

# **PARENT HANDBOOK**

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### **WELCOME**

Welcome to High Hopes Preschool! We are excited about the opportunity to get to know you, your child, and your family.

### We are licensed by the state of Texas.

High Hopes operates according to the requirements defined in the State Minimum Standards for licensed childcare facilities.

### We are a play based program.

Play is the defining feature of human development.

"Play is the highest form of research" - Albert Einstein.

"Play is the answer to how anything new comes about" – Jean Piaget.

A play-based learning environment encourages socialization, critical thinking, language development, and creativity, along with helping to develop pre-reading and pre-writing skills through exploration. It is in the context of play that children test out new knowledge and theories.

Our preschool is rooted in the philosophy that learning occurs best through play. This means that evidence of your child's learning will often come home in the form of experiences and imaginative artistic creation as opposed to worksheets or goal-oriented projects.

### We are a Christ-centered program.

We desire to support and encourage children with.... growth in wisdom and stature, and in favor with God and man [Luke 2:52], just as Jesus did.

At High Hopes, we desire to provide the best for every child. We will meet them where they are, encourage and challenge them. It is the result of the team effort where we will learn and grow together! We look forward to partnering with you and your child.

Thank you for choosing High Hopes!

Nina Peňa High Hopes Executive Director









### **ABOUT US**

#### **Purpose & Primary Goals**

The purpose of High Hopes Preschool is to create a Christian atmosphere where children can connect with their peers through faith, respect, and love while encouraging children to achieve independence, self-discipline, social growth, a passion for learning, and a love for God and community.

Our primary goal is to put God first in all we do while helping each child to know Him and experience His love in an environment curated specifically for the safety and well-rounded development of preschool children.

#### **Mission Statement**

We desire to support and encourage children with.... growth in wisdom and stature, and in favor with God and man [Luke 2:52], just as Jesus did.

### **Our Philosophy**

Our program is based on the research-proven philosophy that children learn best through play, therefore our students are given ample opportunity to explore their environments through play-based activities that foster a love of learning while being surrounded by caring professionals who carry a passion for God and teaching young children.

Our team is dedicated to providing a safe, healthy, nurturing atmosphere for all children through the lens of faith and Christian values. We believe that quality early childhood education is a vital aspect of growing the "whole child", and are committed to evolving along with the continually progressing field of early childhood education so that we may strive to serve our students to the best of our knowledge and abilities.

### Who We Serve

We serve families with children 2 to 5 years of age.

#### **Rights and Dignity of Students**

We respect the rights and dignity of all individuals.

#### **High-Quality Development**

High Hopes is dedicated to providing **high-quality care** that creates a stimulating, safe and loving environment for **children**.

We work at meeting our high-quality goal by:

- Managing small groups.
- Employing staff with higher education & on-going training.
- Appointing a Director with education and experience.
- Maintaining low employee turnover.
- Cultivating positive staff to child interactions.
- Providing age appropriate activities.
- Following good health & safety practices.

We help children grow socially and emotionally! Here is how and why:

- Social interaction focuses on the relationships we share with others, including relationships with adults and peers. As children develop socially, they learn to take turns, help their friends, play together, and cooperate with others.
- Emotional awareness includes the ability to recognize and understand our own feelings and actions and those of other people, as well as how our own feelings and actions affect ourselves and others.

• Self-regulation is the ability to express thoughts, feelings, and behaviors in socially appropriate ways. Learning to calm down when angry or excited and persisting at difficult tasks are examples of self-regulation.

### **Highpoint Community Ministry Board**

High Hopes Preschool is supported by a Board of Directors that consists of Highpoint Fellowship members. All of whom are family-oriented individuals who strongly believe in the advantages of Christian education for every child.

### **Highpoint Fellowship Church**

You and your family are invited to participate in the activities and services of Highpoint Fellowship. We offer many programs for all ages, and we encourage you to visit at any time. We would be honored by your presence. Information about our church is on our website <a href="https://www.hpf.org">www.hpf.org</a>.

### GENERAL OPERATIONAL POLICIES

#### **Overview Policies Statement**

The following policies and procedures are set forth to clarify expectations for our families. These policies and procedures will be kept current, made available to parents, and used to govern the High Hopes operations along with the TX Department of Family and Protective Services Minimum Standards for Preschool.

### **Operational Days and Hours**

Monday – Friday, 9:00 AM – 2:00 PM. School runs September through May.

During the school year, High Hopes will follow the majority of Leander ISD's calendar for holidays, teacher workdays, and school closures due to inclement weather, with the exception of the start an end date. The preschool is open normal hours for LISD early release days. If Leander ISD delays the start of school, High Hopes will delay its opening by the same amount of time. Please follow local media, ClassTag, or email for inclement weather updates.

### **Staff Qualifications**

TX Department of Minimum Standards of School Age Programs, Division 2, Standard 746.1105 and 746.1107 states each employee must:

- Be at least 18 years of age.
- Have a: (A) High school diploma; (B) High school equivalent
- Have a cleared criminal history check meeting the requirements in 40 TAC Chapter 745,
   Subchapter F.
- Complete a notarized Licensing Affidavit for Applicants for Employment.

#### **Staff Training & Certifications**

High Hopes believes that staff training is essential to providing quality programs. Employees maintain current First Aid and CPR certifications. Each staff member also completes employee orientation, an initial 24 hours of pre-service training, and an additional 24 hours of professional training per year. All potential employees are required to pass a criminal background screening and FBI background check which includes fingerprinting.

#### **Non-Discrimination Policy**

In providing services to children and their families, High Hopes Preschool does not discriminate on the basis of race, religion, gender, disability, cultural heritage, political beliefs, marital status, national origin or sexual orientation.

### **Supervision Policy**

Being aware of what is happening in the facility and on the field requires knowledge and practice. Teachers at High Hopes incorporate developmentally appropriate guidance and supervision into daily operations:

- **Scanning** involves regularly glancing around to see what is happening with all the children and what they are doing.
- Positioning allows teachers to see all children. This means that the teachers do not clump together in one spot with their backs to the children. Together, our staff supervise children by positioning themselves to see and hear activity at all times.
- **Listening** is used to enhance positioning and scanning techniques. When we listen to children at play, we are able to identify what is happening by the variety of sounds made.
- Awareness requires that teachers know the children in their care. Knowing includes
  understanding the child's range of skills, interests, ability to interact with others, and their
  current developmental abilities. This allows a teacher to identify the past and present in an
  effort to inform the future.

