

Student Enrollment Packet





Enrollment Information

Start Date: ____/____/____

Date of Birth: ____/____/____

Child's Name: _____

Name Used: _____

Complete Address: _____ Zip: _____ Sex: Male ___ Female ___

Parent/Guardian Name: _____ Home Phone: _____

Parent/Guardian Soc. Sec. # ____ - ____ - ____ /DL# _____ Occupation: _____

Business Address: _____ Work Phone: _____ Cell Phone: _____

Home Address (if different from child's): _____

E-mail Address: _____

Parent/Guardian Name: _____ Home Phone: _____

Parent/Guardian Soc. Sec. # ____ - ____ - ____ /DL# _____ Occupation: _____

Business Address: _____ Work Phone: _____ Cell Phone: _____

Home Address (if different from child's): _____

E-mail Address: _____

School-Aged Child's Elementary School: _____ School Phone: _____

Brothers and Sisters (Names and Ages): _____

Child lives with: ___ Both Parents ___ Mom ___ Dad ___ Guardian

How did you hear about Country Home?: _____

List the Name, address, & phone number of the person to call, if there is an EMERGENCY and the Parents cannot be reached:

Name: _____ Relationship: _____ Phone Number: _____

Complete Address (City, State, Zip): _____

The following individuals are authorized to pick-up my child:

Parent: _____ Parent: _____

Name: _____ Relationship: _____ Phone: _____

Name: _____ Relationship: _____ Phone: _____

Name: _____ Relationship: _____ Phone: _____

Name: _____ Relationship: _____ Phone: _____

Parent signature if choosing to not designate an EMERGENCY contact and/or AUTHORIZED PICK-UP other than the parent/guardian: _____



Enrollment Information

Child's Name: _____

Date of Birth: ____/____/____

General Health Information: The following questions are included to assist us in making sure your child is safe while in our care. ***Please write N/A or None, Do Not Leave Any Blanks***

Does your child have asthma? Yes ___ No ___

If yes, an Asthma Action Plan is required.

Does your child have Seasonal Allergies? Yes ___ No ___

Does your child currently receive speech therapy? Yes ___ No ___

Does your child have epilepsy? Yes ___ No ___

Does your child have febrile (fever) seizures? Yes ___ No ___

Does your child currently have any other illnesses? Yes ___ No ___

If yes, please describe: _____

Medicines your child uses on a continuous, long-term basis: _____

Previous serious illnesses and injuries: _____

Hospitalization during the past 12 months: _____

Other medical or surgical information: _____

Diagnosed Food, Medication, or Other Allergies: ** _____

****If so, an Allergy Emergency Plan Must be completed by Parent and Physician.**

Food Restrictions or Intolerances: _____

Physical Conditions or Special Needs requiring attention or accommodation: ** _____

(Physical or mental disabilities, hearing, or visual problems, adaptive equipment, etc. – **if this does not apply, please write NONE or N/A**):

****** _____

****If so, a Special Needs Care Plan Must be Completed by Parent or Guardian and signed by Professional Provider or Doctor.**



Enrollment Information

Child's Name: _____

Date of Birth: ____/____/____

Personal Information: The following questions are included to assist us in making your child feel more comfortable and confident in his/her new school environment. ***Please write N/A or None, Do Not Leave Any Blanks***

Has your child ever been enrolled in a childcare program: _____

___ Mother's Day Out ___ Home Daycare ___ Preschool If yes, how long: _____

Typical Daily Schedule (eating, toileting napping): _____

Special Interests: _____

Unusual Likes/Dislikes: _____

What concerns do you have about your child in his/her adjustment to school:

In what ways would you like to see our program help your child:

Is your child able to swim without assistance: ___ Yes ___ No

If no, what type of assistance is needed? _____



Enrollment Information

Child's Name: _____

Date of Birth: ____/____/____

Parent/Guardian Agreement:

I understand the hours of the program for which I have registered my child and agree to adhere to them promptly. I also understand that I must escort my child into the building and leave him/her in the care of a staff member. The staff will release the child only to the parents or to the persons designated.

I further agree to read the school guidelines when received and to adhere to those guidelines as stated. I acknowledge that I understand and have received a copy of the school's current prices and payment policies, including but not limited to the following policies:

- (a) All registration fees, activity fees and tuition are non-refundable in whole or in part
- (b) Because my child's spot is reserved, I am responsible for payment of tuition even if my child is absent due to sickness, vacation or any other reason
- (c) I may take up to 2 weeks (as a block of 5 consecutive days each) vacation credit (non-cumulative from year to year) without obligation for tuition if my child has been enrolled for 12 consecutive months on a continuing basis, and provided that I give the school 2 weeks notice of the vacation.
- (d) Late fees are charged for late payments and pick-ups

The Director and staff are available for individual conferences concerning your child's adjustment to and progress in the school program. If any special problems arise in the school affecting your child, such occurrences will be promptly brought to your attention.

In the event of withdrawal from the program, 2 weeks withdrawal notice is required; your regular tuition charges continue during this 2 week notice period. A student may not be re-enrolled for a period of 4 weeks following withdrawal unless payment of tuition is made for the intervening 4 week period. A new registration fee will be due upon re-enrollment.

Parent/Guardian Signature: _____

Date: _____

Director Signature: _____

Date: _____

Annual Updates:

Parent/Guardian Signature: _____

Date: _____

Parent/Guardian Signature: _____

Date: _____

Parent/Guardian Signature: _____

Date: _____



Release and Waiver

We at Country Home have established the safety and care of your child as our greatest priority in the implementation of our program. Through the design of our facility and playgrounds, and the instruction of our staff, we have attempted to minimize the risk of injury to your child during the course of the day. It is the belief of Country Home that field trips and extra-curricular activities conducted off-premise comprise an important and valuable opportunity to increase your child's learning experience. In this regard, we offer participation to the older children in certain activities at Adventure Quest, including horseback riding, which they might not otherwise experience. We also offer occasional field trips to a variety of off-site venues during the school year and summer as well! Even the most watchful eye, however, cannot prevent the occasional and unforeseeable incidents which may occur among children at play, particularly outside the controlled and restricted environment of our school premises.

While we always make every effort to ensure your child's safety during these activities, we are unable to assume responsibility for any risks assumed as a result of the activities being conducted on-premise or off-premise. We must, therefore, obtain a release of liability with respect to those activities engaged in by your child during their enrollment with Country Home Learning Center, including transportation to and from school and the various activities.

If you do not wish to have your child participate in all of these activities or need further information or explanation regarding any given activity, please inform the Director.

Release and Waiver

_____ (student's name) is enrolled as a student in Country Home Learning Center (the "program"). I understand that this program will consist of activities within the school, including use of the Indoor and Outdoor Playgrounds, Waterpark and Splash Deck, water table play, as well as a variety of off-premise activities, including, but not limited to, occasional swimming, a variety of field trips (including horseback riding, petting zoo, inflatable water slides, hiking and other daily activities at Adventure Quest) and transportation for such trips. The program also consists of transporting elementary students to and from their respective schools by school bus or private vehicle. I further understand that there are certain risks and dangers inherent in engaging in each of these activities, particularly with respect to any equine activity at Adventure Quest due to the unpredictability of any animal. The undersigned as parents/guardians of, and on behalf of, the above named student, hereby release and agree to hold Country Home Learning Center, its employees, affiliates and agents harmless from any and all claims, demands, suits, liabilities and damages arising out of the activities comprising the program, including claims of negligence (Other than as may be attributable to the gross negligence of Country Home), including, but not limited to, any and all physical injury and/or emotional distress arising therefrom.

Warning

Under Texas law (chapter 87, Civil Practice and Remedies Code), a farm animal professional is not liable for an injury to or the death of a participant in farm animal activities resulting from the inherent risks of farm animal activities.

Date: _____ Parent/Guardian Signature: _____

In the event that I cannot be reached to make arrangements for emergency medical treatment at the time of illness or accident, I hereby authorize the Country Home Learning Center to take my child, _____, to the physician or hospital listed below for medical attention on my behalf.

Doctor/Hospital Name: _____ Phone: _____

Address: _____ Zip: _____

If the above physician is not available, the staff may secure medical attention from any other licensed physician at a hospital emergency room.

Date: _____ Parent/Guardian Signature: _____



Parent Handbook & Operational Policies and Procedures



Version 3  01/15/2025

Welcome to Country Home Learning Center!

As concerned parents, we know you have carefully considered the type of program that best suits your child's needs, and we are pleased that you have chosen ours. You will find Country Home to be a progressive child enrichment facility with a wholesome, old-fashioned country atmosphere! There is a distinct difference in our school that can be seen in the smiling faces of the children in our care!

Since 1982, Country Home Learning Center has earned a reputation in San Antonio and Austin for providing the highest quality childcare and education. Our classes are age-divided, with small group sizes. We offer a fully accredited and comprehensive educational program in a first-class, state-of-the-art facility, where a warm and caring staff utilizes a professional curriculum and the very best in educational toys and equipment!

Research confirms what we have believed for over four decades: the early childhood years are critical to the intellectual growth of our children. We now know that children learn more in the first five years of life than at any other time.

Again, thank you for choosing Country Home. We hope you will feel secure knowing that your child is actively participating in the most positive educational environment available! Rest assured; we strive for continued excellence in all we provide for our children at Country Home. We look forward to working with you and your child.

