



Parent Handbook

Updated November 2021

Mission Statement
Policy No. 1

It's our number one priority to have a program that promotes growth and education while maintaining a balance of fun projects. Our curriculum does just that, we have found it to be an overwhelming success.

Welcome Policy No. 2

Sugar & Spice was founded in 1993 in Nixon TX. The owner Tanya Casas had been Child coordinator for Norwegian Cruise Lines. She came back on vacation and fell in love and started her family. Her passion had always been children. Tanya opened her first center in 1993 in Nixon, TX and moved her business to Seguin, TX in 1996.

Tanya's parents Richard and Kathleen Faulkner decided to go into business with her in 2001. Richard worked for Nixon-Smilely for 37 years where he was a coach, teacher, assistant superintendent, and superintendent.

Kathleen worked as a 1st, 2nd, and 3rd grade teacher for 18 years and then was an elementary librarian for the following 12 years for Nixon-Smilely. Both were getting close to retirement. With all three so involved and experienced with children it was a win-win!

In 2006 Tina Garcia (Tanya's sister) joined the company. She monitors and regulates healthy and nutritional meals for our children. We all wanted to create a place that was welcoming and educational.

Philosophy Policy No. 3

We believe that children experience the greatest growth when they feel safe and connected. Therefore, we strive to create a compassionate school family culture that provides a safe learning environment for the children of Sugar and Spice Children's Academy. We acknowledge the importance of teaching the children of our future a skill set to ensure self-regulation and problem solving. We work together, teacher, child and parent, to establish routines and rituals that provide predictability and consistency within our classrooms.

Licensing Information

Policy No. 4

4.1 State Licensing Authority

Minimum Standards 746.501(21)

Parents may review licensing rules and reports by requesting them from office staff. Parents may also call the Department of Family and Regulatory Services at 1-800-862-5252 or by visiting their web site at www.dfps.state.tx.us . You will need to request to speak to the “Licensing Representative” for the Seguin area and may be phoned at 210-337-3003.

The child abuse hotline is 1-800-252-5400 or the local intake number for licensing is 210-337-3399

These regulations/standards are included as part of this Parent Handbook as if they were written herein and it is the responsibility of every parent to read, understand and follow these regulations.

Employees are required uphold the regulations and standards issued by The Texas Department of Health and Human Services Child Care Minimum Standards at all times.

Employees are required to immediately notify the School Director of any violations of licensing regulations by any person in the organization.

Enrollment Policy No. 5

Enrollment at Sugar and Spice Children's Academy is open to children from six weeks to twelve years. Enrollment shall be granted without regard to a child's race, color, creed, religion, national origin, gender, or disability, and without regard to a parent or guardian's race, color, creed, religion, age, national origin, gender, pregnancy or disability.

When visiting our facility for the first time, parents will be asked to complete an Inquiry Form. A state/government issued ID will be required to verify information on the Inquiry Form before a tour will be given and prior to enrollment paperwork passed out to the parent. Sugar and Spice front office staff will make a copy of the state/government ID for our records.

Parents can apply for enrollment of their child in Sugar and Spice by completing the Enrollment Application and paying the Enrollment Fee. The Enrollment Fee is non-refundable. If a court order is on file for the child being enrolled, a certified copy of the court order must be attached to the Enrollment Application.

Initial enrollment is contingent upon receipt of the completed Enrollment Application, Physicians Statement, Tuition Express Application, Income Eligibility Form, Emergency Release Form, Food Program Enrollment Form, signed Tuition Agreement, Health Disclosure Statement, registration fee, immunization records and signed Parent Handbook receipt.

The Enrollment Application and Tuition Agreements are not meant to serve as contracts guaranteeing service for any duration.

Sugar and Spice Children's Academy reserves the right to dismiss any parent or child at any time with or without cause.

Continued enrollment at Sugar and Spice Children's Academy is contingent upon the parent's, emergency contact persons' and child's adherence to the policies and procedures of Sugar and Spice Children's Academy as outlined in this handbook including, but not limited to, timely payment of all fees and tuition

Parents are required to notify Sugar and Spice Children's Academy immediately, should any of the information collected at the time of enrollment or any time thereafter change. Failure to do so may result in the child(ren) being dis-enrolled from the program and forfeiture of any registration fee and/or tuition.

Tuition Policy No. 6

All custodial parents and/or legal guardians are required to sign a Tuition Agreement prior to enrollment of their child in Sugar and Spice Children's Academy. Parents are required to indicate to whom all billing information and correspondence are to be addressed.

6.1 Payment

Payment for my child's program is due on Monday of each current week as specified in the current rate schedule. Tuition is payable according to the tuition schedule whether or not the child attends. If we must close for any day other than the posted holiday closures due to bad weather, power outages, state required closure, COVID or any other outbreak you will still be responsible to pay the full tuition.

Tuition does not include fees for field trips and extracurricular activities.

6.2 Late Fees

A \$10 per day late fee will be added for all non-payments. If tuition and/or late fees are not paid by Friday, then the child cannot return to care the following Monday until paid.

There is no credit given for missed days, scheduled school holidays, or for closings due to emergency situations, inclement weather, and COVID or any other illness.

Non-payment of tuition is grounds for immediate dismissal from the program. Timely payments are essential for continued enrollment at Sugar and Spice Children's Academy, however, if you anticipate difficulty with paying on time, please discuss the matter with the School Director immediately. If alternative arrangements for payment are approved you will be notified by the School Director.

6.3 Subsidized Care

Sugar and Spice Children's Academy does accept child care subsidies.

Parents of a subsidized child must complete all required paperwork on time to continue enrollment at Sugar and Spice Children's Academy. Parents of subsidized children are also required to sign a Parent Share of Cost Agreement, agreeing to be personally responsible for the payment of tuition, in the event they become ineligible to receive child care subsidies.

