



PARENT HANDBOOK

508 N State Hwy 342, Red Oak, TX 75154
(469) 807-1221 | benevolenthouseacademy@gmail.com

Effective Date: April 2026

Where Foundations Become Futures

*This handbook contains the policies and procedures of Benevolent House Academy.
Please read carefully and sign the acknowledgment page at the end.*

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SECTION 1: WELCOME AND MISSION

Welcome to Benevolent House Academy! We are a licensed, nonprofit childcare center located in Red Oak, Texas, serving children from 6 weeks through 13 years of age. We are licensed by the Texas Health and Human Services Commission (HHSC) Child Care Regulation division.

At Benevolent House Academy, we believe every child deserves a safe, nurturing, and joyful environment where they can learn, grow, and thrive. Our programs are designed to be developmentally appropriate for each age group, and our caregivers are trained to support the whole child, including their social, emotional, physical, and cognitive development.

Our staff is trained in best practices for early childhood education, including responsive caregiving, positive guidance, and social-emotional development. We understand that every child is unique, and we are committed to building strong, trusting relationships with both children and families.

Our Core Values

- **Safety.** The physical and emotional safety of every child is our highest priority.
- **Nurturing Care.** We provide warm, responsive care that helps children feel safe, seen, and valued.
- **Respect.** We treat every child, family, and team member with dignity and respect.
- **Partnership.** We are partners with parents in supporting their children's growth and development.
- **Excellence.** We hold ourselves to the highest standards of quality, compliance, and professionalism.

Contact Information

Benevolent House Academy, 508 N State Hwy 342, Red Oak, TX 75154. Phone: (469) 807-1221. Email: benevolenthouseacademy@gmail.com. Executive Director: Tanya J. Orr. Chief Operating Officer: Christopher R. Orr.

SECTION 2: HOURS OF OPERATION AND HOLIDAY CLOSURES

Benevolent House Academy operates 24 hours a day, 7 days a week, year-round. Daytime care hours are 6:00 AM to 6:00 PM. Night care hours are 6:00 PM to 6:00 AM.

Holiday Closures

The center is closed on the following 11 holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day

- Juneteenth
- Independence Day (July 4th)
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve

If a holiday falls on a Saturday, the center will be closed on the preceding Friday. If a holiday falls on a Sunday, the center will be closed on the following Monday. Tuition is due regardless of holiday closures.

SECTION 3: ENROLLMENT AND ADMISSION

Before a child is admitted to Benevolent House Academy, the parent or guardian must complete and sign the following:

- Enrollment application with complete admission information
- Child-care enrollment agreement (acknowledging receipt of these operational policies)
- Emergency contact and authorized pickup form
- Current immunization records (or approved exemption documentation)
- Statement of the child's health from a health-care professional
- Food allergy emergency plan (if applicable)
- Medication authorization form (if applicable)
- Liability insurance notice acknowledgment (Attachment A)
- Infant feeding plan and safe sleep acknowledgment (infant enrollment only)

All admission information must be signed by the parent before the child's first day. Admission information is reviewed and updated at least every 6 months. Infant feeding instructions are updated at least every 3 months. Parents are responsible for notifying the center immediately of any changes to contact information, authorized pickup persons, allergies, or medical conditions.

SECTION 4: TUITION, FEES, AND PAYMENT POLICIES

All tuition rates are weekly. Tuition is due each Friday in advance of the following week of care.

Daytime Care Rates (Full-Time, 5-Day)

Age Group	5-Day	3-Day (M/W/F)	2-Day (T/Th)
Infant (6 wks-11 mo)	\$265	\$200	\$145
Young Toddler (12-17 mo)	\$250	\$190	\$140
Toddler (18-35 mo)	\$225	\$170	\$125
Preschool 3 yr	\$195	\$145	\$110

Preschool 4 yr	\$185	\$140	\$100
Full-Time Scholar K-5th	\$185	\$140	\$100

School-Age Care

Service	Rate
Before/After School (4-day week)	\$115/week
Before/After School (5-day week)	\$135/week
Full Day (Summer/Breaks/Holidays)	\$175/week

Night Care (6:00 PM to 6:00 AM)

Service	Rate
Drop-in (per night)	\$75
2-3 nights/week (consistent schedule)	\$150/week
4-5 nights/week (consistent schedule)	\$225/week
24-Hour Combo (Day + Night)	\$325/week

Drop-In Care

Service	Rate
Daytime (2 yr and older)	\$65/day
Night	\$75/night

Fees

- **Registration:** \$75 per child (one-time, non-refundable).
- **Annual Supply/Activity Fee:** \$100 per child, due September 1st. Prorated for mid-year enrollment (see proration schedule below).
- **Transportation:** \$25/week.
- **Late Pickup:** \$1 per minute after your scheduled pickup time.
- **Late Payment:** \$25.
- **Returned Payment:** \$35.

