



THE HEIGHTS CDC
Child Development Center

PARENT HANDBOOK

2020-2021

Younger Preschool: 2 months – Transitional 3-year-olds
Older Preschool: 3 years – Transitional Kindergarten



THE HEIGHTS
CHURCH

www.theheights.org

THE HEIGHTS CHILD DEVELOPMENT CENTER

201 W. Renner Rd. Richardson, TX 75080

TheHeightsCDC.com

Facebook.com/theheightscdc

CDC Office: 972-238-7289

CDC Fax: 972-238-8416

ADMINISTRATIVE TEAM

Emilie McCally

Director

emccally@theheights.org

972-231-6047 (x255)

Kathy Castleman

Assistant Director

kcastleman@theheights.org

972-231-6047 (x3248)

Lindsay Hollandsworth

Admin Assistant / Registrar

lhollandsworth@theheights.org

972-231-6047 (x289)

Holly Lieou

Finance Assistant

hlieou@theheights.org

972-231-6047 (x228)



Dear Parents,

On behalf of The Heights Church and The Heights Child Development Center, I would like to welcome you to our school. This will be an exciting year full of growth for you, your child, the CDC and the church. By you partnering with us, your child will have a fulfilling year of spiritually, socially, emotionally and developmentally appropriate opportunities. Laying the right foundation and developing positive attitudes now will ensure successful experiences in school, relationships, church and spiritual development later.

I want you to know that both the church and school are committed to investing prayer, time, energy, talents and money into teaching and growing your child in preparation for their future.

We have an “open door policy” and want you to feel free to call us with your questions, concerns, or any other needs you may have related to your family’s spiritual growth. Please read this handbook thoroughly to ensure your child has a wonderful experience here at school. Thank you for choosing The Heights Child Development Center to be a part of your family. The teachers and staff consider you all an important part of ours.

Sincerely,

Emilie McCally
Director of The Heights Child Development Center

Table of Contents

All About Us

Mission Statement.....	6
Philosophy.....	6
Curriculum and Class Offerings.....	6
State Licensing.....	8
Staff.....	8
School Calendar.....	8
School Closings.....	9
Emergency Relocation	9

Administrative Policies and Procedures

Enrollment.....	10
Class Placement.....	10
Forms.....	10
Emergency Numbers.....	10
Deferred Immunizations.....	11
Vision and Hearing Screening.....	11
Confidentiality of Records.....	11
Registration Fees.....	11
Tuition.....	11
Additional Fees.....	11
Refunds/Make-up Days.....	12
Withdrawal.....	12

Health and Safety

Illness Policy.....	13
Immunization and Health Requirements for Staff.....	14
Medication & Medical Emergencies.....	14
Arrival and Departure of Children.....	14
Allergies.....	15
Peanut/Tree Nut Policy.....	15
Snacks.....	15
Lunch.....	15
Breastfeeding.....	15
Rest Time.....	16
Outdoor and Rainy Day Play.....	16
Toilet Training.....	16
Reporting of Suspected Child Abuse.....	18
Emergency Procedures.....	18
Drug Free/Gang Free Zone.....	19

Discipline and Guidance Policies

Discipline.....20

Behavior Concerns.....21

Biting.....21

Bullying.....22

Communication

Communication with Parents.....23

Orientation and Meet the Teacher.....23

Parent Conferences.....23

Classroom Policies

Birthday Celebrations.....24

What to Bring and Not to Bring to School.....24

All About Us

Mission Statement

The Heights Child Development Center provides a Christian environment where children can learn and play while growing physically, intellectually, emotionally, socially, and spiritually.

Philosophy

As a ministry of The Heights Church, the Heights CDC believes that each child is a child of God and should have every opportunity to develop physically, intellectually, emotionally, socially, and spiritually to his/her fullest potential. Our program provides learning experiences through hands-on activities with small groups of children of the same age. Emphasis is placed on the needs of the individual child to develop self-confidence and independence in successful learning opportunities. As we plan to meet the educational needs of the young children of our school, specific kinds of learning experiences will be provided to reflect an awareness and sensitivity to their learning style. Research has shown that the first five years are critical to a child's brain development. At CDC we make learning fun. Our goal for each child is to develop a healthy, positive feeling about himself/herself and develop a love for learning.

