



LeafSpringTM
S C H O O L

Parent Handbook

Revised August 2020

TABLE OF CONTENTS

Welcome.....	3
Our Vision, Mission & Values	4
Our Purpose.....	4
Our Philosophy.....	4
Accreditation.....	5
Hours of Operations	6
Enrollment.....	7
Children’s Belongings.....	7
Payment of Fees	8
Referral Credit.....	10
Vacation.....	10
Arrival and Departure	10
Curriculum.....	11
Sample Daily Schedule.....	12
Outside Play	14
Food Service	14
Birthday Celebrations.....	15
Naptime.....	16
Transportation	16
Field Trips	16
Swimming/Water Safety	17
Class Pets.....	17
Communication	18
Discipline and Guidance	19
Promotions	19
Parent Conferences	20
Parent Activities	20
Parent Advisory Board	20
Health Supervision	20
If Your Child is Ill	21
Get Well Place Admission Policies	22
What to Bring to the Get Well Place.....	22
Isolation Policy.....	23
Medication Administration	23
Emergency Care.....	24
Accident Insurance.....	24
Child Abuse.....	25
Daily Health Checks.....	25
Inclement Weather.....	25
Emergency Plan.....	25
Confidentiality.....	25
Drug & Smoke Free Environment	26
Pest Control	26
Gang Free Zone.....	26
Non-compete Ethic.....	26
Termination Policy.....	26
Policy Changes	26
Translators.....	27
Licensing Information for Parents.....	28

WELCOME!

Our teachers and nurses welcome you and your child to LeafSpring School. We are delighted to have the opportunity to serve you and your family.

LeafSpring School is a fully licensed, comprehensive care facility that offers developmentally appropriate preschool education, afterschool recreation, as well as professional nursing services for mildly/chronically ill children. Our professional staff of pediatric nurses and early childhood teachers offers a unique program that includes health care as well as early childhood education.

The Get Well Place is an autonomous department of LeafSpring School. An Advisory Board, which includes local pediatricians, an early childhood specialist, and an infection control consultant, provides policy and operational guidance to both LeafSpring and the Get Well Place. Gail W. Johnson, R.N., M.S., a graduate of the Virginia Commonwealth University School of Nursing, with more than 25 years of pediatric nursing experience, is the founder of LeafSpring, Inc.

We urge you to take a moment and acquaint yourself with our philosophy and operating policies. As a family support service, our goal is to support you in your role as a working parent. We want the best for you and your child, and through a multi-disciplinary approach, we strive to provide the best.

Thank you for entrusting the care of your child to us. We encourage you to become an active participant in your child's experience. Please call or visit whenever your schedule permits. If you have any questions, problems, or concerns, our door is always open. Please feel free to contact your child's teacher, one of our Assistant Directors or the Director. We look forward to working with you and becoming an integral, nurturing part of your child's life.

Sincerely,

Jennifer Hrcir
Owner/Chief Operations Officer

LeafSpring School at Sonterra

322 E. Sonterra, San Antonio TX 78258
210-495-5222

Sonterra.LeafSpringSchool.com

LeafSpring School at Cibolo Canyons

3108 Marshall, San Antonio TX, 78259
210-314-1125

CiboloCanyons.LeafSpringSchool.com

OUR VISION

To be the standard of excellence in

- Early Education,
- School age Recreation and
- Mildly Ill Care.

OUR MISSION

Teachers and nurses partnering with parents to promote the success of each child.

OUR MOTTO

“Building the Future One Child at a Time.”

OUR VALUES

• Innovation • Integrity • Ownership • Diversity • Community • Leadership

OUR PURPOSE

LeafSpring School and the Get Well Place are a benefit to all enrolled children:

Infants to age 14 who require developmentally appropriate early childhood or school age recreational programming.

Mildly ill children unable to attend school, preschool, or their regular child care arrangement.

Children convalescing from surgery or hospitalization who require continued medical observation and nursing care.

Chronically ill or medically fragile children who require ongoing medical supervision and nursing care.

Children with special needs who require specialized educational interventions.

OUR PHILOSOPHY

Fundamental to our program is the belief that children are unique individuals who need to be respected and cared for in a safe, nurturing environment. At LeafSpring School, we strive to provide quality early childhood education and afterschool recreation programs; programs concerned with all aspects of each child’s growth and development: physical, social, emotional, and cognitive.

We believe that a child needs:

A PROGRAM that addresses each child’s developmental level and interests and promotes full inclusion of children with special needs.

A curriculum that provides a balance of child directed and teacher directed activities—one that provides a diversity of experiences designed to initiate and nurture a love of learning in all children in our ever-changing multicultural, multi-role world.

A QUALIFIED teacher capable of preparing a rich learning environment and developing close teacher/child relationships based on the child’s age, need and particular situation.

Primary care groups to ensure quality, meaningful, consistent interactions and relationships.

A carefully designed environment with a nurturing HOMELIKE ATMOSPHERE – one that fosters acceptance and security.
SPACE in which to move about with sufficient age appropriate play equipment and materials.

TIME to explore and learn without the fear of failure – a process necessary for the development of self-confidence and pleasure in learning.

Ongoing EVALUATION that emphasizes progress and accomplishments rather than limitations or problems.

A program that involves and communicates with PARENTS: one that supports parents in the development of parenting skills, in coping with the stress of work and family life, and in the understanding of their child's growth and development.

An environment that actively promotes WELLNESS through sound health, safety, and nutritional practices.

LEAFSPRING'S expanded role in promoting health care enhances each child's ability tolerance and experience his environment to his fullest potential. Collaboration with community resources serves to enrich the total program.

In the GET WELL PLACE, our goal is to establish a safe, nurturing and supportive environment that promotes your child's return to wellness. Because we believe that a child's security is of primary importance, extra love, attention and prevention from contagion are basic elements in the care of your ill child. Recognizing that illness may interrupt a child's developmental sequence, the Get Well Place stresses the growth of self-esteem, the return to independence in an unpressured environment and educationally enriching play opportunities.

ACCREDITATION

LeafSpring's programs are accredited by the National Academy of Early Childhood Programs. The Academy, a division of the National Association for the Education of Young Children, administers a national, voluntary, accreditation system to set professional standards for early education programs. Additionally, LeafSpring's preschool programs, including the private kindergarten and after school program are accredited through Cognia (formerly Southern Association of Colleges and Schools). Cognia provides an explicit set of standards and criteria for accreditation and certification. Meeting and exceeding those standards result in a valuable recognition of excellence. Furthermore, LeafSpring Schools of San Antonio are also ranked the highest level of 4 stars through The Texas Rising Star Program. Providers that voluntarily achieve TRS provider certification, offering quality care that exceeds the State's Minimum Child Care Licensing Standards for director and staff qualifications, caregiver-child interactions, age-appropriate curricula and activities, nutrition and indoor/outdoor activities, and parent involvement and education, are in a better position to contribute to the early development of children.

