

Preston Hollow United Methodist Church
Child Development Center

2019-2020
Family Policies and Procedures

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Dear Families,

Welcome to our school! Dana and I and our staff are so happy you are here!

Our school is licensed by the Texas Department of Family and Protective Services and follows all regulations mandated by them. We staff our school with experienced and educated teachers that are dedicated to the field of early childhood education.

At Preston Hollow United Methodist Child Development Center we offer a Christian foundation of love and learning through nurturing. Children are naturally curious about their environment and we encourage active participation in the learning process. Our program believes in developmentally age-appropriate practices for your child's educational growth.

Our philosophy also extends to our families. We believe when families and the school work together, your child's positive view of school and learning is enhanced. Our program works to establish open communication about the developmental needs of all the children. Families are invited to talk with staff and administrators at any time.

We are looking forward to a great year and honored you have chosen us to care for and nurture your child. We want the early years of your child to be happy ones that grow into cherished memories.

Blessings,

*Laura Lynch, Director
Dana Chambers, Assistant Director*

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Mission Statement

The philosophy of Preston Hollow UMC Child Development Center is founded upon the principle that God has created each individual and that each child is a unique, precious child of God. Preston Hollow UMC Child Development Center is committed to providing an enriched environment in which:

- Children's creativity and curiosity is encouraged through a multitude of sensory experiences in a safe, supervised environment.
- Pre-academic curriculum is center-based for children to freely explore their play environment through thematic subjects that spark creativity and individualization.
- Each child achieves individual success at their own rate of readiness.
- Planned activities provide opportunities for growth in areas of emotional, social, cognitive, language, and physical development.
- Self-esteem is bolstered through age appropriate independence. Children are encouraged to perform custodial activities to the best of their ability including: dressing, eating, toileting, and social etiquette.

School Philosophy

Established in 1971, Preston Hollow UMC Child Development Center maintains its original vision:

- To provide young children a healthy, safe environment for learning with peers and adults.
- To encourage each child to grow and develop at their own pace and to feel good about themselves as an individual and as a precious child of God.
- To offer children time to explore, time to ask questions, time to talk things out, time for fun, and time for rest.
- To present a professional staff who work together to establish positive, productive relationships with families and with each other.

Hours of Operation/Open Door Policy

Preston Hollow UMC Child Development Center is open from 7:30 a.m. until 6:00 p.m., Monday-Friday, year round. We are closed for Holidays, In-service days and inclement weather. Please see your yearly calendar for details.

Families are free to visit and/or observe the school any time during school operating hours. We have an open door policy and you do not have to have prior approval. If there is any way we can be of assistance to you, please phone or stop by.

Non-Discrimination Policy

Preston Hollow UMC Child Development Center does not discriminate on the basis of gender, race, color, religion, or other national or ethnic origin in admittance, education, or other administrative policies and extends to all the rights, privileges, programs and activities generally made available to students at the school.

Enrollment Eligibility & Procedures

Preston Hollow UMC Child Development Center serves children 3 months of age thru 4 years of age.

We take classroom placement very seriously. We have low teacher/child ratios. We base your child's placement on three factors; birthday as of September 1, developmental needs, and the current spaces available in classrooms. Licensing regulations limit the number of children we put in a classroom. Our school's commitment is to maintain lower ratios than those regulations.

Our school reserves the right to first admit children of the Preston Hollow UMC Child Development Center and the employees of Preston Hollow UMC Child Development Center, siblings of currently enrolled students, in line with our normal admission policies.

Registration is accepted in the following order:

1. Currently enrolled families
2. Employees
3. Church members
4. Waiting list
5. Open

Tour Appointments & Waiting List Application

Tours to prospective families are by appointment only. Tours take place on Tuesdays between 10:00 a.m. and 4:00 p.m. A \$350 nonrefundable holding fee must be submitted in order to have your child placed on the waiting list. Classroom placement is based on birth dates, development and space availability. When a spot becomes available, priority is given in the above listed order. If a family misses the date of when they reserved a spot for their child, another \$350 nonrefundable holding fee must be submitted to hold the new spot. For example: A family reserves a spot for their child in October. The family then phones before beginning their start date to say they want to enroll instead for December. We would require another \$350 nonrefundable holding fee in order to hold a spot for December.

Enrollment Procedures

Once you have been offered placement in our program, you must complete our Student Application Form. This form is required for enrollment along with the \$300 nonrefundable Annual Student Registration Fee. All paperwork must be turned in before or at time of start date: applications, health requirements and emergency contact information. This is a State Licensing requirement and we must have in our records before any child is enrolled.

Withdrawals

If you need to withdraw your child from Preston Hollow UMC Child Development Center before the end of the school year, two weeks written notice must be given to the office. Nonrefundable enrollment fees and deposits will not be credited.

Administrative Policies & Procedures Required by State

State Licensing

Preston Hollow UMC Child Development Center is licensed by the Texas Department of Family and Protective Services. State licensing insures legal compliance regarding staff qualifications and training, facility safety and maintenance, communicable disease control, appropriate equipment, and stimulating student activities and environment.

Student Records

The Texas Department of Family and Protective Services requires the following forms to be completed and on file in the school office prior to the child's admission date. Your child will be prohibited from attending the first day of school if the required information is not complete. The following items must be turned over to the school office before the first day of school:

- Student Application Form filled out. (non-refundable, due at time of registration)
- Annual Student Registration Fee paid by check, auto bank draft or money order.
- Parent Policies & Procedures Handbook Agreement Form signed.
- Current immunization record signed by physician (all immunizations required for the child's age must be completed by the date of admission.)
- Doctor's statement signed by physician.
- Driver's License of emergency contact other than parents.

Tuition & Fees

Tuition Rates

Preston Hollow UMC Child Development Center is a non-profit organization and tuition rates are determined by the school's yearly budget requirements.

Your child is considered officially enrolled at Preston Hollow UMC Child Development Center when the Annual Student Registration Fee is received along with all other required forms. The Annual Student Registration Fee is for each child. The non-refundable Annual Student Registration Fee for each child is \$300.00.

A non-refundable holding fee of \$350 is required to hold a classroom spot for your child. Your child's spot may be forfeited if they do not attend school the week of your reported starting date. Any fees collected are non-refundable.

