



# Early Childhood Education Program

## FAMILY HANDBOOK

Revised January 2024



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# Retta Christian Learning Center

## WELCOME

Dear Family,

Welcome to **Retta Christian Learning Center**! This **Parent Handbook** contains information that will help you understand our services and procedures.

- If you have any questions and concerns about your child's schedule or activities, please reach out to your child's teacher.
- Questions and concerns about policies, procedure, and billing can be addressed to a member of the administration.
- The Director is an advocate for parents, children, and teachers with the intent to foster a family atmosphere and good relationships. Therefore, you are welcome to ask for a private conference to learn of your child's developmental progress.
- Parent participation in any center activities is encouraged and parents are welcome to visit the center and their child at any time.

**Retta Christian Learning Center** is licensed by the Health and Human Services (HHSC) of the State of Texas. We receive regular inspections by this agency, the Tarrant County Health Department, and the local Fire Marshall. We follow state and federal guidelines in all the prescribed areas of health and safety standards. You are welcome to view the Minimum Standards for Licensed Childcare Centers and our most recent HHSC Inspection Report in the Center's office.

Thank you for choosing **Retta Christian Learning Center**. We look forward to providing your child with a caring and enriching environment.

Sincerely,

Sam Craig  
Director  
8174739002  
sam@retta.org  
**Retta Christian Learning Center**

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## ABOUT US

### *Purpose*

Retta Christian Learning Center is designed...

- To provide a safe, loving, and nurturing environment
- To stimulate childhood growth and development through age-appropriate activities
- To foster the emergence of a positive self-image and self-reliance in each child
- To introduce the child to the world God made through observation and leaning activities
- To provide developmentally appropriate opportunities for each child to develop physically, socially, cognitively, emotionally and spiritually
- To increase parents' awareness of a child's needs for love, protection, and time with family.

### *Mission*

Our mission at **Retta Christian Learning Center** is helping children develop to their God-given potential. Touching lives with the love of Jesus and His teachings, and strengthening the family.

### *Definition of Family*

In this handbook we refer to family as a parent, legal guardian, sponsor or anyone else who provides for the well-being, best-interest and responsibility of the child in our care.

### *Hours of Operation*

Child care services are provided from 6:30 AM to 6:00 PM Monday through Friday. School age care will also be conducted at these times for before/after school and summer care.

### *Holidays*

We are closed for certain holidays: Fourth of July, Labor Day, Thanksgiving and the day after, Christmas Eve, Christmas Day, New Year's Day and 1 teacher work day (Friday before Mansfield ISD starts school). We will only be closed on Fourth of July and New Year's Day if they fall on a Monday or Friday, unless otherwise stated by a director with notice.

### *Admission & Enrollment*

All admission and enrollment forms must be completed and enrollment fee and first tuition payment paid prior to your child's first day of attendance.

An enrollment fee of \$70.00 is due at the time of enrollment. This fee is non-refundable.

Supply Fees of \$60.00 are due for all enrollments during the months of January and August. For New Enrollments the amount due at the time of enrollment will equal \$10 per month left in the supply period. (ex. Enroll in October = \$30 Supply Fee)

Based on the availability and openings, our facility admits children from 6 weeks to 6<sup>th</sup> grade

Children are admitted without regard to race culture, sex, religion, national origin, or disability. We do not discriminate on the basis of special needs as long as a safe, supportive environment can be provided.

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### *Ease of Transition for Child*

To help ensure the child's positive entry into the Center, it is our recommendation that the child visit the classroom **twice** before coming for the first full day of class. The parent should remain with the child during the **first visit**. The **second visit** should be between 8:30-11:00, without the parent. Visits are made by **appointment only**. Visiting allows acclimation to the classroom setting with less stress to the child.

### *Inclusion*

**Retta Christian Learning Center** believes that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in child care. We will make every reasonable accommodation to encourage full and active participation of all children in our program based on his/her individual capabilities and needs.

If your child has an identified special need, please meet with the director to ensure that appropriate measures are carried out to accommodate any needs.

### *Non-Discrimination*

At **Retta Christian Learning Center** equal educational opportunities are available for all children, without regard to race, color, creed, national origin, gender, age, ethnicity, religion, disability, or parent/provider political beliefs, marital status, sexual orientation or special needs, or any other consideration made unlawful by federal, state or local laws. Educational programs are designed to meet the varying needs of all students.

### *Family Activities*

Each family is a child's first teacher. We value families as partners in the growth and development of children in our program. We encourage parents and other family members to be involved in the program, visit children's classrooms, participate in events, and provide feedback on the program. We offer a variety of ways in which families can participate in helping us establish and reach our program goals.

Please see the list of Family Activities at the end of this booklet.

### *Confidentiality*

Unless we receive your written consent, information regarding your child will not be released with the exception of that required by our regulatory and partnering agencies. All records concerning children at our program are confidential.

### *Staff Qualifications*

Our teachers and caregivers are hired in compliance with the state requirements and qualifications as a base minimum. Infant/Child CPR, First Aid and AED certification is required.

Caregivers participate in orientation and ongoing training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism.

We strongly discourage families from entering into employment arrangements with staff (i.e. babysitting). Any arrangement between families and our caregivers outside the programs and services we offer is a private matter, not connected or sanctioned by **Retta Christian Learning Center**.

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### *Child to Staff Ratios*

Children are supervised at all times. All caregivers receive scheduled breaks which reduce fatigue and help to ensure alertness.

We maintain the following standards for child to staff ratios (some of our max group size is limited to physical size of room):

<b>Age</b>	<b>Child to Staff</b>	<b>Maximum Group Size</b>
< 12 months	4 to 1	8
13-18 months	5 to 1	10
18-24 months	9 to 1	12
2 year-olds	11 to 1	12
3 year-olds	15 to 1	12
4 year-olds	18 to 1	14
5 year-olds	22 to 1	14
School Aged	26 to 1	40

### *Communication & Family Partnership*

**Daily Communications.** Daily notes from center staff will keep you informed about your child’s activities and experiences at the center. Notes will be placed into your child’s cubby at the end of the day.

**Online Application.** Our teachers and staff heavily rely on online and mobile applications to communicate with families.

