

DEPAUL CHILDREN'S CENTER DEPAUL-WESLEY CHILDREN'S CENTER FAMILY HANDBOOK

WWW.DCSSA.ORG

DePaul and DePaul-Wesley Children's Centers welcome you to our program. Our goals reflect an effort to support your childcare needs by providing a safe, relaxed and nurturing environment.

It is crucial, however, that certain guidelines be established in order to ensure our goals. We ask that every parent read the following information and support these policies.

In making our childcare program a positive experience for each child under our care, we encourage you as parents to become involved. If you have any questions, suggestions, or concerns, call or come in to see us.

Texas State Law requires the staff of this childcare facility to report any suspected abuse or neglect of a child to the Texas Department of Family and Protective Services at (210)333-2004 or (210)337-3399.

Failure to report suspected child abuse is punishable by fines up to \$ 1,000 and/or confinement up to 180 days.

EMERGENCY NUMBERS:

EMS:	(210)207-7525 or 911
Police Dept:	(210)207-7410 or 311 or 911
Fire Dept:	(210)207-8400 or 911
Poison Control :	(800)222-1222
Child Abuse Hotline :	(800)252-5400

GENERAL INFORMATION

History of DePaul Children's Center and DePaul-Wesley Children's Center

DePaul Family Center was founded in 1968 as a medical/dental and social service facility. In 1984 it was determined that childcare was necessary so that parents could work or attend school. Therefore, a comprehensive childcare center was built and childcare added to its services.

DePaul Children's Center is a state licensed center and follows all guidelines outlined in the Texas Department of Protective and Family services.

In May 2003, DePaul Children's Center achieved national accreditation from the National Association for the Education of Young Children (NAEYC).

In 2013 Methodist Healthcare Ministries constructed a brand new childcare center to house the Daughters of Charity early childhood education program. The center is called DePaul-Wesley Children's Center after St. Vincent de Paul, founder of the Daughters of Charity in 1660, and John Wesley, the founder of the Methodist Movement in the mid-18th century. DePaul-Wesley Children's Center opened in August 2013.

NATIONAL ASSOCIATION FOR THE EDUCATION OF YOUNG CHILDREN (NAEYC)

For more than 25 years, families have relied on NAEYC Accreditation to ensure the quality of education and care provided in programs for young children. NAEYC Accreditation is awarded for five years. During that period, programs submit annual reports documenting that they maintain compliance with the NAEYC program standards. All NAEYC-Accredited programs are also subject to unannounced visits by skilled and reliable NAEYC program assessors to ensure that they continue to meet the standards.

TEXAS RISING STAR

Texas Workforce Commission provides a quality based child care rating system that is voluntary. This adopted quality rating and improvement systems (QRIS) exceeds Minimum Child Care Licensing Standards improving the care offered to children and families.

EDUCATIONAL PROGRAM AND CURRICULUM

Philosophy

We will create a caring community of learners that is inclusive, safe and nurturing. The engaging and varied environment will be structured to enhance development and learning by respecting children's individual differences, fostering collaboration among peers, and facilitating development of self-regulation. We will establish reciprocal, supportive relationships with families.

The staff of the Daughters of Charity Services of San Antonio, DePaul Children's Center/DePaul-Wesley Children's Center believe that parents are the child's first teachers, and that they should continue to be involved in the education of their children. We encourage parents to communicate as frequently as possible to give the staff updates on the development of their children and the goings on in the home because all these factors play a vital part in the growth and development of children. By working together, we will create an individualized plan for the activities and experiences for children while at the center.

Our goals for Children

- To develop physically, emotionally, socially, cognitively, at their own developmental level
- To experience success
- To become aware of their abilities and strengths
- To develop and apply creative thinking skills
- To develop an appreciation for people and their unique cultures
- To experience decision making
- To respect their own and other's property and rights
- To see learning and life itself as a great adventure

In order to achieve our goals, we have created a stimulating environment where children can learn by means of exploration and play. The center is designed for progression through various learning centers that are specially planned to lead children in positive and meaningful experiences. The materials and activities in each area are rotated frequently to meet children's changing developmental needs.

