

**New Creation Learning Center
Parent Handbook 2024/2025**

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254-322-9215
www.newcreationlc.org

Dear Families,

I am delighted to welcome you to New Creation Learning Center! As a Christian childcare center, our mission is to provide children a nurturing environment grounded in God's love where they can grow in faith and knowledge.

At New Creation, we view each child as wonderfully made in God's image. Our staff strives to model Jesus' example of compassion and kindness in caring for your children. We want this to be a place where kids feel safe, respected and valued for their unique personalities and gifts.

Our curriculum incorporates biblical lessons and Christian values. Children will have opportunities to pray, worship, and practice service. We seek to lay a foundation helping them develop strong personal character and relationships with Jesus Christ.

However, our goal is not just to teach children about God, but to let them experience and share His grace. We want to partner with you by extending support beyond academics to the whole family. Please reach out if you have any needs - spiritual, emotional, or physical - that we can assist with through our church and community resources.

At New Creation Learning Center, you are not just enrolling your child in a program, you are joining a family. We look forward to building relationships with you and your little ones! Our staff is here to listen, collaborate with, and support families in the sacred task of child-rearing. We invite open communication and feedback as we embark on this journey together with your children.

Please do not hesitate to contact me if you have any questions as you get started on this new adventure with us! Welcome again!

Blessings,

Lisa Jimmerson, Executive Director

Da'Vijah Brown, Director's Assistant

**In the event that the director is not at the Center, a competent staff member will be designated to be in charge. Each member of the staff will be aware of who has been left in charge.

Hours of Operation:

Our hours of operation are 5:30 a.m. to 6:00 P.M. Monday through Friday year- round. The sign in and out Line Leader computers are at the entrance of the building. If you are receiving CCS, please use the designated tablet. Please sign your child in and out every day.

We are closed on the following holidays:

New Year's Day	Martin Luther King's, Jr. Day
Presidents' Day	Good Friday
Memorial Day	Juneteenth Day
Independent Day (if on Thurs, then day after also)	Labor Day
Columbus Day	Veterans' Day
Thanksgiving Day	Day After Thanksgiving
Christmas Eve	Christmas Day
New Year's Eve	

Parents, please take note that on days before a major holiday, we may close early due to low ratios.

Mission Statement

The mission of New Creation Learning Center is to provide a high-quality, safe, developmentally appropriate, nurturing environment for our children. Our focus is to provide stimulating programs which promote social, emotional, physical, and cognitive development. We aim to allow children to use their imagination and inspire lifelong learning.

Philosophy

At New Creation Learning Center, we will provide a stimulating, safe, and nurturing environment for our children. Our staff will know each child's developmental needs and cultural background. Here at New Creation Learning Center, we believe that children learn best by playing, investigating, and exploring, through small group and large group activities and a variety of enriched, purposeful hands-on play.

Program Goals

The program strives to be a model of quality childcare for our diverse community by:

- Providing a responsive environment where children and adults feel supported and free to explore materials, ideas and feelings.
- Fostering healthy self-esteem in everyone by respecting the individual's needs, abilities, personality, and culture;
- Fostering the development of each child's social, emotional, cognitive, language, physical, and creative abilities through the use of developmentally appropriate activities and practices;
- Providing a safe, clean environment that promotes safety, healthy practices, and an appreciation for nutritious food;
- Working in partnership with parents to ensure children receive the highest quality of care.

New Creation Learning Center is obtaining accreditation through Texas Rising Star and the National Association for the Education of Young Children. You can read more about the accreditation of programs for young children at: www.naeyc.org

Enrollment

Enrollment at New Creation Learning Center is open to this great community where the school's enrollment reflects the rich diversity of cultures in the central Texas area. New Creation Learning Center is licensed by the Texas Department of Family & Protective Services to care for children aged six weeks through 12 years. All children enrolled in the Center must-have information on file as required by

Minimum Standard Rules for Licensed Child Care Centers, including the following:

- Admission information
- Statement of child's health (see Well-Child Medical Statement)
- Immunization record
- Hearing and vision screening (if applicable)

Additionally, New Creation Learning Center also requires the following additional forms to be completed:

- Water play Permission/ Field Trip/Transportation Permission
- Photo/Video/Media release
- Family & Child information

- Child information card
- Designation of Family Security Code
- All About Me and My Family form

**Infants & toddlers will have a few additional enrollment forms required that are specific for this age group.

The contents of each child's health and safety files are confidential. As the child's parents (or legal guardians), you can access these records upon request. However, these health and safety files must be made available upon request to administrators and teaching staff who have consent from a parent or legal guardian to access the records. Regulatory authorities also have the right to access these files upon request.

Annual Well-Child Medical Statement

As part of the enrollment process, each child must receive (or have received) a well-child examination by a licensed health professional within the last 12 months and be physically able to participate in the childcare program. A completed Well Child Medical Statement Form must be submitted at the time of enrollment and annually if the child is enrolled at the Center.

Inclement Weather Policy

If the Killeen ISD cancels classes or postpones start times, New Creation Learning Center will do the same. If the Center is open, but because of severe weather and/or road conditions and administration decides to close early, families will be notified by phone, email, or LineLeader app. We will make every effort to remain open for working parents; however, if we find it necessary to close, we will not credit or discount tuition fees. In inclement weather, please consult the Killeen ISD website or any local TV or radio stations that broadcast school closings.

Arrival Procedures

Upon arrival each day, parents are asked to sign their child (ren) into Line Leader located at the front desk and escort their child to the opening classroom. Because caregivers are busy receiving children in the morning, all children must arrive in clean diapers. Parents may be asked to change a dirty diaper if it is a recurring situation. Parents must drop their child at the front door and only leave their child once the teacher or office staff has checked their

temperature and acknowledged their arrival. Please be advised that if infants arrive at the center asleep in equipment not specifically designed for infant sleep (car seat, etc.), the infant will be removed and placed in his/her crib.

