



Parent Handbook

2025

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QUICK REFERENCE: PARENT RESPONSIBILITIES SUMMARY

DAILY SIGN IN REQUIREMENTS

- Sign-In/Sign-Out: Parents must sign their child in and out daily at the front desk for security purposes.
- Drop-Off Times: Ensure your child arrives on time, ideally before the educational portion of the day begins. Avoid drop-offs during naptime (12:30 PM–2:30 PM).
- Pick-Up Times: Children must be picked up by 6:30 PM. Late fees of \$1 per minute apply after this time, payable at pick-up.

PAYMENT AND TUITION

- Tuition Payment: Tuition is due on Monday for the upcoming week. Payments are considered late after Wednesday, and a \$10 fee is applied on Thursday.
- Accepted Payment Methods: Cash, check, money order, or credit card. Returned checks incur a \$40 fee and require future payments to be made in cash or money order.
- Vacation Policy: Notify Oakhill of absences in advance to qualify for a 50% tuition discount if the child is absent for a full week.

HEALTH AND SAFETY

- Illness: Do not send your child to school if they have a fever (100.4°F or higher), vomiting, diarrhea, or other communicable illnesses. Children must be fever-free for 24 hours without medication before returning.
- Emergency Contact: Keep emergency contact information updated. Notify the center of any changes immediately.
- Medication: Medications must be signed in daily, in their original container, and labeled with the child's name. Administration times are 11:00 AM and 4:00 PM.

ITEMS TO BRING

- Clothing: Provide a labeled extra set of clothing, including underwear and shoes, in your child's tote. For potty-training children, include ample diapers or training pants.
- Nap Items: Supply a blanket and pillow, which must be taken home every Friday for laundering.
- Swimwear (Summer): For swimming activities, pack a labeled swimsuit, towel, and water activity permission form.
- Sack Lunch (If Required): Occasionally, parents may need to provide a labeled paper sack lunch.
- Weather-Appropriate Clothing: Ensure your child is dressed for the weather, including jackets for cold days and sunscreen for outdoor play in summer.

COMMUNICATION

- Special Pick-Up: Inform the center in advance if someone other than the parent/guardian will pick up your child. Proper ID is required for pick-up.
- Absence Notification: Notify the center by 2:30 PM if your child will not be riding the bus from school. Failure to notify may result in a \$10 fee.
- Custody Documents: Provide custody or restraining orders if necessary to restrict pick-up rights.
- Update Contact Information: Inform the center immediately of changes to phone numbers, addresses, or emergency contacts.
- Parent Notifications: Respond promptly to communication from the center, especially regarding emergencies or illnesses.
- Incident Reporting: Parents will be notified of behavioral incidents involving their child according to established procedures and state requirements.

- Concern Resolution: Schedule meetings with management to discuss any concerns about policies or incidents. Most issues are resolved within one week of initial discussion.

PARTICIPATION AND INVOLVEMENT

- Parent/Teacher Communication: Use the ProCare app for updates and communication. Attend "Meet the Teacher Night" and Parent/Teacher conferences held twice a year.
- Special Events: Participate in school celebrations, birthdays, and cultural events throughout the year.
- Volunteer Opportunities: Participate in classroom activities, field trips, or other opportunities to support the school.
- Feedback and Suggestions: Share feedback to help improve the program.

GENERAL POLICIES

- Personal Belongings: Label all personal items. The center is not responsible for lost or damaged items.
- Holidays and Closures: Be aware of holiday schedules and planned closures. Tuition is not reduced for holiday weeks or emergency closures.
- Field Trips: Submit completed permission forms and payments for field trips. Ensure your child wears the Oakhill shirt for trips.
- Prohibited Items: Avoid sending toys, electronics, or valuables unless specifically requested for special activities.

MEAL PROGRAM EXPECTATIONS

- Allergies and Dietary Restrictions: Notify staff of any food allergies or dietary restrictions and update these details as needed.
 - **Doctor's note required**
- Meal Times: Ensure your child arrives before breakfast ends at 8:30 AM if they are to participate.

BEHAVIORAL EXPECTATIONS

- Parent Cooperation: Work with the center to address behavioral challenges if they arise.
- Discipline Policy Agreement: Acknowledge and support the center's guidance and discipline policies.

ANTI-DISCRIMINATION POLICY

- Review our comprehensive Anti-Discrimination Policy on page 11
- Oakhill provides inclusive, non-discriminatory care for all children.

FORMS AND DOCUMENTATION

- Annual Updates: Ensure all forms, including enrollment, health, and CACFP forms, are completed and returned promptly each year.
- Immunizations: Submit updated immunization records as required by state regulations.

By adhering to these responsibilities, you help ensure a smooth and enjoyable experience for your child at Oakhill Day School.

WELCOME

By visiting our facility, you have taken the first step in placing your child in a fun, loving, educational and safe environment. We have constructed this handbook to provide you with information on taking the first step to a brighter future for your child. Please keep this book for easy reference. We have included information about our facility, philosophy, state guidelines, goals, policies and programs. You can ask us at any time for our most recent inspection forms & minimum standard rules and we will be glad to provide you with that information.