SUBSIDY FAMILIES

If we do not receive your monthly parent fee by the 3rd of the month it will be reported to CCS which could result in termination of care.

6.4 Extended Closure Tuition Policy

Should the school be required to close for unexpected reasons, full tuition will be due for the first two week of closure. If the center is closed longer than two weeks, 50% of tuition will be due.

Confidentiality Policy No. 7

Within Sugar and Spice Children's Academy, confidential and sensitive information will only be shared with employees of Sugar and Spice Children's Academy who have a "need to know" in order to most appropriately and safely care for your child. Confidential and sensitive information about faculty, other parents and/or children will not be shared with parents, as Sugar and Spice Children's Academy strives to protect everyone's right of privacy. Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, or other health related information of anyone associated with Sugar and Spice Children's Academy.

You may not observe children at our center who are disabled or who exhibit behavior that may appear inappropriate (i.e. biting, hitting, and spitting). You may be curious or concerned about the other child. Our Confidentiality Policy protects every child's privacy. Employees of Sugar and Spice Children's Academy are strictly prohibited from discussing anything about another child with you.

Mandated Reporting of Suspected Child Abuse and/or Neglect Policy No. 8

Minimum Standards 746.501(25)

Under the Child Protective Services Act, mandated reporters are required to report any **suspicion** of abuse or neglect to the appropriate authorities. The employees of Sugar and Spice Children's Academy are considered mandated reporters, under this law. The employees of Sugar and Spice Children's Academy are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at Sugar and Spice Children's Academy take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

As mandated reporters, the staff of Sugar and Spice Children's Academy cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith."

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- ◆ Unusual bruising, marks, or cuts on the child's body
- ◆ Severe verbal reprimands
- ◆ Improper clothing relating to size, cleanliness, season
- ◆ Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- ◆ Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- ◆ Not providing appropriate meals including a drink for your child
- ◆ Leaving a child unattended for any amount of time
- ◆ Failure to attend to the special needs of a disabled child
- ◆ Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.
- ◆ Children who exhibit behavior consistent with an abusive situation

If parents feel they need assistance with possible child abuse, neglect, or sexual abuse, we encourage you to get help. Please call the National Parent Hotline at 1-855-427-2736 or visit www.helpandhope.org/find-help.html

The statewide Abuse & Neglect phone number is 1-800-252-5400, if you would like to report any suspected abuse or neglect.

Parent Code of Conduct Policy No. 9

Sugar and Spice Children's Academy requires the parents of enrolled children at all times, to behave in a manner consistent with decency, courtesy, and respect. One of the goals of Sugar and Spice Children's Academy is to provide the most appropriate environment in which a child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees of Sugar and Spice Children's Academy but, is the responsibility of each and every parent or adult who enters the center. Parents are required to behave in a manner that fosters this ideal environment. **Parents who violate the Parent Code of Conduct will not be permitted on school property thereafter.** Please refer to the Policy on Parent's Right to Immediate Access for additional information regarding dis-enrollment of the child when a parent is prohibited from accessing school property.

9.1 SWEARING/CURSING:

No parent or adult is permitted to curse or use other inappropriate language on agency property at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or adult feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language. At NO time shall inappropriate language be directed toward members of the staff.

9.2 THREATENING OF EMPLOYEES, CHILDREN OTHER PARENTS OR ADULTS ASSOCIATED WITH SUGAR AND SPICE CHILDREN'S ACADEMY:

Threats of any kind will not be tolerated. In today's society Sugar and Spice Children's Academy cannot afford to sit by idly while threats are made. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. While apologies for such behavior are appreciated, the school will not assume the risk of a second chance. **PARENTS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.**

9.3 PHYSICAL/VERBAL PUNISHMENT OF YOUR CHILD OR OTHER CHILDREN AT SUGAR AND SPICE CHILDREN'S ACADEMY:

While Sugar and Spice Children's Academy Education does not necessarily support nor condone corporal punishment of children, such acts are not permitted in the child care facility. Parents are always welcome to discuss a behavior issue with the teacher and to seek advice and guidance regarding appropriate and effective disciplinary procedures. Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. Of course, no parent or other adult may physically punish another parent's child. If a parent should witness another parent's child behaving in an inappropriate manner or is concerned about behavior reported to them by their own child, it is most appropriate for the parent to direct their concern to the classroom teacher and/or School Director. Furthermore, it is wholly inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the classroom

teacher or director's attention. At that point, the teacher and/or director will address the issue with the other parent. Although you may be curious as to the outcome of such a discussion, teachers and/or the School Director are strictly prohibited from discussing anything about another child with you. All children enrolled in our school have privacy rights and are further protected by our Confidentiality Policy. You may be assured that we will not discuss anything about your child with another parent or adult visiting the cent

9.4 CONFRONTATIONAL INTERACTIONS WITH EMPLOYEES, OTHER PARENTS OR ASSOCIATES OF SUGAR AND SPICE CHILDREN'S ACADEMY:

While it is understood that parents will not always agree with the employees of Sugar and Spice Children's Academy or the parents of the other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited.

9.5 VIOLATIONS OF THE CONFIDENTIALITY POLICY:

Sugar and Spice Children's Academy takes very seriously the responsibility of maintaining the confidentiality of all persons associated with the school. Parents must understand the implications of this responsibility. Parents need to recognize that the Confidentiality Policy not only applies to their child or family, but all children, families and employees associated with Sugar and Spice Children's Academy. Any parent who shares any information considered to be confidential, pressures employees or other parents for information which is not necessary for them to know, will be considered to be in violation of the Confidentiality Policy.

9.6 Cell Phone Usage

Proper parent communication is imperative when working with young children. It is difficult to communicate when cell phones are in use. Effective December 1, 2010, the Texas Department of Health and Human Services passed new regulations prohibiting the personal use of cell phones in classrooms. Please end all calls prior to entering the building so that our Sugar and Spice Children's Academy staff can properly communicate with you.

