

917 – D Greens Rd. Houston, TX 77060 (281) 872-1916

Parent/Operational Handbook

<u>Vision Statement</u>

The Allstars Daycare and Preschool is working closely with the parents, neighboring schools, and churches to reach and develop the mind and spirit of our youth one at a time.

Philosophy

Our **Philosophy** at ADP, LLC is to provide the highest quality childcare for every child. **We believe** that every child wants to learn and can learn. Just as fundamentally, we believe that every child is unique and that a cookie-cutter approach to education does not work. Thus, ADP, LLC is committed to customizing the Frog Street curriculum to ensure the academic success of each of its students. **We believe** that children should have some choices in their activities, as well as some structure. Therefore, we offer a learning program for all age groups by providing both open and structured learning centers.

The **Open Learning Centers** will help develop the child's large and fine motor skills, as well as their sensory and perception skills. These skills are enhanced with the manipulations of building blocks, stable toys, dramatic play, arts and crafts, music, and the library for those who just want to relax and read a good book.

The **Structured Learning Centers** are the homework area that have teacher monitoring for those who have questions, and to assist with math manipulative. For the preschoolers, there is also the learning of sight words, numbers, alphabet, colors, sounds, name recognition and much more.

As parents, we believe that parents play a critical role in the education of their children and should have numerous opportunities for direct involvement in school activities. ADP, LLC, emphasizes the importance of the family as the foundation for the social, moral, and spiritual development of children, and recognizes its right to individual perspective and expression. In addition, as parents, we ask that you allow your child to make mistakes and teach them to be responsible for them.

As teachers, they will continue to receive the proper and ongoing education needed in caring for children to provide the love, attention, patience, and positive reinforcement that each child needs. We value the dedication of our staff to create a caring and nurturing environment for the children.

Non-Discrimination Policy

Enrollment is open to all children. The center accepts children 6 week to 12 years old. It is unlawful for any staff member or childcare staff member to discriminate in the enrollment of children at Allstars Daycare & Preschool based on race, color, religion, sex, or national origin.

<u>Goal</u>

Our goal is to provide your child with the best care available and to make sure that every child's learning experience is a happy and positive one. ADP, LLC. Continues to strive for excellence! We are a 2-star accredited center in Texas Rising Star quality improvement program. TRS is "a voluntary quality-based childcare rating system offered to childcare providers participating in the Texas Workforce Commission's subsidized childcare program. Brochures are available to parents in the family library and parent resource center.

<u>Admission Requirements</u>

All student files must include the following information before enrollment is complete: A completed enrollment form containing all pertinent information, a current immunization record for all children. A completed nutrition form, an infant safe sleep and infant care sheet must be completed and updated every 30 days for all infants 6 weeks to 17 months of age; an emergency medical treatment authorization form; a signature page acknowledging receipt of the Parent Handbook; a signature page acknowledging receipt of the tuition contract; and a copy of parent's Driver's License/state ID. All children 4 and 5 years old must have a hearing/vision screening, which is required by TDHHS. Every child 18 months to 12 years of age must purchase a sheet for its COT at the time of enrollment.

<u>School Supply List</u>

A school supply fee of \$60 will be charged to your account at the time of enrollment, for your child/children to participate in classroom assignments, all school supplies are due by August 1st of each year. We ask that you only bring in small blankets or bath size towels only. No comforters, oversized bath towels, sleeping bags or personal toys are allowed.

<u>Change of Clothes</u>

Infants should bring formula/breast milk, distilled water, baby food, diaper wipes, pampers, change of clothes, socks, or booties. Toddlers and pre-toddlers should bring (2) onesies, a change of clothes, pull-ups, diaper wipes, socks, and shoes. No diapers allowed in the Pre-K room. Children 3 to 5 years must bring a change of clothes and underwear.

<u>Uniforms</u>

Boys and girls must wear solid polo shirts (red, navy blue, purple), shorts or pants (khaki or navy blue). Girls may also wear (white button-down uniform shirts, navy blue, or khaki dresses w/shorts underneath and skorts). Boys and girls must wear tennis shoes, or buster brown type shoes or closed-in shoes and white socks. Understanding that our climate is hot and humid, so drees your child appropriately according to the weather. For safety reasons, no boots with heels, no sandals with the back out, no flip-flops, or slides are to be worn. Boys and girls must wear shirts always tucked in, with belts, if garment has belt loops. Uniform colored hair ribbons can be worn. No barrettes/hairbands are allowed for infant and toddler classrooms. Neither hanging pants nor hanging shorts may be worn. ADP, LLC is not responsible for replacing clothes that are ruined while participating in class activities. Please label all clothing items.