Supply Fee Proration Schedule

Enrollment Month	Amount	Enrollment Month	Amount
September	\$100 (full)	March	\$50
October	\$90	April	\$40

November	\$85	May	\$35
December	\$75	June	\$25
January	\$65	July	\$15
February	\$60	August	Waived

After your first prorated payment, every family pays \$100 on September 1st going forward.

Discounts

One discount per family. Discounts cannot be combined. Verification is required at enrollment and annually by September 1st. Discounts are removed if verification lapses.

Discount	Amount	Verification
Sibling	10% off each additional child	Sibling currently enrolled, same household
Military	\$10/week per child	Valid military ID, DD-214, or dependent ID
First Responder	\$10/week per child	Valid department/agency ID (police, fire, EMS)
Teacher/Educator	\$10/week per child	Valid school district ID or current pay stub

Payment Policies

- Tuition is due each Friday in advance of the following week of care.
- Two weeks of written notice is required for withdrawal. Tuition is due during the notice period.
- Tuition is due regardless of holidays, weather closures, or absences.
- Part-time schedules are set days only (M/W/F or T/Th). Changes require two weeks of written notice.
- Drop-in care is available space permitting and for pre-registered children only.
- If the center is closed 5 or more consecutive business days due to weather or emergency, tuition credits will be evaluated on a case-by-case basis.
- Texas Workforce Commission (TWC) Child Care Services subsidies are accepted. Co-payment is due by the first day of each week.

SECTION 5: WHAT TUITION INCLUDES

Full-time enrollment includes the following at no additional charge:

- Breakfast, lunch, and afternoon snack daily (USDA CACFP program). Dinner is provided for children in night care.

- Standard brand diapers, wipes, and infant formula for children in the infant and toddler classrooms.
- All curriculum materials, classroom supplies, and learning activities.
- Field trips and special activities (no additional fees).
- Developmentally appropriate, high-quality programming.

Specialty Items

If your child requires a specific brand, hypoallergenic, sensitive skin, or specialty formula, diapers, or wipes due to allergies, medical needs, or personal preference, you must provide those items. There is no tuition reduction for parent-supplied items. All parent-provided items must be labeled with the child's first and last name.

SECTION 6: PROGRAMS AND SERVICES

Benevolent House Academy offers the following programs:

- **Daytime Care (6:00 AM to 6:00 PM):** Full-time (5-day), 3-day (M/W/F), and 2-day (T/Th) options for children 6 weeks through 13 years.
- **Night Care (6:00 PM to 6:00 AM):** Overnight care with awake caregivers on duty at all times. Drop-in and consistent weekly schedules available.
- **Before and After School Care:** Transportation to and from local schools, homework time, snack, and enrichment activities.
- **Full-Time Scholars (K-5th Grade):** A full-day program for school-age children whose families choose an alternative to traditional school enrollment. Includes academic support, enrichment, STEM activities, art, music, and physical activity. BHA does not serve as an accredited school and does not issue grades or transcripts.
- **Drop-In Care:** Available for children 2 years and older, space permitting, for pre-registered families.
- **Transportation:** To and from local schools for school-age children.

Children may not remain in continuous 24-hour care indefinitely. Per Texas licensing, a break in care is required each calendar day. The 24-Hour Combo rate is for families who use both daytime and nighttime care with the required daily break.

SECTION 7: DAILY SCHEDULES AND ACTIVITIES

Each classroom follows a daily schedule that is posted in the room and tailored to the developmental needs of the age group. The following is a general overview of the daytime schedule. Detailed age-specific schedules are available in each classroom and from the Center Director upon request.

Master Daily Schedule (Daytime)

Time	Activity
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6:00 - 7:30 AM	Arrival, free play, breakfast preparation
7:30 - 8:30 AM	Breakfast (CACFP)
8:30 - 9:00 AM	Circle time, morning meeting
9:00 - 10:30 AM	Learning centers, structured activities, small group instruction
10:30 - 11:15 AM	Outdoor play (staggered by classroom)
11:15 AM - 12:00 PM	Lunch (CACFP)
12:00 - 2:30 PM	Nap/rest time
2:30 - 3:00 PM	Afternoon snack (CACFP)
3:00 - 4:00 PM	Afternoon learning activities, art, music
4:00 - 5:00 PM	Outdoor play (staggered by classroom)
5:00 - 6:00 PM	Free play, pickup, transition to evening care

