



# Operational Policies

Operational Policies as required by HHS

Crenshaw Athletic Club  
Palaestra Preschool/Pre-K Program  
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**Mission Statement** Crenshaw Palaestra is an educational program dedicated to the development of children through preschool academics and athletics. It is our goal to make Crenshaw Athletic Club the most progressive facility of its kind. In striving to accomplish this goal, we never lose sight of the individual child. We pledge to do our best to develop each child's potential and provide them with a rewarding, enjoyable and positive experience.

## **General Information**

1 **Hours:** The Palaestra program opens for early drop off starting at 7:45 a.m. and we begin releasing children at 12:00 (noon) Morning rotations begin at 8:45 a.m. For those registered in Lunch Bunch, pick up is between 2:15-2:30 (late fee assessed after 2:45 pm). The program meets either Tuesday/Thursday, Monday/Wednesday/Friday or Monday through Friday. In the case of inclement weather such as ice, snow or flooding, Palaestra will try to follow the recommendations of AISD. Please log on to our website and/or check your email for notifications of closings or delayed start times. If we need to close early we will begin calling parents immediately via telephone numbers listed on enrollment forms or send out information via Brightwheel app or iClass Portal. Arrangements should be made immediately to pick up your child from Crenshaws.

**Late Pick:** We expect your child to be picked up on time. If your child attends the Palaestra program, pick up is at 12:00 (noon). There will be a \$25 charge for those who pick up after 12:00 (noon). If your child stays for Lunch Bunch, you will be charged \$25 if you pick up your child after 2:45 p.m.

**Holidays-** Palaestra will close in observance of various holidays throughout the year. Parents will be provided with a calendar with a complete list of the holidays at the beginning of the fall semester. There is no prorating for these holidays. Palaestra also observes a winter break and spring break which coincides with the AISD calendar

**Tuition:** To register, a \$100 non-refundable registration fee is required. The registration fee covers supplies and the payment for vision and hearing testing. Payments may be made by cash, check, or credit card, or automatic payments through iclass pro portal. The tuition for Palaestra is as follows:

Days	Monthly Tuition	Lunch Bunch
T/TH	\$325.00	\$95.00
M/W/F	\$470.00	\$145.00
M-F	\$605.00	\$220.00

*If you click the re-occurring button your payment will be automatically drafted on the 5th of each month and avoid any late fees!*

**Lunch Bunch:** During the school year, Crenshaws offers an extended "Lunch Bunch" section of the Palaestra program that runs from 12:00-2:30 p.m. There is an additional cost to include the Lunch Bunch section. During this time the children will eat lunch, have enrichment

activities, have a rest time, and play outdoors or in the gym. Parents are responsible to provide their child with lunch. On Fridays, we provide pizza. There is an additional fee for pizza and is paid by the semester. Please inform the office if you would like your child to participate in Pizza day.

-Late Tuition: Tuition is due prior to the 5th of each month. On the 6th if tuition is not paid, a \$20 late fee will be assessed.

-Withdrawing your child/children: Palaestra requires a 30-day, written notice prior to withdrawing your child from the program. If you fail to provide the 30 day notice you will be financially responsible for the following month's tuition.

-Return Check Charges: There will be a \$25 fee for all returned checks. NSF checks will not be re-deposited. You must bring in a money order, cashiers check, cash or credit card. (Please include the \$25 NSF fee with your replacement.)

**2. Procedures for the release of children:** Your child's safety is a priority. ALL children must be walked into the building by an adult. Parents are required to sign their children IN and OUT daily. Include on the enrollment form a list of individuals who are allowed to pick up your child. Children will be released to these authorized individuals when requested by a parent and/or legal guardian. These individuals will be asked to show a photo ID. Please notify Crenshaws in advance if there is a change in up persons. In the event of an emergency, you may give authorization via telephone although a signed release form is preferred. We will not release a child to anyone under the age of 18 years of age. Parents should supervise children at all times in the facility, on the outdoor play areas and in the parking lot by being physically present with their children at all times. Children should never be left unattended in a vehicle.