Curriculum and Class Offerings

The Heights CDC has adopted Frog Street Curriculum and The Creative Curriculum, which is widely regarded as a forward-thinking, comprehensive, rigorously researched approach that honors creativity and makes learning exciting and relevant for every child. Therefore, children have a great time and receive an education without even realizing it. Curriculum is based on guidelines from the National Association for the Education of Young Children and the Texas Essential Skills for Pre-K and Kindergarten. We use hands-on, age-appropriate activities with small groups of children the same age to give them the skills, knowledge and critical thinking foundation they need for life and school.

Infant Program emphasizes:

- Building a nurturing and loving relationship with caregivers
- Separation from parents realizing the parent will come back
- Language development & vocabulary – through songs, fingerplays, infant sign language
- Learning about God's love

Ones Program emphasizes:

- Building a nurturing and loving relationship with caregivers
- Gaining a sense of independence
- Separation from parents realizing the parent will come back
- Socialization – parallel play, taking turns, etc.
- Gross Motor skills – walking, running, hopping
- Language development & vocabulary – through songs and fingerplays
- Learning about God's love

Twos Program emphasizes:

- Socialization – sharing, taking turns etc.
- Gaining a greater sense of independence
- Increasing language usage & vocabulary
- Recognizing their name in print
- Introducing the alphabet
- Counting skills
- Shapes and Colors
- Group games
- Fine Motor Manipulative Activities
- Learning about God’s love

Threes Program emphasizes:

- Gaining a sense of independence, responsibility and self-reliance
- Cooperation and respect for others
- Using words to express feelings rather than actions
- Listening and following directions
- Communicating needs
- Fine motor activities such as cutting and holding a pencil correctly
- Introducing the alphabet and beginning sounds
- Increasing language usage and vocabulary
- Recognize and print their name
- Understanding beginning math concept such as recognizing numbers, one-to-one correspondence, sorting and classifying
- Learning about God’s love

Fours and Transitional Kindergarten Programs emphasize:

- Gaining a sense of independence, responsibility and self-reliance
- Cooperation and respect for others
- Learning about school protocol – waiting their turn, walking in a line, routine, etc.
- Participation in group activities
- Listening and following directions/classroom rules
- Pre-reading skills – Letters & sounds, beginning and ending sounds, rhyming words, recognizing and reading environmental print etc.
- Reading readiness – print carries a message, print runs from top to bottom, left to right etc.
- Writing letters and numbers
- Beginning math, science and history
- Learning about God’s love

Enrichment Activities

Musikgarten – A music and body rhythmic program is a part of the schedule for all age groups. This program is designed to give the children the opportunity to experience music through song and musical instruments. The children also spend a large part of this time engaged in activities that promote large muscle development. The children should wear tennis shoes (no boots or sandals) and comfortable clothes for moving on the floor.

Chapel – Threes, Fours, and Transitional Kindergarten will participate in Chapel activities every day, where they will hear about bible stories and God’s love.

Gross Motor – Threes, Fours, and TK will participate in organized physical activities.

State Licensing

The Heights CDC is licensed by the Texas Department of Family and Protective Services. As such, it meets and follows the regulations established by the state of Texas for early childhood settings. Many of the policies in this handbook are based on the Minimum Standards published by the state. Parents are encouraged to download a copy of the Texas Department of Family and Protective Service’s Minimum Standard Rules or to review a copy located in the CDC office. More information may be found at <https://hhs.texas.gov/doing-business-hhs/provider-portals/protective-services-providers/child-care-licensing/minimum-standards>.

The Heights CDC is required to keep current licensing reports in the school office and parents are free to view these at any time. The reports are also available online at www.dfps.state.tx.us/default.asp Parents may contact the local licensing office at: www.dfps.state.tx.us

Staff and Professional Development

Our staff is trained and experienced in working with young children and understands the importance of early experiences. They are expected to exhibit a quality of tenderness in dealing with each child and be able and willing to communicate their love for God and reverence for life. All staff members are required to complete a minimum of 24 hours of training every year in the areas including child growth and development, guidance and discipline, age-appropriate curriculum and teacher-child interactions.

All staff members go through a criminal history background check as well as a FBI fingerprint check.

School Calendar

The CDC school year is from September until May and closely follows the surrounding school district calendars. A complete school calendar was mailed in confirmation packets in July and can also be accessed on our website (www.theheightscdc.com).