Initially, children may need parents to stay with them in their new environment. Parents should allow time for this in their schedule, in the first few days of a child's attendance. When parents decide to leave, it is important to make farewells brief, positive, and cheerful. Prolonged "good-byes" can be traumatic for children and are not in the best interest of their emotional development.

Departure Procedures

When you pick up your child(ren), please notify the office staff that you are picking up your child and the office staff will sign out on the attendance sheet in your child(ren) 's classroom. When your child leaves the classroom or playground with you, it becomes your responsibility to supervise. Please be sure that your child is not out of control and running through the building unattended. It is important that if you have multiple children to pick up, you begin with the youngest child first. Due to safety concerns, older children are not allowed in the infant and toddler classrooms.

Please remember to hold your child(ren) 's hand when leaving the building. Children will not be released to anyone under the age of 18 years or to anyone appearing to be under the influence of alcohol or drugs.

Authorized Release of Children

Children will only be allowed to leave the facility with the parent/guardian and other persons designated by the parent/guardian on the child's enrollment information. Those designated to pick up a child must be at least 18 years of age and show proof of identity. If there is an unexpected need to quickly designate an additional person to pick up your child (by phone), you must be able to provide your "family security password" at the time for security purposes. A Designation of Family Security Code Form must be completed at the time of enrollment. At the next time you are at the childcare center, you will be asked to add that additional person to the authorized pick up list on the Child Information Card and the Admission Information Form.

There must be at least two alternate pick-up people on the form if you are unable to pick up your own child. If someone other than the parent/guardian or authorized person is picking up your

child, permission must be given in writing to the front desk. The full name and phone number of the designated adult should be provided on the form. Upon arrival of the designated adult, the teacher and/or office staff will ask for the adult's name and to see a picture ID.

Under the law of the state of Texas both parents have the right to pick up their child, unless a court document restricts that right. An enrolling parent who chooses not to include the child's other parent on the authorized pick-up list must file an official court document (for example, current restraining order, sole custody decree, etc.), absent that document, the Center may release the child to either parent, provided that parent documents his paternity/her maternity of the child.

Every effort will be made to accommodate any delays in child pick-up. However, please be considerate of the center staff as they have commitments after work hours as well. All children who are not picked up by 6:00 pm will be brought to the front lobby and will remain with the center director, or the designated staff until the time of departure.

If you know you will be late, please call the school to inform the staff of your expected arrival time. If children are not picked up by 6:35 pm and the parent has not called, staff will begin calling emergency contact numbers to arrange for someone to pick up the child. Child Protective Services will be called for children who have not been picked up by 7:00 pm, if staff has been unable to reach the parents or other emergency contacts. Chronic late pick-up and/or drop-off will result in loss of childcare service.

Fees for Late Pickup

The Center closes promptly at 6:00 PM. A late fee will be assessed if you fail to pick up your child by the official closing time, and the fee will be calculated at \$10.00 initial charged and \$2 per minute (any part of a minute counts as a full minute). The official time will be kept on the clock located in the front lobby. The late fee will be collected at the time of pick up. If not paid at that time, it must be received the following morning for your child to be dropped off for the day. The Center reserves the right to terminate childcare services if there is a pattern of late departures (after 6:00 pm).

Procedure for Updating Contact Information

It is important that New Creation Learning Center has your current contact information at all times. If you move or change phone numbers, please update your information immediately. We have several ways to update your information; call 254-322-9215, email info@newcreationlc.org, or the parent portal [Line Leader App](#).

Tuition Rates and Other Fees

As a New Creation Learning Center client, your tuition is due by the close of business on the Monday of the week your payment is scheduled. We accept money orders, checks, and also you can enroll/pay on www.lineleader.com portal. All checks should be made payable to New Creation Learning Center. If a check is ever returned, you will be notified and asked to pick up the check. You are responsible for all service charges that may be incurred through New Creation Learning Center bank and additionally be responsible for the \$35 returned check fee.

We collect tuition or fees weekly, biweekly, 1st/15th or monthly. Each individual family's tuition schedule will be determined at the time of enrollment. A current tuition and fee schedule (including registration fees) will be provided at the time of enrollment, and at any other time that the rates and fees change.

If a tuition payment is not received by the due date, a \$10.00 late fee for each day late will accrue up to 5 days (\$50.00). If by the 6th day there is not a tuition payment made, your childcare services will be terminated. If you decide to return to New Creation Learning Center, the required back payments along with the \$50 late fee and a new registration fee of \$50 is required along with the first week's tuition before re-enrollment can begin. We do not give refunds.

Freedom from Discrimination

New Creation Learning Center does not discriminate based on race, religion, color, national origin, gender, disability, or age in providing education services, activities, and programs, in accordance with Title VI or the Civil Rights Act of 1964, as amended; Title IX of the Educational Amendments of 1972; and Section 504 of the Rehabilitation Act of 1973, as amended.

Curriculum Goals

Our curriculum identifies goals in all the areas of development.

Social:

To help children feel comfortable in school, trust their new environment, make friends and feel as though they are a part of the group.

Emotional:

To help children experience pride and self-confidence, develop independence and self-confidence, develop independence and self-control and have a positive attitude toward life.

Cognitive:

To help children become more confident learners by letting them try out their own ideas and experience success, and by helping them problem solve, ask questions, and use words to describe their ideas, observations and feelings.

Physical:

To help children increase their large and small muscle skills and feel confident about what their bodies can do.

Our curriculum is based not on a pre-determined and fixed set of information, but rather an individual plan (based on assessments, observations, and the unique needs of each child) and is grounded in the principle that the curriculum is really everything that happens to a child during the day. This type of curriculum, known as an emergent curriculum, therefore changes as the child builds upon the knowledge, he/she has attained. Teachers take advantage of "teachable moments" to build upon children's existing knowledge base and challenge them to expand upon that base in a relaxed, child centered classroom.

The teachers act as guides to children's learning; constantly evaluating and assessing the learning needs of young children and planning curriculum in response to the children's needs and interests. Because children learn best by playing and exploring at their own pace, our program provides opportunities for learning within appropriate child-centered activities that are based on the individual needs of each child.

