

OPERATIONAL POLICIES



Vivace Music Academy & Learning Center LLC
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<http://www.vivacemusicacademy.org>
<http://www.facebook.com/Laredo.vivace>

Vivace Music Academy and Learning Center LLC is a State-Licensed Child Day Care Center for infants and children through 5 years of age, also providing after-school care for children to 13 years of age. We use Pre-K curriculum with Music Enrichment and Fine Arts to enhance child learning. Our goal is to provide a quality music and Fine Arts education to the young children in the Laredo area.

Experience

Center Director and owner is Marissa Luna. Marissa Luna has earned a Bachelor degree in Music Education and has taught children in grades K-12 for 20 years, and has been a parent since 2001. Mrs. Luna has been successful and highly recognized in numerous music competitions, including U.I.L. and T.M.E.A. Events and has assisted in coordinating and adjudicating in such events.

Communication

Open communication between parent and provider is important for quality care. Information about your child's experiences in child care will be shared with you on a daily basis. Parents of children under the age of 12 months will receive an Infant Report which will include information about the child's diapering, eating and sleeping schedules as well as any other important information. Parents of children 12 months and older will be verbally informed about their child's day at pick-up time and through written notes when necessary.

Orientation

Starting in a new setting can be an exciting yet scary experience for a young child. Even children who are looking forward to child care may become apprehensive when they realize that you are not going to be there all day. This feeling is a normal reaction. Since children often sense parents' apprehension it is important for both parents and children to be comfortable with the new routine. We will be happy to help you and your child through the orientation period as necessary. Although we do not have a formal trial period, please recognize that it may take 2-3 weeks for your child to fully adjust to his/her new routine.

Confidentiality

All information about children and their families will be kept strictly confidential. If a communicable illness occurs, each family will be told of possible exposure, but not the name of the sick child.

Entrance Area

The bulletin boards in the entrance area display the center's licensing certificate, the most recent results of the licensing inspection, the current menu and lesson plans, disease/illness notices and other information.

Class Bulletins

The class bulletins contain homework, class work, notices for missing items, notifications of events, dirty clothes to be sent home, etc. In the event that someone else picks up your child, please ask that they check the bulletin daily, as these notes may contain notices of your child running low of personal items, such as diapers or wipes. As the caregivers are always busy supervising and caring for the children, this is their best way of communication.

Child Pick-Up/Drop-Off

A file will be maintained on each child enrolled in the Center. The file will contain:

- A) Child's application forms including permission and emergency release forms.
- B) Child's Immunization Record.
- C) Record of contacts with child's parents.

These forms are available for parental inspection upon request.

Upon arrival and departure, please sign your child in and out on the clipboard provided at the front desk or in the classroom. Please try to schedule your child's arrival before 9:15 AM and departure after 4:45 PM (Curriculum).

Parking for child drop-off and pick-up are along front of the building. Please do not park in emergency parking areas.

Releasing Children to Persons Other Than Parents

We cannot release your child to anyone other than the persons designated in writing or on your application form. Any arrangements you make for the release of your child must be made in writing and given to the director or your child's teacher. You will need to include name, address, and a brief physical description in your note. The person picking up your child must have a picture ID, and a copy of the ID will be made and put in your child's folder. Please make sure you have a sufficient number of persons responsible for picking up your child to cover emergency situations. No over the phone arrangements will be accepted!

Hours of Operation

The hours of operation at the Center are 7:15 a.m. - 6:00 p.m. Monday-Friday. We strongly recommend no more than an 8-hour day where this is possible. **If a parent is late picking up a child, there will be a \$1.00 charge for each minute that the child remains at the Center past 6:00 p.m., regardless of the reason.**

Please understand that a caregiver will be paid at an hourly rate of time and a half per time worked over 6:00 pm. The charge will be contained in the monthly day care bill. The Center reserves the right to terminate the enrollment of a child who is picked up late often and replace that child care spot with another child whose family can comply with the guidelines. This does not include the parent who might have an emergency once or twice and be late, but rather the parent who often leaves their child at the Center later than 6:00 p.m.