### **Facility Standards**

- The facility and equipment used do not present any known fire, health, or safety hazard and are kept free of accumulation of objectionable debris.
- The facility is inspected monthly.
- The facility shall maintain clearly marked emergency exits, and a disaster and evacuation procedure is posted in the facility.
- First Aid supplies and procedures are available in each classroom and accompany teachers at recess.
- The facility shall have a sufficient number of restrooms maintained in good repair and equipped for independent use by children and designed to permit staff supervision as needed.

#### Sandbox Parent Portal

This program gives parents easy access to updating your child and family information directly [phone numbers, emails, etc]. It is a private and safe network that we can participate by classroom or directly with the teacher.

#### **Daily Attendance Tracking**

High Hopes uses multiple forms of tracking children daily. Teachers will use the Attendance Rosters when they arrive at school. The Name to Face form is used before and after each transition. In addition, teachers will use the head count system.

#### **Door Entry System**

Safety is priority for High Hopes. The facility is locked throughout the day with the exception of arrival [9:00 AM – 9:30 AM] and departure [1:45 PM – 2:00 PM]. For the time you may arrive late to school or need to pick up your child early, please to the far left rear door and use the doorbell. If you do not receive a response, please call the school office at 512-260-5922.

#### **Schedule Changes**

Notify High Hopes if your child will not attend the program that day by calling 512-260-5922. Please remember to provide your students name, your name, and the classroom your child attends.

#### Changes & Withdrawal Policy

When requesting a change to your child's schedule, a written request is required. Please email your request detailing changes to office@hhps.org.

When withdrawing from the program, a 30-day written notice is required in order to avoid any future accrual of tuition or fees. You can email a withdrawal request to nina@hpf.org.

#### **Termination Policy**

High Hopes reserves the right to dismiss any child from the program. Dismissal may occur in the following instances:

- Parent/guardian and/or child do not comply with the school policies.
- The Director determines that a child has a behavioral, physical, and/or learning concern that the school is not equipped to handle.
- Frequent late payments or delinquent account.
- A child is unable to act appropriately during group experiences and daily activities.

Inappropriate behaviors that result in dismissal include the use of foul or slang language, touching other students in an inappropriate manner, acting aggressively or violently towards teachers or other children, destroying the facility property, as well as any other behavior(s) deemed inappropriate by the High Hopes Director.

#### Lost and Found

High Hopes Preschool assumes no responsibility for lost or stolen items. Please label all belongings with permanent marker. If something is misplaced, check with the child's teachers or office staff. Please leave all toys and games at home. Unclaimed and found articles will be discarded at the end of each month.

### **Babysitting**

High Hopes employees are not permitted to babysit or transport your child anytime outside of the program. Violation of this policy is grounds for the employee's immediate dismissal.

#### **Personal Belongings**

Toys, candy, gum, etc. are prohibited. Each child is responsible for their belongings. We cannot accept responsibility for damage or missing personal property while at High Hopes.

#### REGISTRATION AND ENROLLMENT

Registration begins in January for current students, and opens to the public in February for fall classes. We will continue to process enrollment until all classes have reached capacity; upon which time, prospective students will be placed on a waiting list in the order inquiries have been received. Families on the waiting list will be notified of openings and given the opportunity to enroll as soon as possible.

#### **Registration Form**

Registration forms must be completed in its entirety before a child can begin attending preschool.

#### **Enrollment Process**

A registration form can be downloaded from our website or picked up from the preschool office.

In addition, students must have the following documents completed prior to beginning school:

- Statement of Health signed by a medical professional.
- A current immunization record. The Texas Department of Health website has the current immunization schedule: <a href="https://www.dshs.texas.gov/immunize/school/child-care-requirements.aspx">https://www.dshs.texas.gov/immunize/school/child-care-requirements.aspx</a>
- Vision & Hearing screening record. Vision & Hearing screenings are required for children 4 and older.

Details of current immunization requirements are attached. Tuberculosis testing is *not* required for preschoolers in Williamson County.

### **Registration & Tuition Fees**

Registration Fee: \$120

### **Supply Fee:**

\$80: 2 days a week\$95: 3 or more days

#### **Tuition** [per month]

\$230: Monday + Wednesday

- \$315: Monday + Wednesday + Friday
- \$245: Tuesday + Thursday
- \$330: Tuesday + Thursday + Friday
- \$415: Monday Thursday
- \$505: Monday Friday

Note: Tuition is calculated on a yearly basis; therefore, the amount is not flexible. Absences of any length from school due to illness, vacation, holidays, or teacher workdays observed within a month shall not be cause for reduction in tuition amount.

### **Payment Policy**

**Registration & Supply Fee:** An annual non-transferable and non-refundable fee. The registration form will not be accepted without the registration fee. **Be sure your child's name is written in the memo section of your check.** 

**Tuition**: Full tuition is due on **the first day your child's class meets** each month, September through May. Tuition may be paid in cash, check or money order. Tuition can be paid in the following ways:

- Adding High Hopes Preschool to your financial institution's Bill Pay program.
- Mailing your payment.
- Dropping off your check in the black drop box which can be found in either hallway.
- Drop off your payment at the preschool office.

**Late Tuition:** A **late fee of \$20** will be charged if tuition is not paid by the **5**th **school day** of the new month, with the exception of May tuition. If May tuition is not paid by the **5**th school day, there will be a **\$50 late fee** and your child may be dismissed from the program for the remainder of the month.

**Split Payments:** While we understand that families often share the cost of childcare, High Hopes is not responsible for coordinating how or by whom tuition is paid. It is the responsibility of the parents or guardians to ensure tuition is paid in a timely manner.

Late Pick-Up Fees: Contact the office if you know that you are unable to arrive by 2:00 PM and let the office staff know of your estimated time of arrival. A late fee of \$5 will be charged at 2:05 PM. Additionally, a \$2 fee will be assessed **PER MINUTE** following 2:05 PM. A courtesy call is appreciated, however, late charges will still apply.

**Returned Check:** A returned check fee of \$25 will be incurred, along with any necessary late fees, upon reconciling the delinquent account.