We believe in partnering with you to give your child the best possible childhood experience. Additionally, family involvement is a key part to a child's development and growth. Therefore, we welcome your active participation in our program. We are here for you and want you to feel welcome to stop by at any time and observe, visit your child or volunteer!!

INTRODUCTION AND OVERVIEW

ABOUT THE SCHOOL

Established in 1994, Oakhill Day School is a family owned and operated private school providing childcare, kindergarten prep, and after school programs.

Our peaceful, orderly classrooms are led by kind-hearted, compassionate teachers with a passion for caring for children.

PROGRAM GOALS

Our goal is to provide a positive environment where children can thrive. We offer affordable, quality education for children aged 18 months to 12 years, with full-time, part-time, and drop-in care available year-round. The facility is designed for separate age groups, with each classroom equipped with restrooms and access to designated outdoor play areas. Indoor areas are monitored by video surveillance.

Preschoolers are prepared for public school with a theme-based, hands-on curriculum. After-Schoolers enjoy activities like theater arts, science, computers, video games, dance, art, cooking, and field trips. Weekly lesson plans focus on specific themes and include group and individual activities across various centers, such as language, sensory discovery, music, arts and crafts, drama, math, social studies, and physical activities.

Children are encouraged to pursue their interests while learning teamwork. Progress is tracked through periodic assessments, serving as a communication tool between parents and teachers. Screen time is limited to 1 hour daily, and electronic devices are not allowed at Oakhill Day School.

FACILITY

Oakhill Day School was inspired by 20+ years in the childcare industry. We have incorporated in this facility all the components needed to assist in your child's optimal development from ages 18 months to 12 years. We have five spacious classrooms, resource/homework room, theater, gymnasium, game room, reading area, full-size swimming pool and separate outside playgrounds. WE HAVE IT ALL! Your child will love to go to daycare! No guilt for mom or dad – your babies will come home excited with happy tales of their school time at Oakhill Day School. Of course, per the requirements set by the state of Texas our entire facility is NON-SMOKING.

PHILOSOPHY

Learning the easy way – hands on every day with an environment that is healthy and safe; one that will stimulate curiosity and creativity; one that builds self-esteem and self-confidence; one that allows for cognitive and physical development and one that projects an atmosphere of caring and love: thus, allowing your child to develop academically, physically, emotionally and socially. Each child in our care will be treated as an individual and allowed to develop at his/her own rate and to reach his/her full potential.

ON-SITE CELL PHONE USE

Our goal at Oakhill is to maintain a distraction free environment to foster healthy uninterrupted communication between our parents and teachers/staff. While we understand the important role that technology plays in our lives, we ask that all parents refrain from using cell phones while on site.

LICENSING AND CERTIFICATION

STATE OF TEXAS LICENSING

Peace of mind is essential for families choosing child care. When children are well cared for, families can focus on work or school, benefiting both families and communities. Texas Health and Human Services (HHS) prioritizes children's well-being and has programs to ensure the health, safety, and quality of care for children in out-of-home settings.

The statewide Child Care Regulation program inspects and monitors child care operations and child-placing agencies to ensure they meet Texas standards. Inspection reports are available online, helping parents make informed decisions.

HHS supports children and child care providers by:

- Regulating child care operations and agencies to ensure children's health, safety, and well-being.
- Permitting and monitoring compliance with state standards, rules, and laws.
- Investigating complaints about violations of minimum standards.
- Informing parents and the public about compliance with child care standards.
- Offering technical assistance to providers on meeting regulations.

TEXAS RISING STAR

The Texas Rising Star program is a quality rating and improvement system (QRIS) for child care programs participating in the Texas Workforce Commission's (TWC) Child Care Services program. Certification is available to licensed centers and licensed or registered child care homes that meet specific criteria.

The program offers three levels of certification—Two-Star, Three-Star, and Four-Star—encouraging child care providers to achieve higher quality standards. These levels are tied to increased reimbursement rates for children receiving child care scholarships.

Research shows that children in high-quality early learning programs are better prepared for school. Texas Rising Star-certified programs exceed the minimum standards set by the Texas Health and Human Services Commission (HHSC) and positively impact children's physical, social-emotional, and cognitive development. Higher certification levels further enhance the quality and benefits for the children served.

ENROLLMENT AND TUITION

ADMISSIONS

Admission to our center is accomplished by first visiting and interviewing with the director or assistant. Application may then be made by completing a registration form. Your child will be admitted if it is determined that he/she will benefit from our program and if there is an opening in the appropriate age group. **All fees must be paid at or before the time of enrollment. If tuition is not kept current, and arrangements have not been made with the director/owner, your child will be dismissed from the program.** Before admittance your child's file must include a completed copy of:

- Registration Form
- Enrollment Form
- Emergency Form
- Signed Child Care Agreement
- Up to Date Immunizations
- Vision & Hearing Screening
- Signed Discipline Form
- Medical Statement or Waiver form from doctor

REGISTRATION

A non-refundable registration fee is charged upon enrollment and is due annually on your anniversary date.