Country Home Learning Center

Parent Handbook

Mission Statement

Our Mission is to fill the childhood years with boundless opportunities for academic, physical, and social growth in an environment that supports students and their families. Our students will experience a rich variety of “hands-on” activities that encourage them to explore, discover solutions, and engage in countless projects that challenge and excite young minds.

Through all of our varied learning activities, we emphasize our most important vision: to provide our students with many opportunities to succeed every day. Frequent successes in young children promote both self-confidence and high self-esteem, which are vital to the learning process. We continuously strive to partner with our families to help build a strong foundation for our students.

Cognia Accreditation

Country Home Learning Center is accredited under Cognia’s Quality Early Learning Schools. Accreditation helps assure parents of a school’s commitment to quality education by engaging the school community in meeting high-quality standards, implementing a continuous improvement process, and engaging in quality assurance through internal and external review.

Cognia’s Mission is to “serve as a trusted partner in advancing learning.” Its Vision is to “impact and inspire education providers to advance and enable pathways of success for all learners.” Its Values are to “Be Inclusive,” “Engage with Honesty,” and “Pursue with Courage.”

Cognia has elevated teaching and learning for over 125 years, accrediting schools and school systems across the United States and globally.

For more information on Cognia accreditation, visit <https://www.cognia.org/services/accreditation-certification/>

Texas Rising Star Accreditation

The Texas Rising Star program is a voluntary quality rating and improvement system (QRIS) for childcare programs. Numerous research studies have shown that children who attend higher-quality early learning programs are more prepared for school entry than children who do not attend high-quality programs. Child care and early learning programs that voluntarily achieve Texas Rising Star certification, offering quality care that exceeds the Texas Health and Human Services Commission (HHSC) Child Care Regulation (CCR) minimum health and safety standards, are in a better position to positively affect the physical, social-emotional, and cognitive development of children. As programs advance

through the levels of Texas Rising Star certification, they can increase their ability to positively affect the development of the children they serve daily.

Program and Curriculum Goals

At Country Home, we take great pride in providing a distinctly innovative environment for our children. We do not limit our program to one teaching venue or method but rather provide a virtual banquet of educational choices. Our wonderful facility affords us the opportunity to leave our classrooms each day and explore various enrichment destinations such as our Resource Room and Library, Indoor Playground, Theater Arts Center, Computer and **STEAM** Lab, and Country Home Soda Shop! Each area provides unique opportunities and equipment for challenging "hands-on" learning and discovery in the world of science, sensorial exploration, geography and social studies, mathematical skills, digital learning, language and literacy, musical and creative arts, real-life learning experiences, and cultural traditions. Our children spend fun-filled days participating in activities that stimulate their creativity and spur their imagination!

Our program includes instruction in the following:

Reading Readiness	Social Studies
Verbal/Language Development	Dramatic Activities
Math Concepts	Creative Arts
Reinforcement of Cognitive Skills	Song and Games
Science and Geography	Practical Life Activities
Social and Emotional Development	

Country Home Learning Center offers further enrichment in technology education, introductory Spanish, music and creative movement, community speakers, as well as exciting and educational field trips. Our program provides at least ninety minutes of daily physical activities (indoor and outdoor) that are fun and age-appropriate. The older children in San Antonio also enjoy inflatable waterslides, lunch/snack at our very own General Store, and a friendly petting zoo at our privately-owned ranch, "*Adventure Quest*," in Boerne, Texas.

Country Home provides exceptionally small classes to promote individualized care and education. Each class group is kept **small** to maximize student/teacher interaction. Children thrive when they feel comfortable and secure in their environment, so our class schedules and curriculum emphasize a balance between child-initiated and teacher-directed activities. Our classrooms are arranged in learning centers to facilitate and support these educational activities.

Our comprehensive preschool curriculum, **QUEST**, is theme-based and designed to be creative and intuitive, allowing the associated activities to grow along with the children as they progress developmentally. Our research-based curriculum and instructional methods strongly emphasize incorporating all recognized learning domains, providing students with specific and immediate feedback about their learning, and taking advantage of teachable moments in day-to-day interactions with the children. In addition, our teachers are

encouraged to enhance their individual class's program by adding their own enrichment extras.

At Country Home, we strive to guide our students on their unique developmental paths while acknowledging each step they take on their learning journey. We do this by providing attainable goals built into all of our activities and encouraging children to challenge themselves by extending their independence. Our ultimate goal is to help each child become an inquisitive, happy, successful, and confident young student!

The Facility

Spacious, bright, clean, individual classrooms are provided for each age group, with built-in play structures and learning centers. Each classroom has an abundance of state-of-the-art educational equipment and age-appropriate, carefully chosen toys to meet the children's developmental needs.

Our theme-based curriculum is reinforced as classes utilize our various specialized areas throughout the facility. The **Resource Room** has a Language Arts center which offers the opportunity to choose books from our extensive library to read and share. We also utilize a whiteboard for ABC Mouse activities and allow children time to choose from a multitude of other language arts activities. You will also find many other centers with exceptional equipment for exploring Math, Science, and Geography concepts while incorporating elements of the Montessori approach to learning.

Each day is an exciting adventure as the classes visit areas such as our **STEAM and Computer Lab**, equipped with multiple desktop computers, iPads, and a variety of software for each developmental level. Our STEAM (Science, Technology, Engineering, Arts, and Math) Lab includes various fun and challenging materials to promote critical thinking and problem-solving skills. Our beautiful **Theater Arts Center** has amphitheater seating with a wooden stage where the children present performances and plays. And, since music provides an incredibly effective way for children to develop necessary social and cognitive skills, you will also find a variety of musical instruments. We also offer a karaoke machine for interactive dancing fun and a big-screen TV to utilize children's favorite movies related to our teaching themes. Our 3-year-old classes and older are offered age-appropriate "screen time" (computer, iPad, interactive whiteboard, videos) as part of their planned activities, limited to a maximum of one hour on any given day.

The **Country Home Soda Shop** is available for class cooking projects, after-school snacks, and special occasions such as birthday celebrations. The children may choose to sit in a booth or at the counter while they listen to 50's music on our jukebox CD player. The Soda Shop provides useful, practical life experiences through our in-class cooking projects (pouring, measuring, mixing), as well as many varied sensorial experiences (exploring the five senses: sight, touch, hearing, smell, and taste).

Country Home's **Giant Adventure Jungle Indoor Playground** is a multi-level structure with climbing tubes, tunnels, slides, activity panels, and even an elevated tree house/fort with drums and a telescope. Our Indoor Playground encourages wonderful physical play

while promoting hand-eye coordination, balance, and gross motor development in a climate-controlled environment. Classes rotate to the Indoor Playground regularly, even during inclement weather. As part of our music and creative movement program, instruction in gross motor skills activities is held in either our **Gym or Indoor Playground** (depending on location), equipped with a tumbling mat, ballet barre, and mirrored wall.

Our heavily wooded **Outdoor Playgrounds** are equipped with state-of-the-art climbing structures. Multiple playgrounds allow each age group to experience a unique, protected environment for the enjoyment of our students. Also, older classes in the San Antonio area make regular field trips to our privately-owned **Adventure Quest** ranch in Boerne.

The **Country Home Waterpark** and the **Country Home Splash Deck** (at some locations) were designed with children's safety as our top priority; therefore, the maximum depth of our Waterpark is 18 inches. A complete filtration system ensures a healthy environment. The area is enclosed with a 6-foot fence and a locked security gate. The Waterpark includes a beach entry (gradual slope with no edge), a giant frog slide, and multiple, water-spraying "creatures."

Classes must be accompanied at all times by their teacher and the Waterpark Supervisor when using the Waterpark. Children are required to wear water shoes when visiting the Waterpark or Splash Deck areas. The Country Home Waterpark and Splash Deck are typically open April through mid-fall, depending on weather conditions.

To add further variety to our unique outdoor playgrounds, Country Home has its very own **Putt-Putt Golf Course**. It is an exciting, colorful maze of golfing challenges specifically designed for our young students and possible future golf pros!!!

Staff

Our teachers and administrators are the most important link between our program and your child. Members of our staff are highly qualified and are selected on the basis of their education, experience, and expertise in working with preschool and elementary school-aged children.

Country Home Learning Center has a highly trained team of administrators available for any questions or concerns. Our administrators strive to ensure peace of mind for our parents and take great pride in providing the best possible environment for our children. Each location employs a full-time Curriculum Coordinator who administers our Preschool and After School programs. It is the Curriculum Coordinator's responsibility to ensure that all teachers are effectively implementing the curriculum, to oversee all on-campus special events, and to coordinate fun, educational field trips for the older classes.

Each staff member completes a systematic induction program and receives continuous Professional Development in various areas of Early Childhood through monthly training sessions, professional workshops, and staff development days. Our staff are supported and continually supervised to ensure high-quality standards are being maintained.

Classroom Guidelines

We encourage parents to dress children comfortably with safe footwear and in clothing appropriate to current weather conditions so all children can participate freely and safely in all activities. All young children are encouraged to have a change of clothes at school in case of an accident. Please clearly mark all clothing and other personal belongings to help prevent any losses, as we cannot be responsible for the loss of any personal items brought to the center.

Please avoid sending toys or valuable items to school. We have found that some are not safe or age-appropriate, and are often misplaced or broken. We cannot be responsible for lost or damaged personal items.

