

HEAVENLY CHRISTIAN ACADEMY/HEAVENLY LEARNING CENTER

Do yourself and Favor and Inspire someone you know!

Children for Christ

PARENT HANDBOOK (Revised 1/27/2025)

We welcome you and your family to our center! **“Train up a child in the way he should go, and when he is old, he will not depart from it” Proverbs 22:6**

Your child will be given plenty of individual attention and love each day. We strongly believe and trust in the Lord, and we know that each day will be a blessing for your child!

HCA participates in the **Texas Rising Star Program (4 Star)**, **Pre-K Partnership with DISD** and the **CACFP USDA Food Program**.

Philosophy & Goals: We believe that the most important beginning of a child's life is the love they receive. We focus on teaching responsibility, developing socialization and self-help skills needed to succeed while encouraging the talents in each child.

We want to build a creative foundation for a lifetime of learning within your child. Your child will be given plenty of individual attention and love each day. Through trusting and believing in the Lord, we know that each day will be a blessing for your child.

Our Program is centered around the Bible, Prayer, Frog Street Curriculum (3months to 35months), DISD-Scholastics Curriculum (3yrs to 5yrs). All curriculums support every aspect of your child's physical, social/emotional, cognitive and language development. Our afterschool program includes tutoring homework, physical development, and character building for social/emotional skills from the online program Character.org and biblical activities.

All children are given the opportunity to explore materials and participate in a variety of experiences. Activities are carefully planned and implemented in an open classroom setting. Children are free to choose from age-appropriate activities including art, music, language development, pre-math skills, science and nature, and dramatic play. Children develop self-esteem, independence and problem-solving skills as they make choices and assist in planning the environment and the activities.

Our primary goal is for children to feel safe and secure. Prior to being independent, a child must know that he or she can depend on adults and a predictable environment. Children are treated with respect and kindness. We recognize that children develop at different rates and have different interests. Small group size and appropriate teacher-child ratios allow for meeting the individual needs of each child.

Animals (17): Most of our science centers in our classrooms have real small animals such as fish, hamsters, Guinea pigs, etc. Children are sometimes allowed to prepare food and water for animals but are not allowed to touch the animals. All cages are cleaned and maintained by staff only. If your child has any specific allergies pertaining to animals, please see the center Director or Admin staff. All animals are checked by the local veterinarians for health and safety.

Arrival: When you arrive at the center, please sign your child in at the front desk computer and you must walk your child into his or her classroom. Never drop your child off in the parking lot or at the front desk. If medication is to be administered during the day, please sign it in and leave it with the front office staff or teacher. We ask that you drop your child off by 9:30 am to participate in all the lessons pertaining to our curriculum. It is important that your child arrives on time each day to join the small group activities and participate in all the day's activities. An irregular arrival time creates classroom interruption, lack of structure, a feeling of being left out, and missed learning. Children will not be able to attend the center after 9:30 am unless you have a doctor's excuse.

Attendance & Absence Policy: We plan for your child to attend every day that he/she is scheduled. Therefore, if your child is going to be absent from school, please call the office by 9 am at 972-681-7545 or you can send an email to heavenlychristianacademy@yahoo.com or send a ClassDojo message. THERE ARE NO MAKE-UP DAYS FOR ABSENCES. If your child becomes sick with a communicable disease listed in this handbook, you must have a doctor's note stating that your child may return to school, before he/she can resume attendance in the program. There are NO TUITION ADJUSTMENTS DUE TO ABSENCES, FAMILY VACATIONS OR CENTER HOLIDAYS. The cost of our teaching staff remains the same when children are absent, no exceptions to this policy will be made. Parents are always required to notify the front office staff or teacher of absences. If your child is enrolled in our DISD Pre-K program, please provide a written letter or doctor's excuse when your child misses a school day.

Bags: Currently we do not allow any bags for children ages 3 months to 5yrs old; this includes clear/see through bags and/or back packs and diaper bags. We ask that you bring all your child's supplies in a **disposable bag only**. If you do not have a disposable bag, one will be provided for you. The items you bring will be placed in your child's cubby. Only School age children can bring clear back packs.

Breastfeeding (25): All parents have the right to breastfeed or provide breast milk for their children while in care. We encourage all moms to breastfeed if they can. Our infant room provides a relaxing rocker chair that allows a mother to breastfeed her child. Moms are welcome and encouraged to come into the center and breastfeed their child. We have available breastfeeding resources for parents who need/want more information. If you would like to be in a more discrete area for breast feeding, you are welcome to use our therapy room that provides an adult-size chair for comfort.

Biting: When a child is bitten, it is a traumatic situation for both children and both parents. Yet, biting is not unusual behavior for pre-verbal children. They may become frustrated when they cannot say "Move", "I was playing with that", or "You are too close". Because they cannot speak, some children will bite. When a child is bitten, the area is cleaned, and ice will be applied if needed. The bitten child is held and consoled until they

are ready to rejoin the group. The biting child is told that biting is not allowed and that it hurts. Perhaps the best way to stop biting is to encourage language development and using words. Parents will not be given the name of the biting child and/or the parent contact information. Any retaliation from either parent will not be tolerated. Retaliation from any parent will lead to discontinuation of care.