MARITAL STATUS

When a child is enrolled, it is important to establish the marital status of parents and to gather details, if necessary, on custody matters; including, separations and divorce papers. We will require a notarized custody order in the child's file. This document is the only legal means by which we can deny a parent-picking up a child. Be advised that without a legal document of custody, we cannot deny the parent's pick-up rights. If you have sole custody of your child, or if there is someone about whom our staff should be warned, be sure to provide all appropriate paperwork. Parents/Guardians are responsible for notifying us of any changes. **PLEASE KEEP US INFORMED AND ALL INFORMATION CURRENT!!**

TUITION

Tuition is due on Monday for the upcoming week. Tuition is considered late if not paid in full by closing Wednesday and a fee of \$10 is added to tuition on Thursday. If your tuition is 2 weeks past due your child will be dismissed from care at Oakhill Day School until payment has been received. More than 2 returned checks will result in cash or money order only payment. Our NSF fee is \$40. We accept **Cash, Check, Money Order or Credit Card.**

CHILDCARE SUBSIDY (CCA/CCS/CCMS)

As a 4-Star Texas Rising Star certified child care center, we are authorized to accept Child Care Assistance payments. If you qualify for this program, or have questions whether you do, please let us know and we will be happy to assist you.

HOURS OF OPERATION

Monday-Friday 6:30 am – 6:30 pm

Late fees will be assessed as follows:

- \$1 for every minute after 6:30 pm in the form of cash.
- Late fees are payable to a staff member upon pickup.
- We will make every attempt to reach a parent or guardian if the child is still in our care at 6:30 pm.
- If we are unable to successfully reach a parent or guardian by 7:00 pm, then we reserve the right to contact the proper authorities.

GUIDANCE

Our discipline/guidance philosophy incorporates a positive approach, always encouraging problem-solving skills, providing choices, and modeling appropriate behaviors. Examples may include:

1. The child will be told that his/her behavior is inappropriate. The teacher will first talk to the child about the behavior and try to guide the child into using the appropriate ways to communicate.
2. The child will be redirected and, if necessary, given a short time away from the rest of the class.
3. Parents will be notified about the behavior. If repeated incidents occur, staff will develop a plan of intervention that includes shadowing the child and a conference with the parents.
4. For incidents involving biting or aggressive behavior, the staff follows detailed policies based on common methods to address these potentially harmful behaviors.
5. Follow-up will be made with the parent daily until the issue is resolved.
6. All guidance and disciplinary decisions will be made based on the individual circumstances, child's age, and severity of the situation in accordance with licensing requirements and management discretion.
7. All behavioral incidents are documented according to state requirements and individual circumstances. Parents are notified of incidents involving their child in a timely, professional manner. Management retains discretion in determining appropriate communication methods and timelines based on the nature of the incident, children's ages, and regulatory requirements.

We cannot tolerate over-aggressive behavior or excessive biting (3x in a week). If we have concerns with your child, we will schedule a conference to discuss alternative actions. Please let us know of any changes at home.

ANTI-DISCRIMINATION POLICY

- Oakhill Day School does not discriminate on the basis of race, ethnicity, religion, gender, disability, or any other protected characteristic in accordance with applicable federal and state laws. We are committed to providing appropriate care for all children in our program.
- Incidents involving discriminatory behavior will be handled in accordance with our established behavioral guidance policies, Texas Child Care Licensing requirements, and management's professional judgment based on the specific circumstances, including the children's ages and severity of the incident.
- Serious incidents will be documented and reported to parents as required by Texas Child Care Licensing Minimum Standards §746.701 and §746.307.
- This policy provides general guidelines. Specific situations may require individual assessment and response. Management retains discretion in policy implementation and may modify procedures as needed for operational, safety, regulatory compliance, or individual circumstances.
- Oakhill values open communication with families. Parents with concerns about any incident or policy matter are encouraged to schedule a meeting with management for discussion. All concerns will be addressed professionally and promptly. Management retains discretion to determine appropriate follow-up actions based on individual circumstances, operational requirements, and regulatory compliance.

HEALTH AND WELLNESS

CACFP PARTICIPATION

Oakhill Day School participates in the Child and Adult Care Food Program (CACFP), a federal program that provides nutritious meals and snacks to children in care. To ensure your child can participate, you are required to complete and return the CACFP enrollment form provided during registration. This form must be updated annually and whenever there are changes to your child's information.

By completing this form, you help us maintain compliance with federal guidelines and ensure your child receives nutritious meals that meet program standards. If you have any questions about the form or CACFP, please contact the office.

NUTRITION

Breakfast, lunch, an afternoon snack, and dinner are provided daily for your child. Current menus are posted on the front information board and on the school website. All meals meet state and health guidelines for proper nutrition.

- Breakfast will be served until 8:30 am daily.
- Lunch is served from 11-12:30 pm
- Afternoon snacks are served from 2:30-4:30 pm.
- Dinner is served from 4:30-6 pm

We will encourage, but never force your child to eat. Please let staff know if any food should need refrigeration. If your child has any dietary restrictions, including religious, please let our staff know, and we will ensure the restrictions are met.