All accredited early childhood programs voluntarily undergo a comprehensive process of internal self-study and submit to an external professional review to verify compliance with the accrediting body's criteria for high quality programs. Accredited programs are found to be in substantial compliance with the criteria. The criteria for accreditation as well as additional information on the accreditation process can be found on our accreditation organizations' websites:

NAEYC: www.naeyc.org

Cognia: www.cognia.org/

TX Rising Star: texasrisingstar.org/

While the accreditation process examines the total program, emphasis is placed on the quality of interactions between teachers and children and the developmental appropriateness of the curriculum. Health and safety, teacher/child ratios, teacher/staff qualifications, communication with families, physical environment, administration, and nutrition/food service are all reviewed during accreditation. However, primary consideration is given to the nature of the child's daily experience.

Achieving accreditation requires meeting standards of high quality. Achieving licensure is done by meeting standards set forth by the state of Texas.

HOURS OF OPERATIONS

LeafSpring School is open from 6:30 a.m. to 6:30 p.m. (Get Well Place 8:00 a.m. to 4:30 p.m.) Monday through Friday except for the following holidays:

New Year's Day

Martin Luther King Day (Teacher Dreamer's Retreat)

Good Friday

Memorial Day

Friday before first day of summer camp – VILLAGE ONLY

Independence Day

Thursday and Friday before August Transition Day (Teacher Work Days)

Labor Day

Thanksgiving Day

Day after Thanksgiving

Christmas Day

Christmas Eve or Day after Christmas (dependent on yearly calendar)

LeafSpring closes early for Christmas Eve at 2:30 and New Year's Eve at 4:30.

LeafSpring reserves the right to close on other days with prior notification.

Should any of the above major holidays fall on a Saturday; the holiday will be observed on the preceding Friday. If the holiday should fall on Sunday, the following Monday will be designated as the observed holiday.

ENROLLMENT

All children from birth to their 14th birthday are eligible for enrollment regardless of race, nationality or creed. Children with medical problems are admitted at the discretion of the Medial Advisory Board.

Prior to enrollment, you, your child, the Director and your child's teacher must participate in a pre-enrollment interview, a tour of our facility, and a classroom visit. Your child must have the following on file before his/her first day:

- Registration form
- Non-refundable registration fee.
- Authorizations for care.
- Medication Authorization.
- Current immunization record.
- Current physical examination.
- Signed parent agreement.
- Developmental History Form ("Getting to Know You").
- Emergency Card.Proof of Identity.

Enrollment is available on a full and part time basis contingent on classroom assignment and availability. Your child is automatically enrolled in the Get Well Place unless you specifically request otherwise.

After enrollment, parents are responsible for updating records as necessary, i.e., address/phone number changes, current physical and immunization status, changes in medical conditions and/or allergies, etc. Change of information forms are available at the front desk or may be downloaded from our website, www.LeafSpringSchool.com

Once enrolled, parents are expected to comply with all policies in this handbook as well as changes made to these policies with advance written notice.

If you withdraw your child for the summer, he/she may be placed on the waitlist with no guarantee of reenrollment in the fall. If a space becomes available, the new school year reenrollment will include all registration fees.

CHILDREN'S BELONGINGS

Your child will need the following items for his/her cubby/locker on the first day:

- A complete change of seasonal clothes (including socks) labeled with the child's name. ***Water Bottle for all age groups ***
- A box of wipes
- Diapers (if needed)
- A Napper or blanket and pillow for nap time. Infants may not have blankets or soft materials in crib. Parents may bring approved swaddler blanket for infants (arms must be free)
- Special sleeping companion, if desired and appropriate (properly labeled).
- 24 hour emergency supply of food/formula (Infants only).
- Hats and gloves/mittens during winter months.
- Other items requested by classroom teacher.

Infants and toddlers should include at least two changes of clothing and bibs for feeding. Children being toilet trained should also have at least five labeled training pants.

*** These are the only items required for children enrolled in the Village program. All other items are optional.

Please label all items brought to school with your child's name, including all clothing that might be taken off during the day. LeafSpring cannot be responsible for items lost or misplaced that have not been properly labeled. At the end of each semester all unclaimed belongings are donated to a local charity.

Clothing and blankets are stored in your child's cubby or locker. Blankets are sent home each week for laundering. All soiled clothing/blankets are bagged and sent home, as needed, for laundering. Clothing stored in your child's cubby or locker must be changed when the weather changes (at the beginning of each season).

Our program is an active learning experience. Please dress your child according to the weather for active play, both indoors and out. ALL CHILDREN WILL PLAY OUTSIDE DAILY. Children must wear appropriate clothing for temperature and weather conditions. A covered play area is available for rainy days. Sandals, if worn, must be buckled, and strapped around the heels.

For health and safety reasons, children are not to bring the following items to school: gum, food, lip balm, or other items not appropriate for sharing. Personal toys may only be brought to school for "show and tell."

PAYMENT OF FEES

Full payment is due whether or not YOUR child attends (including days that LEAFSPRING is closed).

All accounts are required to have a bank account or credit card on file. You may opt not to have automatic deduction from this account, however, if we do not receive your weekly payments by Wednesday at 10:00am the account on file will be charged. If a family withdraws from program, any outstanding balance and the required two-week notice will be deducted from the account on file.

Each week's tuition and fees are due and payable Monday. If you choose not to have an automatic deduction and payment is not received by 6:30 p.m. Tuesday a late fee will be charged and if payment is not made by 10:00am on Wednesday the ACH/credit card on file will be charged. Payments that are late due to a scheduled vacation will be subject to a late payment fee. Payment may be made upon return to school in the case of unforeseen absence without being subject to a late fee.

For classroom absences due to illness of five (5) or more consecutive school days, a fifty percent (50%) reduction in tuition is given. Illnesses must be substantiated with a doctor's note that states exact dates before credit is given. Each child is allowed 2 sick credit weeks per school year. Sick days not eligible for sick credit may be taken as vacation days, per parent request.