Our goals for our Families

- To work as partners in the education of your children
- To give families opportunities to participate and be involved in your child's school activities and events
- To promote dialogue with teaching staff and administrators
- To support the center in decisions concerning your child
- To be able to access resources available in the community
- To work together with staff on community improvement and advocacy projects

HOURS OF OPERATION

The childcare center is open from 6:30 am to 6:00 pm Monday through Friday. The center is open year round and closes on the following holidays:

- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Day
- Martin Luther King Day
- Good Friday
- July 4th
- Memorial Day
- Organization Staff Retreat Day (June)

When the holiday falls on a Sunday, the following Monday will be our center's observation of the holiday.

We close on the Friday before the start of the school year in order for the staff to prepare for the coming school year.

In the event of serious inclement weather, DePaul Children's Center will follow directives from the South San Antonio ISD and DePaul-Wesley Children's Center will follow Harlandale ISD. Please tune in to the radio or television stations for closure announcements.

AGES SERVED

The school serves children from two weeks to twelve years old. They are assigned to groups based on age and developmental level. Class groups include:

Infants (6 weeks – 12 months)
Toddlers (13-23 months)
Two's (24-35 months)
Young Preschool (3 years)
Older Preschool (4-5 years)
School Age (5 years & older)

REGISTRATION AND ENROLLMENT

Enrollment Requirements

For your child's health and safety, and to comply with state requirements, all enrollment forms must be completed prior to your child's attendance at DePaul and DePaul-Wesley Children's Center. These forms include:

- Enrollment application
- Emergency Contacts and Phone Numbers
- Health History Forms
- Immunization Records
- Childcare forms to allow for media release (video, photo)
- Persons authorized to pick up children
- Discipline Form
- Vision and Hearing Screening

Should there be any updates needed for your child's records such as changes in telephone numbers, emergency contacts or authorized adults to pick up your child, please stop by the front office to make the additions or changes in writing.

Registration Fee

A registration fee of \$35.00 for one child and \$45.00 for a family of two or more children is charged prior to enrollment. This fee is not refundable and not transferable.

Tuition Fees

Tuition fees vary according to the child's age: Infants/Toddlers, Two's, Preschool and Schoolagers. Families who are eligible for a tuition discount must meet the

required eligibility documentation before enrolling. Tuition discounts are based on household income and household size.

Tuition Policy

Paying on a Weekly Basis. Parents must make full payment of their child(ren)'s tuition each week. Weekly payments are due on Friday prior to the coming week or on Monday of that week at the latest. Balances not paid in full by the following Friday **could** result in termination of child care services.

Paying on a Monthly Basis. Parents who request to pay monthly must pay the full monthly fee on the fifth business day every month. Upon the first occasion that a monthly payment is overdue, your account will be placed on a "weekly payment basis." Failure to pay the full balance **could** result in termination of child care services.

Late Payments. If due to extenuating circumstances a parent continues to carry more than a week's balance, they will be asked to make an appointment with **the director** to come up with a payment plan.

Third Party Payments of Your Account. Parents who have another source of funding to assist in tuition payments such as CCS (Child Care System), Presa or public school funding, will be expected to adhere to the policies required of them by the program in which they participate.

Vacations or other absences. Parents must pay full tuition even when their child(ren) are not attending regardless of the reason. Parents who fail to pay under this circumstance automatically forfeit their child(ren)'s enrollment space.

Staff Development Days. At least once a year all our staff attend a full day staff development day which requires the center to close. There are also six staff development days throughout the school year when the center closes at 4:30 p.m. The tuition for your child includes some of the trainings the staff need to improve their skills and grow professionally as teachers of young children.

Policy Changes. In the event that enrollment procedures or center policies change, all parents/guardians will be notified in writing as soon as the new information is effective.