Any treats provided by parents for mass consumption must be commercially prepared from a source that is approved and inspected by a local health authority. Items should be in their original labeled container. Birthday and holiday treats are welcome. We do, however encourage a low sugar content! All classes incorporate hands-on cooking in the classroom – sample at your own risk!

Sack lunches are sometimes required, please send your child with a labeled paper sack. Lunch boxes can be cumbersome and may get lost. **Decorated paper sacks are just as much fun to show off!!**

NAPTIME

A rest period is mandatory for each child every day! The length of time varies with each age group. Each child is provided and assigned a nap mat. When your child wakes from a nap, quiet activities are provided until the rest period is over.

Most groups rest from 12:30-2:30 pm. If possible, try not to drop off your child during this time.

MEDICATION

Please follow these guidelines concerning medicine:

1. We can only administer medicine with parental consent.
2. We will administer from the office at 11:00 and 4:00
3. All medicine must be dated, labeled with the child's name, be age-appropriate and in the original container. All medicine must be brought home daily.
4. All medicine must be signed in on the medicine sheet in the front lobby.

ILLNESS

Important: For allergies or other medical conditions, refer to the FAAP/ECP plan. Ensure all emergency forms are current.

If your child shows signs of illness such as:

- Fever (100.4), diarrhea, vomiting, open runny sores or any communicable illness – you will be contacted and must make arrangements for your child to be picked up.
- We will be doing temperature checks during AM snack and PM snack. Please be considerate of other children and do not send your child to school sick! This consideration will help us to keep contagious illness to a minimum.

ACCOMMODATIONS FOR FAMILIES

This section outlines our program's policies and processes for supporting families and children who may need additional accommodations, to include home language, differing abilities and cultural backgrounds. Parents have the right to be informed of all procedural safeguards and rights of appeal in a language easily understood by the general public and in the parent's primary language. Please notify the Director if you or your child require accommodations and we will ensure that we do our part in making sure your needs are met. Below are ways that our program will partner with families:

1. If specific therapies are needed during the day while the child is in our care, we will provide space to accommodate sessions.
2. Participation in all comprehensive care meetings if needed.
3. Complete supporting documentation from authorized medical professionals for any accommodations related to child's physical or developmental needs.
4. Provide materials and resources in parent's/child's primary language.
5. Provide opportunity for cultural inclusiveness by hosting cultural events throughout the year.

As required by Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, and the Americans with Disabilities Act of 1990, our Early Learning Program does not discriminate on the basis of race, color, national origin, sex, age, or disability in admission to its programs, services, or activities, in access to them, in treatment of individuals, or in any aspect of the operations. For additional information or referral to the appropriate system coordinator, contact the Director.

CLOTHING

All children must always have an extra change of clothing at the center. We never know when they might spill something on themselves or have an accident. Children who are potty training must always have multiple changes of underwear on site (please reference Potty Training section below). All clothing must be clearly labeled to prevent loss. This includes coats, shoes, etc. Please keep in mind we do have messy activities, such as painting, from time to time. Please ensure that the clothing your child is wearing is appropriate for these types of activities.

POTTY TRAINING & OTHER RELATED NECESSITIES

All children 5 & under need to keep an extra set of clothing in his/her tote. **Label everything!** Check periodically and replace any soiled items. If you have borrowed any clothing, please return for other borrowers. Children not yet potty trained must always have an adequate supply of wipes and diapers on hand. If the potty-training process has begun, please send an ample supply of training pants. Please take-home blankets and pillows on Fridays to be laundered. Also, check the lost and found periodically as we donate left items to the needy several times a year.

ATTENDANCE, ACTIVITIES, AND TRANSPORTATION

CONSISTENCY

In order for your child to benefit most from their time at Oakhill, we ask that you consistently arrive before the educational portion of their day begins. This will not only limit disruption, it will serve as an integral component to their preparation for a smooth transition in to kindergarten.

ATTENDANCE

Your child must be signed in and out daily!! For security we have a limited access door which requires a code to enter. You will be given a code upon enrollment. If your child is to be picked up by someone other than a parent, please sign the special pick-up list and verify with the office personal or access will be denied, (even with the code). Proper ID will be required before your child will be released. See Release of Children.

RELEASE OF CHILDREN

To ensure the safety and security of the children in our care, children will only be released into the care of a parent/guardian. The authorized release list is essential for us to help protect your child. We will only release a child to a person for whom we have prior written consent by the custodial parent on file. If the child is to be picked up by someone other than the parent/guardian, that individual must be on the list of adults authorized to pick up the child. You must provide us with the name, address, and phone numbers of each person authorized to pick up your child in writing prior to the daily pick up. Telephone authorization will be validated by office personnel. At the time of pickup, we will confirm that the individual is included on the pre-authorization list. We will also require that they provide proper identification including photo ID. We will contact the police, if there is a concern about releasing a child into an unsafe situation including, but not limited to: a custody issue, to parent/guardian or other adult who appears to be under the influence of alcohol or drugs.