Tuition is priced on a yearly average, month to month basis and must be paid in full on the 1st of every month. There is **NO REDUCTION** for holidays, school closures due to inclement weather, school/church maintenance issues, absences or Christmas holiday break.

There are 3 forms of payment we accept for your child's tuition. It can either be paid through auto bank draft, money order or by personal check.

Tuition rates for 2019-2020 are listed below:

Infant Class:	\$1340.00
Transitional Class (older infant/young toddler)	\$1260.00
Toddlers Class:	\$1180.00
2 Year Old Class:	\$1075.00
3 Year Old Class	\$1025.00
4 Year Old Class (Pre-K)	\$1000.00

Late Payment Fees/Returned Check Fees

Payment is due on the 1st of every month. Tuition payment is considered late if not paid by the 3rd of each month. A late payment fee of \$30 will automatically be added to your family account. Your child will not be able to attend Preston Hollow UMC Child Development Center until payment in full is settled.

A \$30 charge will be assessed for all returned checks.

School Procedures

Parking Rules for Drop Off/Pick Up

Please park closest to the school curb located inside the circular drive for drop off and pick up times. This is for the children's safety in addition to allowing the traffic to flow smoothly. It's important to hold your child's hand whenever possible during drop off and pick up times. Cell phone use during drop off and pick up is discouraged at all times. No car's ignition should be left running and/or children left unattended in your vehicle. Enter the circular drive from the north side and exit from the south side.

Arrival

Preston Hollow UMC Child Development Center is an early learning program based on multisensory discovery of experiences enhanced by a classroom daily routine and schedule. The school is open from 7:30 a.m. until 6:00 p.m., Monday through Friday, year round. We are closed for Holidays, In-service days and inclement weather. Please see your yearly calendar for details.

The School Security System restricts access into the school for unauthorized visitors. The Front Desk determines entry into the locked school building by an electronic keypad device for visitors without a security code. Upon enrollment, families are given a 4 digit code to enter our school building during our hour's operation. You will need to use your personal family code to enter our school building if our morning security guard is not at the front door. Your security code is good for the hours of 7:30 a.m. to 6:00 p.m., Monday through Friday. If you try your code before or after school hours, the doors will not open.

Please sign your child in on the sign-in sheets located in front of the School Office. Beginning at 7:30 a.m., weather permitting, the children are dropped off on their age appropriate playground.

School breakfast is served at 8:30 a.m. and the children are finished by 9:00 a.m. If you bring your child in after 9:00 a.m., please feed them breakfast before entering the school building. The kitchen will not serve breakfast after 9:00 a.m.

Our learning activities begin at 9:00 a.m. with an opening prayer, circle and story time. Children are encouraged to arrive at least 15 minutes prior to this in order to give them time to say goodbye to their family and start their learning day.

Upon arrival, a brief wellness check will be made by the greeting teacher. If your child is showing signs of any type of illness, a teacher will notify the front office to determine if the child can remain at school, in accordance with requirements through the Texas Department of Family and Protective Services.

Dismissal

We ask that children be picked up at transition times during the day to avoid interruptions to learning time. Please see your child's classroom schedule.

All structured learning activities end at 5:30. Informal learning (open play centers) then takes place as children and staff prepare to go home. Evening care pick up is from 5:30 p.m. to 6:00 p.m. in designated closing classrooms. Remaining children in the school will be brought to 4 designated "closing classrooms" with their belongings, ready for departure. The rooms will consist of one infant classroom, one toddler classroom, one two year old classroom and one 3's/Pre-k classroom. Children will need to be signed out for the day on the sign in/out sheets.

Children will only be released to authorized adults listed on your child's enrollment authorization pick up form. It is your responsibility to notify the front office and complete new forms if there are any changes to your authorized pick-up list. Please inform relatives of our arrival/dismissal policies and that we will ask for proper photo identification.

You must notify the front office if your child is to be picked up by someone other than yourself even if they are on your pick up list. We will not release a child unless we have your permission. If notification is made by phone and we do not recognize your voice and/or caller ID, we may ask you to provide your driver's license number.

If family members are separated or divorced, the law states we cannot prevent either parent from picking up the child unless there is a court order. If that is the case, we must have a copy of the court order in our files. **Your child's safety is our #1 concern.**

Closing Policy

Our school closes promptly at 6:00 p.m. Please arrive at the school no later than 5:50 p.m. This will allow you time to properly greet your child, speak to their teacher and/or closing teacher, gather their belongings and exit the building by 6 pm. closing.

Our operation's license from the Texas Department of Family and Protective Services permits us to allow occupancy in the building from 7:30 a.m. to 6:00 p.m. only. If a child remains in our care outside of the operation hours, we are subject to citation through the Texas Department of Family and Protective Services.

In the event of an emergency and you are running late or unable to pick up, we ask that you contact the school as soon as possible. A late fee will automatically be billed to your account and proper arrangements will need to be made for staffing to remain after their required shift is over.

If a child remains at the school after 6:00 p.m. closing and there has been no contact from a family member, the front office takes the following measures:

- Tries to contact you by phone
- If there is no answer we will then call your emergency contacts
- If unsuccessful after 30 minutes, we are mandated by law to contact Child Protective Services and local law enforcement authorities.

Late Pick Up

The school charges a \$25 late fee from 6:00 p.m. to 6:15 p.m. From 6:15 p.m. to 6:30 p.m. the school charges a \$50 late fee. After 6:30 p.m. the school charges \$75. We will have you sign a "late arrival form" stating the time you've picked up your child and a copy will be put in your family file. The amount will be charged to your family account and expected to be paid immediately. **Phoning the school to say you are running late to pick up your child does not excuse you from paying the late pick up fee.**

If a family has 3 signed late arrival forms, the school will then schedule a conference with the family to discuss whether our school is able to meet your family's needs.

Health & Wellness

Preston Hollow UMC Child Development Center is licensed and staffed for **Well Children** only. The front office and staff will monitor the health of the children upon arrival and throughout the day. Children mildly ill (allergies, minor cold symptoms) may remain at the center only with an Administrator's approval. Children should be fully able to participate in all activities of the day, including being able to go outside on the playground. If your child is too ill to go outside to play, eat, or participate normally in all activities, then your child is too sick to attend school.