Tuition is determined by the child's classroom assignment. Children who are scheduled to attend part time and attend on a regularly unscheduled day will be charged an unscheduled, additional day fee. This fee is listed on the fee sheet for each school year.

Tuition covers one meal and two snacks. Tuition and fees may be paid on a monthly basis, in advance.

Private enrichment classes (i.e., swimming, computer, ballet, gymnastics, etc.) are available for an additional charge. See Director for details.

If two or more children per family are enrolled, a 10% tuition discount is given to the oldest enrolled child, and a 5% discount for the third child (Note: Private

Kindergarten is not discounted, but family discount may be transferred to another child.)

An Activity/Supply fee is assessed twice a year in October and February. A Summer activity fee is assessed for children enrolled in Camp Blue Sky due prior to the beginning of summer camp.

An annual registration fee is due May 1st. The registration fee is non-refundable. A service fee is charged for all returned checks. Returned checks are automatically redeposited. If a check is returned the second time, the Director will contact you to make alternate payment arrangements.

Parents employed by companies offering discounts for children enrolled in LeafSpring or for care provided by the Get Well Place pay according to the stipulations of their company's contract with the LeafSpring and the Get Well Place.

Parents are notified, in advance, of all necessary tuition and fee adjustments. Adjustments usually occur on the first day of the new school year in August/September but may be changed at any time with 30 days advanced notice.

Tuition payments two weeks overdue must be paid by Friday of the second week. If full payment is not received by that Friday, you will be notified, in writing, that your child will no longer be enrolled in LeafSpring. Your child's space will be held until the following Monday morning at which time you may re-enroll your child with full payment to include the registration fee, current and previous week's tuition. If debt collection services become necessary, LeafSpring reserves the right to charge a \$250.00 administrative debt collection fee, for which you will be responsible. You will also be liable for any court costs, attorney and other legal fees associated with the collection process. Parents will not be allowed to add extra charges to the account such as Get Well Place charges, field trips and school events if account is past due.

Parents that have divided payment arrangements such as divorced parents who pay every other week are held to the same policies as listed above. Both parties must maintain proper payments and divide all other fees appropriately.

Specialized care requiring additional skilled nursing interventions is charged on an individual basis, according to the extent of professional care required. Fees are set at the recommendation of the Medical Advisory Board (the actual cost is determined prior to admission). Parents are responsible for all fees. Third party reimbursement is sought for professional services beyond routine daily care. Fees are subject to periodic review according to the child's progress and condition.

Provider Certification and tax statements will only be provided to parents with a zero (0) balance account. NO EXCEPTIONS.

Village transfer from the preschool Pre-Kindergarten classes, Village siblings requesting enrollment in the Preschool, and/or transfers or transfers from one location to another, will only occur for children with a zero (0) balance account. NO EXCEPTIONS.

REFERRAL CREDIT

Parents who refer other families to the program are eligible for a tuition credit. For each child referred the family receives 1 week of tuition credit. The tuition credit will be applied to the account after the referred family has attended two weeks with paid tuition. The referred family must notify school of referral at time of enrollment.

VACATION

Pre-school families will be offered two vacation options at LeafSpring. For students who attend the entire school year two weeks of vacation are granted per school year. A week is granted for attendance August thru January and another week for February thru August. If a child attends less than the required 6 month the vacation will be prorated. A vacation week reflects the actual enrollment week, i.e., two-day enrollment week equals a two-day vacation week, etc. If your family schedule does not require year round enrollment, in lieu of vacation time, you may choose a flexible schedule that allows you to take the summers off, or change to a part time schedule, without losing your fall enrollment spot (a non-refundable hold fee equal to one week's tuition will be due by the first week of summer). The part time schedule does not include any vacation time during the year. Families will need to choose between these two schedule options.

Vacation must be used during the 6 month time period it is accrued in.

Vacation days may be taken on a per diem basis and may only be used if the child is absent from the classroom. Parents are requested to notify the Director, in writing, of their vacation plans at least one week in advance to avoid late fees or tuition charges. Vacation may not be used retroactively.

Village children enrolled during the school year are granted two extra weeks to use during summer camp. These are in addition to the annual vacation and must be used during the months of June, July and August only.

ARRIVAL & DEPARTURE

Your child must be accompanied by an adult when arriving or leaving LeafSpring or the Get Well Place. Parents are asked to carry their child or hold their child's hand securely when in transit in the parking lot.

PARKING IS NOT PERMITTED IN THE FIRE LANE, AND WE ASK THAT YOU PLEASE HONOR THE HANDICAPPED SPACE

Upon registration, every family is charged a security access fee of \$15. Every family has up to 4 security codes available with this fee. Codes are used to gain access to the building and should only be used by the individual they are assigned to.

Each child must be signed in and escorted to his/her room. Children must not be left unattended at any door. Parents are asked to separate and say goodbye in the classroom.

Due to the daily schedule and limiting interruptions in classrooms during meal times and naptime, children are NOT allowed to be dropped off after the 9:30pm. Parents should notify director ahead of time if they need to drop their child off after 9:30am so that proper ratios may be maintained.

Children are only released to their parents, guardians or the substitute designated in writing at the time of the intended alternative release. Persons other than the

child's parent or guardian must present a photo ID before receiving the child. If the teacher or nurse has not met a parent, identification must also be given. Children must be signed out appropriately at the end of each day, and parents are expected to communicate the child's departure with the classroom teacher. It is never appropriate to pick your child up from the playground, classroom or special event without communicating your departure with the teacher.

All custodial parents may visit their child at LeafSpring. While LeafSpring makes every attempt to release children based on court order, it is the responsibility of the parents to follow the orders as written.

If you are delayed beyond our closing time of 6:30 p.m. (4:30 p.m. Get Well Place), two teachers will remain with your child and a fee will be charged. Please notify us as soon as possible if a delay is expected. In the event of an extended, unexplained delay (>30 minutes), all efforts to notify you and/or your emergency contact person(s) will be made. If direct contact cannot be made within a reasonable amount of time (two hours or less), the Director will contact the appropriate social service agency and follow recommended action. Late pick-up charges will apply and will be billed to your account.

CURRICULUM

Curriculum development begins with a basic understanding of how children grow, develop and learn. It provides for a balance of activities that are structured and unstructured, active and quiet, indoor and outdoor, individual and group and teacher-directed and child-directed. Growing children learn best by interacting actively with their world at their own pace and according to their own interests. We believe that this approach allows children to focus on discovery and the process of learning necessary for future educational success.