**Referral Discount:** High Hopes offers a \$25 credit per referral for any family that you refer to us and registers in our program. We are so grateful for the wonderful words of praise and recognition we have received over the years through the referrals you have sent to us and want to say thank you!

If you refer a family to High Hopes Preschool, please request that they document your name on their registration form. If the referred student stays enrolled for one full semester, your account will be credited \$25 at the end of that semester; if referred students stay enrolled for two full

semesters, your account will be credited an additional \$25 at the end of the second semester. Referral credits will only be applied to the first school year referred family is enrolled.

#### PROGRAM OVERVIEW

#### **Preschool Program**

High Hopes Preschool offers a unique program specifically designed to meet the developmental needs of preschool-aged children. Our teachers use developmentally appropriate activities to fulfill children's continuing need for play and social interaction. The Christ-centered WEE Learn Curriculum serves as the basis for themes and activities in the classroom.

Our program features:

- Flexible enrollment options
- Developmentally appropriate lessons and activities led by teachers
- A typical 6:1 ratio in the classroom
- Daily "Specials" during the school day:
  - o Chapel classes on Mondays and Tuesdays
  - o Music classes on Wednesdays and Thursdays
  - PE class on Fridays
- Opportunities for outside play during the school day (weather permitting)
- Opportunities for child-led and open-ended play/creation
- Sensory based play/exploration
- A school-like daily structure

Preschoolers thrive on routine; **regular attendance and timely arrival are strongly encouraged**. Children should arrive between 9:00 and 9:10 AM each school day and depart between 1:45 and 2:00 PM.

#### The Twos Classroom

Our youngest students' days focus on an introduction to basic routines and structures, with the added benefit of socialization within their own age group. Teachers introduce activities that encourage their students' blossoming independence while teaching the basics of letters, language, and number sense.

#### The Threes Classrooms

This age group's day incorporates a little more structure into their schedule. Developmentally appropriate lessons and activities are designed to be a bit more challenging in these classrooms to help encourage a three year-old's budding creativity and foster to their growing intellectual needs.

### The 4s/Pre-K Classrooms

The Fours are considered our Pre-K classes. The focus and intent in the Pre-K classrooms is to help prepare your child for Kindergarten through encouraging emotional and social development, while still keeping the focus on what four year-olds thrive on - play!

#### **Pre-K Enrollment Requirement**

Children enrolled in the **Pre-K/4-year-old class <u>must be</u> potty trained** in accordance with the guidelines below **before** attending preschool. We do understand that potty trained children will occasionally have toileting accidents. Accidents are described as rare occurrences and are an exception to the norm. In these instances, a teacher will help children to change clothes, while encouraging independence as much as possible.

A potty trained child can do the following:

- Communicate to the teachers that he/she needs to go to the restroom before they need to go.
- Alert him/herself to stop what he/she is doing, to use the restroom.

- Pull down his/her clothing and get them back up without assistance.
- Wipe him/herself after using the toilet.
- Get on/off the toilet by him/herself.
- Wash and dry hands.
- Postpone going if they must wait for someone who is in the restroom or if they are away from the classroom.
- Awaken during nap time should they need to use the restroom.

If your child is not fully potty trained - as described above - when school begins, the following options are available:

- You may withdraw your child from school and place your child's name on the top of the waiting list. The Registration Fee is non-refundable; however, if your child is placed in a class at a later date, you will not need to pay this fee again.
- You may hold your child's spot at the full monthly tuition rate [for up to two months] until
  potty training has been completed.

### **Daily Schedule Example**



#### Curriculum

High Hopes Preschool uses the Bible-based curriculum, "WEE Learn", which incorporates developmentally appropriate activities into thematic units. Our teachers have the flexibility to use other resources to enhance their WEE Learn theme. Our preschoolers are exposed to a wide range of activities designed to both stretch their imaginations and help them develop a deep love for God and His creation. Centers in each classroom promote individual and cooperative play, imagination, creativity, and self-expression. Hands-on centers - including literacy, music, math, science, blocks, manipulatives, art, and dramatic play - are offered on a rotating basis to enhance units. Daily

Bible stories and weekly chapel times focus on God's love for each child. We also offer a weekly music time and introduce the children to the very basics of Spanish and sign language.

The four-year-old/Pre-K curriculum also includes the Learning Without Tears program, which is specifically designed to provide children with skills needed pre-writing/writing in preparation for kinder. Literacy and math readiness are taught each school day, with emphasis on letter and number recognition. Pre-K teachers will perform readiness assessments with each student towards the end of the school year.

It is important to understand that all children grow and develop in similar patterns, but each child develops at his or her own pace. Every child has his or her own interests, temperament, style of social interaction, and approach to learning, which may define where their developmental strengths lie. Some children aren't interested in learning how to read or write until age 6, while others may develop this interest at age 3. Our teachers are skilled at approaching students at a level of learning that is developmentally appropriate for each child in their classroom.

#### **Special Activities**

- High Hopes Preschool will have on-site "field trips" consisting of special activities and
  presentations held in the facility and on the playground. For this reason, the staff will never need
  to transport children [unless during evacuation/emergencies].
- Throughout the school year, we have several family oriented events for parents and children to enjoy together please see our school calendar for more information.
- Summer Fun days will be held in May and will include sprinkler play, wading pools and possibly water slides. Rest assured that extra supervision will be given during water play, and parents will be invited to join the fun.

### **Water Play**

High Hopes may have water activities **on-site**. The activities may range from sensory table, slip and slides, water balloon games, etc., and we will maintain proper water ratios for these activities.

#### What to Bring

Each child has use of one cubby to store a lunch box, water bottle, and a daily take home folder. Everything else the child brings must fit into one average backpack <u>OR</u> similarly sized bag. Please do not bring oversized diaper bags.

Sleep items such as a small stuffed toy, child-size [small] pillow or blanket/towel, or show and tell items must easily fit in the child's backpack. All personal items should be labeled clearly with the child's name. Each cubby must be completely emptied at the end of each school day and personal items must be taken home. Take-home papers, teacher announcements, and school newsletters will be in the child's folder at the end of each school day. Parents are responsible for taking home and checking the folder, as well as returning it the following school day.

Parents should send diapers or pull-ups, if necessary, for twos who are not potty-trained. Teachers will assist with potty training at the parents' direction.