School Closings

The CDC will observe the same emergency school closings as the Richardson ISD due to inclement weather or other regional emergencies. **If RISD elects to begin school late due to severe weather and driving conditions, the CDC will remain closed for the entire school day. If RISD announces an early release due to severe weather, the CDC will remain open until our regular dismissal time of 2 pm.**

In case of snow or ice, please listen to the local radio or television stations for decisions made by the Richardson Independent School District. We will do our best to notify parents via all of our communication methods including email, posting on our website, and posting on our Facebook page. **PLEASE NOTE: The CDC does NOT reimburse for school closings due to bad weather, emergencies, etc.**

Emergency Relocation

If during an emergency it is deemed necessary to evacuate, all children and staff will be relocated to:

Aldridge Elementary
720 Pleasant Valley Ln.
Richardson, TX 75080

We have an emergency preparedness plan that includes weather, chemical and other related events that is available for review by request from parents at any time.

Administrative Policies and Procedures

Enrollment

The Heights CDC does not discriminate in enrollment on the basis of race, color, or national origin.

Children currently enrolled in CDC are guaranteed a place for the next year as long as an enrollment form is completed and turned-in with the non-refundable/non-transferable registration fee by the registration deadline; however, we cannot guarantee first choice of days. The following priorities will be used to fill classes:

1. Children of The Heights Church staff members
2. Children of The Heights Church members currently enrolled in CDC
3. Children of non-Heights Church members currently enrolled in CDC
4. Siblings of The Heights Church members currently enrolled in CDC
5. Children of The Heights Church members not currently enrolled in CDC and siblings of non-Heights Church members currently enrolled in CDC.
6. Open to the Community

Once classes are filled, a child's name will be placed on a waiting list. As vacancies occur during the year, they are filled from the waiting list. Waiting lists are only good for one school year and are not carried over to the next school year.

Class Placement

Children are placed in classes according to date of birth and gender. Children are not moved into another room when they have a birthday. The group "ages" together through the school year. Children are assigned to new classes each school year. Parents of a child with special needs should discuss these needs with the Director at the time of enrollment in order to ensure the success of the placement of the child.

Forms

To comply with the licensing requirements of the Texas Department of Family & Protective Services, the following forms must be on file in the CDC office within one week of the first day your child attends school:

- Enrollment Form
- Health Statement signed by Physician, including vision screening as soon as the child turns 4.
- Immunization record
- Student Information Form and Enrollment Agreement
- Discipline and Guidance Policy Acknowledgement

Notify the CDC office immediately of change of address, phone, and email address or any other changes that should be made on your child's records.

Emergency Numbers

Parents are responsible for keeping current the emergency numbers on file at school. Forms for updating emergency contacts, home address and phone numbers – home, work, and cell for both Mom and Dad – are located in the CDC office. To update your information, simply contact lhollandsworth@theheights.org or call the office at 972-238-7289. In the event of an emergency, Mom, Dad, or legal guardian will be contacted immediately.

Deferred Immunizations

'Medical Contraindications' - An affidavit or certificate signed by a licensed physician stating the required immunization would be injurious to the health and wellbeing of the student or a member of his/her household. Medical contraindications have a one-year limit unless the physician specifies a lifetime condition.

'Religious Exemption' - A notarized affidavit signed by parent or guardian stating religious conflicts or reasons of conscience. This exemption does not apply in times of emergency or declared epidemic.

Vision and Hearing Screening

The State of Texas requires that all children four years and older on September 1 of the current school year must be screened for possible vision and hearing problems within 120 days of admission. This screening must be completed by a licensed professional.

Confidentiality of Records

Children's records are open only to the child's teachers, the Director, an authorized employee of the licensing agency, and the child's parent or legal guardian. A file may not leave the CDC office without approval. A staff member may be dismissed for discussing children outside of the school, staff or referral agencies.

Registration Fees

For a child to be enrolled in CDC, a non-refundable/non-transferable registration fee must accompany the completed registration form. Registration fees cover major equipment purchases and administrative costs. As a non-profit, monthly tuitions are used to meet staff salaries and ongoing fixed expenses for program operations.

Tuition

The Heights CDC is a non-profit organization. Tuition is figured as an annual fee and is based on one school year's budget requirements, which includes building usage, salaries, and supplies.

Annual tuition is divided evenly into nine installments with the first payment due September 1. Additional payments will be due on the first of the month through May. All families are required to enroll in our Tuition Express program to automatically pay tuition from a debit or credit card, or personal banking account on the 1st of each month.

Additional Fees

Any payment returned from the bank or credit card company for non-sufficient funds will include an additional \$10.00 processing fee. A late fee of \$25.00 will be applied to any account not reconciled by the 10th of the month, no exceptions.