**3. Illness/Exclusion Criteria and Procedures for Medical Emergencies:** If your child becomes ill while at school, Crenshaws will place the child in the office and contact parents to come and pick up the child. Therefore, please keep phone numbers and email addresses up to date with the front office. The child will need to be picked up immediately. If parents cannot be located, Crenshaws will call emergency contact individuals listed on the child's enrollment form. As stated in Minimum standards, your child will not be admitted if one or more of the following exists:

-The illness prevents the child from participating comfortably in regularly scheduled activities including outdoor play.

-Contagious disease

-Fever of 100.0 or greater (must be fever free without medication for 24 hours before returning)

-Vomiting or diarrhea

- Discharge from eyes or ears
- Head Lice (active)
- Your child may return to school after they have been 24 hours symptom free or the child has a health care professional's statement that the child no longer has an excludable disease or condition.
- We are required to follow the guidance of Austin Public Health in regards to communicable diseases.

**4. Procedures for Dispensing Medication:** Crenshaws will administer medication prescribed by your child's physician (Over-the-counter medications will to be administered without a physician's note.) We require you to sign a medical permit authorizing us to dispense the medication each time we are to dispense it. The medicine must be in the original container, labeled with the child's full name, and the date brought to Crenshaws. Please ask a staff member for assistance with signing in and storing the medication. Medication must be left in the office. Medication must never be left with a child or stored in the child's bag or cubby.. Any medication left beyond its expiration date will be disposed of and we will notify the parent and/or guardian. If a child has a periodic and recurring medical problem, such as headaches, asthma attacks, or allergic reactions, the parent or the child's health-care professional may sign a medication authorization allowing Crenshaws to administer the medication when symptoms occur for each semester. The authorization must include information on symptoms to watch for. Parents will be notified after the medication is administered and this will be documented on the medication chart located in the office.

**5. Medical Emergencies:** In the event a child needs emergency care, CPR and/or appropriate First Aid will be administered until help arrives. 911 will be contacted immediately for assistance. Parents will be contacted as soon as possible. Any minor accident or injury sustained at Crenshaws will be documented on an Accident Report Form. Staff members will inform parents by phone or during pick up and parents will be required to sign the form to acknowledge that they have been informed of the accident or injury to the child

**6. Enrollment/Parent Notifications:** Crenshaws requires that a completed enrollment form be submitted along with a registration fee. This fee is non-refundable. A copy of the child's immunization record or a notarized affidavit stating that immunizations interfere with religious tenets are also required as part of the completed enrollment [form](#) and a Health Statement provided by physician are required. Parents will be given a copy of the operational policies. You must sign off that you have been given a copy. In the event a policy change is necessary, parents will be notified in writing. Parents may contact Crenshaws (512-453-5551) or in writing (5000 Fairview Dr, Austin, Texas 78731) or via email ([info@crenshaws.com](mailto:info@crenshaws.com)) with any questions regarding current operational policies and/or policy changes.

**6. Parental Notification Procedures:** Communication with parents occurs through a variety of means. Notes, accident reports, fieldtrip notices, etc will be sent out via email, handed to parents directly, posted or sent through apps (ie. iclass/Brightwheel). We communicate frequently through emails, please make sure your address is current and checked regularly. Parents will be notified via telephone numbers listed on the student's enrollment form if a child becomes ill, has a serious accident or an emergency occurs. Parents can also check our website for information and notifications ([www.crenshaws.com](http://www.crenshaws.com)) We also use the iClass Portal and a parent communication app to send out emergency text (ie: weather closures) or other important event information. Please see the office for sign up instructions.

*-Custody Issues and Court Orders:* Crenshaws prefers not to get involved with custody disputes. If your family has a court order on file, please provide us with the most recent copy. It is our policy to follow court orders exactly as written. If a custody issue creates a risk or hardship for our facility or staff, Crenshaws reserves the right to terminate care.