Annual Volunteer Hours

All families enrolled are required to volunteer eight hours annually to participate in their child's class in order for them to get to know their child in his learning environment, his/her relationships with other children and teachers, and other adults in the class. Families are welcome to attend all celebrations and events and must sign in so that their hours are accounted for. If for any reason the family is unable to volunteer during the hours of operation they may volunteer by assisting with other projects assigned by teachers that they can complete at home. This form can be accessed at the front office.

Termination of Enrollment

If for some reason the parent or guardian decides that their child will no longer attend childcare at DePaul or DePaul-Wesley CC, they must inform the front office personnel at least one week in advance, and tuition must be paid for the last week that the child is in care. There will be no refunds for tuition fees paid in advance when enrollment is terminated.

A Voluntary Withdrawal Form must be filled out when terminating your child's enrollment.

Late Pick Up Charge

Parents who pick up their children after 6:00 pm are charged a late fee of \$1.00 for each late minute per child. Legal authorities will be contacted after all emergency contacts listed on the enrollment forms have been contacted for children left at DePaul or DePaul-Wesley CC one hour after closing time.

Refund Policy

All registration fees are non-refundable. Parent fees that are paid as part of the CCS funding will be refunded if CCS determines that a refund is to be given. Refunds will be given only for clerical or accounting errors.

Vacation Policy

When a family chooses to withdraw their child/ren for any reason for a short period of time (during the Thanksgiving or Christmas holidays for three weeks or longer) and would want to reserve the child's space in his/her class, a registration fee of \$35.00 (for one child) or \$45.00 (two or more children) will be required to be paid on the child's last day of attendance plus one week's tuition. The registration fee is a non-refundable reservation fee. When your child returns on the fourth week, the one week tuition will be applied to the account. If the child does not return, the week's tuition is applied to the fourth week and is considered the one week notice of withdrawal.

In the summer, when a family withdraws their child temporarily for two months, the reservation fee of \$35.00 or \$45.00 plus one (1) week tuition payment is to be paid before the child's last day prior to taking the summer vacation. When the child returns from the vacation, the one week tuition is applied to the account. The registration fee is non-refundable. Any family with unpaid balances will not be eligible for the vacation reservation arrangement.

Families may take advantage of the vacation credit once a year.

ARRIVAL AND DEPARTURE

Upon arrival each day, parents are required to leave each child in the care of the caregiver in the child's classroom and to notify the staff member upon departure in the afternoon. Do not allow your child to leave the classroom ahead of you. Please explain to your child that it is for his own safety that he stays with you.

Policy for Arrival and Late Arrival

The child care centers encourage children to spend time with their family when possible. However, we also encourage a routine of consistency for preschool children to help with transition from home to school, to discourage disrupting learning, and to help in the school readiness skills that we are preparing them for.

Sign-in and Sign-out Policy

When picking up and dropping off your children, it is the policy of the center and a licensing requirement that an adult (18 years or older) write down the times they are dropped off and picked up. You must initial the form daily. This is done so that we can closely monitor the number of children in care daily and to verify attendance. This form is taken with the class during emergency evacuation drills and fire drills. Only adults (18 years or older) are allowed to drop off and pick up any children.

Authority to Pick up Children

It is important that the registering parent/guardian notify the center director in writing of persons authorized to pick up the child. These persons will need a photocopy of their ID or driver's license kept in the child's file. Please notify the front desk staff of any changes in this information immediately. Anyone picking up a child who is not the person who regularly picks up the child will be asked to show proper identification and parents/guardians will be notified before the child will be released. All children's files are considered, and treated as, confidential documents. Once your child is signed out, he/she is under the supervision of the parent/guardian or authorized adult picking up the child.

DISCIPLINE AND GUIDANCE

At DePaul and DePaul-Wesley Children's Centers discipline consists of positive reinforcement, redirection, and encouragement of appropriate behavior. Physical punishment is never permitted. As your partner in caring for your child, it is important for good communication to exist between the family and childcare staff. If your child is experiencing a change in the home environment that may result in behavioral differences, it is important for you to notify your childcare director. In turn the director or designated person in charge and your child's teacher will keep you informed of any behavioral problems concerning your child.