Car Seats/Strollers: We do not accept car seats or strollers of any kind to be left at the center. This includes infant car seats. We ask that you please make prior arrangements with family or friends who may be picking up your child that will need a car seat or stroller for transportation.

Choking Hazards: Please do not send your child with coin money in their pockets. Please do not place beads and barrettes on hair that are easily removed. All of these are choking hazards to your child and the other children at the center and pose a safety hazard.

Communications: Communication is the key to success. We love to talk briefly to you daily either when you drop off your child or when you pick up. We can arrange for conferences if you need a lengthier conversation. Several different forms of written communication are generated by the school and staff. We may send out weekly updates, monthly newsletters and quarterly notices. Each class also has a curriculum and parent communication board that is updated every Monday. Our center is Green, we will email newsletters unless you request a paper copy. We also ask that you email us with any concerns, suggestions or requests. We will return your email the same day received before 12pm; any emails after 12pm will be returned next business day.

Conferences: Parents are free to confer with our staff at arrival or departure times for a brief minute each day as needed. If either the staff or parents feel it is necessary to speak for more than a few minutes about a topic, a conference can be scheduled. Conferences to discuss your child's progress will be scheduled quarterly. Conferences can be held in person, over the phone or via zoom. Children participating in our DISD Pre-K Program will also have conferences set up with their DISD teacher throughout the school year.

Curriculum & Curriculum Goals: Our center is Christian based. We will encourage love, kindness, faith, and respect for others and self through non-denominational biblical teachings. We use Scholastics, Frog Street, and Kids of Integrity learning programs. Through these programs and teacher resources, we provide a creative, innovative, developmentally appropriate, and culturally rich learning experience for your child. Each classroom has a posted schedule and list of activities for the week. Each Schedule will differ according to the age group. All schedules will include center time, story time, outside play, lessons, field trips (depending on age group), music time, group games and art time. Teachers will adjust curriculum to fit each child's needs.

Developmental Milestones: We currently use the Frog Street curriculum to complete our developmental checklist for 3months to 35months; testing is administered quarterly. Our DISD Pre-K tests children's progress on learning quarterly. Test results are shared in Data dig meetings. We share all progress reports with parents on a quarterly basis via scheduled parent conferences and/or send test results via ClassDojo.

Discipline and Behavior Management (7): Discipline and guidance will be consistent and will be based on an understanding of the individual needs and development of the child. Our key to effective discipline is found in

loving, respecting and guiding children toward acceptable behavior. We use positive reinforcement and redirection. After trying several other techniques, the child will be removed from the group and placed in our safe place center inside the classroom. At no time will physical punishment be used to correct the child. With instances of biting or very aggressive behavior that involves physical violence, parents will be asked to remove the child from the center for a specified period of up to 3 days. For challenging behavior cases, we will follow the procedures in our **“Addressing Challenging Behavior” Policy** and perform all necessary steps before we ask parents to make other arrangements for the care of their child. We must protect the wellbeing of the children in our center. Please be supportive of our rules. Your structured parenting and reinforcement are the keys to successful discipline at our center. Also, if a problem arises at home which you may feel may affect your child's behavior, please let us know so that the director and caregiver/teacher can be sensitive to your child's special needs.

What methods of discipline and guidance may a caregiver use?

Discipline must be:

- (1) Individualized and consistent for each child;
- (2) Appropriate to the child's level of understanding;
- (3) Directed toward teaching the child acceptable behavior and self-control; and
- (4) A positive method of discipline and guidance that encourages self-esteem, self-control, and self-direction, including the following:
 - (A) Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
 - (B) Reminding a child of behavior expectations daily by using clear, positive statements;
 - (C) Redirecting behavior using positive statements; and
 - (D) Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age.

What types of discipline and guidance or punishment are prohibited?

There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:

- (1) Corporal punishment or threats of corporal punishment;
- (2) Punishment associated with food, naps, or toilet training;
- (3) Pinching, shaking, or biting a child;
- (4) Hitting a child with a hand or instrument;
- (5) Putting anything in or on a child's mouth;
- (6) Humiliating, ridiculing, rejecting, or yelling at a child;
- (7) Subjecting a child to harsh, abusive, or profane language;
- (8) Placing a child in a locked or dark room, bathroom, or closet; and

(9) Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age, including requiring a child to remain in a restrictive device. Please sign addressing challenging Behavior Policy slip.