**Bulletin Boards.** Located in the assistant’s office, bulletin boards provide center news, upcoming events, holiday closing dates, announcements, etc.

**Family Visits.** Family participation is encouraged. Visit our classrooms, volunteer, come along on a field trip, or eat a meal with your child. Signing in is required for the safety and protection of our children. Each visitor must wear a visitor’s badge while on premises and sign-out upon leaving.

**Conferences.** Family & teacher conferences occur as needed or requested. During these conferences, we will discuss your child’s strengths, likes and dislikes, and styles of learning. We will work together to set goals for your child’s growth and development. You may request additional conferences regarding your child’s progress at any time. We encourage you to communicate any concerns.

### *Open Door Policy*

We are delighted to have family members participate in our program. Parents/Guardians are welcome to visit the program any time during regular program hours. The infant room welcomes parents/guardians to nurse or feed their infants.

Open Door Policy does not mean the doors will be unlocked. For the safety and protection of the children, external doors will be kept locked at all times.

Our team will always do their best to speak with parents/guardians. Since staff days are devoted to caring for children, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment. This will be altered in the event of pandemic or viral outbreak.



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## **Publicity**

Occasionally, photos will be taken of the children at the center for use within the child's classroom and class photos on procare only assessable to the classroom families. Any concerns please speak with a member of administration.

Unless the family indicates that they want their child to participate, we will not use pictures and names of children for publicity outside the classroom.

## **CURRICULA & LEARNING**

### **Learning Environment**

We provide a rich learning environment with curricula that are developmentally appropriate to the specific ages in each classroom that ties in Biblical concepts. We have a flexible day routine that allows children to advance at their own pace. We strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas. Our program is designed to enhance children's development in the following areas: creativity, self-expression, decision-making, problem-solving, responsibility, independence, and reasoning. We encourage openness to that which is different from us, and the ability to work and play with others.

### **Curricula & Assessment**

**Retta Christian Learning Center** uses the Horizons and Gospel Light curriculums. As part of this curriculum, we gather information about each child's developmental abilities and evaluate progress so we can modify and adjust what we are doing in our classroom so as to deliver the best individualized instruction for each child. This evaluation is communicated to families periodically during the school year using various formal and informal tools, forms, and resources.

For information about your child's day, please see copies of daily schedules and lessons plans posted in each classroom.

### **Outings and Field Trips**

Weather permitting; we conduct 30 minutes of supervised outdoor play and/or walking trips on church grounds 3 times a day for all children. Children are accounted for at all times.

From time to time, there will be supervised field trips for school aged children, and we encourage you to join your child on the trip. *Permission Slips* must be signed by the child's family at enrollment or if required by a specific venue.

For field trips, please dress your child appropriately for the season. Walking shoes are a must. Sandals and flip-flops are not appropriate for walking and make it difficult for your child.

The safety of children and staff will be guarded in all activities of child care programs. Proper restraint systems (seat belts) and the correct use of them are critically important during travel to/from the child care program as well as during field trips.

### **Transitions**

Your child's transition in child care should be a positive and exciting learning adventure. We will work with you and your child to ensure the smoothest possible transition occurs as new routines and new people are introduced.

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### ***Transition from home to center***

Prior to your child's first day, you will have an opportunity to tour the center, meet with your child's peers and teachers, and communicate any anticipated concerns. At this time please share the best communication methods that the teacher may use to reach you.

### ***Transition between learning programs***

Children are transitioned to the next program based on age, developmental readiness, state licensing requirements, and space availability. During the transition, current and future teachers will meet with you to propose a plan to introduce your child into the new program.

### ***Transition to elementary school***

Transition activities such as a field trip to a local elementary school, creating a mural of special friends and special times at our center will be part of your child's education at our center. We will provide you with information on local schools, what to expect, and ideas on how to talk to your child about going to elementary school.

### ***Electronic Media***

Our normal daily routine (not including pickup time, 5pm-6pm) does not include electronic media (television/TV, video, DVD) viewing and computer use but from time-to-time, we may use a television show without advertisements as a teaching aid and discussion stimulator. All Electronic Media will be screened prior to use and will consist of non-violent and high-quality educational material. Our focus is to provide your child a positive experience with increased understanding of the world. Electronic Media will be offered only as a free choice, used to meet a developmental goal, and limited to no more than 30 minutes per day per child.

Texas rules prohibit any screen time for children under two. This includes TV, videos and computers.

### ***Multiculturalism***

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We utilize books, music, games, and a wide range of activities as aids to teach our children respect for our world and the diversity of life upon it.

### ***Celebrations***

Our holiday policy encourages an enhanced understanding of and respect for different cultures and beliefs of children, families, staff and community while placing more of an emphasis on Christian holiday practices. For families wishing to send their child's class a treat on their birthday may do so as long as it is store bought, peanut free and enough for all the children in the class.

### ***Rest Time***

Infants sleep according to their own schedule and are put to sleep on their backs. Caregivers/teachers directly observe infants by sight and sound at all times and a direct check on sleeping infants every 15 minutes. According to Texas State law infant must sleep in a bare crib on top of a tightly fitted sheet, no blanket or restricted device is allowed.

After lunch, all children participate in a quiet rest time. Children are encouraged but not required to sleep and may be given quiet activities if restless.

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School age children, although not required, shall be provided an opportunity for a regular rest period if the child desires. For children who do not want to rest, a space and time for quiet play will be made available.

### ***Toilet Training***

The most important factor in making the toilet learning experience successful and as low-stress as possible is a family/teacher partnership that supports the child. Research indicates that children cannot successfully learn how to use the toilet until they are physically, psychologically, and emotionally ready. Many pediatricians say that most children under 24 months of age are not physically capable of regulating bladder and bowel muscles. Most positive toilet training occurs only after children show signs of physical control or awareness of their bodily functions and when they demonstrate an interest or curiosity in the process. We are committed to working with you to make sure that toilet learning is carried out in a manner that is consistent with your child's physical and emotional abilities and your family's concerns.

## **GUIDANCE**

### ***General Procedure***

**Retta Christian Learning Center** is committed to each student's success in learning within a caring, responsive, and safe environment that is free of discrimination, violence, and bullying. Our center works to ensure that all students have the opportunity and support to develop to their fullest potential and share a personal and meaningful bond with people in the school community.