Night Care Schedule

Time	Activity
6:00 - 7:00 PM	Dinner (CACFP)
7:00 - 8:00 PM	Quiet play, reading, wind-down activities
8:00 - 8:30 PM	Bedtime routine (wash, pajamas, teeth brushing)
8:30 PM - 6:00 AM	Sleep (awake caregivers on duty at all times)

SECTION 8: CURRICULUM AND EDUCATIONAL APPROACH

Benevolent House Academy provides a developmentally appropriate, play-based learning environment designed to support the whole child. Our infant through Pre-K 4 classrooms use the Learning Beyond Paper (LBP) curriculum, a structured, research-based program that integrates hands-on learning, creative exploration, and skill-building activities tailored to each age group. Our school-age program (5 years and older) follows an enrichment-based approach that includes academic support, STEM projects, art, music, life skills, and physical activity.

Our approach balances structured learning with child-initiated exploration, and every classroom is designed to foster curiosity, confidence, and a love of learning.

Our programs incorporate three practices that make BHA unique:

- **Character Development:** Each month, the center focuses on a character trait such as kindness, courage, patience, or respect. Activities, stories, and recognition are tied to the monthly trait, helping children build strong character and positive habits.
- **Daily Social-Emotional Check-Ins:** Every classroom begins the day with a relationship-building routine that includes feelings boards, morning circles, and calm-down corners. Children learn to identify, name, and regulate their emotions in a supportive environment.

- **Family Connection:** We honor and celebrate the diversity of family structures. Our classroom activities, books, and discussions reflect that families come in many forms, and every family is valued.

Activity plans are posted in each classroom and updated regularly. Parents are welcome to ask questions about classroom activities at any time.

SECTION 9: DISCIPLINE AND GUIDANCE

Benevolent House Academy uses positive, developmentally appropriate guidance techniques. We believe that children do their best when they feel safe, connected, and understood. Our caregivers are trained to respond to challenging behavior with empathy, consistency, and patience.

Approved Guidance Techniques

- Positive reinforcement and encouragement
- Helping children name and manage their emotions
- Redirection to appropriate activities
- Setting clear, consistent limits
- Offering age-appropriate choices
- Natural and logical consequences
- Modeling appropriate behavior
- Brief supervised separation from the group when necessary (not to exceed one minute per year of the child's age)

Prohibited Methods

The following discipline methods are strictly prohibited at Benevolent House Academy. Any employee who uses a prohibited method is subject to immediate termination.

- Corporal punishment of any kind (spanking, hitting, slapping, pinching, shaking, biting)
- Verbal abuse (threats, humiliation, profanity, shaming, derogatory remarks)
- Punishment associated with food, rest, or toileting
- Placing a child in a dark or locked room
- Requiring physical exercise as punishment
- Any form of discipline that is frightening or humiliating to a child

Suspension and Expulsion

Benevolent House Academy is committed to working with families before considering suspension or disenrollment. If a child's behavior is a concern, the following process will be followed:

- **Step 1: Parent Conference.** The Center Director and caregiver will meet with the parent to discuss the behavior, identify possible causes, and develop a plan together. Strategies may include schedule adjustments, classroom changes, or referrals to outside resources.

- **Step 2: Written Behavior Plan.** If the behavior continues, a written behavior plan will be developed in partnership with the family. The plan will outline specific goals, strategies, and a timeline for improvement.
- **Step 3: Temporary Suspension.** If the behavior plan does not result in improvement and the child's behavior continues to pose a safety risk to themselves, other children, or staff, the child may be temporarily suspended (1 to 5 days) to allow time for the family and center to reassess the plan.
- **Step 4: Disenrollment.** If all reasonable interventions have been exhausted and the behavior continues to pose a persistent safety risk, the center may disenroll the child. Parents will receive 5 business days of written notice with the reasons for the decision.

In cases where a child's behavior poses an immediate danger to themselves or others (such as severe physical aggression causing injury), the center may temporarily remove the child from the classroom and require immediate parent pickup. The behavior escalation process will begin at the appropriate step based on the severity of the incident.

SECTION 10: RELEASE OF CHILDREN AND AUTHORIZED PICKUP

Children will only be released to individuals listed on the child's authorized pickup form. If a caregiver does not recognize the person picking up the child, the caregiver will request a valid government-issued photo ID and verify the name against the authorized pickup list before releasing the child. If the person is not on the authorized list, the caregiver will contact the parent to obtain verbal or written authorization.

No child will be released to an unauthorized person under any circumstances. If a custody order restricts pickup by a specific individual, a copy of the order must be provided to the center and will be maintained in the child's file. All caregivers will be informed.