For children 12 months and older, we ask that you send a "crib-size" blanket and pillow for your child's naptime. A cot is provided for your child, but you may also wish to send a security/favorite item for your child to hold during naptime.

We encourage celebrations at Country Home on your child's birthday. This is one way to help your child feel special, and the children certainly enjoy it! Please coordinate any birthday plans with your child's teacher. We also regularly celebrate holidays with class parties. Only store-bought food items with a list of ingredients may be brought into the center for any event. Items containing peanuts or peanut oil are not allowed in the center. Latex balloons are also prohibited due to the associated choking hazard.

Infants and Toddlers

We encourage parents of our infants and toddlers to communicate daily with our teachers regarding their child's schedule and needs. All bottles should be covered and marked with your child's first name and last initial, as should all baby food. Bottles should be stored in the refrigerator upon arrival. If your child is not yet eating "table" food, please provide written feeding instructions using the "Infant Feeding Schedule" form, along with the child's food. Written instructions for feeding should be updated monthly, or more often if necessary.

Sufficient disposable diapers and wipes for the day should be included along with a change of clothes. Please feel free to send any special toys or security items if you feel it would help your child feel more comfortable; however, plush toys, blankets, pacifiers with attachments, and teething necklaces or jewelry are prohibited. Please ensure that any such items are clearly marked with your child's name, this includes over-the-counter diaper cream.

We know that our Toddlers, ages 12-24 months, have newfound mobility and an unlimited curiosity. Once your child moves into a Toddler class, they are required to wear shoes and due to safety reasons, we are no longer able to warm your Toddler's bottle.

Preschoolers

Our distinctly innovative environment allows children the opportunity to leave their classrooms each day and explore various themed areas for challenging “hands-on” learning and fun exploration. Since our students have a multitude of planned activities, we know communication with our parents is important. A monthly school-wide newsletter, menu, special events calendar, and field trip calendar are available. Age-specific monthly newsletters also notify parents of special events and current curriculum topics. They are available at the front desk area and on e-blasts. We encourage parents to take note of any sign-up sheets or notices posted on the classroom doors, as well as school-wide notices at the front door.

Enriched Excel/Pre-Kinder Program

Country Home offers an enriched Excel/Pre-Kinder program with a truly accelerated learning environment, qualified teachers, and exceptionally small classes. Classes are limited to 14 students, almost half the size of public-school kindergarten classes. Reading and 1st-grade math are introduced to the children in the second semester. The Excel/Pre-Kinder program also includes all of the extra-curricular activities of our regular program.

Child Transitions and Progress: “A Path to Moving Up”

We are dedicated to making each child’s transition between classrooms seamless and successful, with a strong focus on their individual developmental needs. Through open communication and close collaboration between caregivers and parents, we hope to create a positive experience that nurtures growth and confidence.

When a child is ready to transition to a new classroom, we follow these steps to ensure the process is as smooth as possible:

Parent Participation: Parents will be notified prior to the upcoming transition and will have the opportunity to share any thoughts or concerns about their child’s development. This collaborative approach allows us to address each child’s unique needs. By actively involving parents, we strengthen the partnership between home and school, fostering a shared sense of responsibility for the child’s success.

Teacher Collaboration: Current and future teachers will discuss each child’s progress and development. These discussions will cover topics such as the child’s developmental progress, areas of interest, developmental milestones to focus on, strengths, needs, demonstrated skills, strategies or accommodations that are in place to support the child’s learning and development. Teachers will also share a child’s assessment and observational data to ensure continuity and consistency in the child’s learning experience. This collaboration promotes a seamless transition, ensuring that the specific needs of each child are met. Through open communication, parent involvement, and caregiver collaboration, we establish a strong foundation for successful transitions that support each child’s ongoing growth and development.

School-Age Children

Country Home Learning Center offers a very special year-round program for our elementary school-age children, with an emphasis on our Kids' Choice Special Interest Clubs, such as the Lego Club, Art Club, Pokémon Club, Bracelets Club, Comic Book Club, and Fashion Club. Each week brings a new theme, and many special events are planned for our children's enrichment and total enjoyment!

After School Program

Our After School students enjoy active, fun-filled days that provide a variety of choices including the Soda Shop (for an afternoon snack and cooking projects), the Theater Arts Center (musical instruction or a favorite movie), the Computer and STEAM Lab (for play and education), the Giant Adventure Jungle Indoor Playground (for indoor physical play), and the outdoor playground and Waterpark (weather permitting). Daily homework time is provided.

We invite our After School students to attend Country Home on public school holidays. Special School Events, In-House and Off-Campus Field trips are planned on these days to exciting and educational local attractions including Mad Science, Kona Ice, and movie theaters, as well as visits to our petting zoo, and picnics at our privately-owned "*Adventure Quest*" ranch in Boerne for our San Antonio locations!

If we regularly pick up your child from elementary school and your child will not need transportation on any given day, please be sure to notify us in advance of the regularly scheduled pick-up time. We cannot leave the school until all students are accounted for, so an absent, unaccounted child causes lengthy delays for our remaining students.

Summer Camp Program

Our extremely popular Summer Camp program includes all of our regular activities, our Kids' Choice Special Interest Clubs, as well as special field trips to a wide variety of exciting local destinations. Our highly successful Reading Program encourages a continuation of academic exercises throughout the summer. Summer Campers share the excitement of participating in Special Events such as Robot Academy, Mini-Figure Workshop, Olympic Tryouts, and Canvas Studio! Summer Campers also enjoy regularly scheduled special attractions such as Splash Games, STEAM Missions, and Champions League!

Enrollment

Country Home does not discriminate based on race/color, sex, sexual orientation and gender identity, national origin, religion, or disability of our children or their parents. Country Home Learning Center accepts children ages six weeks through 13 years old.

The Texas Health and Human Services Commission requires daily documentation of each child's arrival and departure times. Country Home utilizes a state-of-the-art program where parents simply enter their PIN (personal identification number) to satisfy this requirement. Parents are responsible for clocking their children in and out each day.

Safety and Sanitation

Country Home maintains high standards for safety and cleanliness. Our strong commitment to the health and well-being of our children is exemplified by countless staff requirements and company procedures, some of which are as follows:

Country Home utilizes a state-of-the-art entry system to monitor who has access to the center. Please keep your PIN (personal identification number) confidential to maintain the system's integrity.

All staff members are required to be certified in CPR and First Aid, which Country Home provides at no cost to the employee. Fire, evacuation, and lock-down drills are performed on a regular basis.

All playgrounds, as well as the Waterpark and Splash Deck, are designed to prioritize safety and include protective fencing, fall zones, and age-appropriate equipment. Our buses are professionally cleaned regularly. Each vehicle is equipped with first aid supplies, a fire extinguisher, a mobile telephone, and emergency information on each child riding in the vehicle.

We perform regular maintenance inspections on all areas of our facility, playgrounds, and vehicles. (Country Home's maintenance crew visits weekly to perform any necessary repairs.)

Our housekeeping staff cleans the facility daily. Special cleaning services, including carpet cleaning, are performed regularly as well. Air filters are changed at least monthly, and we utilize regular pest control and disinfecting services. Our staff members clean and disinfect the changing mats after every diaper change. Toys and sleeping mats are also disinfected regularly. Frequent hand washing by both staff and children is always a top priority!!!

Health and safety are among our top priorities at Country Home! That is why we use **DIS.IN.FX** at all of our locations! Their treatment process is proven to kill 99.99% of harmful germ growth and reduce cross-contamination. Our schools are tested monthly and treated every quarter. We schedule additional treatments as needed to protect against the Coronavirus and other common illnesses. We hope to give you and your family peace of mind while your kids are in our care.

CHEQCS for Success Assurances

CHEQCS or **C**ountry **H**ome **E**xecutive **Q**uality **C**hecklist **S**ystem for **S**uccess is our proprietary quality assurance system designed to support and assist our schools in providing the best quality childcare and education. Country Home Learning Center utilizes a multi-level professional team, at regular and irregular intervals, to provide written quantitative reviews and documentation ensuring adherence to ethical business practices and maintaining a safe, clean, and healthy environment for all children, their families, and our staff. Areas of emphasis include, but are not limited to:

- ✓ Consistent compliance with all regulatory agency standards and requirements
- ✓ Consistent compliance with all Country Home policies and procedures
- ✓ Proactively ensuring a safe, clean, and healthy environment for all stakeholders
- ✓ Providing and maintaining multiple venues throughout each facility, offering unique opportunities for “hands-on” learning and fun exploration
- ✓ Providing and maintaining age-appropriate, intentional centers and equipment for meeting every child’s physical, emotional, and educational needs
- ✓ Offering lower student-teacher ratios to enhance the student-teacher interaction and learning
- ✓ Ensuring appropriate interaction with children, their families, and the community
- ✓ Ensuring appropriate utilization of curriculum, technology, and assessments to prepare children for their next stage of development
- ✓ Emphasizing all staff professional development, including utilizing Mentors, Lead Teachers, and a CDA Reimbursement Program
- ✓ Consistently striving to identify potential areas of improvement regarding all aspects of its program and facilities

Operational Policies & Procedures

Hours of Operation

Country Home is open from 6:30 a.m. until 6:30 p.m. Monday through Friday, twelve months a year.