Thoughtful direction and planning ahead are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving help children develop their ability to become self-disciplined. We encourage children to be fair, to be respectful of other people, of property, and to learn to understand the results of their actions.

### ***Discipline Policy***

We have created a discipline policy that reflects our philosophy of positive guidance with children. A copy of the discipline policy is included in your enrollment package for you to review and sign.

### ***Challenging Behavior***

Children are guided to treat each other and adults with self-control and kindness.

Each student at **Retta Christian Learning Center** has a right to:

- Learn in a safe and friendly place
- Be treated with respect
- Receive the help and support of caring adults

When a child becomes verbally or physically aggressive, we intervene immediately to protect all of the children. Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is

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clear, consistent and understandable to the child. We maintain a zero tolerance to bullying. If you have any concerns about this at any time, please report it to the Director of the Center.

### ***Physical Restraint***

Physical restraint is not used or permitted for discipline. There are rare instances when we need to ensure a child's safety or that of others and a director may restrain a child by gently holding her or him only for as long as is necessary for control of the situation.

### ***Notification of Behavioral Issues to Families***

If a child's behavior/circumstance is of concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these needs in the context of our program.

Because your child's safety and well-being are important to us, we have implemented a 4-step Biting and Hurtful Behavior Policy. Although we understand that biting and hurtful behavior may be a part of some children's development, we feel it is necessary to explain our policy concerning biting and hurtful behavior.

STEP 1: Your child bites or hurts someone for the first time. You will be informed through an incident report, which will explain what happened. At that time, we will ask you to speak with your child about the incident. The Director will evaluate the incident, the classroom and the supervision.

STEP 2: Your child bites or hurts someone a second time. You will receive an incident report and the Director give you literature and referrals to help you deal with the situation as a parent and let you know how we are dealing with the situation at school.

STEP 3: Your child bites or hurts someone a third time. If the two previous steps are proving to be ineffective, there will be a meeting with the family in developing a plan of action to help the child develop according to their needs. A letter will be issued to the parent/guardian of a warning of termination of care. If the family and center staff is in agreeance and productively working towards correcting the behavior no further action will be taken at that time.

STEP 4: Your child will be terminated from the program with an issued termination of care letter.

## **TUITION AND FEES**

### ***Tuition Rates***

<u>Registration Fee (Non-Refundable)</u>	\$70.00
School Age	\$30.00
<u>Supply Fee</u>	\$60.00
School Age	\$20.00
(Assessed August & January 1)	

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6 weeks thru 17 months
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\$240
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18 months thru 23 months	\$215
Two Year Olds	\$205
Three to Five Year Olds	\$200
School Age Drop Off AM and Pick Up PM	\$ 100
Drop Off AM Only	\$ 55
Pick Up PM Only	\$ 80
Summer School Age with Activities (weekly)	\$195
Daily Rate School Age	\$ 30
Field Trip Fee	\$15
Daily Rate for School Age for Holidays and Teacher In-service Days	\$ 30

Families contract for a specific weekly schedule as indicated on the *Enrollment Agreement* Form. Payment for this contracted schedule is required every week year-round whether or not your child attends; this enables us to pay teachers a stable salary every week all year. No credits are given for sick or vacation days, holidays, staff training closure or closure due to inclement weather. You are paying for the child's spot, not just the days they attend.

### **Payment**

Payment is always due in advance with no deduction for any absences, holidays, or closures due to inclement weather, power outages, or other situations beyond our control. Payment is due weekly by end of day Friday as outlined in the *Enrollment Agreement*.

A non-refundable registration fee of \$70 is due at enrollment

### **Methods of Payment**

Several methods of payment are available for families' convenience. Families can pay by cash/check/money order at the center or by mail. Credit/Debit card transactions through ProCare will have an added 2.75% processing fee or a form can be filled out to place a bank account on file to be auto drafted for no additional fee.

### **Late Payment Charges**

Late payments can pose serious problems for our programs and as a result, the business does not have the latitude to allow families to accrue a balance equal to more than two weeks of tuition. **Late payments will result in the imposition of late**

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**payment fees. Failure to pay child care payments will result in child care services being terminated.**

If payment is not received on the day that it is due, a late fee of \$20 will be added to your next tuition payment for each day that it is late. **Repeated late payments will result in your family being required to set up automatic payments or a week's payment in advanced to keep enrollment status**

Any payments made will be applied to the oldest charges and late fees may still apply if the account is not paid in full by the next tuition due date.

If payment is more than 30 business days past due, we may attempt to recover payment in small claims court and/or your account may be sent to a 3<sup>rd</sup> party collections agency. **You will be responsible for all expenses associated with these actions including all court and attorney fees.**

### ***Returned Checks/Rejected Transaction Charges***

All returned checks will be charged a fee of \$30. Two or more returned checks will result in your account being placed on "cash only" status.

### ***Late Pick-up Fees***

Late pick-up is not a normal program option and will only be considered as an exceptional occurrence. Late fees of \$1 per minute will be assessed beginning at 6:05 PM and will be due upon arrival. **Repeated late pick up may result in child care services being terminated.**

### ***Tuition & Assistance***

Retta Christian Learning Center accepts CCMS (Child Care Management Service) offered through the Workforce Commission for qualifying families. For further information visit.

- <https://tarrantcountyccms.org> for families residing in Tarrant County
- <https://www.dfwjobs.com/child-care/parents> for families residing in Johnson County

### ***Credits & No Credits***

- **Families contract for a specific weekly schedule** as completed on the *Enrollment Agreement* Form. Payment for this contracted schedule is required every week year-round whether or not your child attends; this enables us to pay teachers a stable salary every week all year. No credits are given for sick or vacation days, holidays, staff training closure or closure due to inclement weather.
- **Credit may be given for Serious Illness/Injury** – In the unfortunate event of extenuating circumstances such as your child is hospitalized, absent due to a

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serious contagious disease or serious illness or injury, credit may be issued. A written doctor's note is required to receive a credit.

## **ATTENDANCE & WITHDRAWAL**

### ***Absence***

If your child is going to be absent or arrive after 10:00 AM, please call or message us through the communication application. We will be concerned about your child if we do not hear from you.