Tuition will not be prorated due to bad weather days or holiday breaks. If there is a problem with tuition, please contact the CDC office as soon as possible. In the case of delinquent tuition and no effort is made to contact us after 1 month, your child will not be able to attend school until payment is made.

Late Pickup Policy

The Heights CDC pick up time is between 1:45pm to 2:00pm. All children should be picked up by 2:00pm. You must have your child in your possession by 2:05pm in order to not be charged a late fee. If a problem arises please call ahead and let us know. Any child picked up later than 2:05pm will have a late fee assessed of \$5.00 for each 5 minute period that you are late. We reserve the right to automatically assess late fees to your account.

At 2:15pm, we will begin to call Emergency Contacts. The fee will increase to \$10.00 per each 5 minutes starting at 2:30pm.

Failure to pick up your child in a timely manner and in accordance to our policy is considered abandonment and it is the responsibility of The Heights CDC under the Texas State Penal Code to contact the proper authorities. If there is an emergency situation, please contact the Director immediately. Chronic late pick-up can result in dismissal from the program

Refunds/Make-up Days

No refunds will be made for days missed or if the school is closed due to illness or unforeseen circumstances such as bad weather, pandemic, or building maintenance problems.

Withdrawal

If it becomes necessary to withdraw a child during the school year, we must be informed in writing by emailing cdcregistration@theheights.org at least two weeks before the date of withdrawal.

Illness Policy

Also, refer to the COVID-19 addendum for the 2020-2021 school year.

A child will not be allowed to attend class or parents will be called and asked to come pick up their child if any of the following conditions are present:	Guidelines for returning a child to school:
I. If a child has a temperature of 100F	I. A child must be free from fever for 24 HOURS.
II. Has a rash of unknown origin.	II. Child must have a release from a doctor or the rash must be gone.
III. Has one or more of the following:	
A. Chicken Pox - slight fever; fine blisters on scalp, face or body.	A. Sores dry up or crust; no new blisters appear.
B. Pink Eye - Red eyes; discharge from eyes; crusted eyelids.	B. Redness or discharge disappears.
C. Streptococcal Infection - Fever; sore throat.	C. 24 hours after antibiotic treatment is begun
D. Diarrhea - Two or more watery bowel movements.	D. Symptoms are gone for 24 hours.
E. Vomiting	E. Symptoms are gone for 24 hours.
F. Impetigo - Small blisters that become crusted and contain pus.	F. After medicine is applied and sores are covered.
G. Body Lice - Little bugs on body; itchy Scalp.	G. After treatment and when no bugs/eggs remain.
H. Ring Worm - Itchy, scaly patches on scalp or body.	H. After medicine is applied and sores are covered.
I. Pin Worms - Itchy rectum; small white wiggling threads on rectum/stools.	I. The day after treatment is applied and sores are covered.
J. Hand, Foot, Mouth Disease	J. Child must be free from fever for 24 HOURS.
K. Any other infectious diseases	K. Child has been released by the doctor.
IV. Permission of the Director if your child is under the care of a physician for any other medical conditions or illness.	IV. Permission of the Director.
V. The teacher can send a child home if BEHAVIOR indicates the child does not feel well enough to participate comfortably in the usual activities of the classroom.	

Please notify the school when your child is sick. Families will be notified when there is a contagious disease reported in their child's class.

Health and Safety

Employee Immunization and Health Requirements

The Heights CDC encourages and will pay for all staff and teachers to get annual flu shots. CDC also encourages and will pay for teachers working in high risk areas, which includes working with children under 18 months, to get HepA and Pertussis immunizations.

In an effort to protect children from exposure to disease all employees, including those claiming exemption, must follow the CDC's policies and procedures for hand washing, diapering and toileting, as well as, the illness policy and must be excluded from direct care when showing signs of illness. If an employee doesn't present required information, they will be given a specific, reasonable time frame to comply. Failure to comply by the specified date is grounds for termination.

Medication

The CDC will provide specialized medical assistance as recommended or ordered by a health-care professional. Medication will be administered if failure to medicate might result in the onset of a life threatening reaction and that time could be a critical factor. This must be approved by the Director. Parents must provide an authorization for medication form to be renewed every six months. Medication must be in original container labeled with child's full name and date. Medication may not be placed in a child's tote bag, lunch, or juice.

Medical Emergencies

If a child receives an injury at school, an accident/incident report is completed, noting the type of injury received, first aid procedures administered, and the name of the person who administered the aid. Severe injuries will be treated by Emergency Medical Technicians through the local authorities. Anytime an injury that occurs at school requires medical treatment, the CDC will submit a self-report to the Texas Department of Family and Protective Services. The CDC is not responsible for costs incurred as a result of medical and/or dental emergencies.