LeafSpring is committed to providing the most exciting, creatively stimulating environment possible for each child. Using developmentally appropriate practice, planned activities address each child's personal/social, cognitive, gross/fine motor and speech/language development. Our proprietary, teacher-developed curriculum, PLAYWORKS, uses weekly themes and is taught via learning centers—both indoor and out. Our curriculum is enhanced through the support of our adjunct faculty, offering classes in music, sports, dance/creative movement, foreign language, art, etc., as well as extracurricular activities and field trips.

LeafSpring has incorporated a leadership initiative into its preschool core curriculum and is the first early education program to implement a program on this scale. This proprietary leadership curriculum called INSPIRED was designed to complement and enhance our play-based curriculum, PLAYWORKS. It was developed around six literacies, or areas of study: Social Literacy, Health Literacy, Environmental Literacy, Civic Literacy, Entrepreneurial Literacy, and Financial Literacy.

SAMPLE SCHEDULE

Daily schedules vary according to your child's age, classroom assignment and the time of the year.

Because of LeafSpring's commitment to small group interaction, each group of children in a classroom follows a slightly different schedule. See the schedules below for typical schedules, & refer to classroom information provided by your child's teacher for specific classroom schedules.

Typical Infant Schedule*

6:30 - 8:30	Arrival/Daily Health Check
8:30 - 9:30	Diapering
9:00 - 9:30	Snack
9:30 - 10:00	Art/Free Play
10:00 - 10:30	Circle Time
10:30 - 11:00	Outside
11:00 - 11:30	Lunch
11:30 - 12:00	Diapering
12:00 - 2:30	Nap
2:30 - 3:00	Diapering
3:00 - 3:30	Snack
3:30 - 4:00	Playground
4:30 - 5:00	Diapering
5:00 - 5:30	Ball Pit
5:30 - 6:00	Snack
6:00 - 6:30	Free Play

*Young infants set their own feeding and napping schedule.

Typical Nursery School/Preschool Schedule

	<u>GROUP A</u>	<u>GROUP B</u>
6:30-8:30	Arrival & Free Play	Arrival & Free Play
8:30-9:15	Outdoor/Gross Motor	Morning Circle
9:15-9:45	Morning Circle	OutdoorGross Motor
9:45-10:15	Snack	Snack
10:15-11:00	Outside Play	Learning Centers
11:00-11:45	Learning Centers	Outside Play
11:45-12:30	LUNCH	LUNCH
12:30-1:00	Storytime,Potty/BrushTeeth	
1:00-3:15	Quiet/ Napping	Quiet/ Napping
3:15-4:00	Snack	Snack
4:00-4:45	Outside Play	Learning Centers
4:45-5:30	Learning Centers	Outside Play
5:30-6:30	Free Play	Free Play

Note: ALL CHILDREN PLAY OUTSIDE DAILY.

Typical School Age Schedule

KINDERGARTEN

3:00-3:15	Arrival & Snack
3:10-4:00	K-Snack & Games in Gym
4:00-4:45	K-Outside

1ST & UP

3:00-3:15	Snack/Homework
4:45-6:00	Center Activities, Cooking Projects, Art Projects, Sports Activities, Reading, Games, Dramatic Play, Science, Outdoor Play, etc.
6:00-6:30	Village Green Activities, Clean Up Centers

Note: ALL CHILDREN PLAY OUTSIDE DAILY.

Typical Summer Camp Schedule

6:30-7:00	Arrival & Activities on Preschool Green
7:00-9:30	Village Opens and Center Activities
9:30-9:45	Morning Announcement/Daily Challenges
9:45-11:00	Outside Time & Snack
11:00-12:15	Mini-Courses M-TH Field Trips Friday
12:15-1:45	Lunch and Outside
1:45-2:45	Quiet Time
2:45-3:30	Team Activities
3:30-4:30	Outside Time & Snack
4:30-6:30	Center Time/Theme Related Activities
6:00-6:30	Village Green Activities/Clean Up Centers

Note: ALL CHILDREN PLAY OUTSIDE DAILY.

Typical Get Well Place Schedule

7:00-8:30	Admissions
8:30-9:30	Free Play with Developmental Activities
9:30-10:00	Snack
10:00-11:30	Developmental Play and/or Outside Time
11:30-12:00	Lunch
12:00-12:30	Story Time
12:30-2:30	Quiet Time
2:30-3:00	Snack
3:00-4:00	Activity Time
4:00-4:30	Discharge Time

HALF DAY PRE-K

For participants in the Half Day Pre-K program, the schedules offered are 2, 3, or 5 days per week, the hours are 9:00 a.m. —1:00 p.m. The program follows the school holiday schedule of NEISD (Northeast Independent School District) and is not open for attendance during these holidays. Due to the part time nature of Half Day Pre-K, attendance schedules are set and not subject to vacation or make-up days. For this program, the school year begins on the Tuesday after Labor Day and ends the Friday before Memorial Day.

OUTSIDE PLAY

In consideration of the health benefits gained from playing outside, all children have at least one hour of outdoor activity each day. Exceptions are only made with written physician recommendation or at the Director's discretion (per weather conditions, i.e., inclement weather, elevated ozone levels, extreme temperatures, etc.).

Fresh air and sunshine are always healthy for a child. A runny nose while playing outside on cold days is symptomatic of the body's natural defense mechanisms that eliminate trapped bacteria and viruses. Recommended treatment for such runny noses is the use of tissues and washing hands afterwards. Cold induced runny noses do not mean that children have obtained an infection outside!

If children are given the opportunity to play outside, they will be healthier and happier without risk of infection. The primary consideration for outdoor play is appropriate clothing and hydration depending upon the weather conditions. Again, the best way to decrease risk of infection is with improved hygiene, primarily with better handwashing, and use of tissues—NOT BY AVOIDING OUTDOOR PLAY.

* In the event of very hot/cold weather children will play outside a few minutes at a time at the discretion of director.

FOOD SERVICE

Meals and snacks provided by LeafSpring use a variety of nutritious foods and are served according to the following schedule (see classroom schedule for specific time):

Lunch: 11:00 - 12:30 p.m.

Snacks: 8:00 - 9:30 a.m. & 2:30 - 4:00 p.m.

PARENTS MAY NOT BRING FOOD FROM HOME UNLESS APPROVED BY THE DIRECTOR AND HAVE COMPLETED ALTERNATIVE FOOD WAIVER.

