everyone has equal access to our facilities and all its programs. MCDC does not discriminate against anyone because of race color, national origin, sex, age, and/ or disability. If you feel you or anyone in your family has been discriminated against, please make your complaint (verbal or in writing) to Ms. Cathy Gibson, Interim Executive Director. You may also call the office of Civil Rights at 1.800.795.3272 or 1.202.720.6338 (TTY)

Child Care Services (CCS)

CCS is a federal program designed to help working families afford childcare. The Miller Child Development Center is a CCS vendor. If you are in need of child care assistance, you will need to apply for CCS in order to continue receiving assistance. To apply for CCS or if you have questions regarding CCS you may go to their website at www.sanantonio.gov/humanservices/EarlyEducationChildCare. The process for receiving approval or denial may take as long as 6 months or more, applying early will help ensure you receive continuous funding from CCS.

Tax information

Tax statements are not available online. Please ask the front desk to retrieve your tax statement. For the purpose of reporting your childcare expense to the IRS, please use the MCDC taxpayer ID# 74- 6156076 and the name of our organization is the Miller Child Development Center.

***Annual Tax Statements are not mailed out.**

Parents are encouraged to use our suggestion box to make updates on child information. At the Miller Child Development Center we strive to provide you with timely and relevant information about our program. To best support you and your family, please feel free to provide suggestions for any enhancements you feel we could add to our center.

Policies are reviewed annually and updated if necessary.