Allergies

Parents must notify the school office and the classroom teachers of all food and environmental allergies. If special provisions must be made to accommodate a child's allergy, parents will need to provide a report from the child's doctor describing the nature of the potential reaction and the necessary emergency response. Emergency plans for these children will be put in place.

Food and Daily Activities

Peanut/Tree Nut Policy

Many children today have life-threatening peanut and tree nut allergies. These children may not eat or touch anything containing peanuts or tree nuts. They are at high risk for an immediate life-threatening anaphylactic reaction if an exposure occurs.

All snacks purchased and served by the CDC will be free of peanuts and tree nuts and will have been prepared in a facility that does not process peanut or tree nut products according to the information on the packaging of the product.

The CDC is a peanut-free environment. Even still, any classroom with a child having a peanut/tree nut allergy will alert other parents of children in that class so they can eliminate any items containing peanut/tree nut products, including peanut and nut butters, oils, extracts, flours, or items that may have been produced in a facility that processes products with peanuts or tree nuts. Here are some ideas of foods allowed in a nut-free classroom: Fresh fruits, cheese, vegetables, raisins and other dried fruit, pudding cups, applesauce, fruit snacks, lunch meat.

Snacks

The Heights CDC will not provide snack between the hours of 9:00-2:00. Please feed your child a healthy breakfast before coming to school. Lunch will be between 10:45 and 11:30 for young children and between 11:00 and 12:00 for children in our TK program.

Lunch

Lunch for all children is provided by the parents. We recommend that each child's lunch include at least one serving of each of the following major food groups:

1. Milk: milk, cheese, yogurt
2. Vegetable/Fruit: $\frac{1}{4}$ cup of each
3. Protein: meat, eggs, beans
4. Grain: enriched bread, whole grain crackers

The CDC office will provide a list of healthy lunch and snack suggestions upon request.

Breastfeeding

The CDC supports breastfeeding by providing a comfortable place for breastfeeding mothers. A private nursing room is located in the younger preschool hallway.

Rest Time

Licensing requires all children to have a short rest time after lunch. Children are expected to rest quietly so as not to disturb others. Parents will need to provide a rest mat or towel for their child to use at rest time. Children in the youngest one-year-old class rest in cribs and will need a light blanket for cover. Your one-or-two-year-old child may bring a special soft toy, pillow, or pacifier to comfort him/her at rest time.

Infants not yet able to turn over on their own must be placed in a face-up sleeping position in the infant's own crib, unless a parent has completed Sleep Exception Form that includes a signed statement from a health-care professional stating that a different sleeping position is medically necessary. Infants younger than 12 months of age cannot have any items, including stuffed animals or blankets, in their crib. Infants may not be laid down in a swaddled garment/blanket or in a restrictive device to sleep or rest at any time, unless a parent has completed Sleep Exception Form that includes a signed statement from a health-care professional stating that it is medically necessary. If an infant falls asleep in a restrictive device, the infant must be moved to a crib as soon as possible.

Outdoor and Rainy Day Play

Outdoor time is an integral part of the day at the CDC. Children spend 20-30 minutes outside, weather permitting. Children not well enough to go outdoors are probably not well enough to be in school. Children should dress appropriately for the weather. Please label all coats, hats, and mittens. Insect repellent and sunscreen should be administered by the parent before and/or after program hours. CDC does not provide or apply sunscreen and insect repellent. Shaded play areas are always available. Parents are encouraged to dress children in sun-protective clothing and/or apply sunscreen with UVA and UVB protection of SPF 15 or higher. Based on recommendation from the Texas Department of State Health Services, parents are encouraged to apply insect repellent containing DEET on their children before arriving at preschool. For more information, go to <http://www.dshs.state.tx.us> and search for insect repellent. A signed Medication Administration form must be filled out in the CDC office for an exception to this policy.

On days when children cannot go outside due to weather, opportunities for large motor activities and/or walks within the building will be provided.

Toilet Training

The CDC staff is here to help your child become toilet trained, but it is important to remember that both teachers are needed in the classroom to safely facilitate and supervise the learning activities of the children.

A child is considered completely toilet trained (urination and bowel movements) when he/she...

- Is able to anticipate the urge to use the toilet.
- Communicate that need to their teachers.
- Control the urge and get to the toilet on time.
- Pull down his/her pants.
- Use the toilet.
- Pull up his/her pants.
- Wash up after him/herself

Toilet Training (cont.)