Dress Code: All children over the age of 12 months must come fully dressed and cannot wear pajamas. Children of walking age must wear proper shoes each day-sneakers only. Open toe shoes and cowboy boots are not accepted. We do not dress children at the center for the start of the day. Please bring children in clean and completely dressed. Children ages 3yrs to 5yrs who attend the DISD PREK Partnership program are required to be in uniform daily. The uniform consists of red, white, or navy blue collared uniform top, khaki or navy-blue bottoms and sneakers. Children not in uniform will be charged daily. If you need financial help with obtaining uniform clothes for your child, please see the center Director. Children aged 0-5yrs are required to always keep a change of clothes at the center. The center will not provide a change of clothes in case of an accident. Children that have an accident and are without a change of clothes will be asked to be picked up. If you choose to put necklaces, bracelets, and earrings on your child- we are not responsible for lost or broken items. We ask that you keep in mind of possible choking hazards when dressing your child for the safety of your child and other children.

Drop Off Procedures: Parents are welcome to pick a drop off time that fits their work schedules as early as 6am. Parents must walk their child to his/her classroom. Parents cannot drop their child or children off in the parking lot, at the front office or any unsafe and/or unsupervised manner; parents must give their child/children to an HCA staff member. All drop-offs must be no later than 9:30am each day to provide a child with adequate classroom interactions. For the DISD Pre-K Program, parents must arrive no later than 8:00am to avoid being late and getting a truancy. We can make an exception to the drop-off rule only if a child has a doctor's appointment; please bring in proof of appointment at the time of drop-off.

Emergency Preparedness (24): All staff are prepared to deal with a variety of emergency situations. During all circumstances, teachers will remain calm and stay with the children. In the case of a weather-related emergency, such as a tornado warning, children will be evacuated to the designated shelter for their building. All classrooms follow the emergency preparedness plan created by the DISD Pre-k Program. Parents are welcome to view the emergency preparedness plan binder in the front office at any time.

Enrollment & Admission Procedures (13): Each child must have completed and signed enrollment forms and other notices signed before admission into our program. We ask that all parents provide us with all the enrollment forms 24hours in advance. All forms will be updated yearly. We ask that you please keep up with your child's immunization schedule and send us an updated copy timely. Children missing immunizations will not be allowed to attend the center until those missing immunizations are administered, or parent has submitted a notary signed affidavit excluding them. We ask that you notify us immediately of any changes to addresses, phone numbers, emergency contacts and authorized pick up. Please update that information by

calling the center at 972-681-7545, emailing- heavenlychristianacademy@yahoo.com or send a message to the teacher/admin on ClassDojo.

Expectations of Families: Parents, relatives, and adult/teenage friends of children visiting the center are always expected to follow and cooperate with HCA policies & procedures. We will report to the police and child protective services, anyone coming to the center that smells of alcohol and/or marijuana use. Parents or anyone authorized to pick up children will not be allowed to leave the center with a child if any suspected alcohol or drug abuse is noticed. Parents, relatives and adult/teenage friends of children must always address teachers/management and other Parents and their children with respect. Demeaning words, curse words, threats and/or bullying will not be tolerated at the center from anyone. We also ask that Parents do not address other Parents at the center about any incidents that may occur during the day involving their child/children. The center Director will resolve any issues parents may have with other parents in a safe and professional manner privately. Parents and any one dropping off/picking up a child must also come appropriately and fully dressed. Inappropriate dress includes the following: Sports bra's, shorts not completely covering your full bottom, see through clothing, lingerie, offensive and lude language on t-shirts/hoodies and anything that disrespects race, religion, gender, or color is not allowed. Children learn by example. Please help the children and be a positive example.

Family Participation (22): Parents are encouraged to come to the center at any time; we have an open-door policy for parents. Parents are asked to volunteer at the center 5 hours per year. We partner with parents on take home activities, fundraisers, special classroom activities. We also have a PTO club that we conduct meetings with to give suggestions for activities, projects for the center, fundraising and volunteer opportunities. All available family participation opportunities or requests will be posted on our Parent board and sent out via ClassDojo from your child's teacher. If you would like to join our PTO, please email us- heavenlychristianacademy@yahoo.com.

Fee Structure: Our weekly tuition fees are based on the age of the child. These are the groups- 0-17 months, 18-23 months, 24-35 months, 3-5 yrs, 6-12 yrs. Rates will change as each child gets older. Parents are encouraged to remind us of the changes in advance. We will make tuition adjustments based on the age of the child at the appropriate time.

Field Trips (16): Field trips are offered for children throughout the year. Tuition must be current for your child to be eligible for field trips. Two-year old's have limited to no exposure to outside field trips. Parents are encouraged to attend any field trip that is planned. Notices of upcoming field trips will be posted 48 hours to a few weeks in advance. Our calendars and newsletters during the school year will inform you of all upcoming events and activities. Payments for the field trip if requested will need to be made at the office before the child is allowed to attend the field trip.

Gang Free Zone (b): Under the Texas Penal Code, any area within 1000 feet of a child-care center is a gang free zone. Criminal offenses related to organized criminal activity are subject to harsher penalty.

Hearing and Vision Screening Requirements (12): First time enrollees who are four years of age or older and children who are four years of age by September 1, of each year will be screened for possible vision and hearing problems prior to the first semester of enrollment. All screening will be done on site by a certified screener unless you provide proof of screening and test results upon enrollment.