Family values, beliefs, languages and experiences are incorporated into the curriculum. The curriculum used in our program addresses adaptations and/or modifications for differences in age and ability, developmental stages, family needs, and other factors.

The unique dynamics of our community are considered when developing learning activities for children and is integrated throughout our curriculum daily. Our Center uses the Frog Street Curriculum and Abeka as a guide for planning developmentally appropriate activities in each classroom. In addition, we incorporate the Texas PreK Guidelines, the Texas Infant/Toddler Early Learning Guidelines, and the results from the Teaching Strategies Gold assessment to create engaging activities and lessons designed around the strengths and needs of each child.

Adaptations will be made for all children of all abilities. Adaptations for individual needs of children in the program are not limited to children with identified special needs. Please ask your child's teacher if you have any questions about lesson plans or would like to incorporate some ideas of your own.

All classrooms are divided into carefully planned interest areas that invite children to learn and motivate them to interact positively with each other. Interest areas are designed to help children understand "what's going on" and "what I will do here". Teachers frequently rotate and change materials in the interest areas. They use a variety of resource materials and equipment that are based on sound child development principles and knowledge to assist in developing the curriculum plan for each child. Additionally, teachers stay abreast of research and adapt as necessary in order to provide developmentally appropriate curriculum. The interactions between children and between children and adults are an integral part of the curriculum.

Interest Areas

The following interest areas are available based on appropriateness for the age and developmental level of the children in the classroom. Additionally, the learning objectives for each area are indicated. Many concepts are acquired in every interest area and often the concepts overlap into all the areas.

When children participate in CONSTRUCTION or WOODWORKING activities, they:

- Refine perceptual and motor skills
- Develop self-esteem, creativity, and confidence
- Problem-solve and strategize solutions
- Engage in design and construction techniques
- Increase their visual and spatial awareness
- Sharpen manual dexterity

- Develop pre-reading and pre-math skills
- Develop skills needed for critical thinking

When children participate in ART activities, they:

- Develop creativity and self-expression in individual, unique ways
- Explore and manipulate a variety of materials
- Develop both large and small motor skills
- Develop insight into how they see their world
- Experience an emotional release
- Enhance pre-reading and pre-math skills
- Practice social skills
- Engage in problem-solving and critical thinking skills

When children participate in READING and LITERACY activities, they:

- Develop language skills
- Practice listening skills
- Learn that books, pictures, and words have meaning
- Experience the joy and value of reading
- Develop social and emotional skills
- Use imagination and creative self-expression
- Learn left to right orientation and sequencing
- Develop an understanding of the role of literature and reading in everyday life
- Appreciate various works of literature
- Experience a varied exposure to print

When children participate in SENSORY activities, they:

- Develop eye-hand coordination
- Practice using large motor skills
- Experience emotional satisfaction in creative experiences
- Develop pre-math skills
- Use all of the senses to learn, explore and discover
- Develop skills needed for critical thinking
- Experience an appropriate emotional release for stress, frustration, anger, and other issues
- Develop social and emotional skills through cooperation

When children participate in MUSIC AND MOVEMENT activities, they:

- Use their body for movement and physical development as they march, dance, and move creatively
- Listen to tones and words as they sing and hear sounds
- Learn appreciation of music and song
- Use as an outlet for expression through movement and the use of instruments
- Learn vocabulary as they learn songs
- Practice skills involved in group participation
- Develop sound discrimination and learn pitch

When children participate in BLOCK PLAY activities, they:

- Strengthen eye-hand coordination and small muscles
- Use problem solving and critical thinking skills
- Develop social and emotional skills through cooperation
- Learn to plan and evaluate through trial and error
- Practice using patterns, sorting and classification
- Reinforce and expand their knowledge of concepts such as more/less, big/little, up/down, inside/outside, etc.

When children participate in COMPUTER activities, they:

- Strengthen large muscles and manual dexterity
- Practice pre-typing skills and sharpen eye-hand coordination
- Reinforce literacy and math skills
- Practice following directions
- Use problem solving and critical thinking skills
- Engage in cause and effect activities

When children participate in DRAMATIC PLAY activities, they:

- Develop social and emotional skills through cooperation
- Practice early leadership roles
- Develop self-esteem, creativity, and confidence
- Practice linking play sequences
- Engage in symbolic play
- Reinforce skills such as negation, problem-solving, and critical thinking
- Experience an appropriate emotional release for stress, frustration, anger, and other issues

When children participate in MANIPULATIVE activities, they:

- Practice fine motor skills and manual dexterity

- Increase competencies in sorting, matching, classifying, sequencing, number concepts, etc.
- Develop pre-reading and pre-math skills
- Reinforce skills such as problem-solving and critical thinking
- Increase feelings of confidence and competence
- Engage in cooperation and sharing
- Practice using concepts such as cause and effect, and trial and error □ Develop a sense of directionality

When children participate in SCIENCE and DISCOVERY activities they:

- Experience the opportunity to care for living things
- Practice concepts such as cause and effect, predicting and sequencing
- Begin to understand a hypothesis and conclusions
- Practice pre-writing skills
- Engage in social skills through cooperation
- Practice pre-math skills
- Reinforce skills such as problem-solving and critical thinking □ Strengthen visual and auditory abilities

When children participate in SPIRITUAL and BIBLICAL activities they:

- Cultivate a personal relationship with Jesus Christ
- Are Introduced to and learn reinforcement of Biblical values like kindness, honesty, service
- Encouraged to worship through song, prayer and modeling God's love

Daily Schedules

Each classroom will have a general outline of the daily schedule posted on the bulletin board. Although we strive to maintain consistency and predictability for the children, there are often times that teachers and children must be flexible due to circumstances beyond our control. The daily schedule for each classroom provides a balance between child-initiated and adult-initiated activities; and indoor and outdoor play. All children will have appropriate opportunities for outdoor play every day. There are circumstances which might preclude daily outdoor play. The CHILD CARE WEATHER WATCH and the National Weather Service will serve as the guide for determining outdoor play opportunities.