If your child is found to possess a weapon of any kind, the following steps will be taken:

1. The child will be counseled by his teacher and the director or designated person in charge.
2. The parents will be contacted for a conference with the director.

3. A referral will be made to the family to see a licensed counselor (parent has choice of their own or DCSSA may refer them).
4. After meeting with the counselor and recommendations have been made, it will be determined whether placing the child back in the center is in the best interest of the child.

Every effort will be made to resolve any problem that may occur. DePaul and DePaul-Wesley Children's Center reserves the right to ask the parent/guardian to make alternative arrangements for the care of the child.

Dealing with Behavior Challenges in Children

It is possible that every class will be faced with children having behavior challenges. Initially, you will be informed that your child may be having some behavior issues. The teachers, together with a team of the parent/guardian, director, supervisor, and family and child specialist will develop a behavior plan to help the child change his behavior mostly through self-control, redirection, and positive guidance techniques. Together we will do the best we can to improve the child's behavior. Family involvement is critical in the success of the plan. The child's behavior will be closely monitored once a behavior plan is in place. We encourage the family to communicate with childcare staff as frequently as possible during this period.

Separation Procedures

In the event that the center can no longer provide care for a child, the parent/guardian will be invited to have a conference with the teacher, the family and child specialist, and the director. The center will use whatever resources are available and keep the family updated in writing or verbally. Resources will be provided to the family to help them to find other care that will meet the needs of the child.

VISION AND HEARING SCREENING

The Special Senses and Communications Disorders Act, Texas Health and Safety Code, Chapter 36, requires a screening or a professional examination for possible vision and hearing problems for children who are enrolled in a childcare center that are first time enrollees who are four years of age or older and for all children enrolled in programs who are four years of age by September 1 of each year. These screenings must be completed within 120 calendar days from enrollment.

The screenings are usually conducted by a trained professional at the center at the beginning of each calendar year. We will need to get the parents/guardian's permission for testing to be performed on their child.

OPEN DOOR POLICY

DePaul and DePaul-Wesley Children's Centers have an "open door" policy. We want you the parent/guardian to be involved in your child's education and we encourage you to participate in class activities at any time. We want to hear from you about your suggestions or recommendations to help improve our program. Frequent communication between parents and teachers is encouraged.

NON-DISCRIMINATION POLICY

As an equal opportunity provider, we consider applications for enrollment without regard to race, religion, color, gender, culture, disability, or any other basis prohibited by law.

STAFF QUALIFICATIONS

The staff play a critical part in executing the children's curriculum successfully. Every effort is made to hire only the most qualified people to help your child reach full potential. Criminal history background and references are checked on every employee, and all state licensing standards and requirements are met. All childcare staff are trained in emergency procedures and are required to take at least 30 hours of annual training in all aspects of early childhood education. At least one staff member who has a certificate showing satisfactory completion of pediatric first aid training, including managing a blocked airway and providing rescue breathing for infants and children, is always present with each group of children. All teachers have acquired their Child Development Associates (CDA) as a beginning to continuing education courses for college level degrees or are working toward it.

Every group of children has a teacher who has Pediatric CPR and first aid certification. All administrative staff is also certified in Pediatric CPR and first aid.

OUTDOOR PLAY

Outdoor play is an integral part of the child's daily schedule. All children will be taken to the outdoor playground unless it is a weather alert day as announced online, in the news, or on the radio. Only when a child's doctor has written permission to keep him/her indoors will a child be kept from going outdoors.

All children have the opportunity to play in the shade. When in the sun, they wear sun-protective clothing, applied skin protection with UVB and UVA protection of SPF 15 or higher that is applied to exposed skin (only with written permission to do so).

When public health authorities recommend use of insect repellants due to high risk of insect-borne disease, only repellants containing DEET are used, and these are applied only on children over two months of age. Staff apply insect repellent no more than once a day and only with written parental permission.

FIRE DRILL/EMERGENCY EVACUATION

Fire drills are conducted monthly and emergency evacuation drills are done quarterly. This may make an impression on your child the first time a drill is held, but your child will soon become accustomed to it and know just what to do. Severe weather drills are conducted every three months.