*****OAKHILL does not endorse or support the use of our Teachers for off-duty child care services. If you choose to allow one of our Teachers to care for your child while off-duty, we do not assume liability for their actions.**

WITHDRAWAL

If your child leaves our program, we require 2 weeks' written notice. Your regular tuition continues during this notice period. If for some reason, we wish to discontinue care for your child, you will be given a dated, written notice along with the reason for dismissal. Some reasons for dismissal include: Delinquent payments, over aggressive behavior by a child (or parent), excessive biting unacceptable language by child or parent, uncooperative child or parent, a parent who continually abuses the drop off and pick up time schedule or procedure, incomplete files (after two unsuccessful attempts to attain current or required information), or if it is determined our program does not benefit your child or your child does not adjust to our program.

TRANSPORTATION

Transportation will be provided to and from local schools.

If your child will be riding the morning bus, he/she must be at school by 7:00 am.

In the afternoon, we pick the children up at 3:20 pm every day and our roll sheet is verified before leaving each facility, if we find that a child is absent (without parent or guardian notification) we will attempt to account for that child by talking to the school's office personnel. We cannot leave the school grounds until we have knowledge of where that child is located. We will make notes of the date, name, and who we spoke to regarding the whereabouts of the child. After all avenues have been exhausted, we will return to the center to attempt further communication with the parents of the missing child.

PLEASE CALL BY 2:30 PM IF YOUR CHILD WILL NOT BE RIDING THE BUS!! IF YOU INCUR TWO OR MORE ABSENCES AND HAVE NOT NOTIFIED US, YOU WILL BE ASSESSED A FEE OF \$10. WE MUST ACCOUNT FOR ALL CHILDREN IN OUR CARE, PLEASE DO NOT BE NEGLIGENT IN COMMUNICATING WITH OAKHILL DAY SCHOOL IN REGARDS TO YOUR SCHOOLERS.

OUTDOOR PLAY

The American Academy of Pediatrics says significant amounts of unstructured outdoor play is critical to the health of children. Benefits include physical fitness, mental health, intellectual development, and social development. Therefore, our teachers attempt to take the children outdoors every day that weather permits. In the event of inclement weather, the children will be able to have physical activity in our gym. Please ensure that your child is dressed appropriately for outdoor or indoor play on any given day. During summer months, we open our pool to children who are authorized to swim or have enrolled in swimming lessons. If your child is participating in pool activities, please ensure they have appropriate swimwear with them.

SWIMMING

Our beautiful full-sized pool offers a chance for eligible children, age 5 and over, to experience exercise through swimming. Eligible and ineligible children are defined as follows:

- **Swimmers:** Children who are proficient swimmers will be allowed use of the pool during the designated time for their class.
- **Swim Lessons:** We strongly encourage parents of children who cannot swim or who wish to improve their swimming abilities to sign them up for swim lessons. This will not only allow them to use the pool but also equip them with a vital life skill.
- **Non-Swimmers:** For the safety of all, children who cannot swim and are not taking swim lessons will not be permitted to use the pool this summer.

During the summer months, as weather permits, we will always have free swim with a certified lifeguard on duty. Swim lessons will be offered on location as well. Labeled swimsuits and towels must be brought to school daily when your child wishes to participate in swimming. Please send an old towel, as we cannot be responsible for the loss of an expensive towel. Please let your child's teacher know if there are any concerns with swimming. We also offer a water works play for children 3 & 4 yrs old. A water activity permission slip must be signed for all children wishing to participate.

FIELD TRIPS

Completed activity sheets are required for ALL field trips, and an OAKHILL shirt MUST be worn for all field trips.

We will give 48 hours' notice on all trips. Monthly calendars give you an overview of upcoming events, and activity sheets are available in the office. Completed activity sheets must be turned in with payment. All field trips are optional and a privilege. If your child does not comply with the rules, he/she will not be allowed to participate. Please have your child at school 45 minutes before departure time. All times are listed on the activity sheets.

HOLIDAYS, VACATIONS, & WEATHER

HOLIDAYS

We will be CLOSED for the following Holidays: Christmas, New Year's, Thanksgiving, Friday after Thanksgiving, Memorial Day, Fourth of July and Labor Day. We will close early on Christmas Eve and New Year's Eve. There is no reduction in tuition for these closings. **Holidays are subject to change.**

VACATIONS

½ weeks are offered if a child is absent for an entire week. Any attendance during any part of the week obligates full tuition to be paid.

INCLEMENT WEATHER

In case of emergency weather conditions, parents should listen to local TV or radio stations for GISD closings. In the event inclement weather conditions exist, Oakhill will follow the decisions made by GISD school district with regard to bad weather closings. Such school closings will not result in tuition reduction.

SPECIAL OCCASIONS

During the school year, we will have various parties and celebrations. Oakhill Day School is a very important holiday (V.I.H.) friendly school. We also celebrate birthdays, special days, Tooth Fairy visits, Easter Bunny visits, Santa visits, etc. Parents are invited to join in on the fun either in person or virtually.

TECHNOLOGY AND COMMUNICATION

PARENT/TEACHER COMMUNICATION

Shortly after the school year begins, we offer a “Meet the Teacher Night”. This is an ideal time for you to come and meet your child’s teacher, tour the entire school, meet fellow parents, and enjoy refreshments. We have Parent/Teacher conferences 2x a year. Each class uses the ProCare App to communicate between Parent and Teacher. You will receive access to the ProCare App code upon enrollment.