Calendar

Country Home is closed for the following holidays / Staff Development Days each year:

New Year’s Day	Thanksgiving Day	Martin Luther King Day-SDD
Memorial Day	Friday following Thanksgiving	Good Friday-SDD
Independence Day	Christmas Eve	Columbus Day-SDD
Labor Day	Christmas Day	

If a holiday occurs on a weekend, closure will follow the local business practice. We establish our fees on an annual basis, therefore there is no reduction in tuition for any holidays.

School Weather Closures

We observe all closures declared by the surrounding school district due to inclement weather but encourage you to contact the Center during the day in the event the Center opens later. There will be no reduction or credit in tuition due to school closings for inclement weather.

Enrollment Procedures

Parents are required to complete the enrollment packet, (and update it at least annually) the general contact information, personal information sheet, Allergy Emergency Plan, Special Needs Plan, release and waiver, and a signed acknowledgment for the Parent Handbook & Operational Policies and Procedures. Current immunization records and a physician's statement allowing the child to participate in daycare are also required.

Parents are welcome to update their contact information at the front desk, as needed. Status Change Forms are available in the Parent Resource Area for parents to easily access and make any changes without staff assistance. Parents can then hand it to the Front Desk Staff or drop it in the check slot.

Registration & Tuition

At the time of enrollment, a non-refundable registration fee is required to reserve a space for your child. Tuition is due every two weeks in advance. Partial weeks at the beginning or end of enrollment will be charged at daily drop-in rates. Please make your tuition payment by Tuesday of each tuition week either by credit card, by placing a paper check in the tuition box at the Front Desk, or by a cash payment to the Office Staff. Please write your child's name in the memo portion of your check to ensure proper credit.

Tuition Fees are established on an annual basis; therefore, there is no reduction in tuition for holidays, or school closings due to inclement weather or illness. The tuition rate is based on the classroom in which the child is enrolled, and not on the child's actual birth date. When school-age children attend on public school holidays and/or early dismissal days there is an added charge for these additional hours of care.

A calendar noting tuition due dates and school holidays is available for your convenience at the Front Desk. For after-school children, please, refer to the Child Care Tuition sheet for these additional fees.

The Country Home Parent Portal allows you to access your financial account, enabling you to make individual payments online with your bank account or credit/debit card. For your convenience, we offer an optional auto-pay program designed to deduct your regular expenses directly from your bank account or credit/debit card.

Late/No-Call Fees

Please remember that all tuition is due every 2 weeks in advance by Tuesday of that week. A \$35.00 late charge will be assessed after this date. An additional \$25.00 charge will be assessed for each additional week payment is late. A late fee will be assessed on any unpaid accounts. All returned payments will have a \$30.00 insufficient funds fee assessed.

A \$5.00 per 5-minute late fee will be assessed for parents who are late picking up their children (after 6:30 p.m.). Any parent who consistently arrives late may be required to withdraw their child from the center.

If we regularly pick up your child from school, please be sure to notify us in advance if your child will not need transportation on any given day. Because of the delays and confusion caused when we cannot locate a child at an elementary school, a \$10.00 fee will be assessed if a parent fails to call in advance when their child will not require regularly scheduled transportation from school to Country Home.

Supply Fee

A registration/supply fee is due two times per year. Please refer to our tuition supplement for a complete list of our fees and tuition. Please Note: **All Registration Fees, Activity Fees, Supply Fees, and Tuition are Non-Refundable.** This includes monies paid for any current or future tuition.

Vacation Credit

Because we recognize that time together as a family is invaluable, a two-week vacation credit per year will be given after your child has been enrolled on a *continuous* twelve-month (one-year) basis. Two weeks prior notice is required regarding the dates your child will be absent. Vacation credits may be taken as a full-week (five consecutive days) unit only. Vacation credit may only be applied if your child is absent from the Center during the designated vacation period.

Adjustments cannot be given for occasional days off. Unfortunately, our salaries and overhead expenses are not reduced when a child is absent. Therefore, tuition must be paid regardless of attendance to support the enrollment space reserved for your child. We hope you understand our need for financial stability, and we greatly appreciate your cooperation in this matter.

Withdrawal Notice

In the event of withdrawal from the program, a 2-week withdrawal notice is required; your regular tuition charges continue during this 2-week notice period. A student may not be re-enrolled for a period of 4 weeks following withdrawal unless tuition is paid for the intervening 4-week period. A new registration fee will be due upon re-enrollment.

Medical Requirements

Parents of enrolled children must provide proof that they meet applicable immunization requirements as specified by the Texas Department of Health by their child's first date of attendance. Parents must provide the Center with their child's updated shot records as immunizations are received. See: <https://www.dshs.texas.gov/immunization-unit> for current state requirements. Currently, the Texas Department of Health does not require TB testing for students in Bexar or Travis counties. We do not require our staff to receive vaccines that would prevent disease.

First-time enrollees who are four years of age or older, and all children enrolled who are four years of age by September 1 of each year must have documentation of hearing and vision screening prior to the end of the first semester of enrollment.

Allergy Emergency Plan

Parents of children with a known food allergy and those with other severe allergies such as medications and bee stings must have their child's physician complete the **Allergy Emergency Plan** form in the enrollment packet. Both the child's physician and parent must sign and date the plan. The completed form must include the following:

1. A form for each food or allergen, (unless the symptoms and treatment are exactly the same) the child is allergic to;
2. Possible symptoms if exposed to an allergen; and
3. Steps to take if the child has an allergic reaction.

Special Needs Plan

In support of children who need inclusive services, we will make every effort to incorporate their **Special Needs Plan**, where applicable, into the child's daily activities. We will adapt procedures and vary methods as necessary to care for a child with special needs in their classroom to the best of our abilities. We will provide daily activities that integrate children with and without special care needs in our classrooms. If your child receives services provided by specialized consultants, therapists, or other agencies and needs that service at Country Home, we will accommodate it with parental request and approval.

Parents of children with a diagnosed special need should have their child's professional provider complete the **Special Needs Plan** form in the enrollment packet. Both the child's professional provider and parent must sign and date the plan. The completed form must include the following:

1. The diagnosed medical/physical/mental/behavioral condition and symptoms;
2. Necessary accommodations and/or modifications;
3. List triggers to avoid that may cause a reaction; and
4. List medications that are taken at home and school that support the child's special needs.

We will need the child's therapist and parent to communicate, in writing, any accommodations recommended by a qualified professional provider. This includes

instructions on how to utilize as recommended any adaptive equipment that has been provided to the center for a child's use. Any such adaptive equipment provided must not pose a safety issue for other children.

Drop-off and Pick-up

Drop-off and pick-up times for your child must be recorded through the electronic system using the parent's assigned PIN. In the event the system is inoperable, the time and parent's initials are required on the sign-in and sign-out log that is located at the front desk. Parents must accompany their children to and from the assigned classrooms when arriving at and leaving the Center.

Release of Children

We will only release your child to you or to a person whom you have authorized in writing. For your child's safety, we cannot accept verbal authorizations. Please remind any person you authorize to pick up your child to bring their driver's license.

Well Check

Teachers perform wellness checks on each child every day. Wellness checks include observing the child's general mood or changes in behavior, checking for fever, rashes, unusual spots, swelling or bruises, any complaints of pain or not feeling well, any signs or symptoms of disease, or any reported illness in the child's family members.

Toilet Learning

We introduce toilet learning to students who are developmentally ready, according to the parent's wishes. Please provide several changes of clothes with your child's name on them during the early stages of training.

Meals

We offer nutritious morning and afternoon snacks, as well as a home-cooked lunch, prepared at the Center, and served family style in each classroom. A breakfast program is available for a nominal fee. This program is intended for those children who eat breakfast at the Center on a regular, daily basis. All of our meals are well-balanced and planned to include a variety of foods with different colors and textures, whole grains, fresh fruits, and vegetables. Our menus are posted monthly, and available via email, and copies are available from the Director.

You are welcome and encouraged to drop by and join your child for lunch when your schedule permits. Just let us know by 10:00 a.m. so that we can include you in our lunch plans. There is a small fee for your meal.

Dietary Guidelines

We follow the meal patterns established by the U.S. Department of Agriculture (USDA) Child and Adult Care Food Program (CACFP) and administered by the Texas Department of Agriculture. “Dietary Guidelines for Americans” is a good resource for parents to learn about nutrition and share healthy eating habits with their children. The current guidelines can be found by visiting the website below:

<https://www.fns.usda.gov/cacfp/nutrition-standards>

To ensure the safety of food brought from home, including refrigeration or other means to maintain appropriate temperatures, please give your child’s meal and/or snack from home to the center’s Cook in the kitchen. All food brought in from outside the center must be labeled with the child’s first and last name, class name, and date. On Special Event or Party Days all food brought from home that will be shared among children, must be commercially prepared or prepared in a kitchen that is inspected by local health officials and must include a list of ingredients.

Infants

We follow the American Academy of Pediatrics (AAP) recommendations on creating a safe sleep environment for infants, 12 months and younger. These recommendations include providing a crib that meets the safety standards of the Consumer Product Safety Commission (CPSC), a tight-fitting/firm mattress, and a fitted sheet designed for that mattress. Nothing else should be in the crib except for the baby, prohibiting items in cribs such as blankets, stuffed animals, and mobiles.