Health (3)/Health Checks (27): If your child shows signs of illness such as fever, diarrhea, vomiting, open runny nose/skin sores or any other signs of communicable diseases, you will be contacted. We will give your child a sleeping cot until you arrive. It is important to make alternate arrangements for your child when he/she becomes ill. HHS Licensing does not allow a sick child to remain at the center. You will be asked to keep your child at home until all symptoms of any illness have passed and the child is no longer contagious. Please be considerate of other parents, children and staff- **DO NOT BRING A SICK CHILD TO SCHOOL.** By keeping your child at home, you will help us keep contagious illnesses to a minimum. Please notify the center immediately if your child has a communicable disease. Notices of contagious illnesses such as flu, chicken pox, pink eye, etc. appearing in a class will be posted on the bulletin boards outside of the classroom. If your child is not attending school due to illness, please notify the center. In addition to this, each teacher visually checks each child daily at the time of drop off for any scratches, bruises, or marks on face, arms, legs and any other visible places. Anything found will be listed and parent will be notified.

Holidays: The school will be closed on the following holidays: New Year's Day, Martin Luther King, Good Friday, Easter Monday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after, Christmas Eve and Christmas Day. There will also be a few early release days scheduled through out the year for staff development. We will give 2-week advanced notice of all early release/closing days. Should the holidays fall on a weekend, the holiday will be taken on Friday or Monday. There are no deductions in fees.

Hours, Days, Months of Operation (1): We are open Monday through Friday, 6am to 6pm. We are open January to December, year-round. Parents are late at 6:05pm. Late pick-up fee will be \$1.00 per minute per child. Children still at the center at 6:45pm will be reported to child protective services. All late pick up fees are due immediately or by the next drop off day to continue care.

Hygiene: We ask that you please bring your child/children to the center clean and dressed in clean clothes each day. Children the age of 15 months or older should brush their teeth 2x per day. Children under the age of 15 months, please see your child's dentist for teeth cleaning recommendations. Children requiring deodorant should be applying deodorant each day.

Incident and Accident Reports: An accident report informs you that your child has a bump, scratch or minor injury that occurred during the day. An incident report is written if a child hurts another child, or staff member, has an episode that disrupts the flow of the classroom, or if we see a pattern of disruptive behavior developing. We will notify parents of any incidents or injuries as soon as possible after anything occurs. Parents will be emailed a copy of the incident/accident report or report will be sent via ClassDojo after a parent signs the form. We keep the original copy for licensing. Please make sure we have your correct email on file if you this is your preferred method of receiving reports.

INCLEMENT WEATHER POLICY: In the event of inclement weather, we will follow the Dallas Independent School District closing policy. We will also contact Channel 8 news to be listed on their school closing list. Center closure will be placed on our door, and we will send out notifications via email, ClassDojo and ProCare.

Infant Safe Sleep (9): Each infant must have a supervised nap period that allows the infant to maintain his or her own pattern of sleeping and waking periods.

An infant may remain in the crib for up to 30 minutes after awakening if the infant is content and responsive.

Infants may not be allowed to sleep in a restrictive device. If an infant falls off to sleep in a restrictive device, the infant must be removed from the device and placed in a crib as soon as possible. Infants may sleep in a restrictive device if you have a completed Sleep Exception Form that includes a signed statement from a health-care professional stating that the child sleeping in a restrictive device is medically necessary.

Infants not yet able to turn over on their own must be placed in a face-up sleeping position in the infant's own crib, unless you have a completed Sleep Exception Form that includes a signed statement from a health-care professional stating that a different sleeping position for the child is medically necessary. All infants are placed on their back at sleep time. Infants must be able to turn on their stomachs by themselves.

We cannot swaddle an infant to sleep or place them on any other surface outside of the classroom crib to sleep at any time unless you have a completed Sleep Exception Form that includes a signed statement from a health-care professional stating that swaddling the child or different bedding for sleeping purposes is medically necessary.

All Cribs meet the applicable federal rules at Title 16, Code of Federal Regulations, Parts 1219 or 1220, concerning "Safety Standards for Full-Size Baby Cribs" and "Safety Standards for Non-Full-Size Baby Cribs," respectively, or documentation that each crib is a medical device listed and registered with the U.S. Food and Drug Administration.

Cribs are labeled and sanitized before a different infant uses it and when soiled. Please do not bring any items for your child's bed. We cannot use the equipment for infants, which has been identified as unsafe for infants by the Consumer Product Safety Commission and the American Academy of Pediatrics: This includes, Toys that are not large enough to prevent swallowing or choking; or Bean bags, waterbeds, and foam pads for use as sleeping equipment. Infants cannot have a pacifier, bottle or blanket while placed in a crib. Please dress the infant appropriate to the classroom temperature.

Insect Repellant (19): Insect Repellant may not be used on an infant under 3 months of age. Insect Repellant should be used only when recommended by public health authorities or requested by parent/guardian. Insect repellant should be EPA registered and labeled for use in the child's age range. Parents must provide the insect repellant. Insect repellant must be labeled with the child's name, safe for their age, in original container and not expired. Parents must complete insect repellent authorization form in advance. Aerosol insect repellent is prohibited.