Each child must have a complete weather-appropriate change of clothes (underwear, socks, shorts or pants, shirt) labeled and stored in a Ziploc bag and kept in his/her bag at all times in case of accidents.

### **What to Wear**

- Children should wear comfortable, roomy, easily managed clothing. Play clothes and closed-toed, soft-soled shoes are best for comfort and safety.
- The following are to be avoided: anything your child cannot personally manipulate when going to the bathroom (belts, etc.), and anything you or your child fears getting dirty/messy.

  Additionally, unsafe or uncomfortable shoes including open-toed sandals, flip-flops, slick-soled

dress shoes, loose fitting ballerina flats, and cowboy boots – ARE NOT ALLOWED for safety reasons.

Please send appropriate outerwear (jackets, sweaters, etc.) for outdoor play in cooler weather.

#### **Nutrition and Rest**

Teachers and children will have lunch together each day. Your child needs to bring a lunch from home that he/she can easily eat on their own. Food items such as rice, quinoa, and small pastas should be avoided UNLESS your child is well skilled at feeding these items to his/herself. Lunches must include a drink and an additional water bottle for after outside play. Please do not send foods that need to be refrigerated or heated. **Candy, soda, red or purple drinks are not allowed in lunches.** 

Lunches should provide one-third of your child's nutritional needs for the day. A list of nutritional examples is attached for your information [Appendix II]. Please note that High Hopes Preschool is not responsible for any lunch that is not of nutritional value but if a child repeatedly brings lunches lacking in nutritional value, parents will be contacted.

All children, toddlers through pre-kindergarten, are required to rest each day on a mat provided by the preschool for an age-appropriate length of time. Sleeping is not required. Please avoid sending large sleeping items such as full sized pillows and blankets, as we do not have the storage for them.

High Hopes Preschool will provide a quiet room with an adult sized chair for you if you are still breast feeding your child. Please see the director for access to this room.

#### **Parties and Birthdays**

High Hopes Preschool has seasonal class parties; parents will be asked to contribute items needed for the celebrations. *Keep in mind that your child's classroom friends may have a food allergy*. We want our events/parties to be fun and safe for all of our children.

Any classroom food allergies will be communicated ASAP. Please use allergies as a guideline when you prepare for parties.

A birthday celebration is always fun! If you would like to celebrate your child's b-day at school, check with your child's teacher at least two weeks in advance before planning. Our teachers will review your requested date and desired plans. Once they double-check their class schedule and plans, you will receive a follow up. Once a birthday celebration plan is confirmed, be sure to keep these quick tips in mind:

- Candles are prohibited in the classroom.
- Your child's classroom friends may have a food allergy. Please follow up with your child's teacher to confirm food allergy concerns.
- If would like to provide a food treat to share with the class, the treat will need to be pre-cut and/or individually wrapped.

If you will be inviting your child's classroom to a party outside of school, pass the invites to your child's teacher to share with ALL children in the class. If you do not plan to invite ALL of your child's classmates, please contact each family directly.

### **HEALTH & SAFETY POLICIES AND PROCEDURES**

### Keeping Children Safe – Reporting Child Abuse and Neglect

High Hopes is committed to ensuring the safety of all children. Therefore, each employee has been trained to recognize and respond to child abuse and neglect. This training includes recognizing potential warning signs that a child may be a victim of abuse or neglect. If you, as a parent, suspect that a child is being abused or neglected, please call 1-800-252-5400 to make an anonymous report as soon as possible.

### Texas Department of Family and Protective Services

High Hopes Preschool operates according to the requirements defined in the State Minimum Standards for licensed childcare facilities. If you would like a copy of the State Minimum Standards for review or the contact information for the local licensing office, they are available in the office.

The most recent licensing inspection report is posted on the Information Board in the office hallway. All previous reports, as well as fire and health inspection reports, are located in the Director's office for review.

You can also visit the Department of Family & Protective Services website at https://dfps.state.tx.us.

### APPENDIX N: PROTECTIVE FACTORS REGARDING CHILD ABUSE AND NEGLECT how early childhood programs help prevent child abuse and neglect Excellent early care and education programs use common program strategies to build the protective factors known to reduce child abuse and neglect. QUALITY EARLY CARE AND EDUCATION PROTECTIVE FACTORS Program strategies that: · Facilitate friendships Parental resilience and mutual support · Strengthen parenting prevention Social connections · Respond to family crises of child · Link families to services abuse Knowledge of parenting and opportunities and child development and neglect · Facilitate children's social and emotional Concrete support development in times of need · Observe and respond Social and emotional to early warning signs competence of children of child abuse or neglect Value and support parents

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### **Emergency Plans**

All staff are trained in basic emergency procedures. Necessary responses to issues regarding natural disasters [severe weather, etc.], hostile situations, and fire escape routes are addressed in training. Monthly fire drills and periodic severe weather and lock down drills are conducted onsite.

In the event of a gas leak, your child will be relocated to a secure off-site location and you will be notified immediately to come pick them up. If evacuation is necessary, staff members will first move children to a designated safe area or alternate shelter known to all staff. Evacuation procedures also address the care of children with limited mobility or who otherwise may need assistance in an emergency, such as children who have mental, visual, or hearing impairments. Attendance Rosters and head counts will be utilized to account for children and be conducted by two or more caregivers. At all times, our emphasis will be on keeping children safe.

### **Reporting Unsafe Conditions**

Please report ANY unsafe conditions or concerns to the Director immediately. If the condition is under the preschool's control, we will attempt to correct the situation as quickly as possible. If the condition is the responsibility of a parent, the Director will notify the parent of the concern and work with the parent to correct the condition. Parents are asked to supervise their children at all times while on the property of Highpoint Fellowship.

### **Gang Free Zone**

A gang-free zone is a designated area around a specific location where certain gang related activity is prohibited and is subject to increased penalty under Texas law. Specific locations where certain gang related criminal activity is now prohibited includes but is not limited to, public schools, playgrounds, video arcade facilities, and day care centers. Gang related criminal activity that occurs within 1000 feet of a school or day care center is a violation of the law.