9.7 Questions or Concerns

Minimum Standards 746.501(19)

If parents have questions or concerns about our program, we encourage you to have open communication with your child's teacher and the School Director. Through open communication, we can ensure that all parties are well informed and working as partners in the child's education

Parent's Right to Immediate Access
Policy No. 10

Minimum Standards 746.501(b)(1)

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at Sugar and Spice Children's Academy, as provided by law.

In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order) Sugar and Spice Children's Academy must be provided with a **Certified Copy** of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with Sugar and Spice Children's Academy, **both** parents shall be afforded equal access to their child as stipulated by law. Sugar and Spice Children's Academy cannot, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, Sugar and Spice Children's Academy suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. Sugar and Spice Children's Academy staff will contact the local police should a conflict arise.

Visitors are asked to schedule appointments with the School Director and are allowed in the child care facility only at the discretion of the School Director. An employee of Sugar and Spice Children's Academy will accompany visitors at all times, throughout the center.

Sugar and Spice Children's Academy will dismiss any child whose parent is prohibited from entering upon school property. Due to the parents' right to immediate access policy, as well as state and federal regulations, Sugar and Spice Children's Academy cannot have a child at the school when the child's parent is prohibited access. Sugar and Spice Children's Academy will not agree to any request to maintain a child's enrollment even if the parent agrees to stay out of the school. Such an agreement is a violation of the law and will not be entertained.

Dismissal Policy No. 11

Sugar and Spice Children's Academy reserves the right to dismiss any child at any time, with or without cause.

The School Director or designee will assist the parent in gathering their child's belongings at the time of dismissal and parents are required to leave school property in a calm and respectful manner, immediately. Sugar and Spice Children's Academy will request assistance from local police should any parent become disruptive and/or uncooperative while gathering their child's belongings upon dismissal.

A dismissed child and his/her parents are required to call and request an appointment with the School Director if they wish to return to school property following a dismissal. Appointments are made at the discretion of the School Director and are not a right of the dismissed child or parent.

Following a dismissal, any parent or child who harasses, threatens or in any manner causes harm to anyone affiliated with the school by calling, writing, or any other means, will be prosecuted to the fullest extent of the law, by Sugar and Spice Children's Academy.

Withdraw Policy No. 12

14 day written notice is required when withdrawing a child for any reason. If the proper notice is given, any unused tuition will be refunded within thirty days of the withdrawal. If the required notice is not given, parents will be charged tuition for two additional weeks.

The parents and child, following their last day of enrollment, are not permitted to re-enter school property without prior permission of the School Director. A withdrawn child and his/her parents are required to call and request an appointment with the School Director if they wish to return to school property following the last day of enrollment at Sugar and Spice Children's Academy. Appointments are made at the discretion of the School Director and are not a right of the withdrawn child or parent.

Court Orders Effecting Enrolled Children Policy No. 13

In cases where an enrolled child is the subject of a court order (ex... Custody Order, Restraining Order, or Protection from Abuse Order) Sugar and Spice Children's Academy must be provided with a **Certified Copy** of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with Sugar and Spice Children's Academy administration, both parents shall be afforded equal access to their child as stipulated by law. Sugar and Spice Children's Academy cannot, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself, where one parent does not want the other parent to have access to their child, Sugar and Spice Children's Academy suggests that the parent keep the child with them until a court order is issued.

If conflicting court orders are presented, the most recently dated court order will be followed.

Once presented with a Protection from Abuse Order or a Restraining Order, Sugar and Spice Children's Academy is obligated to follow the order for the entire period it is in effect. Employees of Sugar and Spice Children's Academy cannot, at the request of anyone, except the issuing judge, allow a Protection from Abuse Order and/or a Restraining Order to be violated. Sugar and Spice Children's Academy will report any violations of these orders to the court.

Arrival Procedures Policy No. 14

Upon arrival at Sugar and Spice Children's Academy, the parents or the adult dropping the child off must check the child into care on the sign-in tablet located at the front door.

In order for all enrolled children to benefit from the curriculum and activities planned, **all children must arrive by 10:30am**. Children will not be admitted into care after 10:30am. Children who are late due to a scheduled appointment with a health care professional or with prior permission from the School Director may be allowed after 10:30am, however may not be dropped off during the classroom's scheduled nap time. Late arrivals are a disruption to the classroom and other children and may break the established routine of the classroom.

Health Checks

Minimum Standards 746.501(26)

Parents are required to notify the child's teacher or School Director of any special instructions or needs for the child's day. The parent must present the special instructions in the form of a letter and verbally discuss them with either the classroom teacher or School Director. These special instructions include but are not limited to: Early Pick Up, Alternative Pick Up Person, health issues over the previous night which need to be observed and/or any general issues of concern which the child care providers should be aware to best meet the needs of your child throughout the day.

Parents must drop off their child by 9:00am in order for the child to be served breakfast. Breakfast will not be available or saved for any child arriving after 9:00am.

14.1 NOTIFICATION OF ILLNESS

If your child is ill, we request that you notify the School Director not only of the absence, but also of the nature of the illness. This enables our faculty to keep track of any illnesses, which may occur at our school. This information will only be shared with staff on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the School Director, so that the parents of the children in the school maybe notified that a communicable disease is present. Once again, only the communicable disease information will be shared. Sugar and Spice Children's Academy will take all measures necessary to protect your child's confidentiality.

14.2 SCHOOL'S RIGHT TO REFUSE ADMISSION

Sugar and Spice Children's Academy reserves the right to refuse admission to any child at any timewith or without cause.

Possible reasons for the refusal of admission include but are not limited to:

1. The need to maintain compliance with Licensing Regulations.
2. Staff deems the child too ill to attend.
3. Domestic Situations that present a safety risk to the child, staff or other children enrolled at Sugar and Spice Children's Academy if the child were to be present at the center.
4. Parents failure to maintain accurate, up to date records.
5. Parents' failure to complete and return required documentation in a timely fashion.