If a school age child will not be attending before or after school care, please notify us so we do not wait or have to contact the school office.

### ***Vacation & Sick Weeks***

Vacation weeks only apply if your child is normally scheduled to attend on those days. Each child is given 1 week of vacation for every 12 months of enrollment.

You must let the Assistant Director of Bookkeeping know you would like to use a vacation or sick week for it to appear on your account.

### ***Withdrawal***

A written notice, 2 weeks in advance, is required by the center when a child is being withdrawn. Failure to notify will result in 2 weeks of non-attendance being charged to your account.

The director at Retta Christian Learning Center reserves the right to cancel the enrollment of a child at his/her discretion, or for the following possible reasons:

- Non-payment or excessive late payments of tuition and fees.
- Not observing the rules of the center as outlined in the parent agreement.
- Child has special needs that we cannot adequately meet with our current staffing patterns.
- Physical and/or verbal abuse of staff or children by parent or child.
- Expired or non-immunizations and/or physical.

### ***Transfer of Records***

Whether transitioning to the next program setting or to a new classroom, your child's records will be transferred internally.

If your child is transitioning to a new school, a written request from you with instructions to where the records should be sent is required.

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## ***Closing Due to Extreme Weather***

Should severe weather or other conditions (i.e., snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, loss of power, loss of water) prevent us from opening on time or at all we will follow the decisions of Mansfield ISD.

If it becomes necessary to close early, we will contact you or your emergency contacts as soon as possible. Your child's early pick-up is your responsibility to arrange.

## **DROP-OFF AND PICK-UP**

### ***General Procedure***

We open at 6:30 AM. Please do not drop-off your child prior to the opening. Parents are expected to accompany their children and check them in.

We close at 6:00 PM. Please allow enough time to arrive, check your child out, and leave by closing time.

Pick up and drop off will be outside the main entrance (foyer area) of the center area. There will be an employee available for assistance. After 10:30AM and before 3PM you will need to call the center for pick up and drop off and someone will come out.

### ***Cell Phone Usage***

The times you spend in the center dropping off and picking up your child are the primary windows of time we have to communicate with you about your child. In order to make the best use of these opportunities, as well as to be attentive to your child and other children, we ask that you NOT use your cell phone at any time while visiting the center.

### ***Authorized & Unauthorized Pick-up***

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. If you want a person who is not identified as an Emergency and Release Contact to pick-up your child, you must notify us in advance, in writing. Your child will not be released without prior written authorization. The person picking up your child will be required to show a picture ID as verification. Please notify your pick-up person of our policy.

In order to safeguard your child, we will need copies of any court ordered custody agreements. Without a custody agreement, we are not able to prevent the release of your child to a parent.

If a child has not been picked up after closing and we have not heard from you, attempts will be made to contact you, and the contacts listed as Emergency and Release Contacts. Provisions will be made for someone to stay with your child as long as possible, but if after 1 hour we have not been able to reach you or a person listed as an Emergency and Release Contact, we will call the local child protective services agency.

### ***Right to Refuse Child Release***

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol, or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child or we may call the police to prevent potential harm to your child. Reoccurring situations may result in the release of your child from the program.



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## PERSONAL BELONGINGS

### *What to Bring*

- **Infants:** enough clean bottles for a day's use, at least 6 diapers per day, and at least 2 changes of clothes per day. All bottles must be labeled and dated.
- **Toddlers:** enough clean bottles for a day's use (if applicable), six diapers and at least two changes of clothes per day. All bottles must be labeled and dated, nap time items (blanket, pillow, stuffed animal, etc.).
- **Older Toddlers:** at least two changes of clothes or more per day if going through the toilet training program, nap time items (blanket, pillow, stuffed animal, etc.).
- **Preschoolers:** at least one change of clothes, socks and shoes, nap time items (blanket, pillow, stuffed animal, etc.).
- **After School Care Children:** books for homework, appropriate play clothes. For holidays and summer, you may bring a blanket and pillow for rest time.

Please label all items brought from home with your child's name (i.e., clothes, bottles, diapers, pacifiers, crib sheet, blanket, etc.) to prevent items from becoming misplaced or lost. We are not responsible for lost or damaged items. Sheets and soiled clothing will be sent home on an as-needed basis for laundering and return to the center.

### *Cubbies*

Upon enrollment each child will be assigned a "cubby." Cubbies are labeled with your child's name. Please check your child's cubby on a daily basis for items that need to be taken home.

### *Lost & Found*

You can look for lost items and bring found items to the Lost-and-found Box located in the assistant office. Please note that we are not responsible for lost personal property.

### *Toys from Home*

We request that you do not allow your child to bring toys from home into the center unless they are part of a show-and-tell activity.

## NUTRITION

### *Lunch*

At this time, we do not provide lunches. You will need to pack a lunch for your child each day of attendance.

### *Foods Brought from Home*

Food brought from home is permitted under the following conditions:

- Limit items that need to be heated due to limited time for lunch. Bring warm foods in thermos related containers.
- We are a peanut free facility. Peanut butter substitutes (WOW butter, Nutella, soy-based butter, etc) are acceptable. Any item containing peanut WILL be sent back home and not given to your child.
- Perishable food to be shared with other children must be store-bought and in its original package. Homemade baked goods are not permissible, under any circumstances, to be shared.

- Children will not be allowed to share food provided by the child’s family unless the food is intended for sharing with all of the children.
- Lunch containers should be labeled with the child’s name.

<b>Good Lunch Box Suggestions for a Balanced, Nutritional Lunch.</b>	
Bean & cheese dip Tortilla chips (crackers) Tropical fruit salad Broccoli Milk	Chicken strips Whole Wheat Roll Orange wedges Broccoli Milk
Cheese quiche Fresh fruit cup Broccoli Milk	Whole Wheat Macaroni & Tuna Salad Green Beans Carrots Milk

### ***Food Prepared for or at the Center***

Food (snacks) prepared for or at the center will be properly planned, prepared and portioned according to the Child and Adult Care Food Program (<http://www.fns.usda.gov/cnd/care/>) and the state requirements for food service.

### ***Food Allergies***

If your child has a food allergy, you must notify us in writing so that we can make appropriate substitutions. The written notification should list appropriate food substitutions and must be updated at least annually.