### **Wellness Policy**

If a child feels ill or cannot participate in program activities, they will be given a quiet area in the preschool office to rest and parents will be notified. Parents will be asked to pick up their child for the following reasons:

- Head Lice
- Excessive diarrhea
- Excessive vomiting
- Mouth sores with drooling
- Uncontrollable behavior changes
- Unknown severe rash
- Temperature at 100 or above
- Abnormal breathing [in urgent cases 911 will be called]
- Child is uncomfortable with the symptoms

#### Reasons your child should not attend the program:

- ✓ Symptoms are present. Children **must be** symptom free [without medication] for at least 24 hours before they may return to the center.
- ✓ Nits or live lice. Children who contract lice must be nit free before they may return to the center.
- ✓ If a child cannot participate in activities due to not feeling well, the child is not well enough to be at school.

If the parent cannot be reached, staff will phone the emergency contact person(s) listed on the child's enrollment form. High Hopes is not licensed to provide care for sick children. Parents or emergency contacts are required to pick up an ill child within one hour of being contacted.

#### **Head Lice**

If your child is found to have head lice it is important to treat your child before he/she returns. Please begin treatment as soon as possible. Children must be nit free before they may return to the center.

### **Medical Emergencies**

In the case of a medical emergency, we will call 911 and contact the child's parents. The responding emergency medical personnel will make any determinations as to whether or not the child should be transported to a hospital. We will provide them with the information from your child's records as to your choice of hospital and physician. In the event that this information is not specified, the child will be transported to the nearest available hospital.

### **Ouch Report/Incident Report**

All injuries will be treated as needed, including washing, applying bandages or ice packs. Parents/ Guardians will be notified upon pick up, and given an "ouch report" explaining the details and aid given. Please note, in accordance with sanitation and state regulations, staff cannot administer any cream, ointment or anti-bacterial solutions. Parents/ Guardians will be contacted immediately in the case of more serious injuries, in which medical attention is needed.

### **Medication Policy**

High Hopes Preschool will not administer any type of medication other than prescribed emergency medications, such as epinephrine auto-injectors or Benadryl [for allergic reactions], or albuterol inhalers for asthma or respiratory distress. An action or care plan MUST accompany any emergency medication being stored at the preschool.

State licensing requirements do not permit childcare facilities to administer any type of medication without written permission from the physician and parent/guardian.

Medication may only be administered if it is in the original container with the following information:

Child's Name Date of Prescription

Name of Pharmacist Prescription's Expiration Date Legible Dosage Instruction Legible Storage Instruction

### BEHAVIORAL EXPECTATION AND DISCIPLINE POLICY

It is our goal to provide a healthy, safe, and secure environment for all participants. Children attending High Hopes are expected to follow basic behavior guidelines and interact appropriately in a group setting. Discipline is viewed by our staff as a teaching opportunity. Our goal is to teach children the type of self–control that results in appropriate, cooperative behavior.

#### Child Behavior Daily Communication Policy

Our desire is to communicate well and build relationship between our program and our parents, in the best interest of our children we serve for high quality care.

Our teachers are trained and required to make observational notes, as necessary, on child behavior. This helps the teacher recall the circumstance and the parent receive accurate information. Our teachers' goal to communicate the day of but no later than the following business day.

### **Behavioral Expectations**

- 1. Look and listen.
- 2. Respect space.
- 3. Kind words.
- 4. Helping hands.
- 5. Have fun.

### **Behavior Management**

Redirection is the first logical step to behavior management. Should a problem persist, natural consequences and removal from the activity will be used as a form of discipline. In the event that chronic behavior problems develop, incidents will be documented and communicated to the parent.

The following actions will be considered aggressive behavior: hitting, kicking, scratching, slapping, biting, or any behavior that is physically harmful to another child or adult. Periodically, instances of these behaviors can occur among preschoolers. This is sometimes an unavoidable circumstance of young children in group care. However unfortunate, it is a natural developmental stage that some children go through, not something to blame on children, parents, or teachers. Sometimes there is no quick solution to the problem. The following are procedures that are implemented by the teacher when any of these behaviors occurs:

**First occurrence** – child will firmly be told "NO" and will be separated from the other children but still stay in the room. Separation times will be based upon the age of the child. Parents will be notified verbally.

Second occurrence and thereafter – child will be told "NO" and will be separated from the other children outside of the classroom. The separation time will be based upon the age of the child. The parent will be notified verbally and in writing. If the behavior persists, the parents will be called. If your child has physically harmed any children 3 times in one day, you will be notified to pick up your child from preschool. The Preschool Director will personally communicate with parents concerning the ongoing behavior issue. Aggressive behavior will require support from home to help control the issue. If the issue does not improve, a parent conference will be scheduled with the Director, and a plan of action will be formed. If biting or aggressive behavior continues, a child may be subject to dismissal from the program. All decisions will be made on an individual basis, at the discretion of the Director.

When aggressive behavior occurs, parents of both children will be notified in writing but the identity of the children involved will be kept confidential for privacy reasons, as well as the sake of the child. This can be an emotional time for both children and parents; so all measures are taken by the Preschool to diffuse ill feelings.

At no time will swearing, abusive language or physical violence be tolerated by children, staff, volunteers or parents. High Hopes does not condone corporal punishment.

Note: Accommodations will be made for special needs children who have a care plan.

#### Texas Licensing Discipline Policy

By law, Texas Licensing requires caregivers to use the following methods of discipline and guidance:

- 1. Each disciplinary measure must:
  - Be consistent with your policies and procedures;
  - Not be physically or emotionally damaging to the child;
  - Be appropriate to the child's age and level of understanding; and
  - Be appropriate to the incident and severity of the behavior demonstrated.
- 2. A caregiver may only use positive methods of discipline and guidance that encourages self-esteem, self-control, and self-direction, including the following:
  - Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
  - Reminding a child of behavior expectations daily by using clear, positive statements;
  - Redirecting behavior using positive statements; and

 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.

Note: The Discipline & Guidance Policy will be provided for additional review in the next step of the registration process.

### PARENT COMMUNICATION & EXPECTATIONS

#### Communication is a Top Priority

Exchange of information between parents and teachers provides insights for both parties. The format may be formal or informal. It is vital that you inform us of changes happening in your family. Changes influence the way in which your child relates to others and we would like to come along side you to support your child's needs.