**7 (8). Discipline and Guidance Practices/Suspension and expulsion:** Crenshaws finds the best discipline policy begins by creating an atmosphere where the children are busy learning and interacting with their environment and peers. The goal of discipline is to teach the children to make correct decisions on their own and understand behavior options. However, situations may arise which require intervention by teachers in order to maintain safety for all students and staff members. We will work with children and explain why we have certain rules, etc. in such a way as to maintain and foster self-esteem and self-control. Teachers use positive reinforcement to acknowledge accepted and outstanding behavior. When a situation occurs that is non-threatening to others, mild in nature and non-repetitive, teachers will use redirection. Time out can be used but only for the number of minutes the child is in age. For example a 3 year old will sit no longer than 3 minutes. Children will be removed to the office when safety is a factor and poor behavior choices are repetitive. We will strive to keep parents informed of behavioral progress through both written communication and telephone calls. When necessary, we will request a parent conference to gather input from parents. If a child has become aggressive and is disrupting regularly scheduled activities they will be removed from the classroom to the front office. In the event the child becomes dangerous to themselves, teachers, or other students, parents will be contacted to come pick up the child. If his/her behavior becomes a repetitive problem we will ask the parent to have the child evaluated and will request an action plan created by a physician or counselor. If the behavior continues and we are unable to reach an effective action plan we will ask you to seek alternate care for your child.

*-Assessments:* Throughout the year the teachers will send home assessments so you can follow what your child is working on at school. The purpose of these assessments is to give parents the ability to track their child's progress and learning development. We really want to prepare your child as much as possible for Kindergarten and this is a way for you to see their personal readiness. If you have any questions about the information on the reports, please

make an appointment with the Director and they would be happy to discuss your child's progress even further.

9. Safe Sleep policy (N/A)

**10. Meals and Food Service Practices:** Crenshaws will provide a morning snack each day. A snack menu will be posted in the classroom, on the cottage bulletin boards, posted on parent communication apps. Please notify us of any food allergies or dietary concerns that may affect your child. We request all students with severe food allergies or restricted diets provide their own snack daily. Water will be served at every snack, mealtime and after active play. If your child is part of Lunch Bunch, parents are responsible for packing a nutritious lunch for the student each day aimed at meeting the child's dietary needs. Texas Dept. of Family and Protective Services requires us to inform you of the following information regarding lunches. Each parent is responsible for providing his/her child's meals from home containing the following food groups: Dairy, Meat/Protein, Grain, Fruit and Vegetables. Crenshaws is not responsible for the meal's nutritional value or for meeting the child's daily food needs.

\*\*\*Allergies: Please include any allergies your child has on his/her admission forms. We will ask you to have an action plan signed by your child's physician which will include all known allergies, signs/symptoms, and appropriate steps needed to take in case the child is exposed. Copies of the action plan will be posted in classrooms, on their clipboard, and in their file. Emergency medications must be in original boxes and in good date.

**11. Immunizations Requirements:** Each child enrolled in the Palaestra program must meet applicable immunization requirements specified by the Texas Department of Health Immunization Requirements in Texas Elementary and Secondary Schools and Institutions of Higher Education. A copy of the child's immunization records or a notarized affidavit stating that immunization interferes with religious tenets and a statement of health signed by the child's physician are also required to Crenshaws ON or BEFORE the first day of attendance. You can find information relating to immunization requirements by visiting [www.dshs.state.tx.us/immunize](http://www.dshs.state.tx.us/immunize).

-Tuberculin (TB) Testing Requirements: Requirements for tuberculosis screening vary across the state. The Texas Department of Health does not currently require tuberculosis testing for children attending a child-care center in this region.

**12. Hearing and Vision:** The Special Senses and Communication 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. We provide a licensed health-care professional to conduct the screening annually. Refer to Texas Health and Safety Code, 36.011, for specifics on vision and hearing screening. This information may be accessed on the Internet at [www.tdh.state.tx.us/vhs/](http://www.tdh.state.tx.us/vhs/). Crenshaws requires this testing to be performed on-site each year through an independent provider. The fee for the testing is part of your registration fee. Parents are provided with the test results and/or referral for follow-up care/testing.