The following holidays are normally regularly observed: Thanksgiving, Christmas holidays, and Easter. We will be closed several days during the week of Spring Break (please check our school calendar). The Center will also be closed any day that the districts choose to close because of inclement weather or other conditions. If the districts are on a delayed schedule due to inclement weather or other conditions, the center will follow the districts' operating hours.

The Child Care Center serves children ages 0-12 years. We do not discriminate because of ability, race, color, or national origin.

Child Attendance

Please notify the Center if your child will be absent so that we may notify the teacher. Daily child attendance will be kept on record. **Please note that tuition will not be discounted for any absences occurred for children who are enrolled in the Center.**

Illness Policy

PLEASE SEEK ALTERNATE CARE ARRANGEMENTS AND DO NOT BRING YOUR CHILD IF HE/SHE HAS ANY OF THE FOLLOWING CONDITIONS:

(unless medical evaluation by a health-care professional indicates that you can include the child in the child-care center's activities)

- Fever above 101° in the past 24 hours
- Constant, thick, colored nasal discharge
- Redness on the white of the eye, or colored discharge
- Vomiting or diarrhea in the past 24 hours
- Is unable to eat or tolerate a regular diet
- Contagious or unexplained rash
- Has been on a prescribed medication for less than 24 hours
- Shows other signs of illness
- Requires constant attention
- Cries, whines, and/or wants to be held constantly
- Generally seems unwell or unable to participate in a full day's activities

IT IS REQUIRED TO KEEP (OR TAKE) A CHILD HOME WHEN THE CHILD:

- Is suffering from one or more of the above symptoms
- Is not well enough to take part in the activities at the daycare, including outside play

Child Care Health - Pinkeye (*conjunctivitis*)

As many children have problems with allergies, parents sometimes bring their children with an eye discharge. Unfortunately, this bacteria very often becomes infectious without treatment, and this becomes evident when other children begin with the symptoms the following day.

+ Children with a white or colored discharge should be excluded until they have been treated with an antibiotic for at least 24 hours.

+ Infected persons can return when the itching, pain, or tearing has stopped or when they have received 24 to 48 hours of antibiotic therapy or when released by the healthcare provider. Please bring a note stating that your child may return to daycare.

Child Care Health - Diarrhea or Vomiting

Because vomiting and diarrhea are often contagious and make it difficult to maintain a clean and hygienic environment, we cannot care for a child who has diarrhea/is vomiting, or has had diarrhea/has vomited within the past 24 hours. One incident of diarrhea or vomiting while at our center will require that your child return home immediately. Your child may return to care after a full 24 hours has passed since the last bout of diarrhea or vomiting, and can tolerate a regular diet. A child who is unable to tolerate a regular diet is not ready to return to care.

ULTIMATELY THE CARE OF THE CHILD IS THE PARENT'S RESPONSIBILITY

Parents will inform the daycare within 24 hours of a diagnosis of a serious illness or contagious disease of a communicable nature in the family. This is to protect the caregivers and the other families who attend the daycare. Failure to do so is grounds for immediate termination of care.

Parents agree that a child will be symptom free, without the aid of symptom reducing medications such as Tylenol, for a full 24 hours prior to returning to daycare. We reserve the right to ask for a note from your family doctor, depending on the illness/disease.

As we understand that it becomes an inconvenience for you to miss work when your child is ill, having a child who is ill in the center may cause an epidemic reaction. Please consider the health and safety of the other families as well as the caregivers who take care of the children.

Care of a Sick Child and Notification of Parents

Parents will be notified immediately and agree to begin to making alternate work arrangements or arrangements for alternate care. If your child is seriously ill, you or an alternate must come for the child IMMEDIATELY. If we cannot reach a parent, we will call an emergency contact listed on the registration form or the child's doctor may be contacted depending on the seriousness of the illness.

Medications

Prescription medications will only be given to a child in care with the following conditions:

- Parent gives written permission to the caregiver, with full instructions as to dosage, and times to administer medication. (forms are available from the daycare for this purpose)
- All prescribed medications must have the child's name on the prescription bottle.
- Medication must not be expired
- All prescription and non-prescription medications will be administered as per recommended dosages on container or box.