### **Parental Rights**

As a Parent/Guardian, you have the right to:

- 1. Enter and inspect the school without advance notice whenever children are in care.
- 2. File a complaint against the licensee with the licensing office and review the licensee's public file kept by the licensing office.
- 3. Review, at High Hopes, reports of licensing visits and substantiated complaints against the licensee made during the last three years.
- 4. Complain to the licensing office and inspect the school without discrimination or retaliation against you or your child.
- 5. Request in writing that a parent not be allowed to visit your child or take your child from the facility, provided you have shown a certified copy of a court order.
- 6. Receive from the licensee the name, address and telephone number of the local licensing office.

Licensing Office Name: TX Health and Human Services

Licensing Office Address: 14000 Summit Drive STE 100, Austin, 78728

Licensing Office Telephone: [512] 834-3195

#### Parental Responsibilities:

To help serve you and your family well, we request our families to commit to the following:

- Children cannot be signed in before the start of the school day.
- When dropping your child off, he/she is not yet accepted into care until you have signed the Attendance Roster, and your child has been acknowledged by their teacher.
- All students must be signed out each day by an adult [at least 18 yrs. of age].
- Students will only be released to persons listed on the registration form.
- All adults must show valid photo ID upon picking up children.
- Report your child's absence.
- Communicate confirmed communicable diseases to the school office.

#### Parental Code of Conduct

The following guidelines have been created to meet the standards, policies, and procedures of High Hopes and Minimum Standards for Child Care.

- 1. Communicate with your child's teacher daily, if possible.
- 2. Maintain a cell phone free zone during pick up times.
- 3. Provide detailed information to the preschool office if family changes arise [custody, health, moving, etc.].

- 4. People with behavior or sickness that pose an immediate threat or danger to the health and safety of the children must not be present when children are in care.
  - a. Do not confront any child in a threatening manner.
  - b. Abstain from using angry or vulgar language, including swearing, name-calling or shouting.
  - c. In the event of threatening behavior towards a teacher or child, 911 will be called.
- 5. Consumption or possession of alcohol in any form on the premises is strictly prohibited. Children will not be released to authorized adults if the staff feel as though the individual is under the influence or impaired.
- 6. Smoking and vaping is prohibited in the facility, on campus, and on the playground/field.

CONSEQUENCES OF PARENT MISBEHAVIOR: Any adult misconduct will result in a verbal warning with the maximum penalty being the parent's removal from the building, or the child's removal from our program.

### Parent to High Hopes Notifications

You can reach High Hopes Preschool in a variety of ways:

The office number/website/email:

The physical address:

512-260-5922 High Hopes Preschool
HHPS.org 600 W. New Hope Drive
Nina@hpf.org or Office@hhps.org Cedar Park, TX 78613

#### **Preschool Communication**

High Hopes strives to partner with our parents in providing spiritual, emotional, and academic growth for their children. We recognize the importance of communication to support our partnership goal, therefore, High Hopes commits to using the following methods:

- ✓ Daily teacher connection at drop off and pick up.
- ✓ Sandbox Parent Portal that allows parents easy access to updating your child and family information directly [phone numbers, emails, etc].

For further support, we offer:

#### ClassTag

ClassTag is our main communication tool. It is the most efficient way to get reminders and updates about your classroom and what's happening at High Hopes. ClassTag can also be utilized to privately message your child's teacher, as well as messaging the other parents in your child's classroom. *Parents will be automatically added to the program by the office*. Please follow the instructions included in the welcome email/text to join.

#### **Informal Parent Conferences**

If you would like to talk at length with your child's teacher, please contact your teacher via Classtag, or contact the office to set up a time that is convenient for both parties. **Drop off and pick up times are NOT APPROPRIATE CONFERENCING TIMES as teachers have the added responsibility of other children who are still in the classroom.** 

#### **Formal Parent Conferences**

Throughout the year, all children will be assessed based on social, emotional, cognitive, and physical development. Our 4-year-old teachers will document growth and offer a scheduled conference in the spring.

#### Facebook Page

Social Media is helpful in many ways. We will use Facebook for general announcements; however, we want to be cautious and safe with personal information. Therefore, we will not use

your child's photo – without prior permission, refer to a child by name, etc., on our social media site [Facebook].

### **Consent Policy**

For all given consents, it is the parent's responsibility to update, add, or make changes to their child's registration information through Sandbox or with the preschool office. This includes, but is not limited to, their child's medication, special needs, allergies, authorization of pick-up persons, water play, photos, and any other relatable consent that the parent has full responsibility over their child while engaging at High Hopes.

Parents are responsible for communicating to their teacher upon daily drop-off of their child for any changes to their pick up plan they plan to make, or considerations about their child that staff need to be aware of.

### **Open-Door Policy**

Parents are welcome to drop in to observe their child[ren] in our program at any given time without prior notice. **Please consider any separation anxiety** or behavioral challenges your child may be struggling with before planning a visit.

#### **Photo Consent**

High Hopes may take photos, videos, or sound recordings of children in our programs. We often use them for crafts or projects. High Hopes is not required to contact you regarding use of photos for classroom projects. However, High Hopes will obtain written permission prior to using children's photos for advertisement [brochures, Facebook, website, etc.].

### **Authorization to Pick-up**

Parents and other adults authorized to pick up the enrolled child[ren], as noted on the registration form, will be required to sign the child[ren] out each day. Authorized persons will be required to show state approved photo identification.

If an unauthorized person comes to pick up a child, the parent will be called for verification. High Hopes will not release a child without written verification and proper identification from the individual picking up the child.

#### **Engagement Opportunities**

Parents are important to Preschool. We encourage you to share your talents, hobbies, and professions with your child's group. Please contact the office if you are interested in volunteering your services.

#### Release of Liability Waiver Statement

By reading and signing this form, you are agreeing to and aware that, your child is engaging in activities with High Hopes Preschool that include but are not limited to physical exercise and use of equipment, facilities, training, and learning instruction. Some of our activities may cause injury to your child. Your child is voluntarily participating in these activities and you assume all risks of injury and liability that may result. You, the parent/guardian, agree to waive any claims or rights you might otherwise have to pursue, legal or other action against High Hopes Preschool, the facility's owners, officers, providers, or agents for any reason. You have carefully read this waiver and declare your child is sufficiently physically fit for any of our activities in which may require physical abilities, exercise, handling of materials, and performing such under our programming services.