Parents will not be reimbursed tuition for days when their child is refused admission to the program.

Pick Up Procedures

Policy No. 15

Minimum Standards 746.501(2)

Parents or other authorized adult are required to sign their child out of care on the check-out tablet located at the front door. Once a parent signs their child out and the child is handed over to the parent, the parent is then solely responsible for supervising their child while on school premises.

Parents or persons designated to act “in loco parentis” are required to sign any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you or other authorized adult at pick-up. However, should you feel it necessary to have an in depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

15.1 LATE PICK-UP:

Our schools are licensed to care for children from 5:30am to 6:00 pm. Parents must pick up their children no later than 6:00pm. A parent is late picking up their child at 6:01pm. All measurements of time are to be according to the Sugar and Spice Children’s Academy clock located at the front desk.

A late fee of \$25 for the first five minutes per child plus \$1 for each additional minute per child will be charged for late pick-ups. Late fees must be paid at the time of pick up. The child will not be allowed to return to care until all late pick up fees are paid in full.

A child’s services will be terminated should the child be picked-up late on three occasions in one school year regardless of the reasons for the late pick-up. It is the parent’s responsibility to ensure that someone (either a parent or Emergency/Alternate pick-up person) is available to pick up the child on time.

15.2 PERSONS APPEARING TO BE IMPAIRED BY DRUGS/ALCOHOL AT PICK-UP

The staff of Sugar and Spice Children's Academy will contact local police and/or the other custodial parent should a parent appear to the staff of Sugar and Spice Children's Academy to be under the influence of drugs and/or alcohol. The parent's right to immediate access does not permit the school from denying a custodial parent access to their child even if the parent is or appears to be impaired. However, Sugar and Spice Children's Academy staff will delay the impaired parent as long as possible, while contacting the other parent, the local police and Child Protective Services.

Any other authorized person who attempts to pick-up a child and appears to the staff of Sugar and Spice Children's Academy to be under the influence of drugs and/or alcohol will be denied access to the child. The staff of Sugar and Spice Children's Academy will contact the child's parents, local police and Child Protective Services to notify them of the situation.

15.3 EMERGENCY/ALTERNATE PICK-UP

At enrollment, parents will complete emergency/alternate pick-up information on the Enrollment Form. Parents are encouraged to include on this form any, and all persons who, in the course of events, may at one time be asked to pick-up their child from Sugar and Spice Children's Academy. In an emergency situation the child's parents will be called first. If they cannot be reached staff will call the persons listed on this form until someone can be reached.

Should the staff contact a parent, and the parent is unable to pick up the child, it is then the responsibility of the parent to arrange for their child to be picked up by someone on the emergency list. Failure of the parent to make such arrangements will result in dismissal from the program.

Parents do not need to be listed on the emergency contact list. The nature of the parental relationship affords the parents (in the absence of a court order indicating otherwise) the right to pick-up their child.

Parents will be asked to determine which persons (if any) on the emergency/alternate pick-up list have the right to act "In Loco Parentis." In Loco Parentis status affords the pickup person the right to discuss confidential information about the child's day including but not limited to, incident/accident reports, and behavior issues. In the absence of this designation the people on the emergency/alternate pick up list are only afforded the right to pick up the child. Staff is not permitted to discuss the child's day with them.

The persons on the emergency/alternate pick-up list will be required to provide a Government issued photo ID prior to the school releasing the child. There will be no exceptions to this rule.

All changes and/or additions to the emergency/alternate pick-up list must be made in writing and be dated and signed. Only custodial parents have the right to make changes or additions to this form.

Employees of Sugar and Spice Children's Academy are prohibited from being listed on the emergency/alternate contact list.

Sugar and Spice Children's Academy reserves the right to refuse/ban any person listed on the emergency/alternate contact list for any reason, including but not limited to violations of the policies/procedures contained herein. It is the responsibility of the enrolling parent(s) to inform each person on the emergency/alternate list of the policies/procedures contained herein.

School Calendar

Policy No. 17

Minimum Standards 746.501(1)

Sugar and Spice Children's Academy is open from 5:30am-6:00pm, Monday-Friday, year round. We close to observe the following holidays: New Year's Eve, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the following Friday, Christmas Eve and Christmas Day. Full tuition is due for holiday weeks.

NOTE: In some cases, if the holiday falls on a Saturday or Sunday, Sugar and Spice Children's Academy may close the day before or the day after the holiday. Sugar and Spice Children's Academy may close early on certain days during the holiday season. Policy 15.1 (Late Pick-Up) will apply for late pick ups on these designated days. Parents will be updated on each year's holiday schedule in January.

Emergency Closings and Inclement Weather Information Policy No. 18

In most cases, Sugar and Spice Children's Academy is open during inclement weather. In the event that significant events accompany severe weather, such as a loss of power or water, the school will close.

In the event of an emergency closing and/or inclement weather, parents will be notified of the closing by Facebook and by brightwheel.

Should the school need to close in the middle of the day, the school staff will attempt to reach the child's parents first to arrange for pick up. Should the staff be unable to reach the parents, the persons listed on the emergency contact form will be called until pick up arrangements can be made. Staff will notify the parents or emergency contact person at the time of the call, of the pickup location should the children need to be evacuated from the child care center. Parents or emergency contact persons should report directly to the alternate location if one is indicated.

Should the center need to close for any reason, tuition will not be refunded or reduced for closures.

19.1 Staff to Child Ratios

Sugar and Spice Children's Academy follows the staff to child ratios of state licensing guidelines. Sugar and Spice Children's Academy will never run higher ratios than established by the Texas Department of Health and Human Services Child Care Licensing unless a significant event or emergency arises.