Food allergies can be life threatening and each child with a food allergy should have an action plan for emergency care completed by the family physician.

### ***Meal Time***

At meal time the dining table is set with plates and flatware, and the food is placed in small bowls from which the children can help themselves. Everyone sits at the same table. Good table manners are modeled and encouraged. Monthly snack menus are posted for viewing by parents/caregivers.

A caregiver who is trained in first-aid for choking is present at all meals.

### ***Infant Feedings***

Infant feedings follow these procedures:

- Infants will be held for bottle-feeding until able to hold his or her own bottle. Bottles will never be propped.
- Infants are fed “on cue” to the extent possible (per feeding schedule designated by parent/guardian) and by a consistent caregiver/teacher.

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- Breastfeeding is supported by providing a place for nursing mothers to feed their babies. Expressed breast milk may be brought from home if frozen or kept cold during transit. All breast milk and formula shall be returned to the child's home or discarded at the end of each day. Previously frozen, thawed breast milk must be used within 24 hours. Bottles must be clearly labeled with the child's name and the date the milk was expressed.
  - Breast milk and formula brought from home must be dated and labeled with the child's name.
  - Labels on all milk/formula containers should be resistant to loss of the name and date/time when washing and handling.
  - Solid foods will only be introduced after a consultation with the child's family.

### *Children 24 Months and Older*

- No child shall go more than 4 hours without a meal or snack being provided.
- Children are encouraged to self-feed to the extent that they have the skills. Children are encouraged, but not forced to eat a variety of foods.

### *School Aged Participants*

- Before and after school child care participants will be offered a light snack at each session. These snacks are not a meal. If your child will be arriving before 8:00 AM, arrangements can be made to serve your child breakfast. Otherwise, please make sure your child has had breakfast before arriving at child care and is supplied with an adequate lunch if required for school.

## **HEALTH**

### *Immunizations*

Immunizations records or an affidavit for exemption from immunizations must be provided before a child can attend. All immunization records for toddlers and preschoolers must be kept current. Parents should submit validated proof of immunizations as the child receives new immunizations or booster shots.

Out state regulations regarding attendance of children who are not immunized due to religious or medical reason are as followed. Unimmunized children are excluded during outbreaks of vaccine preventable illness as directed by the state health department.

If your child is **four and older**, be sure you ask for a **hearing and vision screening test** when you have your child's physical. Otherwise you will need to return to the doctor's office for these tests.

Employee TB testing and immunization are not required by the TDFPS for employees in Johnson County.

### *Physicals*

Routine physicals are required according to the current recommendations of the American Academy of Pediatrics, [www.aap.org](http://www.aap.org). A copy of your child's physical should be received before but must be received no later than 30 days after your child begins the program. Families are responsible for assuring that their child's physicals are kept up-to-date and that a copy of the results of the child's health assessment is given to the program.

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## Illness

We understand that it is difficult for a family member to leave or miss work, but to protect other children; you may not bring a sick child to the center. The center has the right to refuse a child who appears ill. You will be called and asked to retrieve your child if your child exhibits any of the following symptoms. This is not an all-inclusive list. We will try to keep your child comfortable but he/she will be excluded from all activities until you arrive.

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than we can provide.
- Illness that poses a risk of spread of harmful diseases to others.
- Fever (100°F or higher under the arm, 101°F or higher in the mouth, 102°F or higher in the ear) accompanied by other symptoms.
- Diarrhea – stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting – green or bloody, and/or more than 2 times during the previous 24 hours.
- Mouth sores caused by drooling.
- Rash with fever, unless a physician has determined it is not a communicable disease.
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours.
- Impetigo, until 24 hours after treatment.
- Strep throat, until 24 hours after treatment.
- Head lice, until treatment and all nits are removed.
- Scabies, until 24 hours after treatment.
- Chickenpox, until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until 5 days of antibiotics.
- Hepatitis A virus, until one week after immune globulin has been administered.
- Tuberculosis, until a health professional indicates the child is not infectious.
- Rubella, until 6 days after the rash appears.
- Mumps, until 5 days after onset of parotid gland swelling.
- Measles, until 4 days after onset of rash.
- Has a physician or other health professionals written order that child be separated from other children.

Children who have been ill may return when:

- They are free of fever, vomiting and diarrhea for 24 hours.
- They have been treated with an antibiotic for 24 hours.
- They are able to participate comfortably in all usual activities.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
  - The child's physician signs a note stating that the child's condition is not contagious, and;
  - The involved areas can be covered by a bandage without seepage or drainage through the bandage.
- If a child had a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care is required.

## Allergy Prevention

Families are expected to notify us regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide us a letter detailing the child's symptoms, reactions, treatments and care. A list of the children's allergies will be posted

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in the main area and kitchen. We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies.

### **Medications**

- All medications should be handed to a staff member with specific written instructions for administration. Medications should never be left in the child's cubby or with the child to administer on their own. Our staff will ensure that the medication is recorded along with the directions and proceed to dispense the medication as directed.
  - **Prescription medications** require a note signed by the family and a written order from the child's physician. The label on the medication meets this requirement. The medication must include your child's name, dosage, current date, frequency, and the name and phone number of the physician. All medications must be in the original container (you may request pharmacies to fill your prescription in two labeled bottles). Please specify the dosage and time(s) to be administered for each medication.
  - **Non-prescription medications** require written permission and instructions signed by the child's primary care physician. The written permission must include your child's name, dosage, current date, frequency, and all medications must be in the original container. Non-prescription medication should not be administered for more than a 3-day period unless a written order by the physician is received.
- (C) **Non-prescription topical ointments** (e.g., diaper cream or teething gel), sunscreen and insect repellent require a note signed by the family, specifying frequency and dosage to be administered as well as the length of time the authorization is valid which cannot exceed 12 months.

### **Communicable Diseases**

When an enrolled child or an employee of the center has a (suspected) reportable disease, it is our legal responsibility to notify the local Board of Health or Department of Public Health. We will take care to notify families about exposure so children can receive preventive treatments.