Our Kitchen Manager cooks the same meal, served family-style, for the entire school. Food from home for any meal is not permitted unless your child has a completed Allergy/Food Intolerance waiver on file. On the occasion your child has arrived in the opening hours and was not able to eat breakfast at home, please let the teacher know and a cereal bar or piece of fruit will be available. Donuts or other outside food are NOT ALLOWED unless prior authorization has been given for a special event. Birthday treats are still allowed if they are store bought, nut free and have the listed ingredients.

Menus are distributed with the monthly newsletter. If substitutions are necessary, they are posted for your review as they occur. Special dietary requests are accommodated if ordered by your child's physician. If LeafSpring is unable to provide the child's specific diet, parents must bring food from home.

Food from home is generally approved by the Director if requested due to religious preferences, vegetarian/vegan preferences, or extreme allergies/intolerances. If approved to bring food from home, it must be brought in a thermal container to avoid the need for refrigeration and/or reheating. Food from home must be labeled with the child's name and date and the leftovers discarded once the food has been served.

All children ready for milk are served whole milk until the age of two.

Water is available at each meal.

Parents of infants must bring all formula in factory sealed containers. Bottles are to be brought clean daily. Water may be supplied by parent or tap water will be used. Breast Milk should be sent in clean bottles daily. It is recommended that some sort of back up is sent for breast fed babies either in the form of frozen breast milk or formula. LeafSpring will follow current best practices in the storage and handling of breast milk.

Mothers who wish to breast feed their children are welcome to do so. LeafSpring will provide a comfortable place for breast feeding mothers.

All bottles are sent home at the end of the day for the parent to clean.

Baby food, if opened, must be taken home or discarded at the end of each day. If your child is receiving cereal, the cereal will be served with a spoon. Cereal will not be added to your child's bottle unless specifically directed by your pediatrician, in writing.

Children in the Get Well Place are served diets as tolerated to meet the needs of their illness. Alternative menu selections more appropriate for an ill child with a poor appetite may be selected when your child is admitted to the Get Well Place.

BIRTHDAYS

Parents may celebrate birthdays and other special events with their children in the classroom. In lieu of party favors, parents are encouraged to donate a book to the school library in honor of your child's birthday. If desired, nutritious food and/or cupcakes may be brought for a classroom party. Cupcakes and/or other treats must be store bought. In either event, parties should be scheduled with your child's teacher at least one week in advance. Special snacks such as cupcakes, doughnuts, etc. are reserved for birthday or other special events.

NAP TIME

All children will rest each day as required by Texas licensing. Nap times are determined by age of child. Infants will sleep on demand and will not be allowed to remain in crib longer than 15 minutes before or after waking. All infants will sleep on back until able to roll over by self. Infants may only sleep in cribs and will not be allowed to sleep in swings, bouncy seats or car seats.

TRANSPORTATION

Transportation is available to and from selected local elementary schools.

Please be aware that our teachers do not and cannot leave a school until they have verified the whereabouts of every child to be transported. If your child is NOT going to need transportation from school, you must notify the Village staff.

After failing to call, there will be a \$10 fee added to your account.

This policy also applies to children riding the school bus. Please remember to let us know if your child will not be getting off the bus by 1:30 pm. If you do not call, we have to delay the bus until the school can verify the whereabouts of your child.

Transportation service is also provided for field trips and special off-site activities. Children are only transported in company-owned vehicles.

Drivers and passengers must wear seat belts and use car seats, if appropriate, during transport. LeafSpring's insurance covers all drivers, passengers, and vehicles. All van drivers have completed a company-sponsored training course and have an approved Department of Motor Vehicles Driving Record.

Transportation to the Get Well Place (children ages three and up) from local elementary schools, preschools, and center based programs is available for pre-registered children with written transportation authorization. If transportation arrangements are necessary, please call the Get Well Place. After transport and your child is admitted, the nurse will call you to discuss your child's status. In order to receive any transportation service, authorization for transport must be previously granted, in writing.

FIELD TRIPS

Only children three (3) years of age and older (Green, Blue, Purple, Gold, Kinder and School Age) are eligible for field trip experiences. Parents are notified of all field trips prior to the planned event.

Even though field trip authorization is obtained at registration, parents are notified of each trip so that they may individually select their child's experiences. Individual field trip authorization is granted by signing the Trip Planner. Please indicate your phone number for the day of the trip on the Planner.

To facilitate supervision, ALL CHILDREN MUST WEAR A LEAFSPRING FIELD TRIP T-SHIRT, A CLUB 5 SHIRT (Club 5 children only) OR A LEAFSPRING SWEATSHIRT TO GO ON THE FIELD TRIP.

NO EXCEPTIONS!

To facilitate safe transportation, ALL children MUST have a car seat appropriate to their age/weight, labeled with their name, on the morning of the field trip. No car seats will be loaned for field trips.

Field Trip wear may be purchased from the LeafSpring front desk.

The Village at LeafSpring participates in summer swim lesson programs. Additionally, individualized, developmentally appropriate water play experiences are provided during the summer months for all children.

To assure each child's safety when involved in either of these activities, we ask that you reinforce the following rules:

Swimming Safety Rules

- No running
- No pushing
- No hanging on the ladder
- No playing on the ladder
- No dunking
- No spitting water
- No splashing
- No diving off sides of the pool

When the whistle is blown ONCE you must stop where you are and give your attention to the lifeguard.

Swim only in designated areas

Sunscreen must be applied before leaving the classroom.

NOTE: Prior to a free-swimming experience, parents are asked to assess their child's swimming ability and he/she will be restricted accordingly.

Sprinkler Rules:

- At least two (2) adults shall be with children at all times when children under the age of three are using the sprinkler area.
- Fresh water is used for each session.
- Sunscreen must be applied before leaving the classroom.
- Preschoolers using the sprinkler must wear shoes.
- Parents must sign the water experience authorization before their child participates in water/sprinkler activities.
- Standing water is never accessible when children participate in sprinkler play.

CLASSROOM PETS

Classroom pets are an important part of the learning experience. Licensing approved pets such as hamsters, fish or hermit crabs may be used in the classroom. All cages/aquariums are cleaned weekly. While children do not directly handle pets, they may occasionally pet appropriate pets. Children will wash hand immediately after touching animals.

COMMUNICATION

In order to keep parents informed about their child's day, all children, infant through pre-kindergarten, receive a digital report of their daily activities. Upon enrollment you will be invited to join our digital program and download the application to receive information regarding your child, their classroom and the school. In addition, the day's lesson plans, activities, and other items of interest are posted on the parent bulletin board located in each child's classroom.

Parents are encouraged to call and/or visit the LeafSpring campus as often as necessary to inquire about their child's progress and adjustment.

