



CHILDCARE EXPRESS

Parent Welcome Packet



Parent Handbook

CHILDCARE EXPRESS

HOURS OF OPERATION

At Childcare Express Learning Center LLC, we strive to offer convenient hours for busy families while maintaining a structured environment for children. Below are our regular hours, late fee policies, and holiday schedule to help you plan accordingly.

Regular Hours

Monday - Friday:

- **Drop-Off:** 6:30 AM.
- **Pick-Up:** 10 PM

During these hours, our dedicated staff ensures that your child is engaged in a variety of educational and play-based activities. Please make every effort to adhere to the designated drop-off and pick-up times to maintain a consistent routine for your child and our staff.

Late Pick-Up Policy

We understand that unexpected situations may arise, leading to occasional late pickups. However, we kindly ask parents to plan accordingly, as late pickups can disrupt our schedule and staff availability.

Late Fees:

- A fee of \$1 per minute will be charged for each minute past 10:00 PM.
- Late fees are due at the time of pickup or will be added to the next tuition invoice.
- If you anticipate being late, please notify us as soon as possible. Repeated late pickups may result in additional fees or a review of your enrollment.

HOURS OF OPERATION

Early Pick-Up Policy

If you need to pick up or drop off your child earlier or later than usual, please inform the center in advance to ensure a smooth transition without disrupting activities or nap times.

Holiday Closures

Childcare Express observes major holidays to allow our staff and families to enjoy time with loved ones. Our center will be closed on the following days:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day & the day after
- Christmas Eve & Christmas Day

A **reminder notice** will be sent out in advance of each holiday closure. If a holiday falls on a weekend, we will close on the preceding Friday or the following Monday, depending on the schedule.

HOURS OF OPERATION

Inclement Weather Policy

In cases of severe weather, Childcare Express will follow the local school district's guidance on closures or delays. Notifications will be sent via email, and updates will be posted on our website and social media pages.

Scheduled Early Closures

Throughout the year, we may have scheduled early closures for staff training, parent-teacher meetings, or special events. We will notify parents well in advance of any changes to our regular hours.

Emergency Closures

In the event of an emergency situation (e.g., power outage, water main break), the center may need to close temporarily. Parents will be contacted immediately, and updates will be provided as soon as possible.

Contact Information

For Hour-Related Inquiries

If you have any questions regarding our hours of operation or need assistance with scheduling, please reach out to our front office:

- Phone: (210) 267-9815/
- Email: childcareexpresslearningcenter@yahoo.com
childcareexpresslearningcenter@gmail.com

Thank you for your cooperation in helping us maintain a consistent schedule and providing a high-quality experience for your child.

TUITION & PAYMENT POLICIES

2024 - 2025 Pricing Info

At Childcare Express, we provide high-quality childcare at competitive rates. Below is an overview of our tuition fees, payment schedules, accepted payment methods, and refund policies.

Tuition Fees

- Full-Time Care (5 days a week): \$175 per week
- Part-Time Care (3 days a week): \$120 per week
- Drop-In Care: \$50 per day (subject to availability)

Tuition covers daily activities, educational materials, and meals. Any special programs or events that incur additional charges will be communicated in advance.

Payment Schedules

- Weekly Payments: Tuition is due by Friday, in advance for the following week.
- Monthly Payments: Families may pay monthly, with tuition due on the 1st of each month.

Late payments may incur a fee of \$10 per day overdue.

TUITION & PAYMENT POLICIES

Accepted Payment Methods

- Credit/Debit Cards: Payments can be made online through our secure payment portal.
- Bank Transfers: Direct transfers are accepted; please contact our office for banking details.
- Checks: Make checks payable to "Childcare Express."
- Cash: Cash payments can be made at our front office.

We also offer **automatic payment options** for convenience.

Refund Policies

- **Registration Fees:** A non-refundable registration fee of \$50 is required upon enrollment.
- **Tuition Refunds:** A prorated refund may be issued for unused days if two weeks' notice is given prior to withdrawal.
- **Absences:** Tuition is still applicable for missed days due to illness, vacation, or other absences.

TUITION & PAYMENT POLICIES

Discounts and Financial Assistance

- Full-Time Care (5 days a week): \$175 per week
- Part-Time Care (3 days a week): \$120 per week
- Drop-In Care: \$50 per day (subject to availability)

Late Payment Policy

Payments not received by the due date will incur a \$10 late fee. Accounts more than 14 days past due may result in suspension of services until the balance is settled.

Returned Payment Fees

A \$30 fee will be charged for any returned checks or declined payments. Please ensure sufficient funds to avoid these fees.

Billing Inquiries

For questions related to tuition, billing, or payment methods, please contact:

- Phone: [Insert Phone Number]
- Email: [Insert Email Address]

Thank you for keeping up with our tuition and payment policies to ensure the best care for all children.

HEALTH & SAFETY POLICIES

At Childcare Express Learning Center LLC, the health and safety of your child is our top priority. We have implemented comprehensive policies to ensure a safe, clean, and healthy environment for all children, staff, and families.