<u>Cell Phones</u>

Students are not allowed to use cell phones in the center. If, the parent has an emergency and needs to reach their child, their welcome to call the center phone and their child will be brought to the front office for communication. We are not responsible for any lost, stolen, or broken phones. If, a school age student has a phone it is to be kept in their backpacks or at the front office in a lockbox until the parent arrives.

Parent Notifications

Upon enrollment, parents will be required to give (2) two emergency contacts, which will be kept in child's folder, computer database, a copy in instructor binder, as well as a copy for the van. We also request parents to notify center Administrator of any changes in notification by updating Bright wheel or by filling out an updated information form located on the parent board.

Internal and External Communication

We have several ways that we will communicate with our parents and staff; Bright wheel, website, Zoom, phone, verbal, email, memos, door postings, newsletters, procare, face to face, through parent/teacher conferences a social media (Facebook & Instagram). Doors of communication are always open! Newsletter is due every 2nd Monday of the month.

<u>Infant Safe Sleep</u>

Infants12 months or younger must be placed in a face-up sleeping position and must not be swaddled unless there is a completed Sleep Exception Form.

<u>Breast Feeding</u>

ADP, LLC offers a comfortable sitting area inside the infant classroom, for our breastfeeding moms to come in and feed their babies. Upon requests, compilation of breast-feeding education and support resources in the community is provided to the parents.

In Case of Emergency

In case of emergency, 911 will be called. Parents will be notified first if time permits. All children must have an emergency medical treatment authorization on file.

Emergency Preparedness

In the case of an emergency, operating procedures have been put in place to ensure the safety of our children.

<u>Evacuation Plans</u>

All employees are responsible for moving children to the designated safe area, Emergency evacuation & relocation diagrams are in each classroom and foyer area as specified by TDHHS & local authorities. In some circumstances, parents will be called to come and pick up their children. As needed, the local authorities will be called to aid in transportation of children to the alternative shelter away from the center.

Relocation Site: Greenspoint Elementary School, 18028 Chisholm Trail, Houston, TX 77060 Contact# 281.985.7800

Upon departure and arrival, the director or alternative assistant will have a list of all children that must be accounted for. Together, the director or alternate assistant and caregivers will verify that all children are present. The director or alternate assistant will be responsible for calling the local authorities needed such as, local fire department, ambulance, local police or sheriff, poison control, and TDHHS Child Care Licensing.

The director or alternate assistant will be responsible for securing children's emergency numbers, emergency medical authorizations, emergency preparedness grab bag and attendance sheets during an emergency. We will then load transportation and take students to our designated shelter; we will notify parents when we are safe and have every child accounted for. The designated person will count the children while the other designated staff will begin notifying parents.

Emergency Fire Drills are held monthly, Sheltering/Severe Weather Drills/Lockdowns are held every three months to ensure children are accustomed to emergency evacuation and relocation procedures.

Severe Weather Tornado/Shelter in Place

Severe weather preparation: in case of a tornado, we would relocate to the toddler's classroom in the back-left corner of the building, against the wall with heads down and covered with hands. If the center should lose water supply or electricity, ADP will notify the parents to pick up their children if it lasts more than one hour.

<u>Lockdown</u>

In case of a lockdown each teacher will have their children transition to the designated room assigned to their class and lock the door, while director and/or designated person calls 911 and make sure all windows and doors are secure and locked.

Emergency Weather Notification

Severe weather, power failures, and other interruptions may necessitate a delayed opening of the Center. When such events can be foreseen, an announcement will be made as early as possible. In weather emergencies, the decision to close the center will be made by 5:00 a.m. in the morning, if possible, and the Center telephone and Bright wheel message will address the status of the opening of the Center.

Relocation Site

In the event Allstars Daycare and Preschool, LLC, is asked by law enforcement to evacuate the area, all children will be transported via daycare vans, daycare buses, police, firefighters and/or personal vehicles. Please contact the Center at 917-D Greens Road, Houston, Texas 77060, telephone number: 281-872-1916 if location is closed, please watch local news and listen for relocation of nearest school, which is Greenspoint Elementary at 18028 Chilsolm Trail, Houston, TX 77060, contact # 281.985.7800 or Harvest Time Church at 17770 Imperial Valley Dr., Houston, TX 77060, contact # 281.877.8888.