PROCARE

We use ProCare to manage our family information, attendance, and billing. If you need to update your contact information, you may do so via the ProCare app or site at <https://www.myprocare.com/>

CLASSROOM AND PROJECT PHOTOGRAPHY

Please let the school know if you do not wish for your child to be photographed while participating in regular school activities. Classroom photos may be used by current work program student teachers or for classroom presentations/projects. Please sign our photo release form if you give Oakhill Day School permission to post your child’s picture to our Facebook/Instagram page.

PARENT CONCERN RESOLUTION

Oakhill Day School is committed to addressing parent concerns in a professional, timely manner:

- Initial Discussion: Parents are encouraged to discuss concerns directly with management through scheduled meetings
- Documentation Review: Parents may request relevant documentation as permitted by privacy laws and regulations
- Follow-up Process: Additional meetings may be scheduled when beneficial for resolution
- Timeline: Most concerns are addressed within 5-7 business days of the initial meeting
- Management Discretion: All resolution approaches consider individual circumstances, child safety, operational requirements, and regulatory compliance

**For concerns requiring immediate attention, please contact the center directly during business hours.*

CLOSING THOUGHTS

Welcome to the Oakhill Day School Family!

Congratulations on choosing Oakhill Day School for your child's early learning journey! As a proud **4-Star Texas Rising Star provider**, we are honored to partner with you in nurturing your child's growth, curiosity, and love of learning.

From our very first day together, your child will experience the warmth, safety, and excellence that defines Oakhill Day School. Our dedicated teachers and staff are excited to get to know your family and create meaningful connections that will support your child's development both in and out of the classroom.

We believe that the partnership between home and school is the foundation of every child's success. Your involvement, communication, and trust allow us to create the best possible environment where your child can thrive academically, socially, emotionally, and physically.

Thank you for entrusting us with your most precious gift. We look forward to watching your child grow, learn, and flourish as part of our Oakhill family. Together, we will create memories, celebrate milestones, and build the foundation for a lifetime of learning success.

Welcome to Oakhill Day School where every child's potential becomes their reality!

IMPORTANT ADMINISTRATIVE NOTES

Multilingual Support: If you need this handbook in a different language, please let us know and we will provide it for you.

Stay Connected: School to parent communication is a priority. Please take time regularly to review our parent exchange board located near the director's office. You will find newsletters, menus, parent notices, class updates, and calendars on classroom doors and in the foyer where they are posted for your convenience.

Your Ongoing Resource: Keep this handbook as a reference guide and feel free to ask any questions or offer suggestions to make our environment the best we can for our precious ones.

OAKHILL EMERGENCY PREPAREDNESS GUIDELINES

Evacuation routes are posted in each classroom near the exit door. Each room has 3 exits-Route 1 is in Orange, Route 2 is in Yellow and Route 3 is in Blue. Each class has a roll sheet, and attendance is taken several times a day.

FIRE: Oakhill Day School has a working flashlight in each room. All teachers have access to each child's emergency form with them when the children are in their care. Oakhill Day School conducts fire drills every month by alarm. When the alarm sounds each class calmly proceeds to the nearest exit and lines up against the nearest fence. The teacher takes the class roll with them during each drill.

WEATHER: In case of threatening weather all children will proceed to the nearest inner hallway/closet and assume the popcorn position. We will relocate the children away from any glass and cover them with mats or tables until the "all clear" is called.

LOCKDOWN: In case of lockdown, each room has a green and red tag that will be used to indicate "Good" or "Not Good". Green indicates "Good" and Red indicates "Not Good". On the closed door, a green or red card will be attached to indicate the status of the room. Each class will continue out the room to the farthest fence. The class will line up and one teacher will be at the front of the line and the 2nd teacher will be at the back of the line.

RELOCATION: in case there is a need to relocate the children from Oakhill Day School we transport by bus/van and every child in care from 18 mos. through 12 years of age will relocate to Oak Park Day School located at 2402 Firewheel Parkway, Garland, Texas 75040, 972-496-5127. Each class will partner w/Oak Park Day School and continue to follow class as normally as possible until parent pick up.

COMMUNICATION: Oakhill Day School will communicate any emergency needs by calling "9-911" as well as using the emergency forms we have on file for each child to communicate with the parents. Each teacher has a binder/clip board with every child's emergency form. Every parent will be notified by their child's teacher by telephone for the pick-up location. Oakhill Day School's State Rep will be notified as well in the event of any emergency.

Parents Signature: _____ **Date:** _____

ACKNOWLEDGEMENTS

Child's Full Name: _____

Parent Full Name: _____

Please Initial each line indicating you have read and understand each policy

_____ I understand the price for my child's classroom can change due to economic conditions and will be given reasonable notice.

_____ Upon acceptance of enrollment, each child must have a statement from a physician that he/she is free from communicable and infectious diseases, along with a signed and dated record of immunizations.

_____ If a child is to be absent for a full week. Oakhill must be notified in advance. The fee will be one half the usual tuition fee. If your child attends any part of the week, full tuition is due.