Below are the key components of our health and safety policies:

Illness Prevention

- Daily Health Checks: Each child will undergo a brief health check upon arrival to identify any symptoms of illness.
- Sick Child Policy: If a child shows signs of illness (fever, vomiting, etc.), they will not be permitted to stay and may return only after being symptom-free for 24 hours.
- Communicable Diseases: In case of exposure to a contagious illness, families will be promptly notified, and the center will follow health department guidelines for prevention.

Hygiene Practices

- Handwashing: Children and staff are required to wash hands regularly, including before and after meals, outdoor play, and restroom use.
- Sanitizing Surfaces: Toys, equipment, and frequently touched surfaces are cleaned and sanitized daily.
- Diaper Changing: Staff follow strict procedures for diaper changing, including wearing gloves and sanitizing the changing area after each use.

HEALTH & SAFETY POLICIES

Emergency Procedures

- Evacuation Plans: Regular fire drills and emergency evacuation exercises are conducted to ensure preparedness.
- Emergency Contacts: Parents must provide up-to-date emergency contact information, and an emergency plan is in place for each child.
- Incident Reporting: Any accidents or injuries are documented, and parents are notified immediately.

Medication Administration

- Medication Policy: Prescription and over-the-counter medications will only be administered with written consent from parents and a healthcare provider.
- Storage: Medications are stored securely and out of reach of children.
- Record Keeping: A log is maintained to document all medication administration, including dosage, time, and the administering staff member.

Allergy and Special Needs Management

- Allergy Precautions: We take necessary measures to prevent exposure to known allergens, including creating an allergy-safe environment where possible.
- Individualized Care Plans: Children with special medical needs have tailored care plans that outline specific precautions and emergency procedures.

HEALTH & SAFETY POLICIES

COVID-19 and Infectious Disease Protocols

- Enhanced Cleaning: Additional cleaning measures are in place to reduce the spread of germs.
- Mask and Social Distancing Policies: We follow current public health guidelines regarding the use of masks and social distancing.
- Health Screenings: Staff and children are screened for symptoms daily.

Parental Involvement in Safety

- Notification of Policy Changes: Parents will be informed of any changes to health and safety policies.
- Training and Resources: We provide families with resources on illness prevention and safety at home.

Contact Information for Health and Safety Concerns

If you have any questions or concerns regarding our health and safety policies, please reach out to:

- Phone: (210) 267-9815
- Email: childcareexpresslearningcenter@yahoo.com
childcareexpresslearningcenter@gmail.com

We are committed to providing a safe, secure, and nurturing environment for your child. Your cooperation helps us uphold these high standards.

BEHAVIOR EXPECTATIONS & DISCIPLINE POLICY

At Childcare Express Learning Center LLC, we aim to create a positive and nurturing environment where children feel safe, respected, and valued. Our behavior expectations and discipline policy focuses on promoting self-discipline, understanding boundaries, and fostering positive behavior in age-appropriate ways.

Behavior Expectations

- Respect for Others: Children are encouraged to treat peers, staff, and the environment with kindness and respect.
- Cooperative Play: We promote sharing, turn-taking, and playing cooperatively with others.
- Listening and Following Directions: Children are expected to follow classroom rules, listen to instructions, and participate in group activities.
- Personal Space and Safety: We teach children to be mindful of others' personal space and to practice safe behaviors.

BEHAVIOR EXPECTATIONS & DISCIPLINE POLICY

Positive Discipline Approach

- **Redirection:** We guide children toward acceptable behavior by redirecting them from inappropriate actions.
- **Modeling Positive Behavior:** Staff model appropriate behavior and language to help children learn by example.
- **Encouragement and Praise:** Positive reinforcement is used to acknowledge good behavior and efforts, encouraging children to repeat them.
- **Problem-Solving Strategies:** We help children resolve conflicts by teaching them problem-solving skills and encouraging them to express their feelings in a constructive manner.

Age-Appropriate Consequences

- **Time-In:** For younger children, we may use a "time-in" approach where the child stays with a teacher to calm down and discuss their feelings.
- **Natural Consequences:** We allow natural consequences to occur (e.g., if a toy is thrown, the child may not be able to play with it for a while).
- **Loss of Privileges:** For repeated misbehavior, children may temporarily lose access to a preferred activity.

BEHAVIOR EXPECTATIONS & DISCIPLINE POLICY

Prohibited Practices

- **No Physical Punishment:** Physical punishment, such as spanking, is strictly prohibited.
- **No Isolation:** We do not isolate children as a form of discipline.
- **No Humiliation:** Disciplinary actions are never intended to humiliate or embarrass a child.

Parental Involvement

- **Communication:** We keep parents informed about any significant behavior issues and work together to address them.
- **Behavior Plans:** For ongoing behavioral challenges, we may collaborate with parents to create an individualized behavior plan.