19.2 Nap and Rest Time

Supervised rest periods are provided for all children under five years of age who remain at Sugar and Spice Children's Academy, and for all other children who show a need for a rest time. Your child will be provided a cot to rest on for naptime. Nap and rest times are required by the Texas Department of Health and Human Services Child Care Licensing. Due to these regulations, parents cannot request that their child be exempt from nap or rest time.

19.3 Personal Care Supplies Needed

Preschool children must have a complete change of clothing, **clearly marked with the child's name**, left at Sugar and Spice Children's Academy. Preschool children need to be dressed for the weather. Caps, mittens, and warm clothing must be worn during the cooler seasons for the daily outdoor playtime. Accidents can happen, even for the older preschoolers, or if they get wet on the playground.

Parents must supply all bottles, wipes, and diapers for their child. Please label everything with your child's first and last name. If we do not have the necessary supplies at the time of drop off your child will not be permitted to stay until the supplies is in hand.

We use washable crayons, markers and paint during art time, but the children's clothing may get stained from just being kids! Please dress your children in play clothes since PLAY is what we do!!

Please leave all valuable items at home since Sugar and Spice Children's Academy cannot be responsible for broken or lost items.

19.4 Birthday and Holiday Celebrations

Most children enjoy celebrating special events with their preschool friends (birthdays, new babies, and holidays). Please make arrangements with the teacher three days in advance when planning a special occasion.

In the event that a parent does not want their child to participate in a holiday celebration, they may choose to keep their child home for that day. No reduction in fees or tuition will be given.

Discipline
Policy No. 20

Minimum Standards 746.501(7)

Sugar and Spice Children's Academy staff members are trained to use a positive method of discipline and guidance that encourages self-esteem, self-control, and self-direction. Just a few examples used in this situation are: praise and encouragement of good behavior instead of focusing only upon unacceptable behavior; reminding a child of behavior expectations daily by using clear, positive statements and redirecting behaviors. Sugar and Spice Children's Academy staff will never use Corporal Punishment or negative discipline that may hurt or humiliate a child.

Research has shown that positive guidance teaches children skills which help them get along in their physical and social environment. This aim is to develop personal standards in self-discipline, not to enforce a set of inflexible rules. Giving children understandable guidelines and redirecting their behavior helps them to develop internal control of their actions and encourages acceptable behavior. Positive cooperation is required from the family when dealing with disruptive behavior. We feel that consistency from all parties involved is the best way to handle these issues. Sugar and Spice Children's Academy reserves the right to terminate care for the child for discipline problems at any time.

20.1 Suspension and Expulsion of Children

Minimum Standards 746.501(8)

Any child who is a safety threat to themselves or to others will be subject to suspension/exclusion and/or disenrollment from the program if the dangerous behavior cannot be eliminated through reasonable accommodations provided. Temporary suspension from the school may be necessary for the safety of the child and others while any appropriate evaluations are completed and/or while securing the appropriate support services from the appropriate agency. If your child hits, bites, bullies, or uses profanity they will be terminated from care if we cannot find a good solution. Our children and staffs safety is our top priority.

Items from Home Policy No. 21

Due to the risk of damage, sharing issues, and loss, children are not permitted to bring in toys and/or electronic items from home, unless specifically requested by the classroom teacher for use as part of the curriculum. This includes cell phones and video games. Parents are responsible for enforcing this policy with their child. Parents are encouraged to consult the School Director should they find their child is having difficulty with this policy.

If the parents fail repeatedly to enforce this policy with their children, the staff will call the parents and require that they come to the school and remove the item.

Dress Code Policy No. 22

22.1 CHILDREN

Clothing:

Children are engaged in various activities during the course of the day; some of these activities can be messy, and/or athletic in nature. Additionally, children are engaged in outdoor play daily, weather permitting. Due to these activities, children are required to be dressed in seasonably appropriate, comfortable, clothing.

Coats must be provided in the winter months.

Children ages 3 through 5 are required to have one seasonably and size appropriate complete change of clothing at the center at all times. Children under 3 years of age are required to have two seasonably and size appropriate, complete changes of clothing at the center at all times. A complete change of clothing includes, shirt, pants, underwear, socks, and shoes. Teachers will post reminders for parents to update changes of clothing as the weather begins to change.

All clothing items must be clearly labeled with the child's first and last name. This includes, coats, hats, gloves, scarves, and boots. Sugar and Spice Children's Academy is not responsible for lost or damaged items of clothing.

22.2 PARENTS

Clothing:

Parents are required to be dressed in appropriate clothing while at Sugar and Spice Children's Academy. Inappropriate clothing would include, revealing, extremely short, ripped/torn (in inappropriate places), and/or see through articles of clothing. Anything with suggestive or vulgar language is prohibited.

Parents wearing high heels, work boots, or shoes with wet/dirty soles, will be required to remove their shoes prior to entering any classroom with children under 1 year of age. This will reduce the risk of injury to a child on the floor and will help to maintain a clean floor. Parents can simply leave their shoes outside the classroom door prior to entering the classroom. Parents with bare feet may not enter the facility.

Health and Safety Policy No. 25

25.1 PRE-ENROLLMENT REQUIREMENTS

Minimum Standards 746.501(11,13)

Each child is required to complete a pre-enrollment packet of information. This packet is to be returned to the center's office 3 business days prior to the child's first day of attendance. All children are required to have a complete up to date immunization record on file at Sugar and Spice Children's Academy. This is per our licensing regulations.

All children are required to have a Physician's Statement form filled out by a licensed medical professional, in order to attend Sugar and Spice Children's Academy. The Physician's Statement Form, indicating the child's fitness to attend Sugar and Spice Children's Academy, must be completed by a licensed healthcare professional and returned to the School Director 3 business days before enrollment.