IMPORTANT: It is the parent's responsibility to keep the authorized pickup list current. Changes must be submitted in writing to the Center Director.

SECTION 11: SIGN-IN AND SIGN-OUT PROCEDURES

Parents are required to sign their child in and out of the center each day using the Brightwheel app. The sign-in/sign-out record serves as the daily tracking system required by Texas licensing and must be completed by the parent or authorized pickup person. Do not drop off or pick up your child without completing the sign-in or sign-out process.

If you are unable to use Brightwheel for any reason, a paper sign-in/sign-out sheet is available at the front desk.

LATE PICKUP POLICY

Pickup must occur by your scheduled pickup time. If you are running late, you must call the center at (469) 807-1221 as soon as possible to notify us.

Late Pickup Fee

A fee of \$1 per minute begins immediately after your scheduled pickup time. The late fee is calculated from the scheduled time, not from the time you called to notify us. Late fees are added to your next tuition payment.

If We Cannot Reach You

If 30 minutes have passed after your scheduled pickup time and we have not been able to reach you by phone, we will begin calling the emergency contacts listed in your child's file. If we are unable to reach you or any emergency contact within one hour after your scheduled pickup time, we are required to contact local law enforcement and/or Child Protective Services, as we cannot provide care indefinitely without parental contact.

Chronic Late Pickup

We understand that occasional delays happen. However, chronic late pickup disrupts staffing, affects ratio compliance, and is not fair to our caregivers. The following applies:

- **1st, 2nd, and 3rd late pickups:** Late fee applied. Verbal reminder from the Center Director.
- **After 3 late pickups:** Written warning issued and placed in the child's file.
- **After 5 late pickups:** The Center Director and Executive Director will meet with the family to discuss the situation. Continued late pickup may result in disenrollment.

Late pickup incidents are tracked on a rolling 12-month basis.

SECTION 12: PARENT COMMUNICATION (BRIGHTWHEEL)

Brightwheel is the primary communication platform at Benevolent House Academy. Through Brightwheel, parents receive daily activity reports and photos, real-time notifications of illness or injury on the day of occurrence, messages about upcoming events and policy updates, and digital copies of incident reports.

Parents are expected to download the Brightwheel app, create an account, and enable push notifications upon enrollment. The Center Director will provide setup instructions and an invitation code during the enrollment process.

In addition to Brightwheel, the center communicates important information through posted notices at the front desk, parent conferences (available upon request), and direct phone calls for urgent matters. If you have questions or concerns at any time, you may contact the Center Director at (469) 807-1221 or by email at benevolenthouseacademy@gmail.com.

SECTION 13: PARENT RIGHTS AND VISITATION

IMPORTANT: Parents may visit the center at any time during hours of operation to observe their child, the program activities, the building, the premises, and the equipment without having to secure prior approval. This is your right under Texas law.

Breastfeeding

Parents have the right to breastfeed their child or provide breast milk for their child while in care. Benevolent House Academy provides a comfortable, private area with an adult-sized seat within the center for mothers who wish to breastfeed. Breast milk must be labeled with the child's name and date and will be stored properly in the refrigerator.

Access to Records and Reports

Parents have the right to review their child's records, the center's most recent licensing inspection report, and the center's operational policies at any time during hours of operation. The most recent inspection report is also posted at the center.

Access to Minimum Standards and Regulatory Information

Parents may access the Texas Minimum Standards for Child-Care Centers (Chapter 746) online at www.hhs.texas.gov/childcare. You may also contact the Texas Abuse and Neglect Hotline at 1-800-252-5400 or visit the HHSC website at www.hhs.texas.gov for additional information about childcare regulation in Texas.

SECTION 14: PARENT INVOLVEMENT AND PARTICIPATION

Benevolent House Academy welcomes and encourages parent involvement. There are many ways you can participate in your child's experience at the center:

- Volunteer to read in your child's classroom, assist with special events, or share a skill or cultural tradition.
- Attend parent events, open houses, and holiday celebrations hosted by the center.
- Communicate regularly with your child's caregiver and the Center Director about your child's progress, interests, and needs.
- Provide feedback on center policies and activities. Your input helps us improve.
- Join classroom field trips as a parent volunteer (subject to background check requirements).

If you are interested in volunteering, please speak with the Center Director. All regular volunteers must complete a background check.

SECTION 15: ILLNESS AND EXCLUSION CRITERIA

To protect the health of all children and staff, children who are ill must not be brought to the center. If your child shows any of the following symptoms, they must stay home:

- Fever of 100.4 degrees F or higher
- Vomiting or diarrhea
- Severe coughing or difficulty breathing
- Undiagnosed rash
- Pink eye (conjunctivitis) with discharge

- Head lice (until treated and nit-free)
- Any condition listed on the Texas DSHS Communicable Disease Chart for Schools and Child-Care Centers

Children may return when they have been symptom-free for at least 24 hours without medication, or when cleared by a physician.