Included among the reportable illnesses are the following:

- Bacterial Meningitis
- Botulism
- Chicken Pox
- Diphtheria
- Hemophilus Influenza (invasive)
- Measles (including suspect)
- Meningococcal Infection (invasive)
- Poliomyelitis (including suspect)
- Rabies (human only)
- Rubella Congenital and Non-congenital (including suspect)
- Tetanus (including suspect)
- H1N1 Virus
- Any cluster/outbreak of illness
- Tuberculosis
- COVID-19

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## **SAFETY**

### ***Clothing***

Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Your child will be involved in a variety of activities including: painting, outdoor play, sand, weather, and other sensory activities. Our playground is used as an extension of the center, and daily programs are conducted outside whenever weather permits.

One particular aspect of concern is the risk associated with children's clothing that may become entangled with climbing or sliding equipment that could lead to choking or other serious harm. All drawstrings from children's clothes should be removed as a precaution.

Sandals and flip-flops are not appropriate for center play and make it difficult for your child to participate in some activities. Closed toe shoes are recommended.

### ***Extreme Weather and Outdoor Play***

Outdoor play will not occur if the outside temperature is greater than 90 °F or less than 40 °F degrees for more than 20-30 minutes.

### ***Communal Water-Play***

Communal, unsupervised water play is prohibited. Supervised children are permitted to engage in water-play. Precautions are taken to ensure that communal water-play does not spread communicable infectious disease.

### ***Injuries***

Safety is a major concern in child care and so daily safety inspections are completed inside and outside the center area in order to prevent injuries. First aid will be administered by a trained caregiver in the event that your child sustains a minor injury (e.g., scraped knee). You will receive an incident report outlining the incident and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately. Each classroom is equipped with a first aid kit meeting the state regulations.

In the event of a serious medical emergency, the child will be taken to the hospital immediately by ambulance, while we will try to contact you or an emergency contact.

### ***Biting***

Biting is a normal stage of development that is common among infants and toddlers – and sometimes even among preschoolers. It is something that most young children will try at least once.

When biting happens, our response will be to care for and help the child who was bitten and to help the biter learn a more appropriate behavior. Our focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting.

Notes will be written to the family of the child who was bitten and the biter's family. We will work together with the families of each to keep them informed and to develop strategies for change.

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## ***Respectful Behavior***

All children and families will be treated with respect and dignity. In return, we expect the same from all of our families. We will not tolerate hostile or aggressive behavior from a child or adult. If this occurs, **we reserve the right to ask you to control your behavior or to remove your children from our care.**

## ***Smoking***

The poisons in secondhand smoke are especially harmful to infants and young children's developing bodies, therefore the indoor and outdoor center environment and vehicles used by the center are non-smoking areas at all times. The use of tobacco in any form is prohibited on the center's premises.

## ***Prohibited Substances***

The use of alcohol or illegal drugs is prohibited on the center's premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited.

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances is required to leave the premises immediately.

## ***Dangerous Weapons***

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children, staff or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises.

In cases that clearly involve a gun, or any other weapon on our premises, the police will be called and the individual(s) involved will be immediately removed from the premises. This policy applies to visible or concealed weapons.

## ***Child Custody***

Without a court document, both parents/guardians have equal rights to custody. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.

## ***Suspected Child Abuse***

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may conduct an investigation. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

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## Emergencies & Safety

### Emergency Preparedness Plan

#### GENERAL:

1. Emergencies happen. The purpose of this plan is to describe the actions to be taken in an emergency to make sure that the children and staff of this center is kept from harm. The safety and well-being of children shall always take first priority over all other considerations.
2. A copy of this plan will be kept in the Learning Center office.
3. The plan will be reviewed and updated at least annually, and after every actual emergency.
4. This plan is reviewed by the Rendon Fire Department.
5. Monthly fire drills are conducted and documented by Learning Center staff.
6. Severe weather drills will be conducted and documented every three months.

#### SITUATION:

1. The center is located at 13201 Rendon Rd, Burleson, TX 76028, in the Baptist Church.
2. The center uses primarily the preschool area and the gym building. (Map attached)
3. The center could be affected by severe storms, tornadoes, fires, criminal acts, loss of utilities and chemical spills.

#### CONCEPT OF OPERATIONS:

1. The Learning Center operating hours are 6:30 a.m. – 6:00 p.m., Monday – Friday, year-round (closed for major holidays). The center is licensed for 140 children. Average attendance is 80-100.
2. Samantha Craig is Director of the Learning Center and Amanda Conley is Assistant Director. During an emergency, the director or assistant will work closely with the Rendon Fire Department and the Tarrant County Sheriff Department to ensure the safety of all staff and children.
3. Depending on the type of emergency, the decision will be made whether to *shelter in place*, *lock down* or *evacuate the building*.
  - A. Shelter in Place means that the staff and the children in the daycare center will remain in the center's building. Sheltering can be used in emergencies such as severe storms. Any children or staff who are outside will be brought in, accounted for and put in assigned hall areas. All children are in the hallway outside their room where there are no windows. In case of Sheltering in Place, it is the advice of the authorities that parents not remove children until all clear is given.
  - B. Lock Down: This action is taken when the threat of violence or gunfire is identified or directed by law enforcement and it is necessary to prevent the perpetrator(s) from entering occupied areas. During the Lock Down, staff and children are to remain in the classrooms at all times as there are no windows in the rooms. All doors into the Learning Center area are coded and remain locked at all times.
  - C. Evacuation: There are a number of hazards that could cause an evacuation. The most common would be a fire in or near the center's buildings or an evacuation order



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- issued by the sheriff or fire department. If the emergency is limited to a single building or area, staff and children will exit the building to the east and west of the building (as practiced in fire drills). Staff will account for all children.
- D. If the entire Retta Baptist campus must be evacuated, staff and children will be moved to Tarver Rendon Elementary School, 6065 Retta Mansfield Rd, Tx 817-299-7880. Staff will notify parents and guardians to come get their children at the evacuation site. In any evacuation, children will be accounted for at the start and again at the completion.
- a. Parents will be notified by text message/cell phone calls/communication application.
  - b. Administration mobile phone 817-678-9184
  - c. Under the leadership of emergency personnel staff and children will be transported to Tarver Rendon Elementary in church vans
- E. A triage area will be set up away from the emergency area to handle all injuries. Emergency personnel will be directed to that area for injuries.