#### **COVID-19 Liability Waiver**

The novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization. COVID-19 is reported to be extremely contagious. People reportedly can be infected and show no symptoms and therefore spread the disease. The exact methods of spread and contraction

are unknown, and there is no known treatment, cure, or vaccine for COVID-19. Evidence has shown that COVID-19 can cause serious and potentially life threatening illness.

I hereby release and waive my right to bring suit against High Hopes Preschool and its owners, officers, directors, trustees, employees, or other representatives in connection with exposure, infection, and/or spread of COVID-19 related to utilizing High Hopes Preschool's services and premises. I understand that this waiver means I give up my right to bring any claims including for personal injuries, death, disease or property losses, or any other loss, including but not limited to claims of negligence and give up any claim I may have to seek damages, whether known or unknown, foreseen or unforeseen.

#### **Accommodation for Parents**

If you are in need of the Parent Handbook to be read to you, explained, or need help registering your child, please contact our office for assistance. We will gladly set up an appointment for you.

### SPECIAL NEEDS CHILDREN

#### **ADA Statement**

According to the Americans with Disabilities Act, "privately-run child care centers — like other public accommodations such as private schools, recreation centers, restaurants, hotels, movie theaters, and banks must comply with Title III of the Americans with Disabilities Act [ADA]. Child care services provided by State and local government agencies, such as Head Start, summer programs, and extended school The most recent licensing inspection report is posted on the Information Board in the office hallway. All previous reports, as well as fire and health inspection reports, are located in the Director's office for review.

You can also visit the Department of Family & Protective Services website at https://dfps.state.tx.us.day programs, must comply with Title II of the ADA. Both titles apply to a child care center's interactions with the children, parents, guardians, and potential customers that it serves." [2020]

For more information in regards to this act, please go to <a href="https://www.ada.gov/">https://www.ada.gov/</a> or call the information line at 800-514-0301.

#### **Staff Qualifications & Certifications**

High Hopes staff are required by the TX Childcare Licensing to maintain 24 hours of child care training annually. This may include training in special needs, however, teachers are by no means certified to work with special needs children.

#### **Accommodations Statement**

High Hopes Preschool will provide reasonable accommodations to individuals with a disability within our capacity.

#### Care Plan

If your child is suspected to have a special need or has already been diagnosed, this info needs to be shared with our office, along with a Care Plan form for your child. This is required before your child can engage in school and will better help us and our teachers to assist your child's individual, specific needs for successful participation in the classroom.

### APPENDIX I: LIST OF COMMUNICABLE DISEASES

**Note 1:** The major criterion for exclusion from attendance is the probability of spread from person to person. A child may have a non-excludable illness yet require care at home or in a hospital. Adopted by the Texas Department of State Health Services (DSHS) in 25 TAC §97.7.

The school administrator shall exclude from attendance any child having or suspected of having a communicable condition. Exclusion shall continue until the readmission criteria for the conditions are met. The conditions and readmission criteria are as follows:

- Amebiasis exclude until treatment is initiated:
- Campylobacteriosis exclude until after diarrhea free for 24 hours without the use of diarrhea suppressing medications and fever free for 24 hours without the use of fever suppressing medications;
- Chickenpox exclude until the lesions become dry or if lesions are not vesicular, until 24 hours have passed with no new lesions occurring;
- Common cold exclude until fever free for 24 hours without the use of fever suppressing medications;
- Conjunctivitis, bacterial and/or viral exclude until permission and/or permit is issued by a physician or local health authority or until symptom free;
- Fever exclude until fever free for 24 hours without use of fever suppressing medications:
- Fifth disease (erythema infectiosum) exclude until fever free for 24 hours without the use of fever suppressing medications;
- Gastroenteritis exclude until diarrhea free for 24 hours without the use of diarrhea suppressing medications;
- Giardiasis exclude until diarrhea free for 24 hours without the use of diarrhea suppressing medications;
- Hepatitis A exclude until one week after onset of illness;
- Infections (wounds, skin, and soft tissue) exclude until drainage from wounds or skin and soft tissue infections is contained and maintained in a clean dry bandage; restrict from situations that could result in the infected area becoming exposed, wet, soiled, or otherwise compromised;
- Infectious mononucleosis exclude until physician decides or fever free for 24 hours without the use of fever suppressing medications;
- Influenza exclude until fever free for 24 hours without the use of fever suppressing medications;
- Measles (rubeola) exclude until four days after rash onset or in the case of an outbreak, exclude unimmunized child for at least 21 days after the last date the unimmunized child was exposed;
- Meningitis, bacterial exclude until 24 hours after start of effective treatment and approval by health care provider;
- Meningitis, viral exclude until fever free for 24 hours without the use of fever suppressing medications;
- Meningococcal infections (invasive disease) exclude until 24 hours after start of effective treatment and approval by health care provider;

- Mumps exclude until five days after the onset of swelling;
- Pertussis (whooping cough) exclude until completion of five days of appropriate antibiotic therapy, or until 21 days have passed since cough onset, whichever is earlier;
- Ringworm none, if infected area can be completely covered by clothing or a bandage, otherwise exclude until treatment has begun;
- Rubella (German measles) exclude until seven days after rash onset or in the case of an outbreak, unimmunized children should be excluded until at least three weeks after the onset of the last rash;
- Salmonellosis exclude until diarrhea free for 24 hours without the use of diarrhea suppressing medications and fever free for 24 hours without the use of fever suppressing medications;
- Scabies exclude until treatment has begun;
- Shigellosis exclude until diarrhea free for 24 hours without the use of diarrhea suppressing medications and fever free for 24 hours without the use of fever suppressing medications;
- Streptococcal sore throat and scarlet fever exclude until 24 hours from time antibiotic treatment was begun and fever free for 24 hours without the use of fever suppressing medications;
- Tuberculosis disease (suspected or confirmed), pulmonary or laryngeal exclude until antibiotic treatment has begun and a physician's certificate or health permit obtained; and
- Typhoid fever exclude until diarrhea free for 24 hours without the use of diarrhea suppressing medications and fever free for 24 hours without the use of fever suppressing medications; and 3 consecutive stool specimens have tested negative for Salmonella Typhi.

**Note 2:** Children excluded from a school or child-care facility for a communicable disease may be readmitted by any of the following methods:

- a) A written certificate from a physician.
- b) A permit issued by the local health authority.
- c) Fulfilling criteria listed under "Readmission Criteria".