- A temperature above 100 degrees
- A skin rash that has not been identified by a phone call or in writing from a doctor who has seen the rash
- Diarrhea (2 or more incidents and we require child to be picked up and kept home for 24 hours)
- Vomiting (2 or more incidents and we require child to be picked up and kept home for 24 hours)
- Evidence of head lice or other parasites
- Severe coughing
- Rapid or difficult breathing
- Conjunctivitis
- Excessive fatigue
- An open cold sore
- Evidence of infection
- Pain the child complains of and which interferes with normal activity

Families will be notified if your child develops symptoms listed above. We make every effort to contact families but after 30 minutes we are unable to reach you, we will contact your emergency contacts you listed on your enrollment form.

Flu Season

Influenza ("the flu") is an infectious disease caused by a virus. When children are in a group with other children, they are more likely to get infectious diseases like influenza. Our teachers and cleaning crew are working overtime with extra cleaning and disinfecting of the classrooms, toys, cots, rugs, carpets, bathrooms, etc....

We need our families to do their part: Please do not bring your child to school if they show signs of runny noses, a temperature, acting lethargic, unusually fussy, a persistent cough, etc.... Take your child to the doctor to rule out the Flu.

During the cold/Flu season if we send children home with temperatures and/or with any of the signs of illness listed above, we will request a doctor's note in order for them to return to school.

Here are some ways we can work together to promote health and reduce illness:

- Get vaccinated for seasonal influenza every year
- Use good hygiene. Whenever children are together, there is a chance of spreading infections. This is especially true among infants and toddlers who use their hands to wipe their noses or rub their eyes and then handle toys or touch other children. In turn, these children then touch their noses and rub their eyes so the virus now goes from the nose or eyes of one child to the next child who then rubs his own eyes or nose.
- Keep your child home if they are sick.
- Wash your children's items in their backpacks every Friday.
- All items (blankets, sippy cups, sleep mats, pacifiers, bottles, lovies) need to be taken home every Friday to be cleaned and disinfected

Remittance to School

Children are able to return to school with the following criteria:

- With a physician's statement that the child is free from communicable disease and that returning to school poses no risk to the other children or staff.
- If visibly free from communicable disease, fever free without use of fever-reducing medications for 24 hours, and free of vomiting/diarrhea for 24 hours while on a normal diet.

Please notify the front office if your child does have a communicable disease (fifth's disease, strep throat, flu, chicken pox, etc...) We are required by Licensing to report certain communicable diseases to other families. The identity of the infected person is kept confidential.

Immunizations

Immunizations are required and must be current at all times. Each child enrolled at Preston Hollow UMC Child Development must meet and continue to meet applicable immunization requirements specified by the Texas Department of Family and Protective Services. This requirement applies to all children in care from 3 months of age to 5 years of age.

All required immunizations for your child's age must be completed by the date of admission. Exemptions for immunization requirements must meet criteria specified by the Texas Department of Family and Protective Services rules 25 TAC §97.62 (relating to Exclusions from Compliance). The recommended childhood and adolescent Immunization Schedule is found at www.dshs.state.tx.us/immunize.

*Employees of Preston Hollow UMC Child Development Center work to protect children from vaccine-preventable diseases. Every year our staff submit current documentation of the Tdap vaccine. The Tdap vaccine prevents the spread of Diphtheria, Tetanus, and Pertussis.

Dispensing of Medication

Medication is given only if families fill out and sign a permission form that is provided by the front office. Prescription and non-prescription medication must be in the original container labeled with:

- Child's name
- Date it was brought into the school
- Dosing amount and directions
- Pediatrician's name (prescription medication)

We will keep a record of each dose administered. We only follow the instructions given on the labels for both prescription and non-prescription medications. Any variance in the label must be approved in writing by a doctor. If label requirements do not meet the age and weight of the intended child, written instructions from the child's doctor must accompany the medication.

2018-2019 Texas Minimum State Vaccine Requirements for Child-Care and Pre-K Facilities

*Please see attached chart

Procedures for Handling Medical Emergencies

The safety of the children that attend Preston Hollow UMC Child Development Center is of the utmost importance. Accidents are reported to the Director and the family is then notified. Written documentation (incident report form) is filled out by attending teacher, signed by the Director or Assistant Director and family member. A copy of the written documentation is handed to the family member and another copy is kept in the child's file. If an accident results in an injury that requires medical treatment by a health care professional, please report it to the office. Preston Hollow UMC Child Development Center is required to contact licensing in this situation. Licensing will conduct an investigation of the accident to ensure the correct protocol and procedures were followed by Preston Hollow UMC Child Development Center.

If your child becomes seriously injured you will be immediately notified. By signing the Emergency form you have granted permission for the staff to take the necessary steps to obtain emergency medical and dental care if warranted.

If we are unable to contact primary caregiver/family member we will do any or all of the following. Expenses will be the responsibility of the child's family:

- 911 will be called
- If needed, child is given first aid or CPR
- The child will be accompanied by a Preston Hollow UMC Child Development staff to an emergency room.

In the event the emergency is that a child's life is determined to be in danger, 911 will be contacted first before attempting to contact a primary caregiver/family member.

Water Activities

Preston Hollow UMC Child Development Center does not participate in water and/or "Splash Day" activities.

Weather & Outside

Weather permitting and as part of our daily activities, state standards require us to go outside daily. Children who are in good health and properly dressed, going outside provides social interaction, physical exercise and an outside learning environment for enhancing their learning other than inside a classroom. If your child is unable to participate in the classes' daily activities that includes outside time, please have your child stay home. Preston Hollow UMC Child Development Center does not have adequate staff for supervising children who are unable to play outside.

Please send your child with appropriate outerwear, including close-toed shoes. We go outside if the temperature is not below 50 degrees or above 89 degrees.

Sunscreen & Insect Repellent

During the warmer months, please send your child to school with sunscreen already applied. Teachers do not apply sunscreen lotions and/or gel on children. If you wish for your child to wear mosquito repellent, it must be applied at home.

Animals on the Premises

No animals are to be on the premises without prior arrangement with the school office. During the summer months we occasionally have a school event that brings in animals as an enhanced learning tool to our curriculum. Licensing requires families to be notified in writing when animals will be present in the school. The office must have documentation of the animal's most recent vaccine record, as well as a statement of health from a veterinarian.

Transportation/Field Trips

Preston Hollow UMC Child Development Center does not offer transportation services. We do not participate in off-site field trips.