All parents receive a written record of their child's care in the Get Well Place at the end of the day. With your approval, the nurse may call your child's physician to clarify aspects of your child's health care.

A newsletter, menu, and calendar of events is published to Procure Connect monthly to keep each family informed of upcoming school events, classroom field trips, etc. These documents may be received electronically or from your child's classroom.

Parent Orientation is offered at the beginning of each school year. This orientation is to discuss LeafSpring policies and to learn about the developmental assessment processes and tools utilized by LeafSpring.

As our mission statement reflects, "partnering" with you is of utmost importance. For that reason, direct, honest communication, coupled with respect, is of utmost importance. Parents are expected to communicate directly with the appropriate staff members and always follow proper chain of command. The director is always available for parents that have concerns or questions about the operational policies.

DISCIPLINE/GUIDANCE

Discipline and guidance are based on an understanding of the individual needs and development of the child. The purpose of all discipline is to teach the child acceptable behavior and to guide him toward appropriate problem solving and self-control. Depending on your child's age and the situation, one or more of the following discipline methods may be used:

- Positive reinforcement
- Positively focused communication
- Encouraging "Use of Words" in problem solving
- Discussion of natural and logical consequences
- Distraction/repeated redirection
- Time away from the group for no more than one minute per year of age (Last resort ONLY)

In more challenging discipline situations, the parents may be asked to develop an action plan with the Director and/or teacher for modifying the child's behavior. While we make every attempt to work through behavior issues, we also reserve the right to make decisions that are in the best interest of all children. If LeafSpring decides that a child is not the right fit for our program, a 2 week notice is given to the family when possible.

Children ARE NOT subjected to harsh and cruel treatment, humiliation, abusive language or punishment associated with food, napping or toilet training. Of course parents and guests are expected to comply with this same discipline philosophy while at LeafSpring or at LeafSpring events.

PROMOTIONS

Because LeafSpring operates on a school year basis, promotions occur in August rather than on the child's birthday to foster classroom stability and peer group identity. Classroom assignments are made according to your child's age and developmental readiness.

Weekly tuition fees are based on your child's classroom assignment and change when he/she is promoted to a new classroom with a different child to staff ratio.

When classroom openings occur during the year, children are admitted from the waitlist according to priority.

Established siblings of enrolled children and inter-company transfers receive wait list first priority when openings occur due to classroom changes.

PARENT CONFERENCES

Scheduled reviews of your child's development occur each October and May (or 3 months after enrollment). Following these reviews, a parent/teacher conference is held. Additional conferences may be scheduled throughout the year at your or your child's teacher's discretion. We encourage open and continued communication about your child and his/her progress.

Children are evaluated throughout the year. Teachers create portfolios for each child. The portfolio contains developmental checklists, collection forms, art samples, photographs and anecdotal records. The children are evaluated in each developmental area: fine motor, gross motor, language/cognitive, social/emotional, and self-help skills. Portfolios are used by the teachers to plan appropriate activities that will foster the child's development and are also used as support should a child need additional guidance in any area. Portfolios are kept confidential in the classroom.

Private Kindergarten conferences occur every nine weeks. Pre-Kindergarten spring conferences may be held prior to May BEFORE county Kindergarten registration.

PARENT ACTIVITIES

Please feel free to be a part of your child's LeafSpring experience by:

- Frequently calling or visiting
- Participating as a classroom volunteer
- Participating as a Parent Board classroom representative
- Participating in special events, parties, field trips
- Eating lunch with your child
- Completing our annual program evaluation

Parent volunteer service time may be reimbursed with tuition credit. Ask your Director for details.

PARENT ADVISORY BOARD

Each year a minimum of two (2) representatives per classroom are invited to serve on the Parent Advisory Board. The Goals of the Board are to:

- Support the Mission, Vision & Values of LeafSpring
- Assist the Director in the planning of school events.
- Assist the Teacher in planning classroom events.
- Assist with various ongoing projects of the Board, i.e. Teacher Appreciation Week, Classroom "Wish Lists," etc.
- Solicit the help of other parents as needed for special projects.
- Support staff development through educational stipends.
- Act as a consulting body at the Director's request.

HEALTH SUPERVISION

All children are required to have a current physical examination and up to date immunization records on file. This information must be updated when your child is six months, twelve months, eighteen months, two years, and five years old. Please provide LeafSpring with an updated physical/ immunization record at each of the above ages. Currently the local health authority does not require children to have TB tests. If local health does deem it necessary then LeafSpring will require all children to receive one. TDSHS requires that all children who are 4 by September 1 and all Private Kindergartners have hearing and vision screening

within 120 days of admission. LeafSpring will provide this to children unless they have documentation from a doctor. Results will be communicated with parents. Proper government paperwork must be completed for any child who attends without immunizations. In the event of an outbreak of vaccine preventable illness, children without immunizations will be prohibited from attending.

Please visit <http://www.cdc.gov/vaccines/schedules/index.html> to view the schedule and list of vaccine preventable diseases.

All newly hired LeafSpring employees shall review the preventable vaccine illness list and verify that they have been immunized against the noted diseases.

If your child is ill...

To protect the health of other enrolled children, LeafSpring is not able to care for your child if he/she has:

- Temperature of 99.4° axillary (under the arm)
- Severe cold symptoms
- Pinkeye
- Communicable disease
- Unexplained skin rashes or discharge
- Sore throat with fever or rash
- Uncontrolled diarrhea and/or vomiting
- Does not feel well enough to participate in usual daily activities
- Thrush
- Lice

Children who present these symptoms may be eligible for Get Well Place. Get Well Place is available for children who are mildly ill. If your child becomes ill during the day the Get Well Place nurse will assess your child. You will be notified of your child's symptoms and whether or not your child's symptoms require exclusion from the classroom and if extended Get Well care is available.

Children may return to LeafSpring when:

- Temperature has been less than 100° axillary for 24 hours without fever-suppressing medication.
- Vomiting has subsided for 24 hours.
- Stool consistency has significantly improved.
- Strep throat has been treated with antibiotics for at least 24 hours and marked clinical improvement noted.
- Pinkeye has been treated for 24 hours and marked clinical improvement noted.
- Lice has been treated and hair is nit free.
- Child has completed contagious stage of communicable illness.
- Child has clearance for readmission from M.D. (without overriding LeafSpring policies).
- Child feels well enough to participate in school activities.

Please provide teachers with information regarding the care of your recuperating child upon return to school after an illness.