25.2 CHILDREN WITH SEVERE ALLERGIES

For the safety of your child, parents are required to provide a signed copy of the "Food Allergy Emergency Plan" form, detailing any allergies, food or otherwise, from which their child suffers, at the time of enrollment or when the allergy is discovered. This form must be completely filled out by the child's physician and parent(s) or legal guardian(s), and must be updated every six months, or more frequently, as needed. This form can be obtained by request from the School Director.

Any medication required to treat an allergic reaction must be provided in accordance with the Medication Policy detailed herein.

25.3 COMMUNICABLE DISEASES /Illnesses

Minimum Standards 746.501(3)

Sugar and Spice Children's Academy follows all health/communicable disease policies as outlined in the American Academy of Pediatrics Model Health Policies and Procedures Manual. A copy of this manual is on file with the School Director and is available upon request for review.

Additionally, copies can be purchased, for a nominal fee, from the National Association for the Education of the Young Child (NAEYC).

Parents are required to pick up an ill child within 1 hour of notification by phone. If a parent is reached but cannot pick their child up within 1 hour, it becomes the parent's responsibility to arrange for alternate pick up with someone listed on the child's emergency contact form. The staff will not continue to call those listed on the emergency contact list once a parent is reached. If a parent cannot be reached, the staff will begin to call the people listed on the emergency contact form, until arrangements can be made for the child to be picked up.

Children will be excluded from participation in the program if they exhibit symptoms of any communicable disease; including, but not limited to the following: cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, loss of taste or smell, diarrhea that cannot be contained in diaper, vomiting, temperature measuring greater than or equal to 100.0 degrees, rash or sores. They will not be permitted to return to the program until they are no longer contagious. Guidelines for determining the contagious period for a specific illness are based on the recommendations by the American Academy of Pediatrics. Children must present a doctor's note stating they are no longer contagious and can return to the program. Sugar and Spice Children's Academy reserves the right to refuse to allow a child to return if the center director or designee believes the child to be too ill to participate in the program.

When children are ill, they must not return to the facility until they are symptom free without medication for 24 hours. If your child is sent home due to a fever, he/she is not permitted to return to the program the following day at a minimum. A fever is defined as a temperature reading on a thermometer of at least 100 degrees Fahrenheit or more as taken under the arm.

Diarrhea is defined by stool that are more frequent or less formed than usual for that child and not associated with changes in diet. Exclusion is required for all diapered children whose stool is not contained in the diaper and toilet-trained children if the diarrhea is causing "accidents". In addition, diapered children with diarrhea should be excluded if the stool frequency exceeds two stools above normal for that child during the time in the program day or whose stool contains blood or mucus. Readmission after diarrhea can occur when diapered children have the stool contained by the diaper and when toilet-trained children are not having "accidents" and when stool frequency is no more than two stools above normal for that child during the program day.

Parents will be notified at the time of pick up if their child has presence of head lice. Parents of the affected child must treat the child for head lice before they can return to care.

If your child will be absent due to illness, we request that you notify the School Director. This enables our faculty to keep track of any illnesses, which may occur at our school. This information will only be shared with faculty on a “need to know” basis. If your child has a communicable disease, we ask that you share the diagnosis with the School Director, so that the parents of the children in the school maybe notified that a communicable disease is present. Once again, only the communicable disease information will be shared. Sugar and Spice Children’s Academy will take all measures necessary to protect your child’s confidentiality.

25.4 Health Disclosure Statement

Parents will be required to sign a Health Disclosure Statement upon enrollment. This form states that the parent understands that outside of care, in order to control their child’s exposure in the community, the parent will comply with any and all state, county, and local stay-at-home orders.

Parents are required to notify Sugar and Spice Children’s Academy management immediately if the parent becomes aware of any person with whom their child or themselves have had contact with that exhibits any symptoms associated with COVID-19 or any other infectious illness.

Further, the parent will be required to immediately notify Sugar and Spice Children’s Academy management if anyone from their place of employment is presumed positive or tests positive for COVID-19 or any other infectious illness whether or not the parent had direct contact with that person.

Parents will notify Sugar and Spice Children’s Academy management anytime they have traveled outside of the United States. Sugar and Spice Children’s Academy has a right to exclude the child from care if they or a member of the household had traveled to a country that has been identified by the CDC as an “at risk” country.

25.5 DISPENSING MEDICATION

Minimum Standards 746.501(4)

Sugar and Spice Children’s Academy will only dispense over-the-counter and/or prescription medication that is in original, labeled containers, and is accompanied by a doctor’s note with explicit dosage and administration instructions. Sugar and Spice Children’s Academy will only give medication to the child for whom the doctor’s note is written and for whom the medication container is labeled. One doctor’s note per course of treatment is required. If a child, for example, is to be given a course of antibiotics for 10 days, the doctor’s note must identify the dates that the medication is to be given. **Sugar and Spice Children’s Academy will only dispense prescription medication that is prescribed three or more times in a day. Medication prescribed once or twice a day must be given by the parent at home.**

Parents are required to complete a Medication Form each day that medication is to be dispensed. Medication Forms can be found at the front office. Medication Forms, doctor's notes and medication are to be turned into the School Director.

Sugar and Spice Children's Academy will dispense over-the-counter, fever reducing/pain medication (ex. Children's Tylenol, Children's Motrin) on an as needed basis, with a doctor's note detailing the recommended reasons for administration and appropriate dosage. Parents are required to supply an unopened bottle of the fever reducing/pain medication clearly labeled with their child's name. (One note and bottle of fever reducing/pain medication is required per child.) Prior to administering fever reducing/pain medication, staff will contact a parent.

25.6 FIRE/EMERGENCY DRILLS

Minimum Standards 746.501(5)(23)

Sugar and Spice Children's Academy conducts monthly fire and emergency/evacuation drills. Parents, staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans.