Illness During the Day

If your child becomes ill during the day, we will separate them from the group in a supervised area and contact you immediately through Brightwheel and by phone. You or your authorized pickup person must pick up the child within one hour of notification.

Communicable Disease Notification

If a child or employee at the center contracts a communicable disease deemed notifiable by the Texas Department of State Health Services, all parents will be notified in writing within 48 hours. If there is an outbreak of lice or other infestation in your child's group, you will be notified within 48 hours.

SECTION 16: MEDICATION ADMINISTRATION

The center will administer medication to your child only with your written authorization. You must complete a medication authorization form that includes the child's name, medication name, dosage, time and method of administration, and any special instructions.

- All medication must be in the original, labeled container with the child's name.
- Medications are stored out of reach of children. Refrigerated medications are stored separately from food.
- A medication administration log is maintained and available for parent review.
- No over-the-counter medication will be given without written parental authorization and labeled instructions.
- Medications are returned to the parent when no longer needed or upon expiration.

SECTION 17: MEDICAL EMERGENCIES AND INJURIES

In the event of a medical emergency, staff will administer first aid and call 911 for life-threatening situations. Parents will be notified immediately. A written incident report is completed for every injury and illness, signed by the caregiver and the parent, and maintained in the child's file. Parents are notified on the day of occurrence regardless of the severity of the injury.

SECTION 18: HEALTH CHECKS

Caregivers conduct a visual health check of each child upon arrival each day. The health check includes observing the child for signs or symptoms of illness or injury, changes in behavior, and any visible marks or bruises. If a caregiver observes anything of concern, the parent will be asked

for an explanation and the observation will be documented. If a child arrives showing signs of illness that meet the exclusion criteria, the parent will be asked to take the child home.

SECTION 19: ALLERGIES AND SPECIAL DIETARY NEEDS

Food allergies and dietary restrictions must be documented at enrollment. If your child has a food allergy, you must provide a completed food allergy emergency plan. Allergy information is posted in the kitchen (first name only) and communicated to all caregivers in your child's classroom. Caregivers verify each child's allergy information before serving meals. If your child has a life-threatening allergy, please discuss an individualized plan with the Center Director before enrollment.

SECTION 20: NUTRITION AND MEALS

Benevolent House Academy participates in the USDA Child and Adult Care Food Program (CACFP). Breakfast, lunch, afternoon snack, and dinner (for night care children) are served daily. All meals meet CACFP nutritional guidelines. Weekly menus are posted in the kitchen and near the parent sign-in area.

Parents may supply food for their child based on family preference, dietary needs, or cultural practices. Parent-supplied food must be labeled with the child's name and date and stored properly. If a parent-supplied meal does not meet nutritional guidelines, the center will supplement with additional food items.

Infants are fed according to their individualized feeding plan provided by the parent. Breast milk and/or formula are provided by the parent (unless using the center-provided standard formula). Iron-fortified infant cereal and age-appropriate foods are introduced based on the parent's written instructions and the child's developmental readiness. Infants are fed on demand and are never forced to eat.

SECTION 21: PHYSICAL ACTIVITY AND OUTDOOR PLAY

Benevolent House Academy promotes daily physical activity for all children as an essential part of healthy development. Physical activity builds strong bodies, supports brain development, improves coordination, and helps children regulate their energy and emotions.

Daily Physical Activity

Children participate in both structured (caregiver-led) and unstructured (child-initiated) physical activities each day. Outdoor play is scheduled at least twice daily for all age groups (staggered by classroom). Indoor physical activity (music and movement, dance, yoga, obstacle courses) is provided when outdoor play is not possible.

Outdoor Play

Children go outside daily unless weather conditions pose a significant health risk. The center uses the following criteria to determine when outdoor play is limited or moved indoors: temperatures at or above 100 degrees F (heat index), temperatures at or below 32 degrees F (wind chill), active thunderstorms or lightning, tornado warnings, heavy rain, ice, or other hazardous conditions as determined by the Center Director.

On days when extreme weather limits outdoor play, indoor physical activity is provided to ensure children still have opportunities for active movement.

Clothing for Physical Activity

Children should wear clothing and closed-toe shoes that allow them to run, climb, and move freely during outdoor and indoor physical activities. Please see Section 25 (Clothing Guidelines) for details.

SECTION 22: SAFE SLEEP POLICY (INFANTS)

IMPORTANT: This policy applies to all infants from 6 weeks through 12 months of age.