Hours of Operation

ADP, LLC, is open from 6:00 A.M. until 7:00 P.M., Monday through Friday. ADP, LLC, is closed Saturday and Sunday so that staff may spend time with their respective families. All children must arrive at the Center by 9:00 A.M. daily.

<u>Holidays</u>

We are open year-round except for the closing of special holidays listed below:

- 1) New Year's (January 2, 2023)
- 2) MLK (January 16, 2023)
- 3) Good Friday (April 7, 2023)
- 4) Memorial Day (May 29, 2023)
- 5) Independence Day (July 4, 2023)

<u>Changes in Policies and Procedures</u>

Parents will be notified through Bright wheel, quarterly newsletter, or written notice of any changes in operational policies and procedures.

Meals

Breakfast will be served from 6:30am to 8:30am daily. A hot and nutritious lunch and dinner will be served daily. Fresh fruits and vegetables are served throughout the day with each meal. Snacks will be served twice (2 times) a day. School age children will receive nutritional snacks upon arrival from school. Children on special diets must have a signed note from a licensed physician indicating names of foods child can not have, what reaction the child will have if eaten, and names of substitutions. Note must be updated every 30 days. Our meal planning is based off the Texas Dept. of Agriculture Food Program.

All meals will be prepared by Allstars, and NO OUTSIDE FOOD will be allowed

All liquids & food hotter than 110 degrees F are kept out of reach of children.

All food is commercially packaged or prepared in the kitchen that has been inspected by local health officials.

Allergies

The Texas Department of Family and Protective Services requires that childcare centers in Texas have an emergency plan for each child with a known food allergy that has been diagnosed by a health-care professional. The child's health care professional and parent must sign and date the plan and a copy will be left in the child's file (Form will be signed during the child's initial enrollment and orientation). All staff are educated on food allergies, and they take precautions to ensure children are protected.

Arrival and Departure

Parents **must** wear a mask when accompany their child into the center, sign your child in/out for daily attendance on the Bright wheel app from your phone and turn child over to the teacher. Children will be dismissed only to parents, guardian, or other previously approved adults. Please do not call the center to arrange the pick-up of your child (arrangements must be received in writing ahead of time and picture ID must be presented). Parents must limit their cell phone usage upon arrival and departure.

- 6) Labor Day (September 4, 2023)
- 8) Christmas (December 23-26, 2023)
- 7) Thanksgiving (November 23-24, 2023)

Late Pick-Ups

Due to State laws, no **one** child can stay at the Center longer than 12 consecutive hours a day. If this occurs, late pick-up rules will apply, and State agencies will be notified

Parents will be assessed a late fee of \$5.00 after the first minute and \$1.00 each additional minute/per child if their children are not picked up after the 12th consecutive hour. This fee is expected to be paid in full at the point and time of pick-up. No child will be allowed into the Center, the next day, if late pick-up fee is not paid in full. This fee must be paid in **cash only**.

Fee Structure

The fees are the same whether you bring your child <u>three</u> days or <u>five</u> days (this includes Holidays when Center is closed). You are allowed 5 days and up to 11 consecutive hours per day, (holidays are counted as one of your five days). There is an additional charge for students that must attend the Center due to school being out for a day, week, holiday, etc. Please check with appropriate personnel to find out the rate per day, week, holiday, etc. If your child/children will not attend on the day that school is closed, he or she is not required to pay the additional rate; however, the regular weekly rate is expected. If your child will not attend for the week/holiday week that school is out, he/she is expected to pay '2 the regular weekly rate. Weekly and Bi-weekly fees are due every Monday prior to service. If fees are not received by 7:00 p.m. on Tuesday, a daily charge of \$10.00 per day will be charged on all late payments. Monthly, self-pay parents and State Funded parents (NCI), fees are due on the first of the month and must be received by 7:00 p.m. by the fifth of each month to avoid a late fee of \$25 or discontinuation of service. Payments may be made by cashier's check, money order or through Bright wheel. Registration fees are due and payable at the time of enrollment and are non-refundable. This is a one-time fee. All parents must sign a Fee Schedule in addition to Parent Handbook. Parents or guardians must pay full-time tuition even if parents choose to bring their child on a part-time basis. All tuition and fees are non-refundable.

<u>Sibling Discount</u>

There will be a \$10.00 discount given on the oldest child's tuition for three or more children except for school age children.

<u>Transportation Safety</u>

A new law was passed on September 1, 2009, for transportation safety. All students ages 4–8yrs and under or less than 40lbs unless 4'9" tall must be in a forward-facing car seat/booster seat.