During a fire/emergency drill or real fire/emergency situation, parents may not sign children into or out of the program. Parents must wait until the drill is complete and children have returned to the building to sign their child into the program. Parents may feel free to wait with the child's class in the designated safe-zone outside of the building until the drill is complete.

In the event of a real fire/emergency situation, the director or designate will inform each classroom teacher that the school will be closing. At this time any parents waiting to sign their child in will have to leave the premises with their child. All other parents or emergency contact persons will be notified by telephone of the situation. As with the sick child pick up policy, children must be picked up within 1 hour of the telephone call.

Parents wishing to sign their child out of the program during a fire/emergency drill or real fire/emergency situation are expected to have patience with the staff as they are trying to maintain order during an often hectic and dangerous situation. If the school is in the midst of a fire/emergency drill, parents will be required to wait until the drill is completed and the staff and children are returned to the building to sign their child out of the program. If the school is having a real fire/emergency situation, parents will be asked to wait until the director or designee has accounted for all staff and children and gives the staff permission to release children. Once again, it is important for parents and staff to work together, remain calm, and cooperate with the fire/emergency personnel and center administration during these important and critical situations.

Parents may review the complete Sugar and Spice Children's Academy Emergency Preparedness Plan posted in every classroom and on the Parent Communication Board.

25.7 ALTERNATE SAFE LOCATION

Minimum Standards 746.501(23)

Should the administration of Sugar and Spice Children's Academy or any emergency services personnel determine the building which houses the child care agency to be too dangerous to be occupied, the staff and children will be taken to an alternate location detailed in the Sugar and Spice Children's Academy Emergency Preparedness Plan. Once the children are assembled here, the staff will begin contacting parents or emergency contact persons for pick up. As stated before, children must be picked up within 1 hour of the telephone call.

25.8 INCIDENT/ACCIDENT REPORTS

Should your child be involved in an incident/accident during the course of the school day, a staff member will complete an Incident/Accident Report. The Incident/Accident Report will be provided to the parent by the classroom teacher.

Parents or persons designated to act "in loco parentis" are required to sign any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you at pick-up. However, should you feel it necessary to have an in depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

Should a person other than the parent or one designated to act "in loco parentis" pick-up the child, a parent or person designated to act "in loco parentis" must sign the Incident/Accident Report and return a copy to the School Director within 24 hours. Failure to sign and return an Incident/Accident in this time period will result in your child's exclusion from the program until such time as the Report is returned signed.

25.9 FOODS

Minimum Standards 746.501(10)

All age groups:

For the safety of your child, parents are required to provide notification, in the form of a doctor's note, of any allergies (food or otherwise), with instruction for treatment should a child have an allergic reaction. Please refer to the Health and Safety Policies contained herein for further information.

Parents are required to provide written notification of any food/dietary restrictions. (i.e. lactose intolerance, vegetarian diets, wheat free/gluten free diets)

Sugar and Spice Children's Academy never uses food as a punishment. Children will never be denied participation in breakfast, lunch, or snack time for behavior reasons.

Infant through 2 ½ year old age groups:

Sugar and Spice Children's Academy provides formula for the children enrolled in our programs. If a parent wishes to provide an alternate formula, they may do so at their expense. There is no reduction in fees or tuition for parents who provide their own formula or food.

Parents are required to complete a feeding schedule for their child on a monthly basis, or as the child's feeding requirements change. Staff will complete a daily chart for each child detailing for the parent what the child ate, when, and how much.

Breastfeeding

Minimum Standards 746.501(24)

Breastfeeding mothers are welcome to come to the center during the day to feed their child. Appropriate, private feeding locations will be made available. Please discuss your desire to come to the center to breastfeed your child with the classroom teacher.

3 year and older classrooms:

Sugar and Spice Children's Academy offers children a morning breakfast at approximately 8:00 a.m., lunch at approximately 11:00 a.m. and an afternoon snack at approximately 2:30 p.m.

Sugar and Spice Children's Academy does not allow candy bars, sodas, or candy treats such as Skittles, Starbursts or gum, as part of a child's lunch or snack. If you wish for these foods to be a part of your child's diet, please give them to your child at home.

Sugar and Spice Children's Academy prohibits any food item in glass containers (except Baby food in the infant classrooms), as well as aluminum cans. These can be safety hazards for the children and staff.

Sugar and Spice Children's Academy will provide a healthy afternoon snack for all children for 12 months of age and older age groups, including water, fruit juice and/or milk. A list of the daily snacks available to the children will be posted in the classroom on a monthly basis.

25.10 FIREARMS AND WEAPONS

At no time is any person permitted to carry any type of Firearm, Ammunitions and/or Weapon on agency property for any reason. Violation of this policy will result in immediate dismissal from the program.

25.11 Infant Sleep Safety

Minimum Standards 746.501(9)

Sugar and Spice Children's Academy follows the Infant Sleep Safety Guidelines as listed in the Child Care Minimum Standards and as outlined by the Consumer Product Safety Commission. All infants will be placed on their backs to sleep. To avoid suffocation, nothing is allowed in the crib but the infant, including blankets and stuffed animals. Sleep positioning devices are prohibited unless instructed by the child's health care professional. An "Infant Sleep Exception" form must be completed by the health care professional. All cribs at Early Care and Education meet the CPSC safety guidelines. Crib compliance documents are on file in the front office. Pacifiers are allowed, however straps that attached to the child's clothing and pacifiers with stuffed animals attached are prohibited.

25.12 Hearing and Vision Screening

Minimum Standards 746.501(12)

Hearing and Vision Screening for possible vision and hearing problems is required by the Special Senses and Communication Disorders Act, Texas Health & Safety Code, Chapter 36, for children who are 4-years old. Sugar and Spice Children's Academy will schedule annual screenings at our school. Parents may also bring in screening proof from their local pediatrician.