**COMPONENTS OF PLAN:**

1. Emergency Preparedness Plan – reviewed periodically by staff, emergency personnel
2. Fire Drills (evacuation) – Monthly (Director)
3. Severe Weather Drills (Shelter in Place) – Every three months (Director)
4. Staff Training – During orientation, staff memos (Director)
5. Informing Parents of Plan – Parent Handbook (Director)
6. First Aid Kits Available in all rooms and on all vans and kept stocked. (Asst. Director)
7. Enrollment forms kept up to date and copies on sign-in/sign-out clipboard (Asst. Director)
8. Cell phones carried by Learning Center Administration for communication. In case assistance is needed they call the office.
9. Walkie Talkies carried by all staff members for communication.
10. Security cameras located in the main preschool area.

**ASSIGNMENT OF RESPONSIBILITIES:**

1. Director or assistant will contact 911 and put emergency plan into action. Decision will be made to evacuate or shelter in place.
2. The primary responsibility of Learning Center Staff will be to evacuate/relocate children, account for all children, assess possible injuries and follow instructions of emergency personnel.
3. Once emergency personnel arrive, Learning Center staff will follow their instructions relating to the situation, while continuing to focus on well-being of children in their care.
4. Staff members will be provided a copy of the plan and will be trained to follow it.
5. Director will contact TX Department of Family and Protective Services as required.

**Evacuations**

**Alert Phase**

1. What is the threat?

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- a. Fire: evacuate building.
  - b. Gas Smell: evacuate building
  - c. Damaged Building: move children away from damaged area and evacuate.
  - d. Water Leak: move children away from leak.
  - e. Hazardous Materials Release: If time permits, move children to off-site location. If not, shelter in place.

## Action Plan

1. Primary Staff Actions:
  - a. Director/Asst. call 911
  - b. Caregivers gather daily class roll, emergency roll and cell phone. Assistant Director gathers enrollment cards, cell phone, and emergency bag.
  - c. Move children quickly and quietly to assembly areas outside (older children to east and younger children to west)
  - d. Account for all children and staff
  - e. Check for injuries
2. Secondary Staff Actions:
  - a. Keep children assembled and calm while emergency personnel assess the situation
  - b. All Retta Baptist buildings will be assessed for damage. If the Learning Center is unsafe, the gym or fellowship hall will be the first relocation site. Parents will be contacted and instructed on pick-up areas.
  - c. If the entire Retta Baptist campus must be evacuated, staff and children will be moved to Tarver Rendon Elementary School, 6065 Retta Mansfield Rd, Tx 817-299-7880. Emergency personnel will assist in this relocation.
  - d. Once all children and staff are accounted for at Tarver Rendon by roll call and visual, parents will be contacted and instructed on pick-up.

## Recovery Phase

1. After evacuation, does a danger exist in the building?
  - a. If yes, do not allow children or staff to re-enter building.
  - b. If no, the children and staff may re-enter building
2. Is the area dangerous with flood waters, live wires, etc.?
  - a. If yes, do not allow children or staff to re-enter the area.
  - b. If no, the children and staff may re-enter the area.
3. Wait for emergency personnel to clear area before re-entering.
4. If parents have been called to pick children up, follow proper release of children procedures using information of emergency card.
5. Director contact TX Dept. of Family and Protective Services.

## Severe Weather

### Alert Phase

1. Is there a severe weather watch for area?
  - a. If yes, turn on weather radio and listen for more information.
2. Is there a severe weather warning for area?
  - a. If yes, move children and staff to assigned space in hallway outside classroom. Monitor weather radio for all clear.

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## Action Phase

1. Primary staff action actions:
  - a. Caregivers move children to assigned area in hallway outside of classrooms, bringing admission form, sign in/sign out daily sheet, cell phones.
  - b. Caregivers account for all children by visual and roll call.
  - c. Director/Asst. Director monitors weather alerts.
  - d. Remain in sheltered area until all clear is given.
  - e. Keep children and staff calm and reassured.
  - f. Director/Asst. Director call 911 in case of building damage/injuries.
  - g. Director contact TX Dept. of Family and Protective Services if damage/injuries.

## Recovery Phase

1. Is anyone hurt?
  - a. Perform first aid.
2. Is anyone missing?
  - a. If yes, start immediate search and call for help.
3. Is building damaged?
  - a. Determine severity and evacuate if necessary.
4. Follow instructions of emergency personnel.

## Lock Down

### Alert Phase

1. Has there been a threat of criminal action against the center, either a bomb threat or any other type of criminal action?
  - a. If yes, call the proper authorities immediately.
  - b. If yea, account for all children and staff.
  - c. If yes, have staff on alert for suspicious persons or activity in or near the center.
2. Is a criminal or mentally unstable person present in the center, threatening some type of action?
  - a. If yes, Director/Asst. Director call 911 immediately.
  - b. Keep children and staff out of reach of the person.

### Action Phase

1. Primary Staff Actions:
  - a. Director/Asst. Director call 911.
  - b. In case of bomb threat, evacuate building (if ordered by emergency personnel and wait safe distant away for authorities.
  - c. If person is threatening or committing criminal acts, get children and staff away from the person and follow lock down procedures:
    - i. If inside, teachers make certain doors are locked and move children away from doors. Inside classrooms as there are no windows.
    - ii. If outside, children will move into their classrooms if it is safe to do so. If not, staff will direct children into nearby buildings (gym, fellowship hall).

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- iii. Staff and children will remain in classroom or secured area until further instructions are given by emergency personnel.
  - d. If anyone is harmed, perform first aid.
2. Secondary Staff Actions:
    - a. Account for all children and staff.
    - b. Keep other people away from center.

## **Recovery Phase**

1. Make sure that authorities have issued an all clear, that the person or bomb has been removed or otherwise rendered harmless.
2. Return to normal activities as soon as possible.
3. Director report incident to TX Dept of Family and Protective Services.