Classroom Parties

Classroom parties are arranged by individual class and organized by the classroom teachers and/or the home room parent. A sign-up sheet is usually posted inside the classroom or on the entry door for families to sign up to bring something to the party.

Birthday Parties

A child's birthday is something to celebrate. We celebrate each child's birthday. If you plan to celebrate your child's birthday with their class, please contact your child's teacher. Due to many children having various allergies we ask families to please make sure you bring nut free/tree nut free, store bought food with the ingredient label attached to it.

Balloons

Balloons are a choking hazard for children under the age of five. Balloons are not permitted in our school.

Hand Washing

Hand washing is an important method in reducing the spread of disease. Preston Hollow UMC Child Development Center teachers and staff follow the NAEYC guidelines for hand washing. Children are to wash their hands upon arrival to the classroom. Children also wash their hands after diapering or use of the toilet; after blowing their nose; before and after outside play, and before lunch and snack.

Infants

Infant Feeding Policy

Formula should be sent in factory sealed containers. Bottle feedings do not contain solid food unless the child's health care provider supplies written instructions with a medical reason. Teaching staff offer children fluids from a cup as soon as families and teachers decide together a child is developmentally ready to use a cup. If staff warm formula or human milk, the milk is warmed in hot water at no more than 120 degrees Fahrenheit not longer than 5 minutes. For an infant not ready for table food, written feeding instructions are signed and dated on a 'Infant Feeding Schedule' by the family. This information is reviewed and updated every month.

Nursing/Breastfeeding Policy & Nursing Room

Preston Hollow UMC Child Development Center supports breastfeeding by complying with the following procedures;

1. Preston Hollow UMC Child Development accepts, stores, and serves expressed breast milk for feedings.
2. Preston Hollow UMC Child Development gently mixes, not shakes, the breast milk before feeding to preserve special infection-fighting and nutritional components in breast milk.
3. Preston Hollow UMC Child Development only accepts breast milk in ready to feed sanitary containers.
4. Breast milk is labeled with infant's name, date it's stored and kept in a refrigerator no longer than 24 hours.

Along with our open door policy, we encourage mothers who are breast feeding to utilize our Nursing Room. The room is located near the infant rooms and available to use during school operating hours.

Safe Sleep Practices

Infants 12 months and younger are placed on their backs to sleep. Mattresses in our cribs are firm. Cribs are manufactured for sale as infant sleeping equipment that meets the standards of the U.S. Consumer Product Safety Commission. If infants can turn themselves from the back position they are then allowed to assume any sleep position that is comfortable. Infants are assigned to a crib and it is only used by that infant. Cribs only have a tight fitting crib sheet on the mattress. Blankets, comforters, quilts, toys, pillows, stuffed animals and bumper pads are not permitted in the cribs. Infant sleep devices are not permitted in the crib. Infants' heads, faces and cribs remain uncovered during sleep. Infants are not swaddled for sleep or rest. Only sleeveless sleep sacks are permitted for use in the classroom. Pacifiers may be used during sleep, but it must not be attached to stuffed animal or the infant's clothing by a string, cord or other attaching mechanism.

If an infant arrives at Preston Hollow UMC Child Development Center asleep or falls asleep in a restrictive device other than a crib (high chair, bouncy chair, stroller, etc.) the infant will be moved to a crib at the earliest opportunity. Preston Hollow UMC Child Development Center teachers actively observe sleeping infants by sight and sound. When infants awake, they participate in "tummy time".

Safety Procedures

Texas Child Care Licensing Contact Information

Preston Hollow UMC Child Development Center is licensed by the Texas Department of Family and Protective Services. Our license number is 31763. You can view our most recent inspection report on our Parent Information Board. Families may contact the local Child Care Licensing office located at: 8700 Stemmons, Suite 104, Dallas, Texas 7547 by calling (214) 951-7902. The Child Care Licensing website is: www.dfps.state.tx.us

Texas Administrative Code

<u>TITLE 40</u>	SOCIAL SERVICES AND ASSISTANCE
<u>PART 19</u>	DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES
<u>CHAPTER 745</u>	LICENSING
<u>SUBCHAPTER K</u>	INSPECTIONS AND INVESTIGATIONS
<u>DIVISION 1</u>	OVERVIEW OF INSPECTIONS AND INVESTIGATIONS
RULE §745.8415	What can Licensing inspect and/or investigate?

We may investigate any part of your operation that could affect the health, safety, or well-being of children. This includes, but is not limited to, access to all children in care, employee, records, and any area of the building, home or grounds where your operation is located.

Source Note: The provision of this RULE §745.8415 adopted to be effective March 1, 2002, 27 TexReg 965

Building Security

Preston Hollow UMC Child Development Center takes the security of children seriously. Families have a unique 4 digit number to enter the school. This code only works during school hours. The staff of Preston Hollow UMC Child Development Center does not admit persons through locked doors.

Facilities

The indoor and outdoor facilities of Preston Hollow UMC Child Development Center are the property of Preston Hollow United Methodist Church. Each morning a member of Preston Hollow UMC Child Development Center walks throughout the facility and outdoor play areas to ensure they are free from trash, glass, sharp or hazardous items, harmful animals, insects and other pests.

Staff

Each of our teachers at Preston Hollow UMC Child Development Center has teaching experience and/or degrees in various backgrounds including Early Childhood Development. Teachers receive 24 hours of continuing education training annually, including topics on child development, guidance and discipline, curriculum, health and safety, and the prevention, recognition and reporting of child abuse and neglect. All Preston Hollow UMC Child Development Center staff have state & national criminal history background checks and are fingerprinted annually. All Preston Hollow UMC Child Development Center staff complete Ministry Safe training annually. Employees of Preston Hollow UMC Child Development Center work to protect children from vaccine-preventable diseases. Every year our staff has the TB vaccine shot.

Gang-Free Zone

House Bill 2086. This law adds §42.064 of the Human Resource Code and designates certain areas around child care centers as “gang-free zones”. Under the Texas Penal Code, any area within 1000 feet of Preston Hollow UMC Child Development Center at Preston Hollow UMC Church is a gang-free zone, where criminal offenses related to organized criminal activities are subject to harsher penalty. For detailed information about gang-free zones, please consult sections 71.028 and 71.029 of the Texas Penal Code.