<u>Daycare Riders</u>

Parents must notify the Center in the A.M. if a child is not to be transported. Failure to notify the Center will result in a \$10.00 per child Blank Trip Charge. There will be assigned seating on the buses/vans. If a seatbelt is found to be in disrepair, the parent of that child will be charged \$20.00 to repair it. In addition, the child shall be suspended from riding the bus/van for two (2) days. The \$20.00 charge is to be paid prior to the child being transported the day after suspension ends. Failure to wear seatbelts will also result in a 2-day suspension. Parents, please talk to your child about using their "inside voice" (no yelling), remaining in seat with seatbelt fastened, keeping all supplies in their backpack and **no food or drinks on bus/van**. The center leaves the daycare at 7:00am to shuttle the children to school. Afternoon pickup for Pre-K is at 11am and 2:00pm. Evening pickup for school age children is from 3:00pm to 4:00pm.

<u>Illnesses</u>

If your child should become sick at the center, the parent(s) will be notified first to pick-up their child. If the parent(s) are unable to pick-up their child within a reasonable time, the emergency contact will be notified. The parent or emergency contact must pick up child within a reasonable period after being notified. For the protection of all the children at the Center, no child will be admitted if he/she has a runny nose, coughing, fever, vomiting, diarrhea, lice, ring worms, or is obviously ill. If your child has a fever, he/she is not allowed to return for 24 hours fever free without medication from the time he/she is picked up from the Center. If your child is out ill for three or more days, a doctor's note is required to pro-rate fees. (If note is not received, full tuition will be charged). If your child is in the hospital and we receive notice of their absence before their return, there will be no charge while absent. If your child is sent home ill from public school, he/she will not be allowed to attend the Center.

The Texas Health and Human Services Commission is updating requirements for day care operations to assist us in protecting children from COVID-19. The new requirements are as followed until further notice:

Before allowing entry to the operation, all staff will be screened, this will include taking temperature of each person upon arrival at the operation each day, and deny entry to any person who meets any of the following criteria:

1. A temperature of 100.4 °F or above.

2. Signs or symptoms of a respiratory infection, such as a cough, shortness of breath, sore throat and low grade fever.

3. In the previous 14 days has had contact with someone with a confirmed diagnosis of COVID-19; is under investigation for COVID-19; or is ill with respiratory illness or in the previous 14 days has travelled internationally to countries with widespread, sustained community transmission.

Staff Vaccinations

The Center for Disease Control (CDC) recommends adults to be immunized with the following vaccinations for vaccinepreventable disease control, (Influenza, Pertussis, HepA, Rubella, Varicella and Papillomavirus) at this time our center does not require our staff to have these vaccinations.

Tuberculosis Testing

TB screenings vary across the state. The local office of the Texas State Health Department is not requiring TB testing at this time, but it could be required in the future. When this becomes a requirement, all parents will be notified, and staff will be vaccinated. Standard #746.3611 our center does not require our staff to have vaccination currently.

<u>Vacation</u>

After one (1) consecutive year of attendance, children will be allowed 1 week of vacation from calendar year to calendar year at no charge with prior notice. Half of tuition is required if notice is not given at least two weeks in advance. Half of tuition is also required once child uses his/her vacation week. Unused vacation may not be carried over from year to year. If you do not use it, you lose it.

<u>Absent Policy</u>

Parents are required to notify the front office by 9am in the event a child is going to be absent for childcare.

<u>Permanent Removal</u>

Please notify administration at least 2 weeks prior to removing your child permanently from the Center or for more than 30 consecutive days. If not, you will be responsible for paying 2 weeks of childcare. Any child that does not attend the Center for two consecutive weeks without prior notice is subject to withdrawal.

<u>Medication</u>

Only prescribed medications (No over-the-counter medications) will be given. To provide the medical attention that your child needs, a medical authorization form must be completed and signed by the parent for each occurrence for Center's personnel to administer the specified medication. All medication must be labeled and in its original container and/or package. Expired medication will be discarded. No telephone authorizations will be accepted. All medications must be checked in at the front desk. No prescription is to be left in child's backpack. Parents must not put medication in cup, as another child might get to it and drink it or cause an allergic reaction, etc. Medication will only be administered at 10:00 a.m. and/or 2:00 p.m. daily. Please adjust your child's medication schedule accordingly.