Play and Clothing

Think of your child's comfort and safety and provide simple clothing that is free of loose hanging objects and complicated fastenings. Children should dress in comfortable, easy to manage, washable play clothes. Due to potential safety risks, please leave jewelry such as bracelets and necklaces at home. The Center cannot take any responsibility for broken or lost jewelry. Our philosophy of active involvement, hands-on experiences, and learning through play often means children get "dirty" during their stay with us, so please do not admonish your child to "Stay Clean!" We also believe children should be as self-sufficient as possible, so please dress children in clothing that will help him/her experience success as they learn to "do for themselves" (no complicated belts, overalls or buckles while trying to potty train, no clothing that is too expensive or too valuable to get dirty)

While we know that "play is the work of children", it is crucial that families support this concept and reinforce its importance in their children's lives by adhering to the following policies regarding clothing:

- 1) Dress your child in comfortable, washable play clothing that can be safely laundered. Although smocks are provided for art, painting, and water play, sometimes children's clothing will still become soiled.
- 2) Avoid complicated clothing that frustrates children (excessive zippers or buttons; suspenders; belts; tight fitting clothing; etc.)
- 3) Select closed-toe, rubber-soled shoes that children can run, climb, jump, and safely play in. Please do not allow your child to wear stiff, inflexible boots; flip/flops; plastic shoes; or other leather-soled or sandal type shoes.
- 4) Avoid necklaces, bracelets and draw-string hoods as these have been known to catch on climbing equipment or furniture, with the threat of strangulation.
- 5) Children should be dressed in clothing appropriate for the current weather.
- 6) It is always suggested that a jacket be provided (during "transition" weather) to be left in the child's storage area.
- 7) All jackets, sweaters, hats, mittens, etc. should be clearly marked with your child's name.
- 8) A seasonally appropriate extra change of clothes should be brought to the Center and placed in the child's storage area. Please mark these items with your child's name. **Please remember that play can sometimes be messy work! Messy children = happy children.

□

Nap

Each classroom has designated rest period of 2-2 ¹/₂ hours as part of their schedule (except infants who follow individual sleep schedules). Children who do not nap or who rise early are offered alternative quiet activities after one hour of rest time. Linen are kept and washed on Wednesday and Friday or each week. If you would like to wash your own blankets you will be responsible for taking nap items home at the end of each week and returning them clean at the beginning of each week.

Infant Sleep Policy

Staff are required to place infants younger than 12 months on their backs to sleep in a crib that meets the standards of the United States Consumer Product Safety Commission. Wedges, blankets, or other devices for positioning are not allowed unless ordered by a physician.

Soft items including blankets, pillows, quilts, comforters, sheepskins, or soft toys are not allowed in cribs or infant sleep equipment. Please refrain from bringing these items to the Center as they will not be given to infants.

If infants arrive to the program asleep, or fall asleep, in equipment not specifically designed for infant sleep, the infant is removed and placed in appropriate infant sleep equipment.

Outdoor Physical Activity

Sometimes parents ask if their child can remain inside during our outdoor play time due to health concerns. If a child is well enough to be at school, the child is assumed to be well enough to go outside. Unless there are extreme weather conditions, all children go outside every day. Our child-staff ratios rarely allow us to stay inside with one or two children while the rest of the children go outside. We understand that parents naturally have strong feelings about keeping their children healthy, which we share. But health experts agree that when children are properly dressed, cool weather is rarely harmful to children and that being outside in the fresh air is essential. Children are encouraged to participate in running games, to climb, play ball, ride trikes, jump rope, and be active physically on the playground.

If you have questions about whether your child can participate in outdoor play you might want to consider keeping your child home until you feel your child is ready to fully participate in our daily program, both inside and outside.

Screen Time

Activities using TV/video, computer, or video games are prohibited for children under the age of 2 years old. For the ages 2 thru 5, activities using screen time (TV, videos, computer, or videogames), will be incorporated in the daily lesson plan. Screen time is will be used to supplement, not to replace, the other activities required by the regulations and will not exceed 1 hour per day.

Teacher-Child Relationships and Ratios

We believe that a fundamental aspect of quality early learning programs is the relationship between children and their teacher(s). Our goal is to support and nurture these attachments so that children feel safe, loved, and respected.

Our infant room provides care for children 6 weeks to 18 months. Your child will remain with the same teaching staff from day – to – day. Our teachers are scheduled to work so that at least one constant teacher is always in the room. The toddler room provides care for children aged 18 months – 2 ½ years. These teachers are scheduled to work so that at least one constant teacher is always in the room.

WE strive to adhere to the developmentally appropriate child/staff ratios recommended from CCR during all hours of operation; in all classrooms and other indoor settings; and in outdoor learning environments.

Age	Ratio	Group Size
Infant	1:4	8
Toddler/Two	1:9	12
Preschool	1:15	24

Toilet Learning

Toilet learning is a process that requires strong parent/teacher communication and planning. If you feel your child is showing readiness signs, talk with your child's teacher. To be successful with your child's toilet training, both teacher and parent have to WORK TOGETHER! Additional information will be provided and reviewed with you when the situation arrives to address toilet learning.

Child Assessment

Please refer to the Assessment Plan for Children's Development and Learning found in the Appendix for information.

Procedures for Family Participation

We encourage families to participate through a variety of opportunities. Parents and other family members are encouraged to read stories to the children, share special talents such as cooking, music, art, etc. and to attend family functions. You will be asked to complete a Volunteer/Interest Form so that our staff will be better able to match you with appropriate opportunities for participation and volunteering.

Additionally, we have several parties to celebrate holidays such as Thanksgiving Luncheon, fall festival, Christmas, Valentine's Day and Easter. We welcome your assistance in planning and attending our parties. We always participate in a weeklong recognition of Week of the Young Children during April every year. This is a fun-filled week with activities and family engagement opportunities.