School Closings

If inclement weather occurs during School hours, we encourage families to pick-up their children early. The Director will remain at the School until all children have been safely picked up. Other dangerous conditions (tornado, dangerous storms, etc.) will be handled at the School with the emergency procedures set in place and practiced by the staff and the children for the safety of all. These procedures are posted in every classroom where children may be present.

In the event of snowy or icy inclement weather conditions, Preston Hollow UMC Child Development Center follows the Dallas Independent School District and/or the Highland Park School district closing schedule. All local television and radio stations will report this closing. You will be notified by Text by Choice from the Director or Assistant Director to pick up your child. Children will be released only to persons stated on your enrollment form. **Your child's safety is our utmost concern at all times.**

Mandatory Remote Evacuation Away From Center

In the event the school is told by a fireman, police officer, or safety official that a remote evacuation is required for the safety of all persons, your child will be taken to Preston Hollow Presbyterian Church. Families will be notified through various forms of communication: phone, email, Text by Choice and/or classroom parent representatives by email.

The primary REMOTE SITE is:

Place: Preston Hollow Presbyterian Church – Fellowship Hall
Address: 9800 Preston Road
Dallas, Texas 75230
Phone: 214-368-6348

Security Cameras

Preston Hollow UMC Child Development Center has security cameras for the safety of our children, staff and families. The cameras are in the classroom, playground, front door entry and back door exit. **It is for school office/administrators use only and not internet accessible.**

School Drills

Practice drills for lockdown, fire and severe weather are conducted regularly to ensure that both staff and children are aware of proper emergency procedures. The state of Texas requires that fire drills are practiced monthly, and severe weather drills are conducted every three months. Lockdown drills are practiced monthly. The staff calmly guides all children to the designated areas of the School for their safety.

Sheltering/Lockdown

Preston Hollow UMC Child Development Center staff remain in the school. We utilize the (concrete) hallways by having the children quietly line up alongside the hallways, and sit down facing the walls, away from glass windows/door structure. Teachers have their clip board with names of children/family addresses and phone numbers.

During Lockdown, children and Preston Hollow UMC Child Development staff quietly relocate to an area of the classroom or office that is out of the line of sight of windows.

***During this procedure, the staff communicates to teachers through the use of walkie talkies. Each classroom has one that communicates to the front office.**

Procedures for the Release of Children

In the case of an evacuation or relocation event where children, staff and teachers are unable to return to Preston Hollow UMC Child Development Center, families will be reunited with their child/children at a designated safe area. The designated safe area is our primary remote site: Preston Hollow Presbyterian Church-Fellowship Hall, 9800 Preston Road, Dallas Texas 75230. Their phone number is 214-368-6348.

In the case of a shelter in place/lockdown event, children will be released to families at Preston Hollow UMC Child Development Center.

Important Documentation

Families sign in/out their child on a daily basis. The sign in/out documentation is located outside the front office. Along with this important documentation of attendance, staff each have a classroom sign in/out roster with an emergency evacuation map of the school in case of an emergency. This is used in case of an emergency, evacuation, relocation or sheltering event.

Family & School Partnership

Fundraisers

Preston Hollow UMC Child Development Center is a nonprofit school. Tuition and registration fees do not always cover all items needed for the school. Therefore, in order to purchase special equipment or schedule special events we host several fundraisers during the school year. Fundraisers include Scholastic book fair, Parent Night Out, a school garage sale and a Christmas fundraiser. If you are interested in getting involved with our school events, please contact the school office.

Family Volunteering Participation

Families are encouraged to help in the classroom with special projects and holiday celebrations. We understand each family has a unique schedule and ability to offer their time to our program. Supporting our school either from home or in the school is greatly appreciated.

Ways to volunteer:

- Planning school parties
- Assisting with Teacher Appreciation Week
- Assisting with N.A.E.Y.C. Week of the Young Child activities
- Assisting with decorating classrooms, bulletin boards, etc.
- Reading a story to the class
- Sharing your talent, skill, hobby, etc..
- Any other way to better our school!!

Early Intervention

Preston Hollow UMC Child Development Center believes early intervention, when needed, is in the best interest of the child and that specialists trained in the field of learning differences provide the child the greatest benefit for long term success. Preston Hollow UMC Child Development Center reserves the right to request that parents arrange for their child to be tested for speech, hearing, and/or learning differences through ECI, the public schools or by private services. Termination of enrollment may result if it is determined our staff is not able to meet the needs of the child while providing a quality experience for the child and for the other children in the classroom.

Vision and Hearing Screenings

The requirements for Vision and Hearing Screening apply each year. At age 4 your child is required to have a vision and hearing screening. Please provide us with a copy of the screening and it will be placed in your child's file.

Visiting Our School

Preston Hollow UMC Child Development Center has an open door policy. You may visit our school at any time during the hours of operation to see your child, our day to day operation, and program activities. As a courtesy, you may notify your child's teacher or Director for the most suitable observation time.

Nursing Room

Along with our open door policy, we encourage mothers who are breast feeding to utilize our Nursing Room. The room is located near the infant rooms and available to use during school operating hours.

Food

Our school provides breakfast, lunch and an afternoon snack for all our children on a daily basis. Due to some children's allergies to certain foods, we ask all families to please leave personal meals and snacks at home.

If your child has a food allergy and cannot eat what's on our school, we must receive a note from your child's pediatrician stating what they can/cannot eat. You will be responsible to bring a meal for your child. We are a nut free school. No exceptions.

Hand Washing

Hand washing is an important method in reducing the spread of disease. Preston Hollow UMC Child Development Center teachers and staff follow the NAEYC guidelines for hand washing. Children and staff are to wash their hands upon arrival to the classroom. Children and staff also wash their hands after diapering or use of the toilet; after blowing their nose; and before lunch and snack.

Allergies & Epinephrine Injector Procedures

Preston Hollow UMC Child Development Center protects children with food allergies from contact with the problem food to the best of its ability. We ask families of a child with food allergies to give consent for posting information about that child's food allergy and if consent is given, then the information about the child's food allergy is posted in the kitchen and in the child's classroom. Visual contact information is discreetly placed in the child's classroom (inside a cabinet door) and all teachers and kitchen staff who have daily contact with child are made aware of the allergies. If your child has a food allergy and cannot eat what's on our CDC menu, we must receive a note from your child's pediatrician stating what they can/cannot eat. You will be responsible bringing your child's meals to school. We are a nut free school. No exceptions.