Immunizations Requirements (11): Each child enrolled must meet applicable immunization requirements specified by the Texas Department of Health Immunization requirements.

Licensing: Our center is licensed by the State of Texas. At any time, you may view a copy of the minimum standards set forth by the Texas Department of Protective and Family Services. A copy of our last inspection report is always available and posted on the parent's board in the hallway.

Meals and Nutrition (10): Ages 0-5 years-Breakfast is served each morning from 7:45am until 9:00am. School-age children who ride the center bus to school are served breakfast from 6:15am until 7:00am. Lunch is served between 11:00am until 12pm each day. Afternoon snacks are served between 2:30pm-3:45pm. If your child misses' breakfast or lunch times, please feed your child before arriving at the center. Please do not bring outside food into the center. We will encourage and not force your child to eat at mealtimes. Children are allowed to bring in store bought or packaged food on special occasions; no home prepared food is ever allowed. Children with special dietary needs that cannot be provided by the center must have a doctor's letter on file for the special diet items brought in. We serve fresh or frozen fruits and vegetables. Most of our meals are homemade and we ensure the breads and cereals we serve are whole grain and low sugar. Children ages 1yr to 23months will be served full fat milk. Children ages 2yrs to 12yrs will be served 1% milk. We serve and encourage the consumption of water at meals and after physical play. A current menu is always posted in various places at the center. HCA is on the USDA CACFP food program. Our teachers take civil rights training and other various nutrition courses throughout the year to know how to provide healthy nutrition to children of all ages. We are also part of CCG Healthy Start Healthy Children program.

Medical Emergency (3) and Anaphylaxis Reaction (29): If critical illness or injury requires immediate attention of a physician. We will contact emergency medical services or take the child to the nearest emergency room. We will also give the child first-aid treatment or CPR when needed. We will contact parents immediately after we have contacted emergency services. Physician information will be given to the emergency medical staff. It is especially important that you continually provide us with updated contact information for all parents, emergency contact and physician information. We do not administer unassigned epinephrine auto injectors to children who have not been previously prescribed by their physician.

Medications (4): You must administer all prescription and over-the-counter medications at home before or after the center hours. If a prescription requires medication to be administered during the day, our staff will do so according to the prescription and instructions from your child's physician and after you have completed a medication authorization form. When you bring medication to school for your child, please sign it in at that front desk each day your child is to take medicine. Because of the seriousness of dispensing medicine, we only administer it twice daily at Noon and/or 3:30pm. Please adjust your schedule to ours. State licensing requires the following guidelines to be followed when bringing medications to the school:

1. Prescription medication must be in the original container.
2. The label must include the following information:
(Child's name, Date, Directions and Dosage, Physician's name)
3. Medication must have a current expiration date.

4. Prescription medication cannot be shared with Siblings.

Medications are stored in a locked storage area. Please give your child's medication to the center director, front desk staff or directly to the teacher only. It is unsafe to leave medication in your child's cubby or diaper bag, please do not place medication in these areas. Please take medications home daily.

Naptime: A rest period is necessary for each child every day. The length of the nap time varies with each age group. Children are not required to sleep. Sleeping cots are provided for your child and will be cleaned with a germicidal cleanser each day. As your child awakens from nap, quiet activities are provided until rest period is over. If your child needs a blanket, please feel free to send one that is small (able to fit in cubby) and ensure that it is labeled with your child's name. Blankets must go home every Friday to be laundered.

Open Door Policy: As a parent with a child in our facility, you are welcome at any time. In fact, we encourage you to take an interest in the daily activities and special events of the school.

Outside Toys: Please do not bring outside toys to the center. We understand that some children are attached to their personal items/toys. We will do our best to soothe a child who cannot bring in these items. They cause a major disruption plus most home toys are not approved for center use and/or are not age appropriate. If you choose to bring an outside toy, we will take it away. We are not responsible for broken, lost, or stolen toys brought in without permission. On occasion, we will ask children to bring in items for show and tell but only then are they allowed to bring items in. We will always check show and tell items for safety and appropriateness. We appreciate your cooperation in this matter.

Parent Engagement and Volunteer Requirements: Your involvement is both welcomed and encouraged. We keep you informed of classroom and Center activities through daily report forms, weekly reminders, and monthly newsletters. We have family engagement activities every quarter via in person at the center or via zoom. Parents will be emailed in advance about family engagement activities. Please know that you are welcome to visit the center at any time. You may also be asked to assist with special classroom activities! We ask that all parents volunteer each school year for a minimum of 5 hours. The enrollment fee will be waived if the household completes the five hours of volunteer hours required for that year. Parents must sign a criminal affidavit before volunteering at the center.