If you volunteer on a regular or frequent basis, we will ask you to provide information for a criminal background check, complete a notarized affidavit about your background, and attend a short orientation session. We are always looking for ways to improve our programs and we welcome your suggestions.

A Parent Advisory Committee will exist to support the mission of the Center. Each classroom will have at least (1) parent representative. In addition, at least 2 center staff will sit on the committee. Meetings will be held at least quarterly. More information will be available as this committee convenes.

Each year, usually in January, parents are asked to complete a survey about the Center. We value parents' input about our program. The results along with responses from teachers and administration will be used to plan professional development for teachers, make program improvements, and enhancements to curriculum and activities for children. Each family will be provided with a copy of the survey findings.

There is a suggestion box in the lobby where you can put notes about ideas you have about programming, teacher kudos, suggestions, etc. We welcome your thoughts and ideas!

Withdrawal from The Program

A two-week notification is required for withdrawal from the program. This notification must be in the form of a written or typed document with an original signature, submitted directly to center director.

Attendance

Our Center seeks to provide a consistent and regular schedule for the children in each of our classrooms. Children are encouraged to arrive for care each day by 9:00 AM to help in establishing and maintaining routines. Additionally, families are asked not to pick up or drop off children during lunch and rest time (from 11:30-2:30 PM) unless there is a specific need. If your child arrives after 9:00 AM without a doctor's excuse, he/she will not be allowed to attend for the day.

Please contact the office by phone, text, or email if your child is going to be late or absent. Call on the first day of your child being absent. If your child will be absent longer than 3 three days please notify the office to let us know when your child will be returning.

Field Trips

The preschool and school age classrooms will take occasional field trips throughout the school year. A general Field Trip/Transportation Permission form will be made available as part of the enrollment information. You will be notified well in advance of these events and be offered the opportunity to accompany your child's class as well. The teacher will distribute a Field

Trip/Transportation Permission form with the details of the event including when and where the children will be going, and their expected time of return to the Center. In addition, a notice will be posted in the Center at least 48 hours in advance of the trip that details the same field trip information.

Transportation

KISD will transport school- age children from the following schools: **Reeces Creek Elementary School and Patterson Middle School**. Our staff will escort the children to and from the school bus pickup/drop-off.

The staff person also carries a note book with emergency numbers and other important information for each child. Please call as early as possible if your child will be absent. Please call the Center before 1:30 PM if your child will not be riding the bus from the school to the Center.

Water Activities

Water activities for the children in the infant and toddler classrooms will be limited to splashing and sprinkler play. Preschool children may engage in splashing, sprinkler, and water play in small pools or tubs of water, no more than 2 feet deep.

Water play activities will only take place outdoors during warm weather.

Notification will be given well in advance of any water play activities. A Water Play Permission form will be made available as part of the enrollment information.

Health and Safety Procedures

EXCLUSION & RE-ADMITTANCE DUE TO ILLNESS

Upon arrival each day, children will be observed for symptoms of illness, and therefore will not be admitted for care if one or more of the following exists:

- 1) An illness that prevents the child from participating comfortably in child care center activities
- 2) An illness that results in a greater need for care than caregivers can provide without compromising the health, safety, and supervision of other children in care
- 3) The child has at least one (1) of the following:
 - a) Oral temperature of 100.4 degrees or greater; or armpit temperature of 99.4 degrees or greater accompanied by behavior changes or other signs or symptoms of illness;
 - b) Symptoms and signs of possible severe illness including lethargy, abnormal breathing, extreme irritability, uncontrolled diarrhea, two (2) or more episodes of vomiting within

- 24 hours, rash with fever, mouth sores with drooling, behavior changes, or other signs that the child may be severely ill;
- c) A health care professional has diagnosed the child with a communicable disease, and the child does not have medical documentation to indicate that the child is no longer contagious;
 - d) Any infectious disease as described in the Texas Department of State Health Services guidelines.
 - e) **Re-admission criteria are based on Texas Department of State Health Services requirements.
 - f) Parents will be notified of exposure to any communicable disease within 24 hours of the Center's notification.
 - g) In the case of Covid-19, a child must obtain a medical release note from their doctor stating that they are no longer contagious to be readmitted.

Illness at the Center

When a child becomes ill during the day, he/she will be isolated from the other children and kept comfortable until they can be picked up. Every effort will be made to contact those persons responsible for emergency care for the child immediately. Please make every effort to have the child picked up within one hour. Parents will receive a copy of the Illness/Unusual Behavior Report Form stating the details of the symptoms of illness observed. By state regulations, children must be free of fever, diarrhea, and vomiting for 24 hours before returning to the Center. Fever free is defined as having a normal temperature reading without the use of fever reducing medication.

Fire Drills/Emergency Drills

Fire drills are conducted monthly and emergency drills are conducted routinely as is required by the state. Our fire alarm system is monitored by a third-party company to ensure that the Killeen Fire Department is notified in a timely manner in the event of an emergency.

If weather conditions indicate that tornadoes or severe thunderstorms may occur, the National Weather Service issues an advisory bulletin that is broadcast on television or radio. Police in the endangered area may use sirens to warn people to take cover. A tornado WATCH means that conditions are right for a tornado to form. A tornado WARNING means that a tornado has been sighted and precautions should be taken.

The Center takes every precaution to protect the children in severe weather conditions. A tornado plan is to be clearly posted in every classroom, indicating designated safe areas. Children and employees are to proceed to their designated areas and remain there until further instructions are given.

Emergencies and Evacuations

A copy of the Center's Emergency Response and Preparedness Plan is available in each classroom. At the time of orientation, you will receive an overview of the plan and be informed of the procedures to follow in case of activation of the plan.

The Lion's Park Center has been designated as our "safe place" in the event of an evacuation. If this becomes necessary, we will relocate all staff and children to the following address:

1700 E. Stan Schlueter Loop. Killeen, Texas

Please note: (School age children) In the event of an Emergency Evacuation from your child's school, they will be sent to a designated location assigned by **KISD**. WE ARE NOT RESPONSIBLE for picking up your child if this should occur. We will however, allow you to drop off your child at the normal after-school time set for that day.