Infants will always be placed on their backs to sleep. Infants should have one layer of clothing on while sleeping but are allowed to wear a “sleep sac”, and if the infant falls asleep any place other than a crib (play mat, while being held, or arrives to care asleep in a car seat) the infant will be moved to a crib immediately. Please note that swaddling is prohibited in Texas-licensed child care centers.

Parents have the right to breastfeed or provide breast milk for their child while in care. Should you wish to breastfeed, please contact the Front Office Staff regarding a comfortable place with a seat in the center to do so. Upon request, a compilation of breastfeeding education and support resources in the community is provided to parents.

Food Allergies

According to the CDC, about 20% of children with food allergies (1 of 5) will have a reaction while at school. Additionally, about 25% of severe food allergy reactions at school (1 of 4) happen to children with no previous known food allergy. The CDC also indicates there are over 170 different foods that can cause food allergies, but most food allergies are caused by milk, eggs, fish, shellfish, wheat, soy, peanuts, and tree nuts. Additional information about children and food allergies can be accessed by visiting the website below: **<https://www.cdc.gov/healthyschools/foodallergies/index.htm>**

In the event of a food allergy, intolerance/restriction, or dislike of a particular item, parents are welcome to supplement their child's meal according to the child's needs. For those parents choosing to provide their child's lunch and/or snack, milk, fresh fruit, and vegetables are available for children who bring lunches from home. Please plan ahead to provide a meal that is of comparable nutritional value. If a parent chooses to provide meals or snacks from home, Country Home is not responsible for its nutritional value or for meeting the child's daily food needs. <https://countryhomelearningcenter.com/>

Physical Activities

We believe it is important to encourage young people to participate in physical activities that are appropriate for their age, are enjoyable, and offer variety. Our program provides opportunities for 90 minutes (1.5 hours) or more of physical activity daily, 30 minutes of indoor physical activity, and 60 minutes of outdoor physical activity each day depending on the age group. We encourage this through both structured and unstructured physical activity in our Classrooms, Theater Arts room, Indoor Playgrounds, Outdoor Playgrounds, and Gym (gym available at most locations).

Research shows physical activity and outdoor play offer a variety of developmental benefits to children, contributing to a lasting and positive effect on a child's physical, mental, cognitive, and social-emotional growth. Outdoor play provides greater freedom and flexibility, fuller expression through loud talk, and a greater range of active movement. Outdoor play also extends opportunities for large muscle development, social-emotional development, and small muscle development by offering variety, challenge, and complexity in ways that are not attainable in a confined indoor space.

Inclement Weather

We modify our outdoor activities during inclement weather. If the temperatures are below 40 degrees or above 98 degrees, taking wind chill and heat index into consideration, the children will be offered alternative inside, physical activities. During inclement weather, we follow an inclement weather schedule with extra opportunities for physical activity in our indoor playgrounds and enrichment areas.

We will also modify outdoor activities individually for children with asthma or other breathing-related sensitivities. Parents need to notify the office staff at the front desk each day your child will need to remain inside on a day with a reported high air quality index that is a concern for your child.

Screen Time

Our 3-year-old and older children are offered planned “screen time” activities (computer, iPad, whiteboard, TV/videos) that are age-appropriate and do not exceed one hour per day. In compliance with Texas Child Care Licensing Minimum Standards, children should not be using personal cell phones, Smartwatches, iPods, iPads, tablets, etc., and will need to keep them put away. The only exception is using electronic tablets for supervised homework.

Discipline and Guidance

We strive to prevent behavior problems by establishing consistent, understandable limits and providing an environment with minimal frustrations. If inappropriate behavior does occur, our teachers respond with sensitivity and skill to help the child understand why the behavior is unacceptable and how to modify it. We do not administer physical punishment at any time.

Discipline must be:

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

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

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

The policy/process includes the teacher and/or director having ongoing conversations with parents to express concerns and discuss strategies for addressing challenging behaviors. Conversations are framed around the objective of kinder readiness, which is the objective of the program.

Both teachers and the director have conversations with parents to address concerns and discuss strategies for addressing behaviors. Parents will continue to be informed of their child’s progress.

The director and teachers should be able to provide evidence that they are working together with the parents about decisions regarding the child’s experience, which may include written reports for children and a parent communication log.

Dismissal

Our Staff works closely with parents to understand each child and to determine which methods work best for him or her. We provide resources to parents and collaborate with them when a child repeats a challenging behavior to help work towards a positive outcome. When necessary, we will develop a Behavior Management Plan (Behavior Support or Behavior Modification Goals) with Teachers and Parents to help guide a positive outcome. Repeated behavior problems may subject the child to dismissal from school. A child's challenging behavior that results in serious safety concerns for the child, other children in care, or Country Home staff may also subject the child to dismissal from school.

Illness

Your child should be free from all communicable diseases and free from fever (100 degrees by ear/armpit) that is accompanied by behavior changes or other signs or symptoms of illness before attendance. If your child becomes ill while attending school, we will provide a quiet, calm place for your child to rest. You will be called to come for your child. Your child will need to be picked up as soon as possible. Your child may return to school when free of all contagious conditions including fever (100 degrees by ear/armpit) without the use of medication, an episode of diarrhea, vomiting or other severe illness symptoms for 24 hours.

Medication

The Center can only administer medication to your child when the original, unexpired medicine bottle contains a prescription label bearing your child's full name and prescribed dosage or when the Center has received written instructions from your child's doctor stating dosage times and amounts. By licensing requirements, the initial dose of the medication must be administered by someone other than Country Home, such as the physician or the parent. Instructions must be consistent with labeling on the medication or doctor's note. All medications are stored and inaccessible to children. In every instance, a parent's signature on the medication log will be required for us to administer medication. Medications are administered at 10:30 a.m. and 2:30 p.m. each day. Medication is administered only by designated staff trained in the administration of medication. The medication log is located at the Front Desk.

Medications Delivered by a Device

Medications delivered by a device may be given only by staff trained in the use of the device. Written instructions must be provided on indications for use that include signs and symptoms that the medication is needed. Parents must demonstrate the use of the device and any special care after use to all staff who will be administering the medication. Documentation of the demonstration must be made including the date and staff in

attendance. Training on the use and care of the device must be provided annually or as needed with staffing or device changes.

Medical Emergencies

Parents will be notified immediately if a child requires professional medical attention or becomes ill requiring exclusion from the center. Parents will be notified at the time of pickup for less serious injuries such as minor cuts, scratches, or bites resulting in first aid treatment. The contraction of any communicable disease that is *reportable* to the Texas Department of Health will be posted within 48 hours as a notice on or near the front door of the facility or the classroom. A notice of outbreaks of head lice or other infestation will be posted within 48 hours in the classroom where the infestation occurred.

In the event of a medical emergency, the appropriate First Aid will be administered. Country Home requires all staff to be certified in First Aid and CPR. In the event of a life-threatening medical emergency, 911 will always be called first, followed by the parent and the child's physician of record if necessary.

Sun Screen & Insect Repellant

We encourage parents to apply Sunscreen and Insect Repellant at home if desired. In the event that a parent is unable to apply Sunscreen/Insect Repellant at home, Country Home Learning Center is willing to apply Sunscreen/Insect Repellant for you upon request. In order to have Sunscreen/Insect Repellant applied please sign the Parent Letter in our Enrollment Packet and simply bring in your Sunscreen/Insect Repellant labeled with your child's full name and physically hand it to the teacher (please do not leave it in your child's bag or cubby). Please notify your child's teacher of your request to apply Sunscreen/Insect Repellant as well.

Water Activities

The Country Home Waterpark is available for three-year-old classes and older, weather permitting. The Country Home Splash Deck may be available at certain locations for our oldest Toddler classes and above, weather permitting. Classes must be accompanied at all times by their teacher and the Waterpark Supervisor when using the Waterpark.

Water shoes are required when visiting the Waterpark or Splash Deck areas, and also when attending field trips at Adventure Quest in the summer. Children are required to adhere to all posted rules regarding the Waterpark and Splash Deck.

Animals

From time to time a special event may include animals. A written notice will be posted on or near the front door of the facility prior to such an event.

Transportation

Country Home provides transportation from nearby public elementary schools. If we regularly pick up your child from school, please notify us in advance if your child will not need transportation on any given day. Transportation is also provided for various field trips. For any students requiring or requesting the use of a child passenger safety seat system (car seat, harness, or booster seat), we have limited equipment available at our Center. If a parent needs to provide their child's personal car seat, it will need to be installed by the child's parent. All 3-year-old children in any vehicle (large bus, mini-bus, or personal car) and children 4 years old, who weigh less than 40 pounds in a mini-bus, will require a forward-facing child safety seat.

Field Trips

Four-year-old classes and older enjoy field trips to educational and fun venues throughout the local area. A parent's signature is required on the field trip notice for each field trip, permitting their child to attend. Field trip notices are posted in each classroom and/or the front desk area.

Emergency Preparedness Plan

In the event of an emergency, the children's safety is our top priority. Each class has a Designated Safe Area depending on the situation. If a class is not in their assigned room during an emergency, they will seek the closest safe area appropriate for the event. Fire drills are conducted monthly to ensure a calm, timely evacuation of the building. A diagram is posted in each classroom for fire emergencies, displaying a pre-planned evacuation route in red.

Severe weather drills are conducted at least four times a calendar year to ensure classes successfully relocate to their Severe Weather Designated Safe Area. A diagram is posted in each classroom for severe weather emergencies, displaying a pre-planned relocation route in blue. Severe Weather Designated Areas are also identified throughout the center by signs noting the assigned group for that specific area.