Parental Education: We have a monthly newsletter that includes parenting tips. Please check out our Parent resource center online at www.heavenlychristianacademy.org

Parental Notifications (6): All parents must be connected to their child's classroom ClassDojo. Parents will receive most of their teacher and other center communication from the ClassDojo app. Parents will receive daily reports, videos and photos sharing their child's learning day. Parents will be notified immediately by phone if a child is injured, has a sign or symptom requiring exclusion from the child care center as specified in our illness policy, has been involved in any situation that places the child at risk, or any situation that renders the child care center unsafe, such as a fire, flood, or damage to the child care center as a result of severe weather.

Parental Rights (20): A parent or guardian of a child at a childcare facility has the right to:

- (1) enter and examine the childcare facility during the facility's hours of operation without advanced notice; (2) review the childcare facility's publicly accessible records.
- (3) receive inspection reports for the childcare facility and information about how to access the facility's online compliance history.
- (4) obtain a copy of the childcare facility's policies and procedures.
- (5) review, at the request of the parent or guardian, the facilities:
 - (A) staff training records; and
 - (B) any in-house staff training curriculum used by the facility.
- (6) review the childcare facility's written records concerning the parent's or guardian's child.
- (7) inspect any video recordings of an alleged incident of abuse or neglect involving the parent's or guardian's child, provided that:
 - (A) video recordings of the alleged incident are available.
 - (B) the parent or guardian of the child does not retain any part of the video recording depicting a child that is not their own; and
 - (C) the parent or guardian of any other child captured in the video recording receives written notice from the facility before allowing a parent to inspect a recording.
- (8) have the childcare facility comply with a court order preventing another parent or guardian from visiting or removing the parent's or guardian's child.
- (9) provide the contact information for the childcare facility's local Child Care Regulation office;
- (10) file a complaint against the childcare facility by contacting the local Child Care Regulation office; and (11) be free from any retaliatory action by the child care facility for exercising any of the parent's or guardian's rights.

Personal Belongings: Please make sure your child's name is clearly marked on all removable clothing (coats, sweaters, rain gear, etc.). Always dress your child for both indoor and outdoor activities. Sneakers are recommended. No boots please and no open toe shoes are allowed. Play clothes must be worn so that your child may participate in all planned activities. Please keep in mind that children will participate in painting, water and clay activities, etc. Most items that we use will come out in cold water. An extra change of clothes is required for every child's cubby except for schoolers but they are welcome to bring as well. If your child has a toilet accident and we do not have a change of clothes, you will be required to pick up your child or plan to have clothes brought to the center. We will not allow a child to be soiled in a classroom. Failure to pick up your child or bring clothes will result in dismissal from our school. Also, please do not let your child bring toys, candy, gum or any other non-essential personal belongings to school, as these can be easily lost, taken and can cause disruption in the classrooms. We will put items not labeled and lost in the lost and found box for two weeks, and then it will be given to Good Will. We are not responsible for lost or stolen property.

Physical Activities, Indoor & Outdoor Play (18): (A) Children benefit significantly from engaging in both indoor and outdoor physical activities- promoting their physical, cognitive, social and emotional well-being. (B) All children will have a total of 60mins of outside time-30mins in the morning and 30min in the afternoon.

(C)Physical activities are both structured, planned from the daily learning curriculum and unstructured to allow children to have individual exploration. (D)All children go outside every day to the age appropriate center playground if the weather permits. (E)Please send labeled clothing appropriate for the weather; jackets/coats. During light rain, we may take a walk, so a raincoat is advisable. (E)On snowy days, send boots, hats, gloves and layers of warm clothing. During the summer, we will have lots and lots of water play. During the summer, we will have lots and lots of water play. We ask that children wear rubber-soled shoes for outdoor play. Sandals, “jellies”, “crocs”, flip-flops, and cowboy boots hinder a child’s ability to participate and often create safety hazards and are not allowed. You may provide a pair of water shoes that follow these shoe guidelines for water play when requested. We feel that outdoor play is important for each child, each day. Please do not ask if your child can stay inside, as we are not staffed for one-to-one care. We will also have indoor physical development for all ages each day when the weather does not permit outside play. (F)The center monitors the weather condition for suitable play and goes by the recommendations of the CDC for outside play. (G) If the heat index is higher than 90 degrees, we will have indoor physical activities. (G)When there is a windchill or possible frost bite, we will have indoor physical activities.

Pick Up Procedures: Please pull into a parking space if one is available. Do not park in our fire zone. Please ring the doorbell for access. Please wait for the door to be released before pulling on the handle. Only verified individuals and parents will be granted access. DISD Pre-K Children not enrolled in our afterschool program, must be picked up no later than 3:30pm. At 3:35pm, late fees will apply at \$1.00 per minute. Late fees will be due immediately or before the next drop off day. Care cannot continue until all late pick up fees are paid.

Preventing abuse and neglect of children (26): (A) Staff will be trained annually in Preventing child abuse and neglect of children. (B)Training and reading materials will be available for parents and employees to educate awareness of issues regarding child abuse and neglect, including warning signs that a child may be a victim of abuse and factors indicating a child is at risk for abuse or neglect. (C) We post parenting classes monthly from D.A.P.E and other community programs to give parents tips and strategies. (D) We are also here to help families that are in abusive situations to contact appropriate agencies for help. We will report all suspected abuse and neglect to Childcare Licensing and Protective services for the safety of the child. (E) If you are a parent of a child who is a victim of abuse or neglect and need assistance/intervention, including procedures for reporting child abuse and neglect, please see the front office staff immediately.