Immunizations

All children who are enrolled in a licensed childcare center are required to have the minimum immunizations as required by the Texas Department of State Health Services. You must provide an immunization record upon enrollment and provide updates to that record whenever your child receives more immunizations. Exclusions from compliance are allowable on an individual basis. Please refer to the Texas Department of State Health Services website for further information and clarification: www.dshs.state.tx.us/immunize

Please be advised that if your child is under immunized (for any reason), your child will be promptly excluded from the program if a vaccine-preventable disease occurs that your child would be susceptible to.

Including Children with Special Needs

New Creation Learning Center supports the philosophy that children learn best when they have opportunities to interact with all children. We work to remove any barriers that could prohibit a child from fully participating in the childcare program regardless of age, gender, background, or ability. The Center requires documentation from a professional and in most cases in the form of an IEP (Individual Education Plan) in order to provide services for any type of special need or identified disability. Families are expected to work cooperatively with the center staff and any other professionals and to follow through on recommendations and action plans submitted by the Center.

If you have a concern about your child's development, please bring it to the attention of the teacher or director. Your cooperation is appreciated if a time ever arises when center staff needs to consult with you regarding a concern with your child. If/when staff suspect that a child has a developmental delay or other special need, we will follow the steps:

- 1) Document and explain the concern (provide copies of assessments, observations, etc.)
- 2) Suggested next steps
- 3) Information about resources for diagnostic evaluation

Should your child have any special nutritional requirements, a written dietary plan by a physician or a licensed dietician must be provided. This dietary plan should address possible deficiencies caused by the special diet and what modifications will substitute or supplement (calcium, vitamin C, protein, etc.).

Families will be responsible for providing supplements or substitutions for items on the Center's menu that are restricted from their child's diet.

If your child has a special medical or dental issue that requires specific procedures ordered by a physician, an adult trained in that procedure must be on -site whenever your child is present.

Vision & Hearing Screenings

State law requires that licensed childcare centers comply with the Special Senses and Communication Disorders Act, Texas Health and Safety Code, Chapter 36. Any child who is 4-years-old by September 1st and any other first-time entrants (who are 4 years old) must be screened within 120 days of admission.

"Although not required by Chapter 36, Department of Family and Protective Services licensed childcare centers are encouraged to screen all children younger than 4 years of age who can reliably respond to the screening tests outlined in the Department of State Health Service's vision and hearing screening protocols." (Texas Department of State Health Services) The

screenings must be conducted by a licensed or certified screener or health care professional. The child care center is required to keep a copy of the screening on file.

Medication

PRESCRIPTION MEDICATION

- must come to the Center in its original container.
- can only be administered to the child whose name is on the label.
- can only be administered according to the specific label instructions (unless the prescription is accompanied by a physician's directive)
- prescription must not be expired
- must come to the Center in its original container.
- must be clearly labeled with the child's name.
- must not be expired.
- If a child is to be given medication other than in the manner as indicated on the label, the medication must be accompanied by a written directive from the child's physician.

REQUIRED DOCUMENTATION FOR ADMINISTRATION

All medications (whether prescription or over-the counter) must be in the original container with the pharmacy or factory label intact and clearly legible. The label must include the following:

- Date
- Child's name
- Specific directions for dosages and times to be given.
- Physician's name (if prescription)
- Expiration date

All medications (whether prescription or over the counter) must be accompanied by a Medication Authorization Form. A medication log will be kept with the following information:

- Full name of the child to whom the medication was given.
- Name of the medication
- Date, time, and amount of medication given.
- Full name of the employee administering the medication

Medication logs will be kept for three months after the administration of medication.

Most medications are locked in the medication cabinet in the front office except for those that provide life-saving assistance to children (Epi-pens, etc.). These medications are stored in a safe

place in the classroom that is inaccessible to children but is easily accessed by the teacher in an emergency.

Recurring Conditions

If your child has a periodic or recurring medical condition a Medication Authorization Form can be completed for up to 6 months.

Topical Products

Topical Products such as diaper ointments, skin care creams, sunscreen, insect repellent or any other type of product will only be applied by center staff with a signed Authorization for the Application of Topical Products Form. These products must also be in the original container, clearly labeled with the child's name, and not be expired.

Building Access and Security

Upon enrollment each family will receive a key card that will allow access to the building. Each classroom and the outdoor play areas are equipped with security cameras.

Nutrition

MEAL SERVICE

New Creation Learning Center provides a nutritionally balanced breakfast, lunch, and an afternoon snack. All meals are prepared according to the Child Care food Program Nutrition standards and procedures. We participate in the Child and Adult Care Food Program (CACFP) and are in good standing. Children eat "family style" with their teachers and friends. Children set their own tables, serve themselves (as appropriate) and clean up when they have finished eating. Teachers model appropriate social skills and healthy eating habits for children. This unhurried, relaxed atmosphere is an ideal environment for social interactions, conversations, and the learning of self-help skills.

- Breakfast is served from 7:30AM-8:30 AM
- Lunch is served from 11:00-12:00

- Afternoon snack is (2:45-3:45).

Menus will be posted at each entrance and on the parent Line Leader portal.

FOOD SAFETY

- Staff will discard any foods with expired dates (including formula and baby foods).
- Any liquids and food hotter than 110 degrees are kept out of children's reach.
- Staff will thoroughly wash all fruits and vegetables prior to eating.
- Staff will never use plastic or Styrofoam containers, plates, or wraps when microwaving children's food or beverages.
- All staff are educated about food allergies, and they take precautions to ensure children are protected.
- School aged children will be provided a healthy meal when they arrive at the Center after school.
- If breast milk is provided, bottles and/or bags must be labeled with the infant's full name and the date that the milk was expressed.
- Staff will discard any unfinished or unrefrigerated formula or breast milk bottles after one hour.
- For children of any age with special feeding needs, and for all infants, staff will provide families with documentation daily of the type and quantity of food the child consumed for the day.