## **COVID-19 & Pandemic**

### **General Guidance:**

Health Screening at Entry Take the temperature and check symptoms for staff, children and any others upon entry each day and ask if medications were used to lower the child's temperature and if there are any household members with COVID-19. Use forehead or disposable thermometers and **not** oral thermometers

### **Social Distancing:**

Reduce group sizes to no larger than 10 people total, including children and adults (e.g. one adult and nine children, two adults and eight children, etc.). Keep groups together throughout the day and do not combine groups (e.g. at opening and closing). To the degree possible, maintain the same groups from day to day. This will help reduce potential exposures and may prevent an entire program from shutting down if exposure does occur.

To maximize space between people in a group, limit rooms to 10 people total in typical child care facilities or school-age facilities. Large rooms, like gyms, could potentially be divided into two rooms. When dividing a large space, create clear barriers with cones, chairs, tables, etc. to ensure a minimum of 6 feet between the two groups. The groups should remain separate throughout the day.

Incorporate social distancing within groups to the degree possible, aiming for at least three to size feet between children and minimizing the amount of time children are in close contact with each other.

### **Suggestions include:**

- Eliminate large group activities.
- Limit the number of children in each program space
- Increase the distance between children during table work.
- Plan activities that do not require close physical contact between multiple children.
- Limit nonessential visitors and postpone or cancel use of classroom volunteers.
- Do your best to help create distance between infants and toddlers. Do not use cribs or other containing devices and do not overly restrict the movement of infants and toddlers during waking hours.
- At nap time, ensure that children's naptime mats are spaced out as much as possible ideally 6 feet apart.

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- Limit item sharing, and if items are shared, remind children to not touch their faces and wash their hands after using these items. □ Limit use of water or sensory tables and wash hands immediately after any use of these tools.
  - Minimize time standing in lines for children, such as during bathroom breaks or lunch lines.
  - Incorporate additional outside time and open windows frequently.
  - Adjust the HVAC system to allow for more fresh air to enter the program space.
  - Avoid gathering in larger groups for any reason. Outside time and lunch should be taken with group (no large gathering or combining groups).
  - Cancel or postpone special events such as festivals, holidays events and special performances.
  - Restrict field trips. □ Restrict trainings, staff meetings and gatherings.

**Outside play:**

- Offer outdoor play in staggered shifts. If multiple groups are outside at the same time, they should have a minimum of six feet of open space between outdoor play areas or visit these areas in shifts, so they are not congregating. Always wash hands immediately after outdoor play time.

**Meals and snack time:**

- Meals and snacks should be provided in the classroom if possible, to avoid congregating in large groups.
- If meals must be provided in a lunchroom, please stagger mealtimes, arrange tables to ensure that there is at least six feet of space between groups in the lunchroom, and clean tables between lunch shifts.
- Eliminate family style meals or have employees (not children) handle utensils and serve food to reduce the spread of germs.

**Drop-off and pick-up:**

- Do not combine groups in the morning or afternoon.
- You may wish to alternative drop off and pick up times for each small group if possible, to avoid a large number of people congregating outside the facility to pick up.
- Wash hands or use hand sanitizer before and after signing children in and out each day. Do not share a common pen. Parents should use their own pen if possible. If check-in is electronic, try to provide alcohol wipes and frequently clean the screens or keyboards. Wipe down any swipe cards used.
- Ideally, the same parent or designated person should drop off and pick up the child every day.

**Hygiene Practices:**

- Practice frequent hand washing with soap and water for at least 20 seconds, and require handwashing upon arriving at the center, when entering the classroom, before meals or snacks, after outside time, after going to the bathroom and prior to leaving for home. Help very young children to ensure they are handwashing effectively.

**Clean and Sanitize Toys/Bedding:**

- Toys and materials that cannot be cleaned and sanitized should not be used.

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- Toys that children have placed in their mouths or that are otherwise contaminated by body secretion or excretion should be set aside until they are cleaned by a person wearing gloves and air-dried.
  - Machine washable cloth toys should be used by one individual at a time or should not be used at all. These toys should be laundered before used by another child.
  - Do not share toys with other groups of infants or toddlers, unless they are washed and sanitized before being moved from group to the other.
  - Set aside toys that need to be cleaned. Place in a dish pan with soapy water or put in a separate container marked for “soiled toys.” Keep dish pan and water out of reach of children to prevent risk of drowning. Washing with soapy water is the ideal method for cleaning. Try to have enough toys so that the toys can be rotated through cleanings.
  - Children’s books, like other paper-based materials such as mail or envelopes are not considered as a high risk for transmission and do not need additional cleaning or disinfecting procedures.
  - Keep each child’s bedding separate. Bedding that touches a child’s skin should be cleaned weekly or before use by another child.
  - Follow guidelines on disinfecting solutions or CDC guidelines. The CDC recommends 4 teaspoonful of bleach per every 32 ounces of water

### ***Emergency Transportation***

In the event your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A proper escort will accompany and remain with the child until a family member or emergency contact arrives.

### ***Child Care Licensing Agency***

The contact number is 817-321-8604

### ***Texas Abuse Hotline***

To report suspicions of abuse/neglect of children or abuse/neglect/exploitation of persons 65 years or older and adults with disabilities, the **Abuse Hotline** toll free number is: **1-800-252-5400**, 24 hours a day, 7 days a week. **This number is accessible from across the United States.** For situations that do **not** require a response within 24 hours, you may report through their secure web site: <https://www.txabusehotline.org>.

### ***Unsafe Children’s Products***

Recalls of unsafe consumer products, including children’s products, are available. It is easy and free to find out. Just go to the United States Consumer Product Safety Commission web site at [www.cpsc.gov](http://www.cpsc.gov) or you may access the recall information at the Texas Department of Family and Protective Services web site at [www.dfps.state.tx.us](http://www.dfps.state.tx.us).

### ***Gang Free Zones***

House Bill 2086 designates certain areas (1,000 feet) around child care centers as “gang-free zones.” Certain gang-related criminal activity is prohibited and subject to increased penalty under Texas law.

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## CENTER POLICIES

Our center policies not included in this handbook are reviewed yearly and updated as needed. They are available for review upon request to the center director.

## Family Activities

We offer a variety of ways for families to participate in the growth and improvement of our program. We encourage families to take an active role.

Family Events: We have several events throughout the year that bring our entire community together. Watch for the announcements!

- Open House
- Back to School Night
- Holiday Gathering
- Book Swap
- Fall Festival
- Annual Family Picnic