Release of Children (2): Children will not be released to anyone except those authorized to pick up the child on the enrollment form. For your child's security, we require that the person you authorize for pick up provides a state issued driver's license for identification.

Separation Issues: Difficulty with separation is not unusual for children, especially during their first weeks of attendance. Please help prepare your child for your departure. Do not try to “sneak away” or “slip out” as this action creates anxiety for your child. Tell your child that it is time for you to go to work, then leave. Prolonging your good-byes sends a mixed message to your child and can increase anxiety. A teacher will be happy to assist you if necessary and help your child settle into an activity. If a child is upset when you leave, please know that children usually calm down and participate before a parent reaches the parking lot. Please feel free to call at any time to check on your child. We also ask that you bring pictures of your child and family

members. We post pictures in the classroom on our family board and in dramatic play. Some parents find it beneficial to gradually phase their child into the Center. This process may include several visits prior to the first day of attendance and perhaps staying only through lunch or nap time on the first day. Phasing-in assists not only the child's adjustment to a new schedule and new program but also the parents. Please check your child's cubby or mailbox each day for messages, artwork, or other take-home items.

School Age/Before & After School Care: We provide transportation to and from area public schools for your child. Children must arrive by 7:00am to have breakfast and ride our bus to school. Upon arriving at our facility after school, children receive afternoon snacks and are encouraged to participate in organized activities until you arrive. An area is provided for homework and tutoring by the teacher is available. In the summer months and during intercession for year-round schools, we offer planned activities such as swimming, movies, skating, and special field trips with fun being the main objective. School age children who attend all day during the holidays or in-service periods will be charged a full-time rate. We do have a prorated rate available. Only parents who enrolled in the first month of the school year and attend throughout the year receive a special rate. If your child has been expelled from public school, they may not attend our center at any time during the days away from school.

Screen Time Process: Children ages 6 and over must limit the use of iPad and gaming devices to 2 hours maximum if attending the full day (holidays/summer camp) and 30 minutes for afterschool care. The use of cellphones is no longer available for use while in care due to the inappropriate nature of content available on the web. iPads and/or tablets must only be used for learning activities and/or games; not for surfing the web. All iPads and tablets must have parental control turned on in order to use while at the center. Children over the age of 2yrs will on occasion participate in the use of TV/Video, computer, learning tablets and/or video games. If they participate in these activities, it will be related to our planned activities for the learning day, age-appropriate and will not exceed 2 hours per day. We are not responsible for broken or lost cellphones, tablets, and any other technological device your child brings in.

Security: All of our classrooms are monitored by cameras with a viewing station in the front office, so you can be assured your child is cared for in a secure and nurturing environment. Our cameras operate 24 hours a day and can only store up to 1 week of information. Parents requesting to view camera footage, must see office management. Video viewing that includes multiple children will need the permission of all the children's parents to be viewed. Video recording is not allowed by a parent or visitor at any time. The center's video recordings are the property of HCA.

Special Care Needs (30): HCA welcomes and supports families and children who may need any special inclusive services-including but not limited to additional accommodations, home language help, special needs/differing abilities, and/or cultural backgrounds, please see front office staff.

Special Occasions & Birthday Parties: We enjoy celebrating special occasions, such as Birthdays, Valentine's Day, Easter, etc. at the center. We encourage parents to participate by volunteering at parties and bringing treats. Birthday parties must be scheduled during our afternoon snack time. If you are having a birthday party away from our center, we will be glad to give you a current classroom list for your invitations.

Sunscreen (19): During swimming or outside play time when the temperatures are over 85 degrees- Teachers will apply sunscreen to the children 15 minutes prior to going outside. Parents are required to bring

sunscreen. The sunscreen must be labeled with the child's name, be in original container, safe for the child, and cannot be expired. Staff will apply the sunscreen to children ages 5 and under according to the directions. Parents must complete the sunscreen permission slip form in advance.

Children ages 6 and older will be given the correct amount of sunscreen in the palm of their hands to apply on their body. Staff will observe to ensure safety. Parents must complete the sunscreen permission slip in advance. On most occasions, children will go outside before 10 am for less sun exposure and we will monitor the heat and sun for afternoon times.

Suggestions and Concerns (21): At any time, please feel free to contact the director with any suggestions or concerns regarding the policies or procedures of our center. On a yearly basis, the center will ask that parents fill out our survey. We also have a parent suggestion box in the front office. If suggestions are made, we will contact you to discuss them. Suggestions and evaluation survey results are integrated into the program operation when applicable. Parents may contact the local licensing office at the number listed below and may ask to review a copy of the minimum standards and the center's most recent Licensing inspection report.