- Infants are always placed on their backs to sleep.
- Infants sleep in individual, safety-approved cribs that meet Consumer Product Safety Commission (CPSC) standards.
- Cribs contain a firm mattress and a fitted sheet only. No blankets, pillows, bumper pads, quilts, stuffed animals, toys, sleep positioners, or any other soft objects are allowed in the crib.
- Infants are never placed to sleep in swings, bouncers, car seats, or any device that is not a safety-approved crib.
- Infants who fall asleep in a location other than their crib are moved to their crib immediately.
- Swaddling is not permitted at the center.
- Caregivers visually check on sleeping infants frequently.

Parents are asked to review and sign the safe sleep acknowledgment at enrollment.

SECTION 23: NAP AND REST TIME

A daily rest period is provided from approximately 12:00 to 2:30 PM for all children. Infants follow their own individualized sleep schedule. Toddlers and preschool-age children rest on individual cots or rest mats with individual bedding (sheet and lightweight blanket). School-age children have cots or mats available if needed.

Children who do not fall asleep after 30 minutes are provided quiet activities such as books, puzzles, or coloring so as not to disturb sleeping children. We will not force your child to sleep, but all children are required to have a quiet rest period.

SECTION 24: WHAT TO BRING AND LABELING REQUIREMENTS

IMPORTANT: All personal items must be labeled with your child's first and last name. The center is not responsible for lost or unlabeled items.

- **All children:** A complete change of weather-appropriate clothing (including socks and underwear). A comfort item for nap time (small blanket or stuffed animal for children 12 months and older only).
- **Infants:** If your child requires specialty formula, diapers, or wipes not provided by the center, please bring a sufficient supply labeled with the child's name. Breast milk must be labeled with the child's name and date.
- **Night care:** Pajamas, toothbrush, and any comfort items for bedtime.
- **School-age:** Backpack with homework and school supplies. A water bottle (labeled).

Please do not send your child with toys from home unless the classroom has a designated show-and-tell day. The center is not responsible for lost, broken, or stolen personal items. Do not send items of significant value.

SECTION 25: CLOTHING GUIDELINES FOR CHILDREN

Please dress your child in comfortable, weather-appropriate clothing that they can play in freely. Children participate in outdoor play, art, and messy sensory activities daily, so clothing may get dirty.

- Closed-toe shoes are required for all children who are walking. No flip-flops, sandals, or open-toe shoes (they are unsafe for climbing equipment and outdoor play).
- Clothing should be easy for your child to manage independently during toileting (avoid overalls, belts, and complicated snaps for toddlers learning to use the restroom).
- During cold weather, please send a jacket, hat, and gloves. Children go outside daily unless weather conditions are dangerous.
- During warm weather, please apply sunscreen before drop-off. If you would like the center to reapply sunscreen during the day, you must provide the sunscreen (labeled) and complete an authorization form.

SECTION 26: SUNSCREEN AND INSECT REPELLENT

Benevolent House Academy does not provide sunscreen or insect repellent. If you would like the center to apply sunscreen or insect repellent to your child, you must:

- Provide the product, labeled with your child's first and last name.
- Complete a written authorization form specifying the product and when it should be applied.

We encourage parents to apply sunscreen before drop-off on days when outdoor play is expected. Staff will reapply during the day if authorization and a labeled product are on file. Only commercial, store-bought products will be applied. The center will not apply homemade or unlabeled products.

SECTION 27: BIRTHDAYS AND CELEBRATIONS

We love celebrating your child's birthday! If you would like to provide a treat for your child's classroom, please coordinate with the Center Director or your child's caregiver at least 3 days in advance.

- All treats must be store-bought with a visible ingredient label (no homemade food, per food safety guidelines).
- The Center Director will check the treat against the allergy list for your child's classroom before it is served.
- Please provide enough for every child in the classroom.
- Non-food celebrations (stickers, small books, pencils) are also welcome and encouraged.
- Please do not distribute individual party invitations at the center unless every child in the classroom is invited.

SECTION 28: ANIMALS

Benevolent House Academy does not keep animals at the center. If an animal is brought to the center for a special educational activity (such as a classroom visit from a local nature organization), parents will be notified in advance. Children will only interact with animals under direct adult supervision, and any child with a known allergy to animals will be accommodated. All children wash their hands after any contact with animals.

SECTION 29: FIELD TRIPS

Benevolent House Academy offers occasional field trips for children. Written parental authorization is obtained for each field trip before departure. Child-to-caregiver ratios are maintained at all times. Each caregiver carries a roster with emergency contacts, a first aid kit is taken on all trips, and head counts are conducted before departure, at every transition, and upon return. Parents will be notified of upcoming field trips through Brightwheel with details about the destination, date, time, and any items needed.