25.13 Water Activities

Minimum Standards 746.501(15)

Parents will be notified in advance of swimming and other water play activities. Splash/Sprinkler Play is offered at all locations during the summer months. Parents are asked to bring in a swim suit, swim diaper (if applicable), water shoes and a towel on their child's assigned splash day. Children wearing regular diapers will not be allowed to participate in Splash Day.

25.14 Insect Repellant and Sunscreen

Minimum Standards 746.501(18)

Sugar and Spice Children's Academy will apply sunscreen and/or bug repellant as needed. Sunscreen and bug repellant must be provided by the parent, must be in the original container, and must not have expired. A "Sunscreen/Bug Repellant Permission Slip" must be completed by the parent before these items can be applied.

25.15 Health Checks

Minimum Standards 746.501(26)

Sugar and Spice Children's Academy staff will do a visual check of the children upon arrival each morning. If a staff member notices anything unusual they are required to point this out to the parent at that time. If your child has an accident overnight, please notify staff members when dropping off so that we can assist in watching the child for side effects. Sugar and Spice Children's Academy staff member may complete a "Incident Report" to document these situations.

25.16 Gang-Free Zone

Minimum Standards 746.501(b)(2)

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

25.17 Indoor and Outdoor Physical Activity

Sugar and Spice Children's Academy strongly believes and supports the need for physical activity each day.

When children participate in physical activity every day, multiple health benefits accrue. Regular physical activity builds healthy bones and muscles, improves muscular strength and endurance, reduces the risk for developing chronic disease risk factors, improves self-esteem, and reduces stress and anxiety. Beyond these known health effects, physical activity may also have beneficial influences on academic performance. In addition, cognitive skills and motor skills appear to develop through a dynamic interaction. Research has shown that physical movement can affect the brain's physiology.

Infants will be given opportunities for physical activity, including supervised tummy time.

Toddler age children will participate a minimum of 60 minutes of moderate to vigorous active play each day.

Preschool and Pre-Kindergarten children will participate a minimum of 90 minutes of moderate to vigorous active play each day.

School age children who are in attendance for a full day will participate a minimum of 90 minutes of moderate to vigorous active play each day. School age children who are only in attendance after-school will participate a minimum of 30 minutes of moderate to vigorous active play each day.

Opportunities for active play may overlap with outdoor play when weather permits.

Sugar and Spice Children's Academy will promote all children's active play every day. Children will have ample opportunity to do moderate to vigorous activities, such as running, climbing, dancing, skipping, and jumping, to the extent of their abilities.

All children will participate each day in:

- Two occasions of active play outdoors when weather permits.
- Two or more structured or teacher-led activities or games that promote movement over the course of the day.
- Continuous opportunities to develop and practice age-appropriate gross motor and movement skills.

Physical activity may take place in the classroom or on the playground, when weather permits.

When participating in physical activity, children's clothing should protect them from sun exposure and permit easy movement (not too loose and not too tight) that enables full participation in active play. Footwear should provide support for running and climbing. Hats may be worn to protect children from sun exposure.

Examples of appropriate clothing/footwear include:

- Gym shoes or sturdy shoe equivalent
- Clothing for the weather, such as a lightweight, breathable jacket without any hood and neck strings.

Examples of inappropriate clothing/footwear include:

- Footwear that can come off while running or that provide insufficient support for climbing.
- Clothing that can catch on playground equipment, such as those with drawstrings or loops.

When weather conditions prohibit outdoor play, physical activities will occur in the classroom during the scheduled outside time. Classroom teachers have activities planned in advance for "rainy days".

Cameras

Policy No. 27

Sugar and Spice Children's Academy has cameras in all classrooms. A monitor is located in our front lobby for parents to view. Due to privacy laws recorded camera footage is for Sugar and Spice Children's Academy reviewing only. Parents may not request to view previous footage from the School Director. Sugar and Spice Children's Academy will cooperate with local law enforcement. Available camera footage will be release to local authorities with a court order. The privacy of the children is very important to us. For this reason, the cameras are not available over the internet.

School Contact Information
Policy No. 28

Minimum Standards 746.501 (1)

Sugar and Spice Children's Academy

311 E Court St

Seguin, Texas 78155

(830) 379-5437 phone

(830) 379-5417 Fax

Hours: 5:30am to 6:00pm Monday - Friday

Sugar and Spice Children's Academy #2

3569 Hwy 123 Business

Seguin, Texas 78155

(830) 386-0694 phone

(830) 386-0246 Fax

Hours: 5:30am to 6:00pm Monday - Friday

Any violation of this legally binding contract by contracting family is cause for dismissal of the child/children. All fees, penalties, etc. will be assessed and due immediately. All terms of this contract will be enforced.

I will not hold Sugar and Spice, its employees, and/or owners liable for accidents or injuries that happen on or away from the facility. I understand that Sugar and Spice is a childcare facility and is upheld as a safe environment for my child. Sugar and Spice and their employees will do the best job possible to ensure the safety and wellbeing of each child, while the child is in their care. I also understand that accidents and injuries can occur even under the closest supervision possible. I understand I will be notified of any behavioral problem or discrepancy that my child may have while in care at Sugar and Spice. I will adhere in helping the staff with my child following the rules and regulations.

I understand that should I have any questions or concerns with policies or procedures that I may set up an appointment with the director/ owner or person in charge at any time. Parents will be notified about any changes made to this policy in a timely manner.

I, _____, the parent/guardian on the below named child acknowledge receipt of the information above, have read and agree with Sugar and Spice's Policies.

In accordance with the federal law and U.S. Dept. of Agriculture policy, this institution is prohibited from discrimination based on race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write the USDA director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call 202-720-5964

CONTRACT FOR SERVICE

PERSON RESPONSIBLE FOR FULL PAYMENT:

NAME (PRINT): _____

SIGNATURE: _____ DATE: _____