1. All children entering Threes and Fours classes must be completely toilet trained with both urination and bowel movements.
2. Children entering our Threes classes are expected to be toilet trained. If they are not completely toilet trained, they must be diligently working on toilet training and almost trained with both urination and bowel movements and are expected to be completely toilet trained by January 1 of the current school year.
3. Children in our Threes program who have three or more accidents in a two-week period will be required to wear pullups until the child can be accident free.
4. Children must be willing to go to the bathroom and try to potty when asked by their teacher. Children who are in the process of training will be taken to the bathroom frequently (every 1 to 1 1/2 hours).
5. Children must wear pull-up or protective pants until they have been consistent at school for two weeks with no accidents.
6. Once a child is potty trained and wearing underwear to school, if they have an accident, they will be changed and put back in underwear. If they have a second accident that same day, they will be changed and put in pullups.
7. After two accidents in a two-week period, parents will be contacted by the Director to discuss their child's toilet training process and may be asked to put their child back in protective pants.

Other Safety

Preventing and Responding to Suspected Child Abuse

As child care professionals, the staff of the CDC is required by law to report any suspected abuse or neglect of a child to the Texas Department of Family & Protective Services and to a law enforcement agency. Failure to report suspected physical or mental abuse or neglect of a child is a crime punishable by fine and/or imprisonment. There is a 48 hour reporting requirement for professionals. Our staff is required to obtain at least 1 hour of training on prevention, recognition and reporting of child abuse and neglect each year. Immunity from civil or criminal liability is guaranteed if the report is made in good faith and without malice. Reports of child abuse or neglect are confidential.

We encourage parents and staff to become more aware and educated on issues regarding child abuse and neglect by contacting Children's Advocacy Center at 972) 633-6600 or <http://www.caccollincounty.org/> for information on prevention techniques, finding help from community organizations, and learning what actions to take when a child has been victimized.

A copy of CDC's Child Abuse Policy, which outlines ways to prevent, recognize and report child abuse and neglect, is available for parents in the CDC office. For more information or to make a confidential report call 1-800-252-5400 or go to <http://www.txabusehotline.org/Login/Default.aspx>.

Emergency Procedures

In an emergency, CDC's first responsibility is the safety of the children. They will be moved to a designated safe area where CDC staff members will supervise them until parents can be notified.

In order to assure that CDC is a safe place for all children, we have adopted the following policies & procedures:

1. Staff members are responsible for the children in their care at all times.
2. Each classroom is equipped with a battery operated flashlight. An attendance list is posted close to the door and should be taken by a staff member when evacuating the children.
3. An emergency evacuation plan for fire and severe weather is posted in each classroom.
4. The CDC has a fire drill every month, and a severe weather drill every three (3) months. Each drill is documented in the CDC office.
5. In the case of emergency evacuations due to a chemical spill, fumes, gas leak, fire etc., CDC will move to Aldridge Elementary (720 Pleasant Valley Ln, Richardson, TX 75080). Parents will then be contacted.
6. A copy of each family's data sheet with emergency contact numbers and class lists are kept in the CDC office in a special file. It is the responsibility of the CDC office staff to take this file in the case of an evacuation. Parents will be notified as soon as possible once all children are evacuated and safe.
7. In the event of an assault on THBC/CDC property, the CDC staff will instigate lock-down procedures until it is safe to remove the children from the building.
8. It will be the responsibility of the Director and office staff to help supervise the children throughout the evacuation process. Office staff will go to the evacuation site with the children. The Director will be responsible for calling for emergency fire or police help, securing the building and making a final check to see that everyone is out of the building. It will be the Director's responsibility to secure the building if necessary.
9. In the case of an emergency, the Director of the CDC will be responsible for the safety of the children and staff and for contacting the parents. It will be the responsibility of a Ministerial staff representative to talk to the press and to give any public statements.

A copy of the Emergency Preparedness Manual is available in the CDC office.

Drug Free/Gang Free Zone

The Heights CDC is a Drug Free/Gang Free zone. Under the Texas Penal Code, criminal offenses related to organized criminal activity or the use of illegal drugs are subject to harsher than usual penalties if they occur within 1000 feet of our facility.

Arrival and Departure of Children

Daily Expectations

The Heights Church and the CDC provide wonderful opportunities for your children in a loving and safe environment. We take our responsibility for the safety of your children very seriously when they are in our care, just as we know you do when you are dropping off and picking up your children. We ask you as parents to help us in ensuring the safety of our children by adhering to the following:

- Assist your child(ren) while walking through the hallways.
- Accompany your child(ren) when exiting the building and crossing the parking lot.
- Never leave your child unattended in a car for any reason.