Children with Epinephrine injectors are required to have an Allergy Action/Emergency Plan on file in the Preston Hollow Child Development Center office. The Allergy Action/Emergency Plan is given to the child's teacher, the kitchen staff and the office staff keep it in the child's file.

Toys

Outside toys are to be left at home. The school has plenty of developmentally age appropriate toys and books for your child to play and read throughout the day. If your child comes to school with a toy from home, the teacher will collect and put it in your child's cubby to be taken home. We are not responsible for outside toys that get lost, broken or "borrowed" from classmates.

Pacifiers

In order to encourage language development, pacifiers are not used in the toddler rooms and above. If your child is using these items, they should be placed in their backpacks before entering the school. If your child needs the item at naptime, they may be retrieved by the teacher and then put away after nap.

Biting

- Immediately make it clear that the behavior is unacceptable. "Biting hurts."
- Attend to the biting victim, offering comfort and first aid as necessary, trying to involve the biter.
- Acknowledge the biter's emotions without condoning the actions.
"I know you're frustrated, but I can't let you bite your friends. It hurts them."
- Remove biter from group only when child has lost control and is no longer safe around other children.
- Document. Look for a pattern. Is there a particular victim?
- Notify family of biter and the victim. We will keep the name of the biter confidential.

Clothing

Our school believes in being hands on in our art, play and learning. We believe in making messes! Families should send their children to school in washable play clothes that can get dirty. Tennis shoes are best. Patent shoes, cowboy boots, skates, and open-toed sandals are not safe on the playground or in group settings.

Please bring a change of appropriate seasonal clothing including socks and underwear that can be used in the event of accidents/emergencies. Everything should be labeled with your child's name. Items not claimed by the end of the school year will be donated to charity. If your child insists on wearing inappropriate clothing or shoes to school, please send a change of clothes in your child's tote bag.

Toilet Training

Children develop muscle and bladder control to start the toilet training process between the ages of 18 to 24 months. The following signs indicate your child may be ready to begin toilet training:

- Diapers are dry for at least 2 hours at a time
- Child knows and can let a teacher know when they are wet or has a bowel movement
- Child is uncomfortable and indicates they are wet and/or has soiled diaper
- Child answers simple yes-and-no questions
- Child follows simple directions
- Child is able to go to the toilet
- Child shows pride, joy or excitement when they learn new skills

We believe toilet training should be a positive experience. This is a developmental milestone that should be celebrated and stress free. At times there are circumstances that can affect your child's readiness such as recent household changes or a change in school. If this applies to your child, you may decide to wait for a time. We toilet train ONLY if the family is doing the same practices at home as the school. Everyone must work together and practice the same process in order for your child to succeed in toilet training. You must be willing and able to devote time and attention to helping the child learn to use the toilet.

Communication

Communication Regarding Policies & Procedures

If you have any questions or concerns regarding our school policies and procedures please either come to the office, phone the school or email us to discuss the situation. Communication is vital in making your child's early childhood experience a positive one. We take your concerns seriously.

Procedures for Family Notification

Our school communicates important information to you throughout the year and in a variety of ways:

- Daily report schedules
- Classroom Bulletin Board Postings
- Monthly calendars
- Text by Choice
- Front door notices
- Yearly school calendar
- Family Handbook
- Emails
- Facebook
- School website
- Morning drop off
- Evening pick up
- Open House
- Classroom Welcome Folder
- Parent/Teacher conferences

The primary method of communication is through email and by phone. If your email address or your phone number changes during the school year, it is your responsibility to notify the front office immediately. Our email address is cdc@prestonhollowumc.org if you need to contact us.

Notification to Policy Changes

Preston Hollow UMC Child Development Center must have current and correct contact information on enrolled families, including email, phone numbers and address. All families will be notified in writing and in person by office staff of any changes made to the Preston Hollow UMC Child Development Center's operational policies and admissions agreement. Current licensing inspection reports are required and posted outside the office.

Staff

Each of our teachers at Preston Hollow UMC Child Development Center has teaching experience and/or degrees in various backgrounds including Early Childhood Development. Teachers receive 24 hours of continuing education training annually, including topics on child development, guidance and discipline, curriculum, health and safety, and the prevention, recognition and reporting of child abuse and neglect.

Communication with Families

Our school communicates important information to you throughout the year:

- Daily report schedules,
- Classroom Bulletin Board Postings
- Monthly calendars
- Text by Choice
- Front door notices
- Yearly school calendar
- Family Handbook
- Emails
- Facebook
- School website
- Morning drop off
- Evening pick up
- Open House
- Classroom Welcome Folder
- Parent/Teacher conferences

The primary method of communication is through email and by phone. If your email address or your phone number changes during the school year, it is your responsibility to notify the front office immediately. Our email address is cdc@prestonhollowumc.org if you need to contact us.

Communication with Staff

Preston Hollow UMC Child Development Center encourages families to contact the Director and/or the teachers with questions or concerns. However, conferencing with the teachers at the classroom door during the arrival and departure of the children is inappropriate. **Please understand the children come first during class time.**

If you wish to speak with your child's teacher, please call the school office at 214-369-4630. Teachers will be given your message and they will return your call at their earliest convenience. You may communicate with the school through email at cdc@prestonhollowumc.org

Families will be notified of changes in operation policy and/or enrollment agreement in writing. Families will be asked to sign and date the updated information which will be kept in your child's file.

Academic & Behavior Philosophy

Discipline and Guidance

- Discipline must be:
 - (1) Individualized and consistent for each child;
 - (2) Appropriate to the child's level of understanding; and
 - (3) Directed toward teaching the child acceptable behavior and self-control.
- A caregiver may only use positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction, which include at least the following:
 - (1) Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
 - (2) Reminding a child of behavior expectations daily by using clear, positive statements;
 - (3) Redirecting behavior using positive statements; and
 - (4) 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.
- There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:
 - (1) Corporal punishment or threats of corporal punishment;
 - (2) Punishment associated with food, naps, or toilet training;
 - (3) Pinching, shaking, or biting a child;
 - (4) Hitting a child with a hand or instrument;
 - (5) Putting anything in or on a child's mouth;
 - (6) Humiliating, ridiculing, rejecting, or yelling at a child;
 - (7) Subjecting a child to harsh, abusive, or profane language;
 - (8) Placing a child in a locked or dark room, bathroom, or closet with the door closed;
 - (9) Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

Texas Administrative Code, title 40, Chapters 746 and 747, Subchapter L, Discipline and Guidance

Suspension and/or Dismissal of Child

Good discipline teaches children the qualities of fairness, being heard, generosity and responsibility. Preston Hollow UMC Child Development Center believes in a positive approach leading to self-discipline by the child. Our goal is not to punish a child but to develop generous and kind instincts in children who will be proud of and take ownership of their actions. "Catching children doing the right thing" accompanied by an adult's smile is both encouraging and rewarding to a child.