BREAST FEEDINNG

- Upon request a compilation of breast-feeding education and support resources in the community is provided to parents.

Outside Food

New Creation Learning Center does not allow food to be brought from home or from a restaurant unless your child has a necessary dietary requirement (please refer to the Children with Special Needs section). If there are any special occasions (parties, celebrations, projects, etc.) you will be apprised of these events in time to accommodate any needs. Please be sure that all food and drink is finished prior to coming into the childcare center. Additionally, if you would like to bring your child a snack or drink at pick up time, please be considerate and wait until you get into your vehicle.

Tooth Brushing

All children will be provided with the opportunity to brush their teeth following an afternoon snack. We provide appropriate toothbrushes and children use peppermint water to brush with.

Eco-Healthy Practices at the Center

Teachers incorporate the concepts of eco-friendly practices into their curriculum as the work with children to understand things they can do to help our environment. We have a recycling container located just outside the front door if you would like to bring items such as clean glass containers, plastic containers (refer to the label) and newspapers. Please refer to the parent information board for notices about Earth Day efforts and other events in our community that you can participate in to recycle at your home.

Our Center strives to select and use fragrance-free and least-toxic cleaning products for use in our program. We follow guidelines that promote the safety of children and adults from environmental hazards. Air quality is monitored, and precautions are taken when necessary.

New Creation Learning Center has regularly scheduled pest control treatments both indoors and outdoors to prevent the growth of unwanted and harmful plants and animals from the premises. We contract with a pest management company who uses an Integrated Pest Management system.

Unattended Children

Please be advised that children should NEVER be left in a vehicle unattended. According to the Texas Department of Family and Protective Services, adults should never leave "a child in a motor vehicle for any length of time. If children are trapped inside cars, especially during

seriously hot weather, it can result in heat exhaustion or heat stroke, leading to permanent disability or death in a matter of minutes. Heat stroke, also known as hyperthermia, can cause shock, seizures, irregular heartbeat, heart attack, and damage to the brain, liver, and kidneys".

Leaving a child in a vehicle is punishable under the Texas Penal Code, Title 5, Chapter 22, Section 10 LEAVING A CHILD IN A VEHICLE. A person commits an offense if he intentionally or knowingly leaves a child in a motor vehicle for longer than five minutes, knowing that the child is:

1. younger than seven years of age; and
2. Not attended by an individual in the vehicle who is 14 years of age or older.

An offense under this section is a Class C misdemeanor. If the child is injured, the charge is then elevated to child endangerment, which is a felony. The penalties are six months to two years in jail and a fine up to \$10,000.

It is the responsibility of center staff to report a child left unattended in a vehicle to the proper law enforcement authorities.

We ask that you turn off your vehicle and not leave it to idle while you come in to the Center. If the weather is extremely hot or cold, please only allow your vehicle to idle for a brief time. For safety, take your keys, and lock your car when you exit.

Cell Phones

The childcare center appreciates your cooperation in creating a "cell phone free environment". This policy maximizes opportunities for parent-child and parent-staff communication during drop-off and pick-up times. We ask that you refrain from talking or texting on your phone during the time that you are interacting with your child so that he/she knows that they have your undivided attention!

Items From Home

New Creation Learning Center provides a rich, wide assortment of play objects and learning materials. For this reason, we ask that toys not be brought from home. Bringing a toy often leads to disagreements, conflicts, hurt feelings, and lost or damaged toys. The best items to bring to

school are security items such as blankets, pillows, or stuffed animals (that can fit into a cubby). These items should be clearly labeled. If your child would like to bring a "treasure" please notify the teacher when the item is brought in (bird nest, rock, shell, flowers, pictures, book, etc.). Please be advised that the center Director must approve any animals or pets being brought into the Center.

Birthday Celebrations

If your child would like to celebrate his/her birthday at the Center, please discuss this with the teacher in order to ensure the event is scheduled. Items such as candy; treats with excessive sugar and fat; items which could be considered choking hazards; and sodas are prohibited.

Appropriate items for birthday parties include:

- muffins
- cupcakes with minimal frosting
- trail mix
- fruit cups
- pudding or yogurt cups
- goldfish crackers
- juice
- milk
- ice cream cups

Due to Department of Health requirements, all food items brought into the Center must be "store-bought". We are unable to offer homemade items to children.

Party favors should be age appropriate (choking hazards, etc.) and should NOT include uninflected balloons. If your child would like to invite children to a birthday party (by distributing invitations at the Center) we ask that each child in the classroom receive an invitation or that invitations be distributed by some other means.

Emergency Care

Each staff member at New Creation Learning Center is required to obtain and maintain current certification in CPR and first aid as a condition of employment.

Minor Injuries

This type of injury is non- life threatening. The actions required for this injury are:

- Administer first aid.
- Follow procedures as indicated by type of incident.
- Complete an Accident Report Form for Minor Injuries, have parent/guardian sign & date and give parent/guardian a copy.

Major Medical Emergencies

In the event of a critical illness or injury, proper procedures will be followed, and the parent is immediately contacted. Should a parent be unavailable, alternate names on the child's health form are contacted. When no one can be reached, the child's physician is contacted to determine what action should be taken. Parents will receive an Incident/Illness Report. Child Care Licensing will be notified and a representative from their department will be in contact with the parent(s) or family member. This type of emergency can be life threatening. The actions required for this emergency are:

- Apply first aid and life sustaining techniques.
- Call 911.
- Call the parent or guardian immediately or if the parent or guardian cannot be located contact individuals listed on the child's information card.
- Complete the Incident/Illness Report (as required by DFPS-CCL) has parent/guardian sign & date and gives parent/guardian a copy.
- If the child is transported to the hospital, a center staff member familiar with the facts of the incident will accompany the child and remain at the hospital until the parents or guardian arrives.
- If the child has medical information at the Center which would be of importance in the treatment of the child, a staff member should either give this information to the ambulance attendants or bring this information and provide it to the medical personnel at the hospital.