LeafSpring will notify you if your child has been exposed to any communicable disease at school. Parents are asked to notify LeafSpring if their child has been exposed to any communicable disease in the community.

GET WELL PLACE

Get Well Place is available to all LeafSpring enrolled children and children that attend on a seasonal or drop in basis. According to set admission criteria, children may be admitted to the Get Well Place with a doctor's note or approval from health care professional.

Children are admitted daily on a first-come, first-served basis. Priority is given to children currently enrolled in LeafSpring programs. Advance registration reservations are requested by calling ahead and you will be informed at that time if space is available. Get Well Place is considered full when the number of children registered meets the teacher-child ratio and/or there are children in attendance exhibiting three different symptoms and your child's symptoms do not match any of them.

All children are screened by the nurse to determine eligibility for admission. Initial screening may be done by phone. Upon admission, please remain with your child until this screening process is completed. (Registration and Screening takes approximately thirty (30) minutes) If your child has symptoms that would exclude him/her from the Get Well Place, or if the nurse needs more information, you may be asked to have your child evaluated by a physician before admission is authorized. Children being readmitted are examined to determine if they continue to meet the admission criteria.

What to Bring to GWP

Once admitted, continual observations are made to monitor your child's progress. If his/her condition worsens, we will call you and make arrangements for you to pick up your child. Your child may be readmitted after his symptoms return to mildly ill status, or with his doctor's recommendation. In order to make your child as comfortable as possible while at the Get Well Place, please pack the following items, in his/her tote bag:

- Small blanket.
- A favorite toy/video (optional).
- Something that belongs to the parents (optional). This can be very comforting to the child as a "guarantees your return!"
- Comfortable clothing or pajamas.
- Change of clothes—"just in case."
- Clothing suitable for outdoor play (if the child's condition warrants).=
-
- A generous day's supply of prepared, bottled formula and baby food (infants only).

Please label all items with the child's name. The Get Well Place cannot be responsible for items lost or misplaced that have not been properly labeled.

ISOLATION POLICY

The Get Well Place operates in an isolated, separately ventilated space which is architecturally adjacent to the LeafSpring Preschool.

To prevent the spread of illness, children are assigned to areas related to their illness. Children with different symptoms are placed in separate rooms.

Children who share the same symptoms are placed in the same room. The nurses direct and instruct teachers and children in measures necessary to prevent the spread of illness.

MEDICATIONS

Parents must authorize, **IN WRITING**, administration of all prescription and non-prescription medications. This includes medications brought from home as well as those provided by the Get Well Place. This includes sunscreen, diaper ointments and insect repellent. A special authorization form is available for these topical medications.

Prescribed medications must be in the dated original container labeled with the child's name, dosage, directions for administration, the physician's name and the name of the medication. Prescription medications are only administered to the child for whom the prescription is written.

SAMPLE MEDICATIONS MUST BE IN ORIGINAL PACKAGING, LABELED WITH YOUR CHILD'S NAME AND ACCOMPANIED BY A WRITTEN PRESCRIPTION FROM YOUR PHYSICIAN.

To facilitate administration, you may request to have the prescription divided into two bottles by your pharmacist: one for school and one for home.

Non-prescription medications must be in the original packaging and labeled with your child's name, the name of the medication, and the dosage. Labels are available for you to complete the above information. Get Well Place medication labels should not obscure the name of the medication. All non-prescription medication and over the counter products are administered according to the manufacturer's recommendation. Non-prescription medications and over the counter products will be not be kept beyond the expiration date of the product. Children under the age of 2 must have a doctor note to administer any and all medications including topical ointments. Children under 6 must have a doctor note to administer Benadryl. The forms must include dosage instructions.

MEDICATIONS WILL NOT BE GIVEN WITHOUT PROPER AUTHORIZATION AND LABELING.

All medications are administered by the Get Well place registered nurse or the person designated and supervised by the Get Well Place nurse. Medications are given three times a day: 8:00 a.m, 12:00 p.m. and 4:00 p.m.

All medication authorizations expire after ten (10) days unless renewed by the parent. Long term prescription drug use may be allowed if the physician and parent authorizes extended drug administration, **IN WRITING**.

If a child is on a medication only administered at home (including, but not limited to: acetaminophen, ibuprofen, antibiotics, antihistamines, decongestants, psychotropic, etc.) parents must notify the classroom teacher and/or the Get Well Place nurse so that appropriate observations relating to the medication may be noted.

Any medication changes, i.e., dosage, brand, etc., must be communicated immediately to the classroom teacher and/or the Get Well Place nurse. This applies to short term, long term, and at-home-only medications. Parents will be notified in writing and by phone when a medication is approaching expiration. The parent will be given 3 notices to pick up medication. 5 days after last notification, medication will be disposed of. No expired medication will be stored.

EMERGENCY CARE

In the event that your child has an accident or injury that requires medical treatment, you will be notified of the incident as soon as possible. Necessary first aid and/or emergency treatment will be given until you arrive. For minor accidents, parents are notified by written report at time of pick up unless the nurse deems otherwise.

In the event of fire, disaster, or need to evacuate the building, the emergency evacuation procedures posted throughout the building will be followed. If returning to the building is not possible, children will be sheltered in a facility previously arranged by the school. To prepare for potential disaster, regular fire and tornado drills are held.

EVERY EFFORT WILL BE MADE TO CONTINUE ISOLATION OF CHILDREN ADMITTED TO THE GET WELL PLACE THROUGHOUT THE EVACUATION PROCEDURES.

ACCIDENT INSURANCE

Children enrolled in LeafSpring are covered by a group accident insurance plan. This secondary insurance policy provides coverage for the hours your child is in attendance and covers any expenses not paid by your insurance carrier (including deductible and co-payments).

CHILD ABUSE

All cases of suspected child abuse and neglect must be reported to Child Protective Services. The Director will be notified of all situations warranting concern. By Texas State Law, any legitimate suspicion must then be reported. All employees receive one hour of annual training in the signs and symptoms of child abuse as well as reporting procedures. Accordingly, parents will receive information on signs and symptoms of child abuse, reporting procedures and support information for parents who has a child who has been a victim of abuse. This information will also be available as a handout at the front desk.

The Texas abuse hotline is 1-800-252-5400.

DAILY HEALTH CHECKS

All teaching staff receive annual training in health and safety. Each teacher will conduct a daily health check for each child upon arrival. Each health check is a visual observation. Teachers will clarify with the parent any scratch or other physical mark. Children who appear to be ill or injured will be taken to the nurse for further observation and action. Injuries seen at arrival will be documented.