<u>Naptime</u>

Each fulltime child, 18 months and older, is required to purchase a cover sheet for their kinder cot, bath size towel or blanket (like throw size, no comforter, or oversized blankets) to be used at naptime. School age children will be required to purchase a kinder mat and a bath size towel or blanket during the summer months and when out of school only. Please label you child/children's blankets and <u>do not</u> send oversized towels, blankets, or sleeping bags. Towels and blankets will be sent home every Friday to be laundered.

<u>Visiting Hours</u> Parents can visit our center at any time during the hours of operation. Parents or visitors are asked to stop by the front desk before visiting with their child/teacher. (Allstars Daycare & Preschool encourages parents not to attend care during naptime.) Visiting hours are obsolete at the time until further notice.

<u>Community Resources</u>

There are varieties of community services that are available to meet the needs of families who are having disabilities, whether physical, mental, financial, behavioral challenges or other special needs. Available resources will and can be made available to you through our director. If you are interested in family education opportunities specific to the needs of your child, we will be happy to share any available information with you regarding as to what community services are available in your area,

<u>Family Participation</u>

Parents are encouraged to take part in center events, as well as class observation. Center events include annual graduation, back to school carnival, fall festival, Thanksgiving and Christmas holiday gatherings.

<u>Volunteers</u>

Parents are asked to volunteer their time at least twice per year. If parent is not able to volunteer at the center, you will be asked to take work home to complete.

<u>Physical Activities</u>

We provide outdoor play two times a day per age group. These additional age-appropriate activities are available for inside physical play in case the weather does not permit; follow the leader, arts/crafts, hula-hoop, board games and music and movement activities.

<u>Screen Time</u>

We do not have screen time for children under 2 years of age. School age is allowed no more than two hours a day.

Insect Repellant and Sunscreen

We strongly encourage the use of insect repellent and sunscreen to be used on each child for fieldtrips and outdoor recreational activities. Parents will be required to bring insect repellent and sunscreen of their choice and label your child's items with their first and last name, date of birth and leave it with a staff member or class teacher to apply to the child when needed.

Field Trips

A permission slip must be signed and returned to the Center **before** the scheduled field trip, or the child will not be permitted to attend. **No** telephone authorizations or verbal permission will be accepted. Parents are asked to volunteer their time during field trips.

Wading/Splashing Pool

In summer months, the center may have water days. Parents must check it is okay for their child to participate in water activities on our admission form.

If our wading pool is two feet of water or less:

- 1) Employees must be able to clearly see all parts of the swimming area
- 2) The bottom of the pool must be visible always
- 3) Pools must be stored out of children's reach when not in use
- 4) Drained at least daily and sanitized; and
- 5) Stored so they do not hold water

Summer Program

Summer program rates do not include field trip expenses. These fees and activities will be posted prior to a scheduled trip. Child must be going to the 1st grade to participate in summer camp. All children who have not completed kindergarten may not participate in summer camp and the full time 4-year-old rate will apply.

Parent Conferences

Parent conferences are conducted over Zoom each quarter to discuss developmental milestones of children. Appointment schedules by class are located at the front desk for parents to sign-up to talk with teachers. Information from caregiver's observations and written assessments will be shared with the parents.

Challenging Behaviors

Caregiver and/or Director will have ongoing communication with parents to express concerns and strategies in addressing challenging behaviors. All conversations will be framed around the objective of the program. **Parents will be kept informed on the child's progress.**

Student Conduct and Disciplinary Consequences

The following are serious misbehaviors:

- 1) Aggressive behavior
- 2) Use of objectionable language
- 3) Disrespectful behavior toward people or property
- 4) Use or possession of drugs, alcohol, or tobacco

Should any of these behaviors occur, the following may be expected: Separation Procedures

Allstars Daycare & Preschool reserve the right to terminate services at any time.

First Offense: A conference will be held with the teacher, student, and the Director in attendance. Parents will be informed of the incident and the conference.

Second Offense: A conference will be held, and parents will be informed as stated above, and a suspension from the Center is possible. If suspension is given, child will not be allowed to return to Center.

*Please Note: For zero tolerance offenses – immediate suspension occurs.

Zero Tolerance for:	
1) Fighting staff or other children;	2) Fighting on the daycare van.
3) Not wearing a seat belt;	4) Dismounting of seat belts.
5) Writing on van seats;	6) Use or possession of matches/lighters.
7) Use or possession of fireworks;	8) Use or possession of weapons (guns, knives, etc.)
3) Not wearing a seat belt; 5) Writing on van seats;	4) Dismounting of seat belts.6) Use or possession of matches/lighters.