Child Care Safety - Injury

Active children accumulate bumps, bruises, scratches and scrapes often through active play. Licensing rules require that each child be observed for signs of injury upon arrival, and unusual injuries be recorded in the wellness log. Superficial injuries, including biting, will be treated with soap and water, a Band-Aid and/or ice as needed, and lots of TLC.

As parents, please realize that injuries will happen occasionally, and should this occur, you will be told an accurate and truthful account of the accident. In such case, please try to be reasonable and understanding. Your enrollment form will release Vivace Music Academy and Learning Center LLC from liability for illness or accidents beyond our control.

If a serious injury, including a serious head injury, occurs we will call 911 and the child requiring emergency care will be transported by ambulance to the hospital

preference noted on the child's enrollment form. Parents will be contacted as soon as possible after calling 911.

If a parent cannot be reached immediately, the emergency contact person on the enrollment form will be notified. Payment of any bills or charges incurred from the ambulance and/or other medical care is the responsibility of the parent. Licensing rules require that any injuries requiring professional medical attention be recorded on an Incident Report form. After both parent and teacher sign the report, one copy will be given to the parent to take home and the other copy will be placed in the child's file.

Outdoor Play

Each class incorporates outdoor play into their morning and afternoon schedules, as per state regulations. Each child is expected to participate in outdoor play. As per licensing regulations, any child who is not well enough to participate in outdoor activities is too ill to be in the center. Outdoor play is to be canceled only when the weather is below 40 degrees, if it is raining, or if the director(s) deems dangerously hot. Please dress your child accordingly.

Field Trips

At this time Vivace Music Academy and Learning Center LLC will not be participating in any field trips away from the center. However, if this situation changes, a notice will be posted at least 48 hours in advance, and permission slips will be issued prior to any planned event or field trip. Uniform for field trips will be the standard Vivace uniform and tennis shoes.

Well Checks

Vivace staff will do a visual check of the children upon arrival each morning and during shift changes. 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.

Insurance

As with all professional businesses, Vivace Music Academy & Learning Center LLC carries general liability insurance on the premises.

Background Checks

As mandated by licensing rules, criminal background checks are run on the director, assistant director, staff, and caregivers on the premises.

Nap Time

Your child will need a Toddler nap mat, a towel (to be used as a pillow), and a small child blanket. Your towel and blanket will be sent home to be washed every other Friday. Please return your clean towel and blanket with your child on Monday morning.

We ask that children not be dropped off or picked up during nap time, as this will disturb the other children who are sleeping in the center. Nap Time is between the hours of 1:00 pm – 2:30 pm. Please pick up or drop off your child outside these hours.

Fire Drills & Emergencies

Fire drills will be held no less than once every month. Each drill is recorded in a safety log.

All children, including children younger than 24 months of age, children who have limited mobility or who otherwise may need assistance will be evacuated and relocated to an outside playground safe area or to Jett Bowl North (702 Gale St. 78041) in the event of an emergency.

Child Care Safety - Loss of Services

If the center loses the use of heat, water or electricity at any time during the day I will evaluate the situation to see whether care can be provided without undue loss of quality. If safe, quality care cannot be provided under the circumstances, I will notify each family to pick up their child/ren as soon as possible, and the center will remain closed until safe, quality care can be provided. Because I am not in control of such situations payment in full is due for days that the center is closed due to loss of services.

Uniforms

All children attending Vivace Music Academy & Learning Center LLC will be required to wear a uniform when classes begin in August throughout the academic school year until May. The school uniform will be an embroidered maroon polo shirt with khaki pants, shorts, or skirt. Children 2-5 years are required to wear a Friday Vivace T-shirt with Khaki bottoms. Uniform will be used Monday-Friday. To ensure child safety, please have your child wear closed shoes at all times; no sandals, flip-flops, crocs, or any open shoes will be allowed.

School Pictures

Occasionally we will be taking pictures of the children at the Center to make available for purchase. We offer this service only as a special service for the parents; the purchase of pictures is not mandatory. Upon enrollment you will be given a form to be signed for permission for your child to be photographed.