Lockdown Drills are conducted at least four times a calendar year for a volatile or endangering person on the premises or in the area. This drill, much like fire and severe weather drills, is designed to protect the safety of our children and staff by preparing them to respond calmly and effectively in case of a real emergency.

In the event an emergency requires the relocation of all children to an Alternate Shelter (off-site location), Country Home will notify local media of the event. The pre-determined designated relocation address is posted in each classroom and may also be obtained by contacting any Country Home Learning Center. Parents who have supplied a valid email address will also receive an email as soon as possible regarding the situation, including the relocation address.

When an emergency occurs, Teachers are instructed to do a Name-to-Face Roll Call and count the children before leaving their current location, and again do a Name-to-Face Roll Call and count the children once they have reached their Designated Safe Area. Front office and kitchen personnel also assist the younger classes in transitioning the students to the safe area. Infants and non-mobile children will be placed in a mobile crib, stroller, etc., and will be moved to the Designated Safe Area as indicated on the Evacuation Diagram. Toddlers, children with limited mobility, and special needs children will be assigned extra staff to provide assistance and move the children to the Designated Safe Area as indicated on the Evacuation Diagram.

In the event emergency services are required, including the fire department, the Director (or designated Director) will call 911. Families of students will be notified by phone (and local media, if applicable) under the Director's supervision. The Director will also notify the Licensing representative within two days after any occurrence that renders all or part of the program unsafe or unsanitary for a child.

Prevention, Recognition, and Reporting of Child Maltreatment

Country Home requires all employees to receive annual training in the prevention of child abuse and neglect. Information may be obtained from the Director regarding the prevention, recognition, and reporting of child maltreatment, or can be accessed at <https://www.childwelfare.gov/>. Country Home will stay current on methods for increasing employee and parent awareness on issues regarding child abuse and neglect, including factors indicating a child is at risk of abuse or neglect and warning signs indicating a child may be a victim of abuse or neglect. These methods will include increasing employee and parent awareness of prevention techniques for child abuse and neglect. Country Home will also have resources for coordination with appropriate community organizations that have training programs available to Country Home employees, parents, and children that are knowledgeable in preventing and responding to abuse and neglect of children and include actions that the parent of a child who is a victim of abuse or neglect should take to obtain assistance and intervention. Texas Family Code 261.101 requires all childcare personnel to report suspected abuse, neglect, or exploitation directly to DFPS. Any person having cause to believe that a child's physical or mental health or welfare has been adversely affected by abuse or neglect by any person should immediately make a report to the child abuse hotline: 800-252-5400.

Gang-Free Zone

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

Gun-Free Zone

Pursuant to section 30.07, penal code (trespass by license holder with an openly carried handgun) and section 30.06, penal code (trespass by license holder with a concealed handgun), a person licensed under subchapter H, Chapter 411, Government Code

(Handgun Licensing Law) may not enter this property with a handgun that is carried openly or concealed.

Parent's Rights

Texas Senate Bill 1098 from the 88th Legislative Regular Session added Section 42.04271 to the Human Resources Code and states that a parent or guardian of a child at a childcare facility has the right to:

- Enter and examine the childcare facility during its hours of operation and without advance notice;
- File a complaint against the childcare facility;
- Review the childcare facility's publicly accessible records;
- Review the child-care facility's written records concerning the parent's or guardian's child;
- Receive inspection reports and information about how to access the childcare facility's online compliance history;
- Have the facility comply with a court order that prevents another parent or guardian from visiting or removing the child;
- Be given the contact information for the child care facility's local Child Care Regulation office;
- Inspect any video recordings of an alleged incident of abuse or neglect involving their child provided that:
 - Video recordings of the alleged incident are available;
 - The parent or guardian does not retain any part of the video depicting a child that is not their own; and
 - The parent or guardian of any other child in the video receives prior notice from the facility;
- Obtain a copy of the facility's policies and procedures handbook;
- Review the facility's staff training records and any in-house training curriculum; and
- Exercise these rights without receiving retaliatory action by the facility.
- The childcare facility must provide written notice to the parent or guardian of any other child captured in a video before allowing a parent to inspect a recording.
- The childcare facility must provide a parent or guardian with a written copy of these rights no later than the child's first day at the facility.

Licensing Contacts

Should the need arise, the Center's state licensing entity in San Antonio can be reached at (210) 337-3399, and in Austin at (512) 834-3195. The child abuse hotline is 800-252-5400 and the licensing entity's website for Texas where parents can access the minimum standards online is (www.tdfps.state.tx.us/). Parents may review a copy of the Center's most recent Licensing Inspection Report posted near the office entryway at the center.

Parental Notification

Daily reports are sent electronically to help keep parents informed of their child's activities and special events. Written notices applicable to the entire center will be posted in a conspicuous place near the front door entrance. Additional copies of the notice may also be placed on the Front Desk as well as in children's individual cubbies. Notices pertaining to a specific classroom will be posted in that particular room.

Policy Changes

A notification will be posted on our Parent Board in the Resource Room to notify you in writing prior to the effective date should any item in the Operational Policies change.

Family Involvement

We encourage our parents to come by and observe our classes at any time. Our interior windows provide easy visibility into our classrooms and prior approval is not required. We welcome parents to participate in special events and activities occurring throughout the year (notices will be posted). Please contact the Director should you desire to review the Center's copy of the state Minimum Standards, and the Center's most recent Licensing inspection report.

Country Home values the importance of open and respectful communication between parents and staff. All parents and family members are expected to maintain a calm demeanor and speak to staff and others on our premises in an appropriate manner. If a parent or family member displays inappropriate behavior, physically or verbally toward any staff member, child or parent they will be asked to leave the premises and their child may be disenrolled if deemed necessary.

Conferences

If you have any questions or suggestions, feel free to speak with your child's Teacher or the Director. Country Home schedules parent/teacher conferences at least twice a year, however, additional conferences can be scheduled at your request. Information from teacher observations and written assessments is shared. In addition, written student evaluations are completed by our staff four times per year and provided to parents at least two times a year.

Should you have any questions or concerns about any Country Home policies or procedures, please, contact the Director or Assistant Director by phone or in person, at any time during regular business hours. Thank you for choosing Country Home. We hope you will feel secure knowing that your child is safe and actively participating in the most positive educational environment available! Rest assured; we strive for continued excellence in all we provide for our children at Country Home. We look forward to working with you and your child.

Please complete & sign the corresponding acknowledgement to this document.



**Acknowledgement for receipt of
Country Home Learning Center
Parent Handbook
&
Operational Policies and Procedures
(dated 01/15/2025)**

Student's Name

Parent/Guardian/Employee Name

Parent/Guardian/Employee Signature

Date

Please mark to acknowledge how you will access the information:

- Provided with a physical copy to read onsite
- Provided with a physical copy to keep
- I will access electronic copy through parent or employee portal



Immunization Request Form

Child's Name: _____

Birthdate: _____

Physician should write in the date each immunization was given or attach a dated shot record to this form.

- | | | |
|------------------------------|--|--|
| _____ OPV #1 (2 months) | _____ DPT #1 (2 months) | _____ MMR #1 (1+ year) |
| _____ OPV #2 (4 months) | _____ DPT #2 (4 months) | _____ MMR #2 (4 + years) |
| _____ OPV #3 (by 1 year) | _____ DPT #3 (6 months) | _____ Hib #1 (2 months) |
| _____ OPV Booster (4+ years) | _____ DPT #4 (15 months) | _____ Hib #2 (4 months) |
| _____ Hep B #1 | _____ Hep A #1 | _____ Hib #3 (12 months +) |
| _____ Hep B #2 | _____ Hep A #2 | OR |
| _____ Hep B #3 | | _____ Hib (on or after 15 mths; if none above met) |
| _____ PCV/PPV #1 | _____ PCV/PPV #2 | _____ Varicella (at 16 mths) |
| _____ PCV/PPV #3 | _____ PCV/PPV #4 | |
| _____ Physician Statement | _____ Hearing screening (at 4 & 5 years) | _____ Vision screening (at 4 & 5 years) |

Physician's Signature or Stamp: _____

Hearing:

Mandatory for all 4 year olds

Hz	500	1000	2000	4000
R				
L				

Pass: _____ Fail: _____

Vision: R/20 _____ L/20 _____ Pass: _____ Fail: _____

With Correction: _____ Yes (or) _____ No Chart Used: _____ Letter (or) _____ HOTV

Examiner's Signature: _____ Date: _____

Physician's Statement

_____ (Child's Name) has been examined by me and found to be free of all contagious diseases, and is physically able to participate in all school activities.

Restrictions and recommendations (if any): _____

Height: _____ Weight: _____

Physician's Signature: _____ Date: _____

I, _____ give consent for CHLC to print my child's Official Immunization Record from immtrac.dshs.texas.gov, if available.

Parent Signature: _____ Date: _____



Medical Waiver

My child _____ has his/her immunization records, TB
tine skin test record, hearing and vision screenings on file at his/her elementary school.

School Name: _____

Address: _____

Phone: _____

Parent's signature: _____

Date signed: _____



Afterschool Transportation Authorization



I, the undersigned parent, hereby authorize Country Home Learning Center to transport my child, _____ who is in the _____ grade,
 From (to) _____ Elementary School To (from) _____
 Country Home Learning Center Before/After School Care.