Arrival - Teachers will be in the classrooms and ready to receive children by 9:00am. Parents and children will be greeted at the door until 9:15am. We ask that parents say their quick good-byes at the classroom door. Children are not allowed to walk into the building alone. The state of Texas requires all children be signed in and out each day by a parent or another designated adult.

Tardiness - Teachers begin their school day promptly in order to maximize the instructional time. When a child arrives late, it disrupts his/her learning and the learning of others. Parents should call the office (972-238-7289) arriving after 9:15am.

A staff member will meet them at the Family Entrance to take the child to the classroom and help them get settled into the ongoing activity or circle.

Dismissal - Please wait outside the classroom for the teacher to dismiss your child at the end of the school day. If you plan to pick your child up early, please let the teachers know so they can have everything ready. Upon your arrival to pick up your child early, please come to the office.

Please refer to Drop-Off / Pick Up addendum for 2020-2021 school year for more details

Dismissal to Another Person

In accordance with state law, we must have on file the names of the persons to whom your child may be released when you are not able to pick them up from school. Please inform the teachers in writing when there is a change in your pick-up schedule. A child will not be released to any person other than the child's parents or legal guardians and those listed on the form on file.

We must have a note if your child will be going home with a friend. Please call 972-238-7289, or email cdcregistration@theheights.org and give the name and phone number of the person picking up your child. This person must bring their driver's license or photo id to the office at pick up. Office staff will verify the identification and make a copy of it for the child's file. This information is kept confidential.

Parking

Please remember to drive safely in and out of the parking lot. Do not exceed 5 mph. Remove all valuables from your car and always lock your doors.

Cross the parking lot with your child cautiously. Please keep carpools small enough to control the children to and from the building. The parking lot can be very dangerous if special care while walking and driving is not observed. All safety precautions must be taken.

Backing out of the parking spaces can be difficult. The safety of your children is at stake. Please take extra care and be courteous to every driver.

Discipline and Guidance Policies

Discipline

The Heights CDC follows the discipline and guidance policies of the State of Texas. The discipline used in guiding a child 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.

In order to nurture the healthy growth and development of each child, our teachers and caregivers 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 from the group, when appropriate for the child's age and development. This is not a punishment, but rather a time when the child may calm down, remember what behavior the teacher is asking for, and decide for him or herself when he/she is ready to rejoin the group with appropriate behavior
5. Conflict resolution steps and techniques appropriate for child's age that encourage understanding and expressing feelings.

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; and
9. Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

Behavior Concerns

For children with persistent, serious, and/or challenging behavior, teachers, families, and other professionals will meet to develop and implement an individualized plan that supports the child's inclusion and success. The following steps should be taken if a teacher, family member, or administrator notices a behavior of concern:

1. The teacher(s) will document concerning behavior and communicate with the director.
2. The director or assistant director will observe the child and confer with the teacher about how to address the issues.
3. If necessary, the director will schedule a conference with the child's parents and teachers.
4. A written plan to address and resolve the concerns will be developed. It will be developed with the input of the teachers, the Director, and the parents. It should include specific goals, recommendations for resolving any concerns and a timeline for follow up.
5. If necessary, the director may refer the family to outside resources who can provide assistance, suspend a child's enrollment or dismiss a child from the program.

Dismissal from Program - If 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 the CDC, the parents will be informed that the school can no longer accommodate their child.

Biting

Biting is a common problem in children 12-36-months old. When biting occurs a child gets hurt, parents get upset, and caregivers often feel shocked and helpless. Biting after age three may indicate other problems.

What We Do

1. Immediately make it clear that the behavior is unacceptable. "No, biting is not OK."
2. Attend to the biting victim, offering comfort and first aid as necessary, trying to involve the biter.
3. 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."
4. Remove biter from group only when child has lost control and is no longer safe around other children.
5. Document: Who, when, where, what were they doing? Look for a pattern. Is there a particular victim? Did the biter get a strong reaction?
6. Notify parent of biter and victim. We will keep the name of the biter confidential.
7. For repeat biters, administrators, teachers, and parents will meet and develop an individualized plan that may require the child to be picked up from school after subsequent occurrences.