Our physical office: **972-681-7545**

Our website: www.heavenlychristianacademy.org

Our email: Heavenlychristianacademy@yahoo.com

Our local licensing office: **214-951-7902**

Website: www.txabusehotline.org

(23) (A)Parents may go online and access a copy of the minimum standards- www.dfps.texas.gov/child_care/

(B)Texas Abuse and Neglect Hotline-**1-800-252-5400**

(C)Health and Human Services website- <https://childcare.hhs.texas.gov>

Suspension Policy (8): Children that are harmful to themselves or others can be suspended from care for 1 to 3 days or complete termination depending on the incident. Prior to suspension, a parent conference will be scheduled to implement a safety plan to prevent recurrence, another suspension and expulsion. In cases where there is no successful resolution, a full termination of care will result after the third incident. The Director can terminate care before a third incident if we determine that the health and safety risk of other children and staff is too great. Parents that are disrespectful to staff, other parents or children in care, including their own can/will result in termination of care. Disrespect includes cursing, yelling, or demeaning language or any other violent action towards staff, parents or children.

Transportation (14): We provide transportation to and from school only. Please notify us if your child will not be riding our bus 3hrs before pick-up time. Repeated offenses for failing to inform us will result in a \$5.00 fine per violation. Only parents, not children, may inform the teacher/bus driver of a child's absence from the bus. It is the elementary school's responsibility to have children waiting in the designated areas for the bus. All children are expected to obey bus/transportation rules. Failure to obey rules may result in suspension from riding our bus to and from school as well as on field trips. Safety is our first concern, and we cannot allow children to jeopardize the safety of others and themselves by misbehaving.

Tuition and Fees: A non-refundable registration fee of \$50.00 for one child and \$85.00 per family of 2 and \$100 for a family of 3 or more is required upon initial enrollment and Yearly. This fee is waived if volunteer hours are met. Quarterly Supply fee- (\$25.00- ages 2 months to 4yrs and \$15.00-5yrs to 12yrs) starts in September of each school year and every 3 months thereafter. We use supply fees to continually update and

replace our supplies and educational materials. Fees are per child for children of all ages that are not on Childcare Management Assistance. Basic school supplies will be required, and notices will be provided as needed. Field trips fees will be imposed as they occur, and appropriate notices will be given. Tuition is due in advance. Parents may choose to pay weekly, bi-weekly, or monthly in advance. Weekly Tuition is considered late after Tuesday of each week and a late fee of \$20.00 will apply. If tuition has not been paid by closing on Tuesday, Children will not be able to attend Wednesday. We accept cash, money order or debit/credit cards only; we do not accept checks. You can see your balance on your account when you sign your child in and out. Statements will be supplied each week on Wednesday for delinquent accounts only, all other by request. Year-end statements will be printed for all accounts per request; however, tuition must be current in order to receive your year-end tax statement. There is no deduction in tuition for holidays, illness, vacations, or other absences. Charges are for reserved places in our center and are not based on the attendance of your child. Our expenses remain the same even when your child is absent. Weekly tuition fees are based on fulltime care for all children enrolled in the center. Weekly tuition prices are subject to change without notice. We do not offer refunds for childcare services that have already been rendered. If you are a new parent and are paying for the first week of care and decide that your child/children will not attend the center; you have 24hrs to cancel for a full refund. If you cancel your child's spot less than the 24-hour notice, only 50% of the paid tuition will be refunded.

Updating Parent Information: Parents must update enrollment forms every year with the administration office. Parents can message on ClassDojo and/or email heavenlychristianacademy@yahoo.com to send new phone numbers and/or addresses to update contact information without assistance. Information will be updated immediately.

Vaccine-Preventable Diseases (28): We provide our employees with CDC's recommended adult immunization schedule and encourage teachers/staff to follow per recommended age to stay up-to-date with vaccinations.

Water Activities (15): Children 8 years and older can participate in field trips that include going to a swimming pool during the summer with parental permission only. All water activities in a swimming pool will be supervised under the direct care of staff and certified lifeguards. All staff who supervise children in a swimming pool or wading pool must take a training class yearly before engaging in any supervision activities with children pertaining to water. All children 8 years and up will be required to wear a certified life jacket provided by the center. We also have water activities for infants, toddlers and preschoolers- limited to splash water play. Water Activities permission slip must be completed before each water activity for all age groups.

Weapons: No concealed weapons of any kind are allowed on the premises.

Withdrawals: Please give two weeks' advance notice of withdrawal when possible, so replacements can be found. If you withdraw after a new week has begun, you are responsible for paying the tuition for the entire week.

Heavenly Christian Academy reserves the right to amend, change, modify or delete any policies and/or procedures in this handbook at any time. All children enrolled will be treated with love and respect and provided with the opportunity to engage in a wide variety of activities. Our goal is to provide your child with a safe, clean, and loving environment in which each child will feel that he/she is loved and valued.

(13) Changes or Policy updates will be emailed to each parent the day of the policy change.

"TRAIN UP A CHILD IN THE WAY HE SHOULD GO AND WHEN HE IS OLD HE
WILL NOT DEPART FROM IT" PROVERBS 22:6