Personal Belongings

For your own protection of personal belongings, please do not send valuable items, toys, or candies with your child to the Center. ***This Center assumes no responsibility for lost items.*** Items should only be brought on a day planned by the teacher. If your child brings a toy or candy, the item will be placed in a Ziploc bag and sent home.

Extra Clothing/Diapers & Wipes/Toothbrush & Toothpaste

We require that each child have an extra set of clothing, in the case where a child may need to be changed due to wetting or soiling, etc. An extra t-shirt, pants or shorts, (underwear, if appropriate), and socks will be needed. Each child's clothing will be placed inside an individual bag, clearly labeled with each child's name, and will be stored for use solely for your child.

Due to health and sanitation concerns, soiled and/or wet garments will be put in a plastic bag for you to take home and launder.

In the case where a child is still using diapers, ***the parents are responsible for providing the center with diapers and wipes for their child.*** Neither diapers nor wipes will be used to provide for another child. Diaper and wipes boxes or bags will be clearly labeled with the child's name. Parents will be advised when diaper supplies are running low so they can replenish quickly. The center is not responsible for providing diapers, wipes, etc. for children who are out of supplies.

There will be a convenience fee of \$15 per day in the event that we must attain and supply extra diapers or wipes for a child. This fee does not include any remaining supplies.

Each child will also need to have a toothbrush and their own toothpaste to use after their meal daily. Caregivers and staff will assist the children to practice good oral hygiene.

Immunization Requirements

Each child enrolled in the center will need a current copy of their immunization record on file prior to being admitted. Upon each vaccination given to your child, please provide us with a copy of the record. The immunizations must be up to date with state health standards.

Enrollment Procedures

The following must be on file/storage in order for enrollment of your child to be complete:

- A) Application for enrollment form
- B) Signed Policy Procedures Form
- C) Copy of Immunization Record
- D) Supply fee of \$50 for the school year
- E) Monthly tuition
- F) Parent Agreement Form

Tuition and Fees

Tuition is \$385.00 monthly for children over 18 months, if payment is made in full at the beginning of the month; if tuition is paid in 2 payments (or where other arrangements are made), then monthly tuition is \$400.00. Tuition for children under 18 months is \$400.00 monthly. Tuition is due in advance before the 5th of each month, regardless of family vacations or other instances. Please make plans accordingly. If tuition is not paid on time, a penalty of \$5.00 per late day will be added, up to \$15. Caregivers are paid on the 5th and the 20th, and we rely on tuition paid on time in order to maintain payroll. Please do not ask to pay tuition late on a continual basis; a late fee will be incurred per occurrence.

All accounts must be kept current. If at any time your child will be withdrawn from the center, please notify a Center Director at least two (2) weeks in advance so that we may have an opportunity to enroll another child. Otherwise, a \$50 early withdrawal fee is due.

Supply Fee for the calendar year is only \$50.00 per child and is due upon enrollment.

Parent Responsibilities

Children must be signed in and out by the custodial parent or adult person approved by the parent(s). A signature is required when a child is released from our care. Once the child has been signed out, the responsibility for the safety and care of the child is on the individual. Please do not leave your child(ren) unattended in any part of the facility.

For the safety of the children as well as liability issues, parents and their children or visitors will need to wait outside the classroom when picking up their child. One of our friendly staff will be in the classrooms ready to assist you at these times.

Food Preparation and Foodservice

Food preparation and service is consistent with best practices for food safety and sanitation. All children in the learning center will be served food that is stored, prepared, and presented in a safe and sanitary manner. Good institutional food management practices are implemented to protect the health and safety of children. The foodservice staff will assess the safety and quality of their total foodservice operation daily for handling, cooking, serving, and storing food and equipment. Caregivers and staff will provide as good role models to help children learn safe sanitary practices.

Breastfeeding

Vivace Music Academy & Learning Center will provide a comfortable place with a seat for mothers to breastfeed their child if they choose to do so. Parents may also provide breast milk for their child to be served while in our care.

Meals and Snacks

Two nutritional meals and one snack will be served daily, whereby milk and fruit will be available to each child over 12 months of age.