SECTION 30: WATER ACTIVITIES

The center may use sprinklers for outdoor water play activities. When water activities are offered, children are directly supervised at all times, and children under age 5 are within arm's reach of a caregiver. Water play equipment is cleaned and sanitized after each use. No swimming pools or wading pools are located at the center, and children will not be taken off-site to a pool.

SECTION 31: TRANSPORTATION

Benevolent House Academy provides transportation for school-age children to and from local schools. Written parental authorization is required. Children are secured in age-appropriate safety restraints. A head count is conducted before departure and upon arrival. After all children exit the vehicle, the driver visually inspects the entire vehicle to ensure no child is left behind.

SECTION 32: NIGHT CARE

Night care is available from 6:00 PM to 6:00 AM. A minimum of 2 awake caregivers are on duty during all overnight hours. Children are provided age-appropriate sleeping arrangements: cribs for infants (bare cribs for children under 12 months), cots or mats for toddlers and older children with individual bedding. Parents provide pajamas, a toothbrush, and any comfort items.

The bedtime routine includes dinner, quiet activities, washing up, and preparation for sleep. Caregivers remain awake and maintain required ratios throughout the night.

SECTION 33: EMERGENCY PREPAREDNESS

Benevolent House Academy maintains a written Emergency Preparedness Plan addressing fire, severe weather, lockdown, and other emergencies. Evacuation routes are posted in every room. Drills are conducted on the following schedule:

- **Fire drills:** Monthly.
- **Severe weather drills:** Quarterly.
- **Lockdown drills:** Quarterly.

In the event of an emergency requiring evacuation, children and staff will relocate to Oaks Church, 777 S I-35E, Red Oak, TX 75154. Parents will be notified immediately through Brightwheel push notifications. Emergency records for all children are transported with the group. A complete copy of the Emergency Preparedness Plan is available at the center for parent review upon request.

SECTION 34: CHILD ABUSE AND NEGLECT PREVENTION AND REPORTING

Every employee at Benevolent House Academy is a mandatory reporter under Texas law. Our staff is trained to recognize the signs of child abuse and neglect and to report suspected abuse immediately.

If you suspect that a child is being abused or neglected, you can report it to:

- **Texas DFPS Abuse and Neglect Hotline:** 1-800-252-5400 (24 hours a day, 7 days a week)
- **Online:** www.txabusehotline.org

How to Contact Licensing

If you have concerns about this center or any childcare operation, you may contact:

- **HHSC Child Care Regulation (local office):** 1-800-582-6036 or (214) 583-4253
- **HHSC Website:** www.hhs.texas.gov/childcare

SECTION 35: IMMUNIZATION REQUIREMENTS

Each child enrolled at Benevolent House Academy must meet the immunization requirements specified by the Texas Department of State Health Services (DSHS) for their age. Current immunization records must be provided at enrollment and kept up to date throughout the child's enrollment.

Exemptions are available for medical reasons (signed by a physician) or for reasons of conscience, including religious beliefs (using the official DSHS affidavit form, which must be notarized). Children on provisional enrollment must complete required immunizations within the timelines established by DSHS rules.

SECTION 36: HEARING AND VISION SCREENING

Texas law requires hearing and vision screening for children ages 4 and older. Parents are responsible for ensuring their child receives the required screenings and providing documentation to the center. Screenings may be obtained through your child's pediatrician, local school district, or a community screening event. If you need assistance locating a screening provider, the Center Director can provide referrals.

SECTION 37: LIABILITY INSURANCE NOTICE

As of the effective date of this handbook, Benevolent House Academy does not carry liability insurance due to financial reasons, as permitted under Texas Administrative Code Section 746.205. You were or will be provided with a separate written notice (Attachment A) about this before your child is admitted into care. You are required to sign that notice before your child's first day. A copy of the signed notice is maintained in your child's file.

When insurance is obtained, the center will carry a minimum of \$300,000 per occurrence as required by TAC 746.203.

SECTION 38: GANG-FREE ZONE NOTICE

Under the Texas Penal Code, any area within 1,000 feet of a child-care center is a gang-free zone. Criminal offenses related to organized criminal activity that occur in a gang-free zone are subject to harsher penalties under Texas law.

SECTION 39: INCLUSIVE SERVICES FOR CHILDREN WITH SPECIAL CARE NEEDS

Benevolent House Academy is committed to providing inclusive care for all children, including children with disabilities, developmental delays, or other special care needs, in compliance with the Americans with Disabilities Act (ADA). We will make reasonable accommodations to support your child's participation in our program.