**Note 3:** A school or child-care facility administrator may require a note from a parent or physician for readmission regardless of the reason for the absence.

### **APPENDIX II: NUTRITIONAL EXAMPLES**

Milk and Dairy Products				
Milk	Cheese*			
Whole milk	Cheddar	Parmesan		
Reduced fat (1-2%)	Monterrey Jack	Provolone		
Skim	Cottage Cheese	Muenster		
Powdered Milk	Swiss	Ricotta		
Yogurt	*if processed cheese is used, the amount should			
Buttermilk	be 25% more than if natural cheese is serviced.			

Meat/Meat Alternative		
Poultry, Beef, Lamb, Pork, Fish	Egg	Tofu
Dried peas or beans	Peanut Butter	
Vegetable protein mixed with meat	<b>Note</b> = DO NOT offer to children under 2	
	years due to potent	ial allergy

Fruit	
Any fresh, canned, cooked, or dried fruit	

Vegetables

Any raw, canned, or cooked vegetables. If a dried pea or bean is counted as a meat, another vegetable should be offered as well to count as a vegetable.

Grains		
Breads	Cereals	
Whole grain wheat, rye or soy	Cooked oatmeal, grits, or farina	
Enriched white bread	Ready-to-eat: heat, corn, rice, or oat	
French, Italian, Vienna	Cooked Grains	
Raisin, Bagels	Rice	
Crackers: saltines, grahams, rice,	Pasta	
melba		
Cornbread, Pita	Bulgur	
Tortilla (corn + flour)	Barley	
Waffles, Pancakes, English Muffins		

### APPENDIX III: HEALTH CHECK PROCEDURES

A health check is a visual or physical assessment of a child to identify potential concerns about a child's health, including signs or symptoms of illness and injury, in response to changes in the child's behavior since the last date of attendance.

Observation of the child and communication with the child's parent or guardian are the key elements of a health check.

#### Greet the child and do the following:

Look for:

Breathing difficulties

Severe coughing

Discharge for the nose or eyes

Changes in skin color

Bruising or swelling

Cuts, sores, or rashes

- Give the child a hug or gently feel the child's cheek, forehead, or neck (checking to see if child feels unusually warm or cold and clammy)
- Ask the child questions

#### Talk with the parent/guardian to find about changes in the child's:

- Sleep
- Eating and drinking
- Toileting habits
- Mood and behavior at home

#### **Documentation**

- Any changes in the child's appearance or behavior should be documented.
- Ways to document: child's daily sheet, a note on the name to face or sign-in/sign-out sheet, or a health check log.



# PARENT ACKNOWLEDGEMENT

Please initial all lines to indicate received written policies/materials and agreement to terms.	
Parent Handbook: I acknowledge that I received a copy of the High Hopes Preschool Paren Handbook. I accept responsibility to read and adhere to all procedures and policies as outlined in Handbook.	
<b>Tuition &amp; Fee Policy:</b> I acknowledge the Tuition & Fee Policy and agree to adhere to the deadlines.	
<ul> <li>Discipline Policy: I understand by law, Texas Licensing requires caregivers to use the following methods of discipline and guidance:         <ol> <li>Each disciplinary measure must:</li> <li>Be consistent with your policies and procedures;</li> <li>Not be physically or emotionally damaging to the child;</li> <li>Be appropriate to the child's age and level of understanding; and</li> <li>Be appropriate to the incident and severity of the behavior demonstrated.</li> </ol> </li> <li>A caregiver may only use positive methods of discipline and guidance that encourages se esteem, self-control, and self-direction, including the following:         <ol> <li>Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;</li> <li>Reminding a child of behavior expectations daily by using clear, positive statements;</li> <li>Redirecting behavior using positive statements; and</li> <li>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 child's age.</li> </ol> </li> </ul>	elf-
Transportation: I give High Hopes permission to transport my child in case of an emergency.  Water Activities: I give consent for my child to participate in the following water activities: spolay, water table play, water balloons/game activities, and water-based inflatables [with wading pools].	orinkle
*Photo/Video Release: I give my consent for any photos or videos taken of my child involved in Hig Hopes Preschool to be used for the following:	gh
HHPS WebsiteEvent promotions	
FacebookTeam trainings	
Special Needs & Diagnosed Disabilities: I acknowledge that High Hopes staff are required be TX Childcare Licensing to maintain at least 24 hours of child care training annually. The training modinal special needs topics, however, they are by no means certified to work with special needs children. If my child has been diagnosed with a disability or has a special need, I will provide a Ca Plan from a physician.	ıy
<b>Medication Policy:</b> I understand state licensing requirements do not permit childcare facilitie	

taking medication while in High Hopes' care, I will provid documented forms and properly contained medication	
Medical Treatment: In the event that my child required I cannot be reached, I hereby authorize the High Hopes transport my child to the physician, hospital or clinic that hospital/emergency medical facility. I give my consent treatment for my child during this time.	Preschool staff to make arrangements to the large designated, or the nearest
Release of Children: I understand that children wi admission form only. I agree to update my child's online	
Release of Liability Waiver: By reading and signin is engaging in activities with High Hopes Preschool that is and use of equipment, facilities, training, and learning in injury to my child. My child is voluntarily participating in the liability that may result. I, the parent/guardian, agree to other action against High Hopes Preschool, the facility's any reason. I have carefully read this waiver and declar the activities that may require physical abilities, exercise under High Hopes' programming services.	nclude, but are not limited to, physical activities instruction. Some of these activities may cause hese activities and I assume all risks of injury and waive any claims or rights to pursue legal or owners, officers, care providers, or agents for e my child is sufficiently physically fit for any of
COVID-19 Liability Waiver: I hereby release and we Preschool and its owners, officers, directors, trustees, em with exposure, infection, and/or spread of COVID-19 reland premises. I understand that this waiver means I give personal injuries, death, disease or property losses, or an negligence and give up any claim I may have to seek or unforeseen.	ployees, or other representatives in connection ated to utilizing High Hopes Preschool's services up my right to bring any claims including for y other loss, including but not limited to claims of
Participation Statement: I agree to relieve High Ho liability for injury or accident occurring on High Hopes' p	
By signing below, I am stating that I have received, read Hopes Preschool and agree to support them.	d and understand the policies of High
Parent Signature	 Date
Parent Name	 Time