INCLEMENT WEATHER

We strive to accommodate the needs of all our families while keeping in mind the safety of the children in our care and our staff. LeafSpring School reserves the right to close at any time due to severe weather conditions, or other emergencies and/or natural disasters. LeafSpring follows the North East School District's guidance and decisions regarding when to close or safe to remain open during inclement weather. Watch your local news and parent communication ap for closures. This includes possible delayed openings and/or early closures should the weather deteriorates or improve during the day. Unfortunately, no refunds are given due to inclement weather closings.

EMERGENCY CARE

LeafSpring shall remain in a state of ready response to potential internal and external threats. LeafSpring has Emergency Preparedness Plans in place for internal threats/dangers, intruder/hostage situations, unauthorized pick-ups, biochemical threats, bomb threats/unsafe building conditions, and external threats like severe weather/tornado. Each classroom has a copy of the emergency plan. Evacuation signs are located in each classroom and each classroom has an Emergency Bag containing, but not limited to, water, snacks, first aid supplies, flashlights and batteries. A detailed copy of the emergency plans is available upon request. The evacuation location for the Cibolo location will be LeafSpring Sonterra located at 322 E. Sonterra, San Antonio, Texas 78258. The evacuation location for the Sonterra location will be LeafSpring Cibolo located at 3108 Marshall Rd. San Antonio, TX 78259.

CONFIDENTIALITY

Family and child information is confidential. All teachers are required to sign a confidentiality agreement upon hiring. Children's files are accessed by administrative personnel only.

DRUG & SMOKE
FREE ENVIRONMENT

LeafSpring is committed to health and the prevention of illness. Therefore, the use of tobacco, alcohol, and drugs is not allowed on the LeafSpring campus. Additionally, children will not be released to individuals who appear to be under the influence of mind-altering substances.

PEST CONTROL

A Licensed Pest Control Service provides a monthly treatment at the Preschool and the Village.

GANG FREE ZONE

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

NON-COMPETE ETHIC

Each employee of LeafSpring is bound to a non-compete ethic. To maintain employment at LeafSpring, employees receive training and gain experience in the care of children. LeafSpring underwrites this training and experience and because LeafSpring families are potential users of these skills, employees may not solicit or accept any offer of employment from anyone, or on behalf of anyone, whose child has received care at any of the company's facilities during the time of employment. However, child care offers, if they are limited to providing child care outside of the company's normal operating hours, may be accepted. Employees must notify the Director immediately if such an offer is made. Parents are asked to notify the Director if such an offer is solicited by an employee of LeafSpring.

TERMINATION POLICY

LeafSpring reserves the right to dismiss a child, with two weeks written notice, for reasons of non-cooperation, delinquency in payment of fees, or the inability of the child or parent to adjust to the school program, as determined by the Director and/or the Board of Directors. Prior to dismissal, every effort will be made to facilitate adjustment to the program.

Prior to the voluntary withdrawal from LeafSpring, a minimum of two weeks written notice is required. If the parent withdraws a child without a two-week written notice, parents will be billed for the two weeks of tuition. Vacation time may not be used in conjunction with termination notice.

At the time of a child's thirteenth birthday, the family will be notified that care will terminate once the child turns fourteen.

POLICY CHANGES

LeafSpring, Inc. reserves the right to change and/or amend our program and/or policies with advanced, written notice.

TRANSLATOR

If a translator is needed to clearly communicate any information regarding policies, your child or any other information, please let us know and we will do our best to accommodate your needs.

Si un(a) traductor(a) es necesario para comunicar información respecto a las pólizas, de su niño/a o otra información, favor de dejar nos saber y haremos lo posible para complacer sus necesidades.

Si vous avez besoin d'un interprète pour communiquer toute information politiques et procédures pour votre enfant s'il vous plaît laissez-nous savoir. Nous ferons notre possible pour accommoder vos besoins.

જો તમે અનુવાદક જરૂર કોઈ નીતિ માહિતી અથવા તમારા બાળકને વાતચીત કૃપા કરીને અમને જણાવશો. અમે અમારા પ્રાપ્યતા મુજબ તમારી જરૂરિયાતોને સમાવવા કરશે.

Если вам нужен переводчик для передачи любой информации политики или вашего ребенка, пожалуйста, дайте нам знать. Мы сделаем все возможное, чтобы удовлетворить ваши потребности.

यदि आप कोई नीति जानकारी संवाद करने के लिए एक अनुवादक की जरूरत है कृपया हमें पता है। हम अपनी आवश्यकताओं को समायोजित करने के लिए अपनी तरफ से पूरी कोशिश करेंगे।

LICENSING INFORMATION FOR PARENTS ABOUT CHILD DAY PROGRAMS

The State of Texas helps to assure parents that child day programs that assume responsibility for the supervision, protection and well being of a child for any part of a 24-hour day are safe. Title 63.1, Chapter 10 of the code of Texas gives the Department of Social Services authority to license these programs. While there are some legislative exemptions to licensure, licensed programs include child day centers, family day homes, and family day systems. The State may also voluntarily register family day homes not required to be licensed.

Standards for licensed child day centers address certain health precautions, adequate play space, a ratio of children per staff member, equipment, program, and record keeping. Criminal record checks, child protective services checks, and specific qualifications for staff and most volunteers working directly with children are also required. Standards require the facility to meet applicable fire, health, and building codes.

Compliance with standards is determined by announced and unannounced visits to the program by licensing staff within the Department of Social Services. In addition, parents or other individuals may register a complaint, which will be investigated if it violates a standard.

Three types of licenses may be issued to programs. Conditional licenses may be issued to a new program to allow up to six months for the program to demonstrate compliance with the standards. A regular license is issued for one, two, or three years when the program substantially meets the standards for licensure. A provisional license, which cannot exceed six months, is issued when the program is temporarily unable to comply with the standards. Operating without a license when required constitutes a misdemeanor, which, upon conviction, can be punishable by a fine up to \$100.00 and/or imprisonment of up to 12 months for each day's violation.

Copies of Minimum Standards for Child Care Centers and the current licensing inspection are available for parents to view. Recent Licensing inspections are posted in entryway and parents may ask Director to view Minimum Standards. If you would like additional information about the licensing of child day programs or would like to register a complaint, please contact the following Regional Office of Social Services.

DFPS
P.O. Box 23990
San Antonio, Texas 78223-0990
www.txchildcaresearch.org
210-337-3399