**13. Enrollment Procedures-**Crenshaws has open enrollment starting in March each year for the following school year. A \$100 registration fee per child is required each year. State required forms and completed parent portal in order to register. All required paperwork and medical forms must be fully completed in order for the child to begin. Tuition increases may apply in August of each year. Parents will be notified of all policies in August for each school year, and in writing if any apply in the middle of a year.

**14. Transportation:** Children may participate in a one field trip at the end of the school year. Transportation is provided by bus. The bus is equipped with seat belts and/or child safety seats as required by HHS. Facility vehicles are maintained in safe operating conditions with current insurance and inspections. When students travel away from the facility, at least one staff member per group will be CPR and First Aid Certified. Please adhere to field trip departure times and arrive early.

**15. Water Activities:** Crenshaw Athletic Club includes swimming lessons and play as part of its everyday curriculum. We have a full size, indoor swimming pool located by the entrance of the facility. The pool depth varies from 5 feet (at the deepest) to 18 inches.. The swimming pool is staffed by 2 staff members including a certified lifeguard who has CPR and First Aid certifications. In order for your child to benefit from this unique program, they should swim everyday they attend unless there is a medical reason for them to stay out of the pool. Please notify the instructors if your child needs ear plugs, special lotions, etc so we can make arrangements. Our instructors are sensitive and understanding teachers who care greatly for the children. Our teaching methods are gentle and gradual. There is absolutely no better insurance policy in Austin than having your child water safe! Should your child have a problem with swimming, please feel free to talk with his/her instructor, they will be happy to set aside some time to discuss your concerns.

Free Swim: Any child that does not competently swim (as per the American Red Cross definition) must wear a personal flotation device during free swim. This does not apply to active swim lessons. You will provide your child's swim level on your registration form. We also swim test kids and they must pass in order to opt out of lifejackets.

**16. Field Trips:** Off campus field trips may be scheduled once or twice a year. Parents will be notified in writing a minimum of 48 hours in advance of field trips with signs posted in classrooms, e-mails/ iClass portal that will include the date, place, departure time, return time, address, phone number and cost (if applicable) of each field trip. (see "Transportation" for additional information on getting to and from the field trip locations.)

**17. Animals (n/a)**

**18. Promotion of Indoor and Outdoor Physical Activity**

Crenshaws strongly believes and supports the need for physical activity each day. When children participate in physical activity every day, multiple health benefits accrue. Regular



physical activity builds healthy bones and muscles, improves muscular strength and endurance, reduces the risk for developing chronic disease risk factors, improves self-esteem, and reduces stress and anxiety. Beyond these known health effects, physical activity may also have beneficial influences on academic performance. In addition, cognitive skills, and motor skills appear to develop through dynamic interaction. Research has shown that physical movement can affect the brain's physiology. Preschool and Pre-Kindergarten children will participate a minimum of 90 minutes of moderate to vigorous active play each day. Opportunities for active play may overlap with outdoor play when weather permits. Crenshaws will promote all children's active play every day. Children will have ample opportunity to do moderate to vigorous activities, such as gymnastics, swimming, running, climbing, dancing, jumping, skipping, etc. The kids will participate in activities around the gym, pool, outside playground and classroom. The kids will need to wear active play clothing, swimsuits (while in the pool) and tennis shoes while outdoors. Our large amount of indoor space including gym and pool allows for regular physical activity even on poor weather days. Crenshaws uses a weather/heat index chart to properly determine appropriate and safe amounts of time outside.