In the event of a severe emergency or evacuation, the children at DePaul Children's Center will be transferred to Kindred Elementary School on 7811 Kindred Road, San Antonio, Texas 78224 and the telephone number is (210)977-7575.

DePaul-Wesley Children's Center will be transferred to Wesley Health & Wellness Center at 1406 Fitch Street, San Antonio, Texas 78211 and the telephone number is (210)924-5191

YOUR CHILD'S NEW ROUTINE

It is normal for your child to have some fears and misgivings about being away from you. Children, like adults, need time to get used to new situations. Try to prepare your child for the changes as far in advance as possible. Discuss any concerns and talk about some of the new people your child will meet and the activities your child will do.

Depending on their ages, some children will typically "act out" their feelings by:

- Clinging to you and refusing to let go
- Having tantrums
- Not eating
- Waking up at night or having bad dreams
- Thumb sucking
- Bed wetting
- Expressing a desire to stay home

CLOTHING

At our childcare center your child will have many opportunities to experience a variety of activities. We recommend sending your child in clothing that is washable that will allow your child to participate comfortably in all activities from playground fun to messy art projects. If your child is potty training, please dress him in clothes he can manage on his own such as pants with elastic waistbands and stretch material. Belts and overalls will not be allowed for children during the potty training process.

Because children need regular outdoor physical activity, we ask that you provide your child with proper clothing for the different weather changes. Shoes must be comfortable for active play and must cover your child's toes for proper protection and safety.

Each child will need one complete change of clothing to include underwear, pants/shorts, shirt and socks. All clothing must be labeled with your child's name. Soiled clothing is to be taken home daily and a new set of clothing must be

brought for the child the following day. Therefore parents/guardians must check their child's cubby daily. All extra clothes will be stored in gallon size storage bags in their child's cubby. Backpacks, diaper bags or purses are not allowed to be stored in the classroom cubbies.

For safety reasons, beads and jewelry are not allowed in the center. Other than they could get lost or stolen, they could end up in a child's mouth, nose or ears and are choking hazards. The center will not be responsible for damage, loss of these items or injury caused by such objects.

TOYS

We cannot replace lost or broken articles brought from home by the children. For this reason we ask that you explain to your children that our center provides more than adequate educational toys for all children to play with. Only soft nap time friends such as stuffed animals will be allowed and will be kept in your child's cubby. Parents/guardians need to explain to their child that the stuffed toy they bring is for nap time only. Please label all of your child's belongings with your child's name.

WATER ACTIVITIES

During the summer months, children will participate in water activities. Other than sensory water tables, your child's class will have sprinkler play. No child will use the sprinkler equipment on or near a hard, slippery surface. All children will be supervised during water play at all times. Adult to child ratios are maintained during all water play activities. If you do not wish for your child to participate in water play activities, please specify this on your enrollment form.

NAPTIME

After lunch, a nap period is provided for all children. All children are provided with a mat that is regularly disinfected. Parents will need to furnish a small blanket and /or pillow with the child's name clearly marked on it. Blankets will be taken home weekly for laundering or as needed.

INJURIES

Our staff makes every effort to ensure the safety of your child. Unfortunately, minor accidents may occur. We realize that you will want to know of your child's injuries or illnesses that occur. To keep you informed, you will receive an incident/accident report for each occurrence.

In the event of a serious accidental injury, we will make every attempt to contact you for instructions. If unable to contact you, we will call the person you have indicated on the enrollment form to make medical emergency decisions about your child. Please keep these phone numbers updated on all enrollment forms. Your signed emergency medical release will also assist us in getting prompt medical attention. A childcare employee will stay with your child until your arrival.

SICK CHILD POLICY

A child who is sick will not be admitted to the center. Should a child become ill at the center, his teacher will take his temperature if necessary, then inform the director or designated person in charge. We will then contact you, the parent/guardian, so that you can pick up your child. While waiting for the parent to arrive, the child will stay in his classroom and his teacher will try to make him feel comfortable as best she can until your arrival. The child may be made to lie on his mat away from the other children in the group.