If your child receives Early Childhood Intervention (ECI) services or special education services, we welcome qualified service providers to deliver those services at our center with your written request

and approval. We will work with you and your child's service providers to adapt activities, equipment, and routines as needed.

If your child has special care needs, please discuss them with the Center Director during the enrollment process so we can develop an appropriate plan together.

SECTION 40: VACCINE-PREVENTABLE DISEASES

Benevolent House Academy maintains a policy on vaccine-preventable diseases as required by TAC 746.3611. The center encourages all employees to stay current on recommended immunizations to protect the health of children in care. Information about vaccine-preventable diseases and the center's employee immunization practices is available from the Center Director upon request.

SECTION 41: QUESTIONS, CONCERNS, AND GRIEVANCES

We value open communication with our families. If you have questions, concerns, or feedback about your child's care, classroom activities, or center policies, we encourage you to speak with the Center Director. Most concerns can be resolved through a direct conversation.

If your concern is not resolved to your satisfaction, you may contact the Executive Director, Tanya J. Orr, by phone at (469) 807-1221 or by email at benevolenthouseacademy@gmail.com.

If you believe your concern involves a violation of licensing standards or child safety, you may also contact HHSC Child Care Regulation at 1-800-582-6036 or the DFPS Abuse and Neglect Hotline at 1-800-252-5400. You are never required to go through the center first before contacting a regulatory agency.

TERMINATION OF SERVICES AND WITHDRAWAL

Withdrawal by the Parent

If you wish to withdraw your child from Benevolent House Academy, you must provide at least two weeks of written notice to the Center Director. Tuition is due in full during the two-week notice period regardless of whether your child attends. If you withdraw without providing two weeks of written notice, you will be responsible for tuition through the end of the two-week period.

If a child does not attend for 5 consecutive business days with no communication from the parent, the center will make reasonable attempts to contact the family. If no contact is made after 10 consecutive business days, the child may be disenrolled and the spot may be offered to the next family on the waitlist.

Disenrollment by the Center

Benevolent House Academy reserves the right to disenroll a child for any of the following reasons:

- Nonpayment of tuition. If tuition is more than 2 weeks past due and no payment arrangement has been made with the Center Director, the child may be disenrolled with 5 business days of written notice.
- Chronic late pickup (see Late Pickup Policy).
- Behavior that poses a persistent safety risk to the child, other children, or staff after the behavior escalation process has been followed (see Section 9).
- Falsification of enrollment records, immunization records, or any other documentation.
- Verbal or physical abuse, threats, or harassment directed at staff, other parents, or children by the parent or any authorized pickup person.
- Repeated violation of center policies after written warnings.
- Failure to provide required documentation (immunization records, health statement, allergy plan) within the timelines required by licensing.

Notice of Disenrollment

For non-safety reasons, the center will provide the family with 5 business days of written notice before disenrollment takes effect. The notice will include the reason for disenrollment and the effective date.

For safety reasons (including but not limited to threats of violence, a parent arriving under the influence of drugs or alcohol, or a child's behavior that poses an immediate danger after all interventions have been exhausted), disenrollment may be effective immediately. The center will provide written documentation of the reason as soon as practicable.

Refunds

If the center initiates disenrollment, any tuition paid in advance for days after the effective disenrollment date will be refunded. Registration fees are non-refundable. If the parent initiates withdrawal without proper notice, no refund is issued for the two-week notice period.

SECTION 42: WEATHER CLOSURES AND CENTER CLOSURES

In the event of severe weather, power outages, or other emergencies that make it unsafe to operate, the center may close temporarily. Parents will be notified as early as possible through Brightwheel push notifications, text message, and/or phone call.

Tuition is due regardless of weather-related closures. If the center is closed for 5 or more consecutive business days, tuition credits will be evaluated on a case-by-case basis by the Executive Director.

SECTION 43: PARENT ACKNOWLEDGMENT OF RECEIPT

I, the undersigned parent or legal guardian, acknowledge that I have received a copy of the Benevolent House Academy Parent Handbook (effective April 2026). I have read and understand the policies and procedures described in this handbook.

I understand that Benevolent House Academy reserves the right to modify, amend, or update the policies in this handbook at any time. I will be notified of any changes and will receive an updated copy.

I understand that my signed enrollment agreement and this acknowledgment serve as confirmation that I have been informed of the center's operational policies as required by Texas Administrative Code Chapter 746.

I understand that I may visit the center at any time during hours of operation to observe my child without prior approval.

Parent/Guardian Printed Name

Parent/Guardian Signature

Child's Name (or Children's Names)

Date

This signed acknowledgment is maintained in the child's file at the center.