9) No Spitting.

10) Defacing, Destroying property on the daycare bus/van and at ASDCP.

Food will not be used for rewards or punishment

Suspension

If your child is suspended from public school, he/she will not be allowed to attend the Center.

Here at ASDCP, LLC, we encourage positive reinforcement, redirection and "thinking" time for all children. No corporal punishment or verbal abuse will be tolerated.

Licensing Reports and Minimum Standards

The most recent Licensing Report will be posted on the wall in the reception area for viewing. Parents may also review the Minimum Standards binder at anytime, which is kept at the Reception Desk. The Texas Dept. of Family & Protective Services licenses us. A copy of the state requirements is available in the office or on their website: <u>www.hhs.texas.gov</u> we are participating in the College Bond from Birth project through Collaborative for Children. Through this project, we receive materials, furnishing and training. This project is to improve the quality of early education in the Greater Houston area.

Gang Free Zone

This is a gang free zone facility. Please refer to the front door for our postings.

Domestic Violence

State law provides that certain people are mandated to report when they learn information in their professional capacity that leads them to believe that a child is harmed or at significant risk of being harmed (abused or neglected) by their parent, guardian or other caregiver as defined by statute. All other persons may report when they believe a child is harmed or at significant risk of being harmed.

The Texas Department of Health and Human Services (TDHHS) offers a central location to report:

- child abuse and neglect,
- elderly or adults with disabilities abuse, neglect, or exploitation,
- abuse of children in licensed child-care facilities or treatment centers for the entire State of Texas,
- Abuse of clients served by the Texas Department of State Health Services (DSHS) or Texas Department of
- Aging and Disability Services (DADS) employees in State Hospitals or State Schools.

The law requires any person who believes that a child, or person 65 years or older, or an adult with disabilities is being abused, neglected, or exploited to report the circumstances to TDHHS. A person making a report is immune from civil or criminal liability provided they make the report in good faith, and the name of the person making the report is kept confidential. Any person suspecting abuse and not reporting it can be held liable for a Class B misdemeanor. Time frames for investigating reports are based on severity of allegations. Reporting suspected child abuse makes it possible for a family to get help.

Procedures for Abuse and Neglect

- 1) Caregivers will observe each child when entering the center and observe each child/child throughout the day.
- 2) Always keep a documentation log on any suspected abuse/neglect
- 3) Communicate any signs of abuse/neglect with parents/administrators
- 4) Caregivers are required to have 1 hour annual training on recognizing, reporting and prevention of child abuse and neglect.
- 5) If you suspect any Abuse or Neglect, you should contact Texas Dept. of Health and Human Services or law enforcement at 1.800.252.5400.

Suggestion/Update Box

A suggestion box is in the reception area for your comments and concerns. Your suggestions are always welcomed! Please place all updates/info in the suggestion box for our review. AllStars Daycare and Preschool, LLC has an opendoor policy. If you should experience any problems or have questions regarding any of our policies, procedures, or staff, please feel free to bring them to the attention of the Director. We pledge to do our best to encourage your child to experience the excitement, wonder and the joy of growing up. At ASDCP, LLC, your child will discover a world full of warm smiles, helping hands, patience, kind and encouraging words and many hugs.

We are a privately owned, family-oriented child development center, which is regulated by the Texas Department of Family and Protective Services. Concerns are to be brought to the attention of the Director. If not handled to your satisfaction, request that the Director contact the Owner. If neither the Director nor Owner satisfactorily addresses your concerns, please contact the Texas Department of Health and Human Services at 713-940-3009 or visit their website at <u>www.hhs.texas.gov</u> it is the responsibility of all to "Keep Children Safe". If you should suspect child abuse or neglect, please report it to the Director, Owner, and Texas Department of Health and Human Services or to local law enforcement. If you are uncomfortable reporting to any of the above, you may call 1-800-252-5400 to make a confidential report.

Thank you for choosing Allstars Daycare and Preschool, LLC, "today's childcare and preschool for tomorrow's child".

The Owner

Revised January 2023 Allstars Daycare and Preschool, LLC, reserves the right to change any information contained in this Parent Handbook at any time and without advance notice. Policies are reviewed annually and updated if necessary.

Parent Signature Page

My signature below acknowledges that I have received a copy of the Allstars Daycare and Preschool, LLC, Parent Handbook and reviewed it with the Director/Administrator.

Child's name	
Parent Signature	Date
Director/Administrator	Date