Will your child ride the Country Home bus in the morning to school? Yes _____ No _____

My child, _____ who is in the _____ grade, will be
 Picked up/Dropped off at Country Home Learning Center, From _____
 Elementary School, by the Public School Bus # _____.

 Parent's Signature

In order to ensure a smooth transition during the first week of the new school year, it is very important that we know which children will require our transportation to Country Home. Some parents wish to provide transportation the first few days of school, which can lead to confusion if we are also planning to pick up your child.

The following is for the first week of school only.

I request Country Home Learning Center to pick my child up from his/her elementary school on the following days during the **FIRST WEEK** of school. Please place a checkmark on the days you want Country Home to pick up your child.

<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>
_____	_____	_____	_____	_____



Parent Notification of Custody Issues

We cannot legally prevent a child from being picked up by a parent or person designated by a parent. If parents are legally separated or divorced, we cannot restrict the days or times either parent picks up their child/children. Parents must be responsible to adhere to their custody agreement and/or decide between themselves which days and times each of them will pick up their child/children. Country Home Learning Center is legally obligated to release the child/children to their parent.

If a parent has no legal right to pick up their child, or has a restraining order in effect, the school **MUST HAVE A COPY OF THE COURT ORDER** stating such on file. Otherwise, either parent may check the child out of the school with proper identification.

I have read the above statement regarding pick up/custody issues of legally separated or divorced parents. This form should be signed regardless of your marital status. Your signature simply states that you understand Country Home Learning Center policy regarding custody issues.

Student Name(s) _____

Parent/Guardian Signature _____

Date _____



Photography and Videotaping Release

Student name: _____

From time to time Country Home Learning Center or its subsidiaries, parents, guardians, or relatives of other children enrolled in our Center, as well as the news media, may videotape or photograph your child and/or their class.

By signing my name on this document, I hereby acknowledge and agree:

- That Country Home Learning Center or its subsidiaries have my permission to allow the recording of my child's likeness or image on videotape or photograph for future use.
- That Country Home Learning Center and its subsidiaries are under no obligation to provide notification prior to my child's participation in activities which may result in such photography or videotaping.
- That Country Home Learning Center and its subsidiaries are under no obligation to provide notification prior to the use of such photography or videotaping.
- That I and/or my child will receive no financial or in-kind compensation for the use of my child's likeness or image by Country Home Learning Center or its subsidiaries, parents, guardians, or relatives of other children enrolled in Country Home Learning Center, as well as the news media.
- This authorization in no way guarantees that my child's likeness or image will be used.

If I do not wish for my child's likeness or image to be used according to such above-stated conditions, I acknowledge and agree that I will provide the Director with written notification of such intent, prior to my child's enrollment within Country Home Learning Center, or at a later date if the need should arise.

I hereby authorize my child to participate in activities which may be videotaped or photographed and acknowledge my understanding and agreement to the terms and conditions stated within this document.

Parent's/Legal Guardian's Signature

Date



Dear Parents,

Due to the increasing number of severe allergic reactions to peanut butter and peanut butter products among preschool children, Country Home Learning Center will be eliminating peanut butter from our centers. It has been documented that severely allergic children can react simply to the smell of peanut butter, without even ingesting it.

Since there may be children in our care who have or may develop an allergic reaction to peanut butter, we feel the presence of peanut butter is not worth the risk to our children's health.

We ask that parents support our effort in keeping Country Home a peanut free environment for the sake of all our children and we appreciate your cooperation in sending non-peanut butter snack and party treats in the future.

Thank you for helping us keep our children safe and healthy!

Country Home Learning Center



Dear Parents,

We encourage parents to apply Sunscreen/Insect Repellant at home, if so desired. In the event that a parent is unable to apply Sunscreen/Insect Repellant at home and upon parent request, Country Home Learning Center is willing to apply Sunscreen/Insect Repellant for you. Having signed our acknowledgement below, in order to have Sunscreen/Insect Repellant applied you will simply need to bring in your Sunscreen/insect Repellant labeled with your child's full name.

Please be sure to notify your child's teacher of your request to apply Sunscreen/Insect Repellant. The Sunscreen/Insect Repellant must be physically handed to the caregiver and not simply left in the child's cubby or bag.

Texas Department of Family Protective Services required your signature acknowledging your awareness of this policy. Your signature below authorizes Country Home Learning Center to apply Sunscreen or Insect Repellant on your child upon request.

Child's Name _____

Parent or Guardian Signature

Date

Thank You for your attention to this matter!

Country Home Learning Center



Infant Parent Information

Bottles:

Bottles must be prepared ahead of time. Please mark both the top and bottom half of the bottle itself with the child's first name and last initial.

Pacifiers:

If the child uses a pacifier, please mark with the child's initials. We will store them in an individually marked container when not in use. Please do not attach a plush pacifier holder, these are considered stuffed toys and are not allowed in cribs per TDFPS.

Baby Food:

Mark boxes and containers with the child's first name and last initial. Commercial baby food cannot be in a glass jar, only plastic is permitted in the room. Parents will be asked to complete/update the infant feeding schedule each month.

Bibs:

Please provide 2-3 bibs each day with your child's first name and last initial marked on the back. Dirty bibs will be sent home daily to be laundered.

Blankets:

You may provide a sleep sack or wearable blanket as an alternative to loose blankets. TDFPS does not allow loose bedding such as blankets, sleep positioning devices, stuffed toys, quilts, pillows, bumper pads or comforters for children younger than 12 months of age. Please mark the sleep sack or wearable blanket with the child's first name and last initial. Items will be sent home every Friday or as needed.

Crib Sheets:

Country Home provides crib sheets. Sheets are laundered at Country Home every Friday or as needed.

Spare Clothes:

Please mark the spare clothing with the child's first name and last initial. Clothes may be stored in the child's cubby or diaper bag. Plastic bags are not allowed in the classroom.

Diapers And Wipes:

Please mark wipe container with child's first name and last initial. We will individually mark the diapers with the child's initials. We will indicate when the supplies are getting low on the child's daily report.

Topical Creams & Ointments:

In order to apply creams, ointments, or lotions to your child we need you to bring in the topical cream, etc. with the child's name & last initial labeled on the container. Any prescription creams must be signed in at the front desk on the **Medication Log** but may be kept in the classroom and applied by the Teacher. Please tell the Teacher symptoms for applying the cream, dosage amounts or frequency may not exceed label directions.

Thank You,

The Infant Room Staff
Country Home Learning Center



Infant Feeding Schedule

Dear Parents,

Please fill out the information below so that we can have a record of the daily schedule your child usually follows.

Baby's Name _____ Birth Date _____

Breast Milk _____ Formula _____ Name of Formula _____

On Demand Yes _____ No _____ Warm _____ Cold _____

Bottle Feedings (note times and amount): _____

Pacifier Yes _____ No _____

Solid feedings: (cereal, fruits, veggies, other....)

Breakfast time _____ Note amounts	Lunch time _____ Note amounts	Snack times _____ Note amounts

Usual nap times: _____

ALLERGIES: _____

For the safety of the babies, any Milk/Formula left behind will be thrown out at the end of the day unless the bottles are dated.

Picked up by whom: _____

Time of usual pick up: _____

Thank you for helping us

Parent's Signature

Date



Toddler Parent Information

Training Cups:

Training Cups will be provided by Country Home. However, if parents want to bring their own personal training cup for their child that is also fine. If you want to send your child's own training cup, you need to send 3 training cups daily. The cup and lid must be labeled with the child's first name and initial of their last name and be cleaned and sanitized between each use. In order not to lose any personal cups, we will not clean and sanitize them at Country Home. Instead we will pour out the contents of the cup and send it home to be cleaned and sanitized.

Pacifiers:

If the child uses a pacifier, please mark with the child's initials. We will store them in a container when not in use.

Bibs:

Please provide 2-3 bibs each day with your child's first name and last initial marked on the back. Dirty bibs will be sent home daily to be laundered.

Naptime:

If your **toddler is 12 months or older** you may provide a lightweight blanket, small pillow, and sleeping buddy for naptime only. A crib sheet is optional, but may be included. Please label all items with the child's name. Naptime supplies will be sent home every Friday or as needed to be washed.

Spare Clothes:

Please mark the spare clothing with the child's first name and last initial. Clothes may be stored in the child's cubby or bag. **Plastic bags are not allowed in the classroom.**

Diapers and Wipes:

Please mark wipe container with child's first name and last initial. We will individually mark the diapers with the child's initials. We will indicate when the supplies are getting low on the child's daily report.

Topical Creams & Ointments:

In order to apply creams, ointments, or lotions to your child we need you to bring in the topical cream, etc. with the child's name & last initial labeled on the container. Any prescription creams must be signed in at the front desk on the **Medication Log** but may be kept in the classroom and applied by the Teacher. Please tell the Teacher symptoms for applying the cream, dosage amounts or frequency may not exceed label directions.

Thank You,

The Toddler Room Staff
Country Home Learning Center



Attention Parents of all Afterschool Children

*******Important Reminder*******

Dear Parents,

If you intend to pick up your child from his/her elementary school on any given day, please remember to contact Country Home ahead of time. Our bus drivers will not leave the school until ALL children are accounted for each day. While you may know where your child is, neither your elementary school nor Country Home may be aware of your plans. It can be a difficult process to determine your child's whereabouts once the school day is over, especially if we are unable to reach you by phone. By advising us ahead of time, you will prevent a great deal of confusion for everyone concerned.