Conflict Resolution and Bullying Prevention

- **Teaching Empathy:** We encourage children to understand and respect others' feelings.
- **Zero Tolerance for Bullying:** Any signs of bullying will be addressed immediately, with a focus on resolving the issue and teaching positive social skills.

BEHAVIOR EXPECTATIONS & DISCIPLINE POLICY

Encouraging Social-Emotional Development

- Emotion Recognition: We teach children to recognize and label their feelings.
- Calm-Down Techniques: Children learn calming techniques, such as deep breathing or using a calm-down corner.

Contact Information for Questions or Concerns

For any questions regarding our behavior expectations and discipline policy, please contact:

- **Phone:** (210) 267-9815
- **Email:** childcareexpresslearningcenter@yahoo.com
childcareexpresslearningcenter@gmail.com

We are committed to fostering a positive environment that helps each child thrive.

Your support and cooperation are key in reinforcing these behavior expectations.

DAILY SCHEDULE

Childcare Express provides a balanced daily routine that nurtures learning, play, and rest, with flexibility to meet each child's unique needs

6:30 AM - 8:30 AM: Arrival and Free Play

- Children arrive, greet teachers, and settle in with free play activities such as puzzles, blocks, and arts & crafts.

8:30 AM - 9:00 AM: Morning Circle Time

- Group gathering for songs, stories, and a discussion of the day's activities.
- Children share news, discuss the weather, and participate in themed learning topics.

9:00 AM - 9:30 AM: Morning Snack

- Nutritious snacks are provided to keep energy levels high.
- Time for socializing and practicing table manners.

9:30 AM - 10:30 AM: Educational Activities

- Age-appropriate activities focused on literacy, math, science, and creative expression.
- Learning centers include hands-on activities like counting games, storytime, or art projects.

10:30 AM - 11:15 AM: Outdoor Play

- Children head outdoors for physical play, such as running, climbing, or playing with balls.
- Outdoor exploration to encourage gross motor skills and physical fitness.

11:15 AM - 12:00 PM: Music and Movement

- Dance, sing, and move to music for a fun and interactive experience.
- Activities to enhance coordination, rhythm, and self-expression.

DAILY SCHEDULE

12:00 PM - 12:30 PM: Lunch

- A healthy, balanced meal is served.
- Time for children to practice self-feeding and engage in quiet conversation.

12:30 PM - 2:30 PM: Nap Time

- Rest period for all children. Quiet activities are provided for those who do not nap.

2:30 PM - 3:00 PM: Afternoon Snack

- Light snack to refresh children after rest time.

3:00 PM - 4:00 PM: Themed Learning and Group Activities

- Group activities that focus on the weekly theme, such as science experiments, art projects, or role-playing games.
- Reinforces the morning's educational topics through fun and interactive experiences.

4:00 PM - 6:00 PM: Outdoor Play or Indoor Gross Motor Activities

- Depending on the weather, children enjoy more outdoor time or participate in indoor physical activities like yoga or obstacle courses.

6:00 PM - 9:30 PM: Story Time and Wind-Down

- Calming activities such as reading stories or drawing.
- Time for children to relax before the day ends.

9:30 PM - 10:00 PM: Pick-Up

- Parents arrive for pick-up, and children can engage in quiet activities while waiting.

COMMUNICATION PROTOCOLS

At Childcare Express Learning Center, we prioritize open communication to keep parents informed and engaged. Here's how you can stay updated on your child's progress and connect with our staff:

Daily Updates

- Parent App or Email: Receive daily reports detailing your child's activities, meals, nap times, and any important notes.
- End-of-Day Summary: Quick conversations with staff at pick-up to share highlights from the day.

Parent-Teacher Conferences

- Scheduled Meetings: Regular conferences to discuss your child's development, milestones, and any concerns.
- Progress Reports: Written updates on your child's growth and learning are provided twice a year.

Reporting Absences

- Notify in Advance: Inform us of your child's absence by phone or email as soon as possible.
- Sick Child Notification: If your child is ill, please include details about symptoms to help us maintain a healthy environment.

Emergency Contact

- Immediate Notifications: We will contact parents immediately in case of emergencies. Make sure your contact information is current.
- Emergency Changes: If you need to change your pick-up plans, inform us promptly.

COMMUNICATION PROTOCOLS

Connecting with Staff

- Open Door Policy: You're always welcome to discuss your child's progress or ask questions.
- Appointments: For in-depth discussions, schedule an appointment to speak with your child's teacher or the director.

Parent Feedback

- Surveys: Periodically, we send surveys to gather feedback and improve our services.
- Suggestion Box: We welcome your ideas to help us enhance the childcare experience.

Stay Connected

- Newsletter: Monthly newsletters highlight upcoming events, classroom news, and helpful parenting tips.
- Social Media: Follow us for updates, photos, and childcare insights.

For questions or concerns, contact us at:

- Phone: (210) 267-9815
- Email: childcareexpresslearningcenter@yahoo.com
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