Children who have had a communicable disease must bring a signed release from the doctor before being readmitted to the center, or meet readmission criteria as defined on the COMMUNICABLE DISEASE CHART FOR SCHOOLS AND CHILD CARE CENTERS, available from the office. State law requires that children with a temperature of 100.4 degrees or higher to stay home. If your child has any one of the symptoms listed below, he will have to be sent home:

- Vomiting more than once
- Diarrhea (3x in a morning or afternoon period)
- Persistent bronchial infections
- Asthma or having difficulty breathing

MEDICATION POLICY

A written statement from the physician or parent must authorize all medication given to a child. All medication must be in the original container, indicating the child's name, name and date of prescribed medication, amount and time of dosage to be administered.

When medication is brought to the childcare center, it is to be given to the front office and a medication form is filled out by the parent. If it is an ongoing medication such as a nebulizer treatment, a medication form must be filled out weekly. No medication will be administered without a parent's/guardian's permission. The child's teacher will administer the medication.

Licensing does not allow the center to have medications (such as Tylenol, Dimetapp, over the counter cough syrups, etc.) in the children's diaper bags. An older child or a sibling could have access to it and accidentally take it.

Frequency of administering medications

If medications (including nebulizer treatments) are to be administered three times (3x) daily, the center will give it once before lunch time or after nap time. This is a time that teachers are the least busy. If medications are to be administered four times (4x) daily, the center will administer the medication at mid morning and mid afternoon. If medication is to be given twice (2x) daily, we will not administer the medication. Parents will be expected to give the medication at home.

FOOD

We provide all children with a nutritious breakfast and lunch, as well as an afternoon snack each day. All of our menus are prepared to meet the daily requirements for all children aged 12 months to 12 years. The food is prepared, served, and stored in accordance with the U.S. Department of Agriculture (USDA) Child and Adult Care Food Program (CACFP) guidelines.

Menus are posted in each classroom and are available at the front office for all families.

Absolutely no outside food is allowed at the center unless it is approved by the director or designated person in charge. Class activities and center/birthday celebrations will allow for outside food to be served to the children. Please inform the staff/teachers before bringing food items for a birthday party.

If your child has food allergies, a statement from the doctor verifying this condition must be in your child's file and accommodations can be made to bring in food from home.

Time of meal service: Breakfast 8:00 a.m.

Lunch 11:30 a.m.

Snack 2:30 p.m.

INFANTS AND TODDLERS

Infant Formula/Baby Food:

- The program encourages mothers to breastfeed their infants while they are in care at the center. The center has provided an area in Classroom 1 with a comfortable place to enable a parent to breastfeed her child. The program supports breastfeeding by accepting, storing and serving expressed human milk for feedings. Upon enrolling your infant you will be given more information about breastfeeding your child while in care.
- Only formula and baby food that is in factory sealed containers (e.g. ready-to-feed powder or concentrate formulas and baby food jars) will be provided to infants.
- Solid foods and fruit juices will not be served to infants younger than six months of age unless recommended by the child's health care provider.
- The program does not feed cow's milk to infants younger than 12 months, and it serves only whole milk to children ages 12 months to 24 months.
- The program is in the CACFP (Child and Adult Care Food Program)

Diapers and wipes:

- Parents are required to provide diapers for their children.

- Only commercial, disposable diapers are allowed while children are in care unless a health care professional has recommended cloth diapers.
- Diapers are changed when wet or soiled.
- Diapers are changed in only designated diaper changing areas and not elsewhere in the facility.
- Clothes that get soiled by urine or feces will be immediately placed in a plastic bag (without rinsing or unavoidable handling).