I UNDERSTAND THAT THE FOLLOWING MEALS WILL BE SERVED TO MY CHILD WHILE IN CARE:

None Breakfast AM Snack Lunch PM Snack Supper Evening Snack

Breakfast

Breakfast is served between 7:30-8:20 am. Children must arrive by 8:20 am in order to have breakfast, or they must have eaten breakfast prior to their arrival. No outside food will be permitted in the cafeteria or in the classrooms.

Allergies/Special Diets

If your child has allergies to certain foods or milk, please notify the director and teacher verbally upon enrollment. A CACFP allergy form must be signed by a physician and turned in to the office in order for your child to have a substitute for a food component.

Bringing Outside Food

We ask that children do not bring any outside food into the learning center. The other children will not understand why they cannot have any of the food that your child is eating in front of them. Our classes from 12 months-13 years work on a specific schedule. As the teachers are busy with curriculum or supervising the rest of the children in the playground, we are unable to supervise one child who may be eating.

Discipline Policy

Praise and positive reinforcement are effective methods of behavior management of children. When children receive positive, nonviolent, and understanding interactions from adults and others, they develop good self concepts, problem solving abilities, and self-discipline. Based on this belief of how children learn and develop values, this Center will practice the following discipline and behavior management policy.

We Do

Praise, reward, and encourage the children.

Reason with and set limits for the children.

Model appropriate behavior for the children.

Modify the classroom environment to attempt to prevent problems before they occur.

Listen to the children.

Provide alternatives for inappropriate behavior to the children.

Provide the children with natural and logical consequences of their behaviors.

Treat the children as people and respect their needs, desires, and feelings.

Ignore minor misbehaviors.

Explain things to the children on their levels.

Use short supervised periods of "time out".

Try to stay consistent in our behavior management program.

We Do NOT

Spank, shake, bite, pinch, push, pull, slap or otherwise physically punish the child.

Make fun of, yell at, threaten, make sarcastic remarks about, use profanity, or otherwise verbally abuse the children.

Do not shame or punish the children when bathroom accidents occur.

Deny food or rest as punishment.

Relate discipline to eating, resting, or sleeping.

Leave the children alone, unattended or without supervision.

Allow discipline of children by children.

Criticize, make fun of, or otherwise belittle children's parents, families, or ethnic groups.

Biting and Disciplinary Problems

Conferences will be scheduled with parents if particular disciplinary problems occur. Biting or physically hurting another child cannot be tolerated. We will have a modification plan for each behavior problem as we work together with the parents to try to stop the behavior. As biting may be common in younger children, no parent will take having their child bitten lightly and will tend to blame the caregivers. As the caregivers are careful in supervising the children, sometimes accidents and bites may still occur. Please be understanding while we work with the parents and the child to work on the problem, as perhaps your child may have such issues at a later time.

If a child's behavior consistently endangers the safety of the children around him/her, then the Director has the right to, after meeting with the parents and documenting behavior problems and interventions, terminate child care services for that particular child.

Child Abuse Law Reporting Requirements

Vivace staff are REQUIRED by Texas State law and licensing requirements to report immediately to the police or Child Protective Services (CPS) any instance when there is reason to **suspect** the occurrence of physical, sexual, or emotional child abuse, child neglect, or exploitation. Our staff receive annual training on recognizing and preventing abuse and neglect, including sexual abuse.

Local licensing Office

Laredo

1500 N. Arkansas
Laredo, Texas 78043
(956) 794-6332
(956) 794-6319

Child Abuse Hotline

Two Ways to Report Abuse

1-800-252-5400

Call our Abuse Hotline toll-free 24 hours a day, 7 days a week, nationwide.

www.txabusehotline.org

Make your report through our secure web site and you will receive a response within 24 hours.

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

Emergencies

If this is a life threatening or emergency situation, call your local law enforcement agency or 911 immediately.

We will send home a notice to parents if there are any changes in any policy procedures.

Get ready for a school year filled with a LIFETIME of opportunities!

Parent Referrals

We greatly appreciate your business and know that you will be so pleased with our service that you will tell all your friends and acquaintances about us! If one of those families decides to enroll their child(ren), you will receive an amount of \$50 tuition credit after that family has been with us for 2 months. Our greatest advertising asset is you!!