-Gym Equipment: Our gym equipment is regularly checked and maintained for safety by our USGA certified gym coaches. Enrolled students are only allowed to be on the gym equipment under a gym teacher's supervision. Parents and/or siblings are NOT allowed on the gym equipment

**19. Procedures for sunscreen/insect repellent/ointments:** Please inform teachers if you would like sunscreen to be applied to your child during outside playtime. We ask you to provide the sunscreen labeled with your child's name. If you would like Crenshaws to apply any special ointments or swim creams to your child, please make arrangements with teachers as to when it needs to be applied and storage location. Crenshaws keeps "Off" brand bug spray on hand in case we feel it is needed during the day. Please let the teachers know and include in the special notes section of your child's registration paperwork if you would like to bring your own or you do not wish for your child to be sprayed.

**20. Grievance Procedures (Review & discussion of concerns or policies):** The Director is available to review or to discuss any concerns or questions with regard to the policies or procedures at Crenshaws. The Director may be reached at the facility in person, by telephone or by e-mail ([info@crenshaws.com](mailto:info@crenshaws.com)). It is our goal to make Crenshaws the best facility of its kind. We will strive to work with each child and family to ensure needs are met at the highest standard possible within a group care setting. In the event the director is not available in person, an appointment may be made with the front office to discuss concerns or questions as soon as possible. Phone numbers and email addresses are on the front of this book.

**21. Parental Visitation/Participation:** We welcome parents to come and observe anytime. Parents are asked to be aware if their presence is disrupting or distracting to the child. Parents

must check in first with the front office. If you have a special talent or interest, we encourage you to come and share. Ask the Director for more information and/or to make arrangements. Parents are always welcome to join in on field trips or special days.

**22/23. Availability of Review of Current Licensing Inspections and Health and Human Services Minimum Standards for Child Care Facilities, Licensing phone Numbers, Abuse Hotline, and Texas Department of Family and Protective Services website:** Crenshaw Athletic Club is licensed and inspected by the Health and Human Services. HHS may be reached by calling 1-800-862-5252 or locally 512-834-3195. The Child Abuse Hotline is answered 24 hours a day and may be reached by calling 1-800-252-5400. The latest inspection is always posted and available for review on the bulletin board by the front office. A copy of HHS Minimum Standards for Child Care Facilities is available to review upon request. The DFPS Minimum Standards for Child Care Facilities is available for review on the internet at: [www.hhs.texas.gov/child\\_care](http://www.hhs.texas.gov/child_care) (Current and past inspections for all licensed child care facilities may also be accessed on this website.)

**24. Emergency Preparedness plan for Crenshaws:** Crenshaws has an emergency preparedness plan to ensure the safety of children during an emergency. Crenshaws keeps a storage supply of emergency food and water along with first aid supplies.

- A. Fire: In the event of fire, smoke, gas, etc., the children will be evacuated from the building. The Palaestra program will meet at Perry Park located next to Highland Park Elementary School. Relocation diagrams are located in each classroom, in the office, and available upon request.
- B. Tornados/Bad weather: The adult locker rooms are interior rooms with no windows. All children and staff are to relocate to these areas in the event of inclement weather such as tornadoes, high winds, etc.
- C. Medical Emergency: In the event of a medical emergency all staff are advised and prepared to call 911. All classrooms are equipped with a phone that will dial out to 911. Parents will also be notified immediately. Crenshaws will follow the instruction of 911 and/or proceed as learned in First Aid courses.
- D. Communicable Diseases Outbreak: In the event of a communicable disease outbreak, Crenshaws will call the Texas Department of Health and follow the plan as advised by the Health Department. This typically includes a letter to all parents and an authorization date from the Health Department for the child/children to return to child care.
- E. Intruder with a Weapon: In the event an intruder threatens the safety of staff or children, all staff are advised and prepared to call 911. Crenshaws will follow the advice of 911. In addition staff members will shut off lights in the room, close doors, close blinds, help children get down low and/ or get into close, safe areas.
- F. Explosion or Chemical Spill: In the event of an explosion or chemical spill in our area all staff are advised and prepared to call 911. We will follow the advice of 911. In addition we will keep all children in the building, in the adult locker rooms, and away from all windows, if this is in accordance with 911. In the event the explosion is on site, Crenshaws will react as dictated for a fire emergency.
- G.. Relocation: In the event Crenshaws is advised to relocate or the building becomes uninhabitable, all staff and children will be relocated to Highland Park Elementary school. Everyone will be relocated via bus, van or personal vehicle. Children will be transported using the same guidelines for accounting for children as designated for field trips.
- H. Essential Documents: All teachers will keep a roll book