_____ Parents must walk in and sign each child in at the front desk each day

_____ Any medicine to be given at school must be authorized by a written statement from the parents. Prescription medications must be original containers with original label. Non-prescription medications must be given in accordance with manufacturers' labeling instructions. A sign-in sheet is located in the office. Children MUST be fever free (100.4, and higher) without fever reducer for 24 hours before returning to school.

_____ Parents/authorized individuals are the only people who may pick up a child. If there is restriction put on either parent, a copy of custody papers and/or restraining orders must be kept on file in the office. Any other special p/u of a child must be authorized by the office & ID must be presented at time of p/u.

_____ I understand that Oakhill is closed the following holidays: New Year's Day, NYE by 3p, Memorial Day, July 4, Labor Day, Thanksgiving Day, and Friday after, Christmas Day, Christmas EVE by 1p. If a holiday falls on the weekend, Oakhill will be closed on the nearest weekday. There is no tuition credit for these holidays

_____ Tuition is due on Monday of the week before the expected service. A late fee will be assessed Wednesday.

_____ Personal belongings brought to Oakhill Day School should be labeled clearly with your child's name. Nap items and extra clothes should be stored in your child's cubby. Nap items MUST be taken home each Friday for laundering. I understand that Oakhill is not responsible for any personal items that I may bring to the center, and Oakhill will not replace anything lost, stolen or ruined at school.

_____ There is a \$40 return check fee for any returned checks. Service will immediately be interrupted until the amount is paid for by either cash or money order and be cash/credit status from that day further.

_____ I agree to pay \$1 per minute in late pick-up fees after 6:30p. If I cannot be contacted nor can any of my emergency contacts, I understand that CPS must be contacted, and the Garland Police will be notified at 7p.

_____ I agree to pay \$10 should I not call the center at least one hour in advance to inform them not to pick up my school aged child from public school. Failure is a safety issue for both my child and other children being picked up by the center.

_____ I agree that Oakhill cannot make special arrangements to pick up children held after school for detention, tutoring, etc....

_____ I agree to add an additional \$20 to my weekly school aged child's tuition if my child attends Oakhill during an Inservice day.

_____ I understand and agree that my child's picture and/or videos will be for the centers use only and will not be made public or published for sales.

Parents Signature _____ Date _____

ADDRESSING CHALLENGING BEHAVIORS POLICY

The purpose of this policy is to provide a consistent and positive approach to managing challenging behaviors in children, ensuring the safety, wellbeing, and development of all children and staff in our care.

Challenging behaviors refer to any behavior that interferes with a child's learning, development, or wellbeing, poses a risk to the safety of the child or others, and disrupts the learning environment. Examples may include hitting, biting, persistent defiance, self-injury, extreme withdrawal, or verbal outbursts.

Concerns related to a child's challenging behavior:

- Will be communicated as soon as reasonably possible following repeated or serious incidents that occur. Minor behaviors may be communicated during pick up, while ongoing or serious incidents will prompt a scheduled meeting.
- All conversations related to a child's behavior will take place in private to maintain confidentiality and respect. Concerns will be expressed in a non-judgmental, supportive, and strengths-based manner.
- Families will be invited to share their insights about the child's behavior, routines, and any changes at home. Strategies will be discussed to support the child in both home and childcare settings.

Collaborating on strategies to address challenging behavior:

- If needed, a Behavior Support Plan will be created outlining:
- The specific behavior(s) of concern
- Shared goals for the child
- Agreed-upon strategies and responses
- Roles and responsibilities of the educator, parents, and specialists, if applicable.
- A timeline for review and follow-up as agreed upon by childcare program and the family

The Behavior Support Plan will be developmentally appropriate, respectful, and consistent at home and at the childcare facility. Support may include social stories, behavior cues, and calm-down techniques.

- Ongoing communication is key to supporting a child's development and maintaining a strong partnership with families. We are committed to keeping parents informed by:
- Providing regular (daily, weekly) verbal or written updates on the child's behavior, highlighting both strengths, progress, and any ongoing challenges.
- Scheduled follow-up meetings as needed to review the child's progress with the support plan.
- Parents will be encouraged to share observations from home, reinforcing the home-childcare connection.
- Families are encouraged to ask questions, express concerns, and suggest ideas. Open dialogue is welcomed and valued in creating the most supportive environment for the child.

This policy for Addressing Challenging Behavior is framed around the core philosophy of Oakhill Day School, which includes:

- Every child is a capable, unique individual deserving of respect, understanding, and developmentally appropriate guidance that honors their individual learning journey and emotional needs.
- Positive, collaborative partnerships between families, educators, and specialists create the strongest foundation for supporting children's social-emotional growth and behavioral success.
- Safe, nurturing environments with consistent, compassionate guidance help children develop self-regulation skills, empathy, and confidence to explore, learn, and thrive.

The goal is to help each child succeed within a supportive and respectful learning environment.

Please sign indicating you understand our policy for addressing challenging behaviors.