ASSESSMENT AND EVALUATION OF CHILDREN'S DEVELOPMENT

Our goal is to work with the families with a program that is informed and systematic. We use formal and informal assessment approaches to provide information on children's learning and development. Every effort is taken so that we give the families the opportunity to learn about the curriculum, and to incorporate sensitivity to the cultural contexts of the families, and how their child is learning. The staff engages with families to learn their knowledge of their child's interests, approaches to learning, and the child's developmental needs and to learn about their concerns and goals for their children. This information is incorporated in ongoing classroom planning and program improvement.

Communicating your child's progress:

- Staff will communicate with families on a daily basis regarding infants' and toddlers'/twos' activities and developmental milestones, shared caregiving issues, and other information that affects the well-being and development of their children.
- Staff will communicate with families on at least a weekly basis regarding preschool children's activities and developmental milestones.
- Where in-person communication is not possible, staff will communicate through established alternate means.
- Throughout the year, all children are assessed by their child's teacher with the use of observations, anecdotal recording, portfolios and checklists. The center uses the Ages and Stages Checklist for assessing all children in their care and in partnership with the families, teachers and families will set individual goals for the child. This will help improve the knowledge teachers need to plan challenging curricula that responds to each child's individual needs. This form will be kept in your child's file.

PARENT-TEACHER CONFERENCES

Children's learning and development are crucially linked to their families. At least twice a year parents are invited to attend a formal parent teacher conference, and may schedule a conference anytime during the year when the teacher or parent determines it necessary. Parent-Teacher conferences are scheduled to promote optimal learning and development, giving parents an opportunity to visit

with their child's teacher and learn more about the child's growth and development. Formal teacher conferences are scheduled in October (mid term) and May (towards the end of the school year).

In making our childcare program a positive experience for each child, we encourage you as parents/guardians to be our partners in the education of their children.

PREVENTION OF CHILD ABUSE AND NEGLECT

The center is proactive in the prevention of child abuse and neglect. All teachers working with children are required to attend an annual training on child abuse and neglect. The Child Abuse Hotline is made available to all staff and parents because it is posted by every telephone at the child care facility. Parents and staff are trained in identifying warning signs that a child may be a victim of abuse and neglect. Instructions and procedures to be followed when reporting to licensing is included in the orientation of every new employee.

Your attention and early intervention could save a child from harm and maintain a family's integrity.

COMPLAINTS OR GRIEVANCE PROCEDURES

If a parent/guardian has concerns or complaints about any aspect of the program (i.e. discipline, staff issues, policies), you are to discuss them directly with the center director or the designated person in charge, and the director will determine if a conference or meeting is necessary to settle the complaint or issue.

GANG-FREE ZONE

DePaul and DePaul-Wesley Children's Centers are located in a gang-free zone. Gang related activities are prohibited within 1,000 feet of the center. The goal of gang-free zones is to deter certain types of criminal activity in areas where children gather by enforcing tougher penalties.

MINIMUM STANDARDS

You have the right to review a copy of the Minimum Standards for Licensing Child-Care Centers and the most recent inspection report. Please contact the director to review these documents.

CONTACTING THE LOCAL LICENSING AND FAMILY AND PROTECTIVE SERVICES OFFICE

3635 S. E. Military Drive
San Antonio, Texas 78223
(210)337-3399

P.O. Box 23990 MC 278-5
San Antonio, Texas 78223-0990
(210) 337-3399

FPS Website: www.txchildcaresearch.org

Child Abuse Hotline: 1-800-252-5400

LOCATION /TELEPHONE NUMBERS

DePaul Children's Center is located at:

3050 Golden Avenue
San Antonio, Texas 78211
(210) 334-2311

DePaul-Wesley Children's is located at:

1418 Fitch
San Antonio, Texas 78211
(210) 334-2390

CONTACT INFORMATION

DePaul Children's Center

Director: Elisa Romasanta	(210)334-2311 Ext. 120
Childcare Supervisor: Naomi Gauna	(210)334-2311 Ext. 119
Childcare Supervisor: Kimberly Villarreal	(210)334-2311 Ext. 177

DePaul-Wesley Children's Center

Director: Marcia Puente	(210)334-2390 Ext. 122
Childcare Supervisor: Maricruz Galvan	(210)334-2390 Ext124

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