Why Children Bite

- Lack of communication skills
- Frustration
- Teething
- Sensory exploration
- Cause and effect
- Attention
- Over stimulation
- Show of affection – trying to give kisses

Methods of Prevention

- Provide duplicate toys to reduce conflict.
- Stay close to a child known to bite and redirect to a soothing activity
- Verbalize children's feelings and concerns before they lose control. Children understand language before they learn to use it. Giving words to feelings helps make them bearable.
- Focus on and reinforce positive behavior
- Move child out of reach of other children before bite occurs

Tending to the Bite

- Wash the wound with soap and water.
- Ice can be applied to reduce bruising.
- Apply a sterile dressing if needed.
- Notify parent.

Bullying

Bullying among children is understood as repeated, negative acts committed by one or more children against another. The CDC has a zero tolerance attitude to bullying. All staff has a responsibility for dealing with this problem.

In the first instance, we will follow the Discipline policy and procedure. When behavior is unacceptable and recurring, the CDC will work in partnership with the parent and the child concerned to work out a suitable strategy for management.

1. The parent and supervisors will initially discuss the areas of concern and try to discover a possible cause.
2. The parent will be reassured that it is the behavior and not the child that is inappropriate and unacceptable.
3. A plan will be developed between parent and supervisor to work together in the home and at preschool, and will be reviewed on a regular basis – timings to be mutually agreed.

Communication

Communication with Parents

The Heights CDC promotes an open-door policy. Parents should feel free to contact the director at any time with questions or concerns. Parents may schedule a meeting with the Director to review and discuss any questions or concerns about our policies and procedures.

Parents may arrange for a conference with their child's teacher. For the safety of the children, teachers will not be able to conference at the door during the arrival and departure. Parents may write a note to the teacher or contact the CDC office in order to let the teachers know that they desire a phone call. Please do not leave important notes, paperwork, and checks in your child's tote bag. These can easily get lost.

Parents will be informed of classroom activities through email, notes, newsletters, and calendars from each classroom teacher. It is important that you check your child's bag daily and read all notices that are sent home. Information, including any policy changes, from the CDC office will come through email.

Orientation and Meet the Teacher

Orientation is held for new families before school begins. At orientation, parents will have an opportunity to meet the Director and teachers, to visit their child's classroom, and to ask any questions they might have.

Meet the Teacher will be held before school begins for the children and parents to visit the classroom together. This will give your child the opportunity to meet his/her teachers and the other children in his/her class.

Parent Conferences for Threes, Fours, and Transitional Kindergarten

Conferences with the teachers for parents of children in the Threes, Fours, and Transitional Kindergarten classes are held in the Spring. Families and teachers are encouraged to schedule a conference anytime there is a concern about a child's development, behavior or experiences at preschool.

Classroom Policies

Birthday Celebrations

Birthday celebrations will be simple but meaningful for the child. We will recognize the child's birthday by taking their photo, singing a song and giving them a special hat or sticker to wear. We will not be able to hand out treats or goodie bags due to allergies and sensitivities.

We ask that party invitations are not brought to school. Class lists, which include addresses, are available in the office.

What to Wear

Please send your child in washable play clothes that may get dirty, as this will allow more freedom for his/her busy morning at school. Long dresses and patent shoes or sandals can be dangerous when your child is running and climbing. Please save these items to wear outside of school. We do go outside in cold weather, so please dress your child accordingly. All coats, sweaters, hats, mittens, etc. must be clearly marked with your child's name. The teachers will be working with the children to teach them to put on their coat and shoes by themselves. We hope that you will follow through by encouraging your child to do the same at home.

Tennis shoes/sneakers must be worn by all children and are required when using the gym and much safer when your child is running and climbing outside, participating in music and movement, and moving around the building from activity to activity. Boots, flip flops, crocs, and sandals are discouraged.

All children should have a change of clothing, including diapers/underwear and socks placed in a ziplock bag and left in his/her tote bag for emergencies and accidents.

For those children in diapers, please dress them in pants with snaps or outfits that are easy to pull off. A child in training pants will be more successful if he/she is dressed in clothing that can be pulled down without help.

What to Bring to School

- School bag big enough to hold art work –Tote bags are preferred for younger age groups
- Lunch
- Light blanket (for crib) – Younger Ones only
- Nap mat – Older Ones and Twos only
- Change of clothes – appropriate for the season and labeled with the child's name
- Diapers and wipes for children not yet potty trained.

What Not to Bring to School

- Toys (unless requested by the teacher for a special activity)
- Toy or real weapons
- Money
- Medicine (including lip balm, lotion, vitamins, etc.)