Parent Name (Printed)

Parent Signature

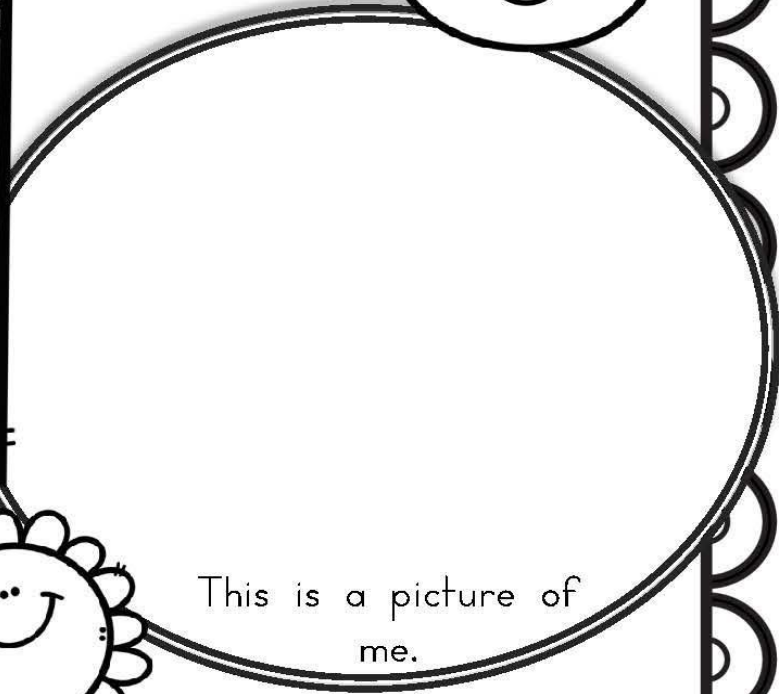
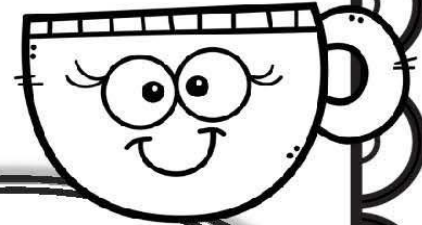
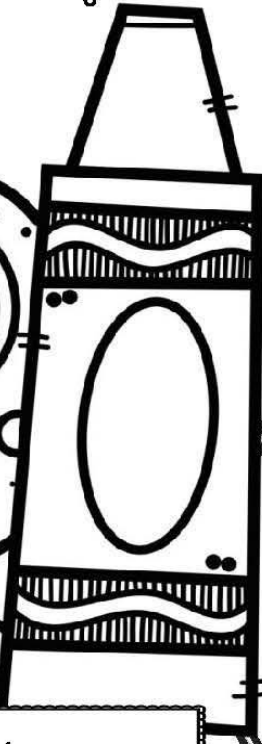
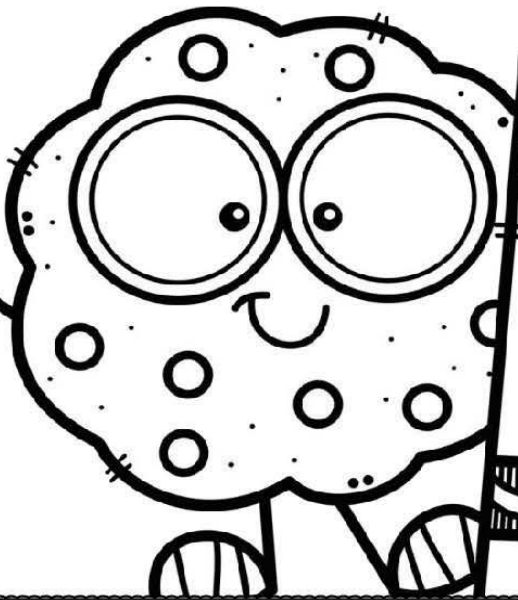
Date

What to bring to Oakhill

(please label all belongings)

Ladybugs		Butterflies	
 <ul style="list-style-type: none">• Diapers• Wipes• Extra Clothes• Nap Stuff		 <ul style="list-style-type: none">• Diapers• Wipes• Extra Clothes• Extra Underwear• Nap Stuff	
Busy Bees		Dragonflies	
 <ul style="list-style-type: none">• Extra Clothes• Extra Underwear• Nap Stuff		 <ul style="list-style-type: none">• Extra Clothes• Extra Underwear• Nap Stuff	
Kinder		After Schoolers	
 <ul style="list-style-type: none">• Extra Clothes• Extra Underwear		 <ul style="list-style-type: none">• Oakhill T-Shirt• Water Bottle	

All About Me!



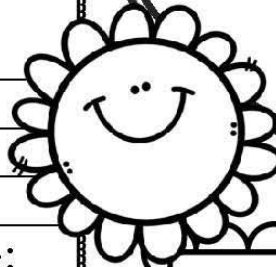
Facts About Me:

My name is: _____

Age: _____

When I grow up I want to be: _____

This is a picture of
me.



My Favorites

Animal: _____

Food: _____

Sport: _____

Color: _____

Book: _____

Things to do at home: _____

My Hero

Something You Don't Know About Me