However, for children with persistent, serious, and/or challenging behavior, the Director will request a conference with the family and teachers and other professionals to develop and implement an individualized plan that supports the child's inclusion and success. Documentation will be done and families will sign behavioral reports that will be put in the child's file. Family members signing these behavioral forms are required in order for all parties be on the same page and aware of their child's behavior.

If the inappropriate behavior continues and it is determined after thorough evaluation that the placement of a child would not be in the best interest of the child, the other children in the program, or the staff of Preston Hollow UMC Child Development Center, the family will be informed the school can no longer accommodate their child.

The child will then be withdrawn from our School program. Preston Hollow UMC Child Development Center has sole discretion to dismiss any child from the school program.

Academic Goals

Each child is guided and encouraged to develop age appropriate skills and developmental milestones. Our goals include:

- Social and Emotional Development
- Language and Communication
- Reading and Writing
- Mathematics and Science
- Social Studies and Fine Arts
- Physical Development

Curriculum

Research shows young children learn best through learning activities presented in a carefully prepared environment.

The Director approves the thematic curriculum developed by the teachers and helps them create flexible and effective daily schedules. Each teacher plans for their class based on the age, developmental level and needs of each child.

The teachers plan a variety of center activities for independent learning as well as group experiences. Outdoor play is an integral part of the School program. Teachers use this opportunity for outside activities that are both planned and for free choice play.

Age Placement

Early childhood educational studies show that certain developmental milestones are indications of a child's level of success at certain age levels. Children in preschool learn at their own rate and each has their own special strengths, just as they each have their own temperaments and personalities. Children are placed in classrooms according to several factors: age by September 1st, the different learning style needs of children, social opportunities, balancing the boy/girl ratios, recommendations from teachers, and the special needs of each child. Placement of children in the classrooms is determined carefully by the School Director, the Assistant Director and a committee of teachers. **However, the final decision on the placement of children in the classrooms is decided by the School Director.**

Following are a few guidelines the Directors use when deciding where children are placed in classrooms during the move up. Before your child moves up into an older classroom, they must be of that age by September 1st. With the exception of our infant classroom, all children stay in the same class throughout the school year.

- The requirements to move from an Infant class to a Toddler class: the child must not use a pacifier or a bottle and able to walk independently. The child must be able to eat table food and use open cups. Shoes must be worn at all times. The child must be able to follow a toddler schedule vs. infant schedule regarding eating and napping schedule.
- To move from a Toddler class to a Two year old class, child must be at least 24 months old, eating table foods and use open cups.
- To move from a Two year old class to a Three year old class, the child must be at least 36 months old and fully toilet trained.

Religious Teaching Concepts

At Preston Hollow UMC Child Development Center, our staff teaches and incorporates developmentally appropriate religious teachings. Young children are best taught through adult modeling age appropriate concepts and through life experiences. The following concepts below are some ways we teach our young children:

Love: by accepting and forgiving a child's behavior, teachers help children experience God's unconditional love.

Trust: by being there each day, caring for the daily needs of the children and by being consistent in their expectations and reactions, teachers help children develop trust.

Acceptance: by listening attentively to each child in the class as they talk about what is important to them, teachers are saying that each individual is special.

Responsibility: by encouraging children to complete a task and to put toys away when they are through with them, teachers are helping the children become responsible members of the class.

Thankfulness: There are many opportunities for the children to experience the awe and wonder of God's world as they observe nature and growing things. We show our children how we take care of our planet by recycling, reusing and reducing. Another area we show our thankfulness to God is during our meal times. This is a wonderful opportunity to thank God for all he has provided.

As children attend school on a regular basis they will know the school as a pleasant place to be, a place where people show God's love and care. By forgiving mistakes and encouraging good behavior, adults are creating an image of a loving teacher. As children mature this image will transfer to the image of God as one who loves and cares for them.

Tips for a Successful Preschool Experience

- Exhibit a positive attitude toward school.
- Allow ample time getting ready for school so that your child will not be hurried.
- Bring your child to school on time. Entering a classroom already in progress is difficult for many children. We highly recommend all children arrive at school by 8:30 a.m.
- Please be prompt for pick-up. Many children become upset and worry when the parent is late.
- Think of the teachers as friends who want to know about your child in an effort to provide your child with a happy and successful preschool experience.
- Please let us know of any changes that might affect your child, such as medications, new baby, family circumstances, visitors, or moving.
- If problems arise, please talk to your child's teacher and/or the Director.
- When looking at the work your child brings home, please remember that the process (thinking, doing, feeling, experimenting) is more important than the finished product.
- Please check your child's tote bag and file folder each day for notes from school.

Preventing and Responding to Abuse and Neglect of Children

INFORMATION ON REPORTING CHILD ABUSE

Child abuse and neglect are against the law in Texas, and so is failure to report it. Failure to report is a Class B criminal offense, punishable by a \$2,000 fine and/or imprisonment for up to 180 days. Failure to report also could subject you to considerable monetary liability in a civil rights action.

If you suspect a child is being abused or mistreated, you are required to report it to the Texas Department of family and Protective Services or to a law enforcement agency. You are required to make a report within 48 hours of the time you suspected the child has been or may be abused or neglected.

What is Abuse? Abuse is mental, emotional, physical, or sexual injury to a child or failure to prevent such injury to a child.

What is Neglect? Neglect includes (1) failure to provide a child with food, clothing, shelter and/or medical care and/or (2) leaving a child in a situation where the child is at risk of harm.

How do I make a report?