with them at all times, including any evacuations. There is also a teacher in charge of keeping all children's parent contact numbers, emergency contact numbers, and authorization for emergency care. I. Communication during emergency: Communication with anyone other than 911 will take place as soon as Crenshaws has authorized that it is safe to make phone calls. Parents of all students in attendance will be called first. Once everyone is accounted for and all parents and authorities have been notified, Crenshaws will contact HHS. All contacts will be made via phone or we will send out a mass "iclass" text with information. The phone number for contacting Crenshaws in the event of an emergency is 512-453-5551 or use the parent communication app.

**25. Breastfeeding Provisions:** Crenshaws adheres to the belief that all parents have the right to breastfeed or provide breast milk for their child. The Mezzanine, located at the top of stairs, is available for nursing mothers. This area is equipped with comfortable chairs for your convenience

**26. Preventing and responding to abuse and neglect of children** All observations or suspicions of child abuse or neglect will be immediately reported to the CPS hotline: 1 -800-252-5400 or [www.txabusehotline.org](http://www.txabusehotline.org). Our teachers receive child abuse and reporting training each year. Part of the training is to inform the teachers that it is their responsibility to call and report any suspected abuse or neglect, they may not appoint someone to call for them. All staff involved will follow the direction and guidance of CPS. It is our policy that our teachers are free from retaliation after a report is made. For more information about abuse, reporting and investigation procedures refer to

**27. Health Checks-N/A**

**28. Vaccine Policy:** Our employees have been reviewed on recommended vaccines in order to protect themselves and your children while at school. The CDC recommends for adults to obtain influenza (yearly), Td/Tdap, Varicella, and the COVID-19 vaccines including recommended boosters. Our employees are strongly encouraged to discuss their vaccination schedule with their personal physician and base their decisions based on their risk level and needs.

**29. Unassigned Epinephrine auto-injectors:** Our operation does not maintain or administer unassigned epinephrine auto injectors to use when a child in case has an emergency anaphylaxis reaction. If your child has a prescription for any emergency medication, we will need to have it stored in our office while your child is in care. If your child shows any anaphylaxis reaction, with no known medication on file we would call 911 for assistance.

**30. Supporting inclusive services to children with special care-** We are an inclusive program. Please let us know if your child has been diagnosed with a special need that requires additional services. We need a copy of your child's IEP on file with an action plan in place.. If a child requires additional staff, schedules or attention that would leave us with a financial, staff to child ratio, or safety burden then we may have to recommend you find alternative care. We welcome guidance from caregivers and therapists for best practices.

Parents and Guardians may visit Crenshaws at any time during our hours of operation to observe your child, program activities, our building, premises, and equipment without having to secure prior approval. Parents/Caregivers are required to check in with the office and we ask that you be aware if your presence is a distraction.

**Additional information:**

DFPS requires Crenshaw Athletic Club to inform you that we are a Gang Free Zone. The state of Texas requires that all child care facilities inform parents and guardians that certain gang-related criminal activity or engaging in organized criminal activity within 1000 feet of Crenshaw Athletic Club is a violation of the law and is therefore subject to increased penalty.

In an effort to keep all of the children that attend Crenshaws safe it is our policy that no one with a sexual criminal history is allowed in our building at any time. This policy can and will be enforced with the help of the local police.

All persons, excluding law enforcement officials, are prohibited from carrying weapons including firearms, hunting knives, bows and arrows, and other weapons on to the premises of the child care center (see Minimum Standards rule 746.3707)

\*\*\*Please sign on the separate signature page acknowledging that you have read, understand and agree to abide by all of the above policies.