If a parent fails to notify Country Home of their child's absence, a \$10 fee will be charged to your account for each occurrence.

Please pick up a Country Home I.D. tag for your child to wear daily.

Thank you for your help and your understanding.

Country Home Learning Center



Dear Parents,

Country Home Learning Center offers a Parent Portal for account access with the ability to pay online. A valid parent email must be on file in order to activate the Parent Portal.

To register for the Parent Portal, parents will need to respond to an **emailed invitation** from **CHLC**, which will contain a link to create a password. (Each parent/guardian will receive their own email and set up their own password.) The Username is the parent's/guardian's email address on file at Country Home. Once registered, the Parent Portal can be accessed through this same emailed link, as well as a Parent Portal link on Country Home's website, www.CountryHomeLearningCenter.com located at the bottom of the page, under "USEFUL LINKS".

This new software will allow parents to:

- * View billing account activity
- * Manage online payments
- * Enter or update the payment method
- * Enroll or dis-enroll in AutoPay
- * Unlock the front door for entry into the school
- * Sign your child In and Out at the Front Desk kiosk using your PIN (personal identification number). *Please request a 4-digit PIN at the Front Desk. **The PIN cannot begin with "0". Each parent/guardian must have their own PIN.***

AUTOMATIC PAYMENT OPTION:
AUTOPAY WILL NEED TO BE SET UP BY YOU,
THE PARENT, IN ORDER TO AUTOMATICALLY
PROCESS YOUR TUITION PAYMENTS

Parents wishing to enroll in the automated payment system will need to do so by responding to the CHLC email, registering for the Parent Portal, selecting "AutoPay", and entering the chosen payment method. Please note that only one parent/guardian per family should set up the autopay process to prevent an overpayment on the account.

Parents may also choose to make single payments through the CHLC Parent Portal, once registered, regardless of whether they are enrolled in AutoPay or not.

Special Note: Service Fees charged by the processor for online transactions are as follows and will be *in addition* to the balance owed as stated on the CHLC account:

Debit/Credit Cards – 2.75% of payment

**ACH instant verification fee - \$1.50 one-time setup fee per bank account
(To prevent duplicate setup fees, please select your bank account only once.)**

**ACH (Automated Clearing House) bank transactions – 0.5% of payment,
with a maximum of \$5.00 per transaction**

An invitation to register for the CHLC Parent Portal is automatically sent upon the completion of the student enrollment process. Please check your email (**promotions/spam folders**) for the email from **CHLC**. In the event you do not receive an email, please remember that you can access the Parent Portal through www.CountryHomeLearningCenter.com by scrolling to the bottom of any page and selecting the Parent Portal link.

While Country Home cannot set up your payment method for you, we are here to assist you in any way! Please contact your Director if you have any question or concerns.

Sincerely,

Country Home Learning Center

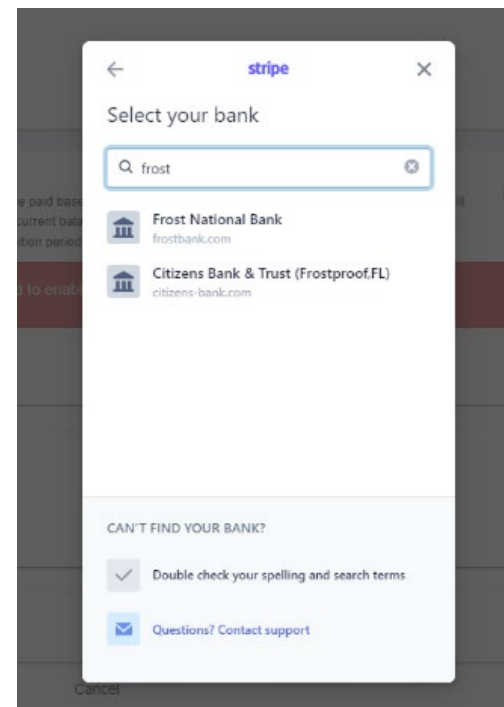
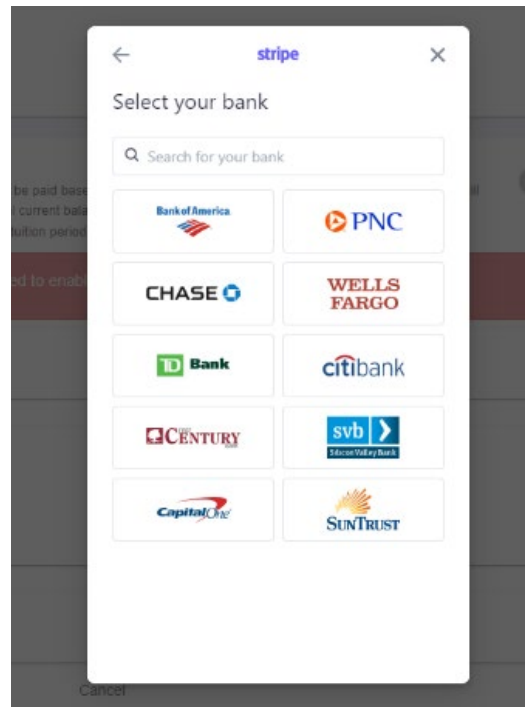


Parent Portal ACH Setup

To set up an ACH payment method, log into the Country Home Parent Portal. Click “Make a Payment” or “Manage Autopay.” Select “Check/ACH”, then select “Add Bank Account”. After agreeing to the terms, you will see the following screens. (If your bank does not appear in the first screen, there is a search field above the logos to enter your bank’s name.) After selecting your bank (if it is in the Stripe network), the system will ask you to log into your bank so that you can select the bank account you would like to use for payments.

Please note that when logging into the portal after you have set up your bank account, you will see the option “Previous Payment Methods.” By selecting this option, you will be able to view the bank account that has been saved in the system.

If your experience is requiring the input of routing and account numbers, then you are in an old portal. Please go to CountryHomeLearningCenter.com, scroll to the bottom of the page, select the “Parent Portal” link, and then select “Forget Password” (even if you know your password). By doing this, the system will send you the updated link and you can start fresh with the payment setup process.





Technology Fees

A required Technology Fee will be assessed once a month to all children. This fee varies per age and based on what we offer each age group.

Infants, Toddlers, and 2-Year-Old Classes

A \$7 monthly Technology Fee will be charged for all children in the Infant, Toddler, and 2-year-old classes. This fee includes...

- Tadpoles, which is a reporting system that provides parents with a digital daily report, including the ability to share pictures of your child at Country Home
- Teachers' iPads in every classroom to document children's daily reported items
- Fiber optic internet to support the state-of-the-art technology
- Supporting technological resources

3-year-old, 4-year-old, and Excel Classes

An \$11 monthly Technology Fee will be charged for all children in the 3-year-old, 4-year-old, and Excel classes.

- Tadpoles, which is a reporting system that provides parents with a digital daily report, with the ability to share pictures of your child at Country Home
- Teachers' iPads in every classroom to document children's daily reported items
- An individual ABCMouse.com account for your child that can be accessed at Country Home and at home
- The student use of on-site iPads during your child's scheduled ABCMouse rotations
- The utilization of our Interactive Whiteboards during your child's scheduled class rotations.
- The use of educational games on the Country Home computers
- Fiber optic internet to support the state-of-the-art technology
- Supporting technological resources

After School and Summer Camp Classes

A \$7 monthly Technology Fee will be assessed for all children in the After School and Summer Camp classes. This fee includes...

- The utilization of our Interactive Whiteboards during your child's scheduled class rotations.
- The use of educational games on the Country Home computers
- Fiber optic internet to support the state-of-the-art technology
- Supporting technological resources

We are excited about our new technology features, and if you have any further questions, please do not hesitate to ask the Director.



Parent Orientation Checklist

Child's Name _____

Birth Date _____ Start Date _____

Parent/Guardian Names(s) _____

Director is to complete this form, by ensuring/checking each of the following items:

- ____ Overview of Program Philosophy and Curriculum Goals
- ____ Tour of Facility
- ____ Introduction to Teaching Staff
- ____ Parent visit with the Classroom Teacher (extended visit by parent or child is available)
- ____ Parent Handbook Received
- ____ Discussion of Families Expectations and the Needs of the Child
- ____ Overview of Available Family Support Resources and Activities
- ____ Overview of Accreditations: Cognia, TRS, NAC (where applicable)
- ____ Encouraged to inform the center of any element related to their CCS enrollment (if applicable)
- ____ Acknowledgment of Open Door Policy
- ____ Enrollment Information pg. 1-2 Complete
- ____ Release and Waiver Complete
- ____ Parents Agreement Signed and Dated
- ____ Parent Notification of Custody Issues Signed
- ____ Photography and Video Tape Release Signed
- ____ Sunscreen/Insect Repellent Application Form Signed
- ____ Parent Acknowledgment of Country Home Operational Policies Signed
- ____ Afterschool Transportation Authorization
- ____ Immunization Record Received
- ____ Physicians Statement (Pre-school) or Medical Waiver Received (Afterschool)
- ____ Allergy Action Plan and/or Special Needs Care Plan Completed (if applicable)

Parent/Guardian Signature _____ Date _____

Director Signature _____ Date _____