1. Call the abuse and neglect hotline at 1-800-252-5400.
2. When you make a report, be specific. Tell exactly what happened and when. Be sure to record all injuries or incidents you have observed, including date (s) and time (s) of day and keep this information secured.
3. Reports should be made as soon as possible but no later than 48 hours before bruises and marks start to fade. It is important for the investigators to be able to see the physical signs.
4. Give the agency person any information you have about the relationship between the child and the suspected abuser.
5. Provide at least the following information in your report:
 - Name, age, and address of the child
 - Brief description of the child
 - Current injuries, medical problems, or behavioral problems
 - Primary family caregiver's name and names of siblings in the home

Will the person know I have reported him or her? Your report is confidential and is not subject to public release under the Open Records Act. The law provides for immunity from civil or criminal liability for innocent persons who report even unfounded suspicions, as long as your report is made in good faith. Your identity is kept confidential.

Finally, err on the side of caution. If you have reason to suspect child abuse, but are not positive, make the report. If you have doubts about whether or not it is abuse, call the hotline. They can advise you if the signs you have observed are abuse.

SIGNS OF PHYSICAL ABUSE

Consider the possibility of physical abuse when the child

- Has unexplained burns, bites, bruises, broken bones, or black eyes
- Has fading bruises or other marks noticeable after an absence from school
- Seems frightened of the primary family member and protests or cries when it is time to go home
- Shrinks at the approach of adults
- Reports injury by a primary family member or another adult caregiver

Consider the possibility of physical abuse when the primary family member or other adult caregiver:

- Offers conflicting, unconvincing, or no explanation for the child's injury
- Describes the child as "evil" or in some other very negative way
- Uses harsh physical discipline with the child
- Has a history of abuse as a child

SIGNS OF NEGLECT

Consider the possibility of neglect when the child:

- Is frequently absent from school
- Begs or steals food
- Lacks needed medical or dental care, immunizations, or glasses
- Is consistently dirty and has severe body odor
- Lacks sufficient clothing for the weather
- States that there is no one at home to provide care

Consider the possibility of neglect when the primary family member or other adult caregiver:

- Appears to be indifferent to the child
- Seems apathetic or depressed
- Behaves irrationally or in a bizarre manner
- Is abusing alcohol or other drugs

SIGNS OF SEXUAL ABUSE

Consider the possibility of sexual abuse when the child:

- Has difficulty walking or sitting
- Experiences a sudden change in appetite
- Demonstrates bizarre, sophisticated, or unusual sexual knowledge or behavior

Consider the possibility of sexual abuse when the primary family member or other adult caregiver:

- Is unduly protective of the child or severely limits the child's contact with other children, especially of the opposite sex
- Is secretive and isolated

SIGNS OF EMOTIONAL MALTREATMENT

Consider the possibility of emotional maltreatment when the child:

- Shows extremes in behavior, such as overly compliant or demanding behavior, extreme passivity, or aggression

- Is either inappropriately adult (parenting other children, for example) or inappropriately infantile (frequently rocking or head-banging, for example)
- Is delayed in physical or emotional development
- Reports a lack of attachment to the primary family member

Consider the possibility of emotional maltreatment when the primary family member or other adult caregiver:

- Constantly blames, belittles, or berates the child
- Is unconcerned about the child and refuses to consider offers of help for the child's problems
- Overtly rejects the child

To report abuse, neglect, or exploitation please phone the Texas Department of Family and Protective Services, 24 hours a day, 7 days a week, toll-free hotline at 1-800-252-5400 or file an on-line report at the TDFPS website, <https://www.txabusehotline.org>

All employees of Preston Hollow UMC Child Development Center receive Ministry Safe training. This training is offered through our North Texas Methodist Conference. Trainings which address abuse, neglect, or exploitation issues are provided yearly during the summer month in-service training days.

Abuse Assistance and Intervention Phone Numbers

The following agencies can be contacted to obtain assistance and intervention for cases of abuse:

1. Victims Outreach 214-358-5173
2. Family Counseling 972-724-2005
3. Children First Counseling Center 972-264-0604
4. Child and Family Guidance Center 972-351-3490

Emergency Telephone Numbers

*Please see attached information regarding Emergency Telephone Numbers.

Emergency Telephone Numbers

Ambulance

Police

Fire

9 – 1 – 1

Poison Control

1– 800 – 222– 1222

Child Abuse Hot Line

1 – 800 – 252– 5400

Nearest Child-Care Licensing Office Phone

214-583-4253 or 1-800-582-6036

Nearest Child-Care Licensing Address

**8700 North Stemmons Frwy. Suite 104
Dallas, Texas 75247**

Licensing Permit Number

#31763

Child-Care Operation Name & Address & Phone Number:

**Preston Hollow UMC Child Development Center
6315 Walnut Hill Lane
Dallas, Texas 75230
214 – 369 – 4630**

Emergency/Evacuation Plan

The staff at Preston Hollow UMC Child Development Center is committed to keeping your children safe in the event of any emergency. You may visit the web site of www.ready.gov to receive information about what to do at your home or work.

If we need to evacuate the school for any reason, such as a gas leak, we will take the children to Preston Hollow Presbyterian Church in their Fellowship Hall. Their address is 9800 Preston Road on the corner of Walnut Hill & Preston Road. Their phone number is 214-368-6348.

The suggested advice of www.ready.gov is to stay put and "Shelter-in-Place if possible. In the event of any emergency in which we can stay at our center, we will relocate in the "Safe Place". These areas are window free and safest areas of the school. Those are the locations we will use in the event of a Tornado Warning also. An example of a location is: The Infant rooms go into the adult bathroom.

In the event of relocating the children, a transportation release form must be signed by persons responsible for the children.

My child, _____, has my permission to be transported in any vehicles used to transport children to a safe shelter in the case of any emergency. I will not hold Preston Hollow UMC Child Development Center and/or the staff of the Church or School responsible for any accident that could occur.

Parent/Guardian Signature _____

Date _____

Family Handbook Acknowledgement Form

Preston Hollow UMC Child Development Center is a year round school. By signing this form, you agree to pay tuition for the entire school year. Should your child leave the program during the school year, 2 week written notice is required.

Tuition payment is due on the 1st of each month. Late fees will be applied if not paid in full after the 3rd of each month.

Parent Handbook Compliance:

I, _____, have read, understand and will comply with the policies and payment schedule listed on this form and in the 2019-2020 Preston Hollow UMC Child Development Family Handbook.

A signed copy of this acknowledgement form will be kept in our family files.

Parent/Guardian Signature _____

Date _____