Childcare Services Outside of Center

It is not the mission of the Center to provide childcare in any location other than the Center during regular operating hours or the special programs. Any arrangement for childcare outside the Center is strictly a private arrangement between parents and the staff member. These arrangements should be made away from the Center and cannot interfere with the operation of

the Center or individuals job duties. Parents also understand that staff members are free to accept or reject such requests from parents.

Open Door Policy

While families are always welcome to visit their children, we do ask that you be considerate of the fact that your child might be confused and want to leave with you right then! Observers are asked to be as inconspicuous as possible and wear a visitor badge. Families are always invited to have lunch with their child or to participate in activities. Please refer to your child's posted classroom schedule for specific times when children are engaged in various activities to plan accordingly.

Parent Communication and Conferences

Parents and families are involved in the early care and educational process at the childcare center daily through discussions and daily reports. **All parent conferences will be conducted over the phone or Zoom until future notice.** Scheduled parent conferences, meetings, education opportunities, and other center events will provide opportunities for families, staff, and children to establish relationships and cooperate in the early development of children. Parents will be asked to schedule conferences with the teacher(s) at least twice (2) yearly to discuss and review children's observations, parents' observations, assessment results, and overall development. (Please see Assessment Plan for Children's Development and Learning for further information.) Additional conferences with the director and teachers are held at any time upon request.

We believe that you, as parents, are the primary educators of your children. It is our function as teachers and staff to support and facilitate the development and education of your child. We need your input and value your suggestions and observations. Because you are the expert when it comes to knowing your child, we appreciate your perceptions, feelings, and observations about your child. We encourage you to become actively involved in your child's education.

Every effort will be made to communicate effectively and efficiently with families. Center staff and families are encouraged to share important and relevant information regarding children and family matters in order to best meet the needs of children. On-going communication is essential for a child to feel safe and secure in their environment.

Good communication is important in building a relationship between center staff and parents! Please keep your child's teacher informed about any significant events happening in your child life. Information such as an impending birth in the family, death of a relative, family or marital

issue, and other sensitive family matters are often quite disturbing for children. Please be advised that ANY information shared with center staff will be kept confidential and will not be shared with anyone not authorized to be aware of it. Our Center adheres to the NAEYC Code of Ethical Conduct regarding confidentiality and will not compromise the integrity of our program.

****Any time that there are staff changes or extended periods of leave, you will be notified in a timely manner so that you can help prepare your child for the changes. ****

Please schedule a time to talk with your child's teacher or any other center staff as you need to discuss matters relevant to your child. Often during drop-off and pick-up times, the teacher is quite busy and might not be able to spend the time right then to discuss certain matters in depth. At no time is it appropriate to discuss a situation regarding a child with the child present.

The following methods of communication will be used:

- e-mail
- newsletters
- parent boards outside each classroom
- parent resource board at each entrance to the Center
- individual and general notes handed out.

Open parent-staff communication is one of the cornerstones of quality childcare because it is only through open communication that we can work as partners to provide children with the highest quality care possible. Please do not hesitate to ask any questions and/or share any concerns. Translator or interpreter services are available upon request.

We will keep you informed of any significant happenings at our Center through our monthly newsletter. A copy of the newsletter is put in each child's cubby.

We complete a daily report on infants and toddlers. We ask parents to complete the information at the top of the form that will be helpful as teachers provide care for your child during the day. Throughout the day teachers will complete the form to report information about your child's day. A copy of the report is put in your child's cubby at the end of each day.

Discipline and Guidance

We emphasize the teaching of appropriate behavior, not to punish for bad behavior. Discipline in our Center is to help children develop a greater self-responsibility for and self-control over their actions while at the same time fostering the children's self-esteem.

Our guidance and discipline guidelines are as follows:

- individualized and consistent for each child.
- appropriate to the child's level of understanding; and
- directed toward teaching the child acceptable behavior and self-control.

A caregiver only uses positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction, which include at least the following:

- Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior.
- Reminding a child of behavior expectations daily by using clear, positive statements;
- Redirecting behavior using positive statements; and as a last resort using brief supervised separation or time out from the group, when appropriate for the child's age and development.

The following types of discipline and guidance, considered to be harsh, cruel, and/or unusual treatment, are prohibited and will NEVER be used by this program or on the premises as required by the Texas Department of Family and Protective Services, and the Standards set forth by NAEYC: (This policy applies to all staff members and parents/guardians, or family members.)

1. Corporal punishment or threats of corporal punishment
2. Punishment associated with food, naps, or toilet training.
3. Physical punishment including shaking, hitting, spanking, paddling, slapping, jerking, squeezing, kicking, biting, pinching, excessive tickling, and pulling of arms, hair, or ears; or requiring a child to remain silent or inactive for inappropriate periods of time for the child's age.
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. Psychological abuse: to include shaming, name calling, ridiculing, humiliation, sarcasm, cursing at, making threats, ostracism, withholding affection or frightening a child.
10. Coercion that includes rough handling (shoving, pulling, pushing, grasping any body part); forcing a child to sit down, lie down, or stay down, except when restraint is necessary to protect the child or others from harm; physically forcing a child to perform an action (such as eating or cleaning up)

Under NO circumstances is it ever permissible for staff to use any form of physical punishment, psychological abuse, verbal abuse, or coercion of any kind when disciplining children. All of these are strictly prohibited! **Appropriate use of restraint for safety reasons is permissible.

Behavior problems are dealt with at the Center rather than parents being asked to discipline their child for events that occur in childcare. Teachers do not report every single behavior to parents, only those that are persistent or puzzling and are becoming quite challenging. In this case, families and teachers will work together to make decisions about how best to handle a challenging behavior and develop strategies to resolve the challenging behavior.

Expulsion, Suspension, and Exclusion from Care

As stated, every effort will be made to manage the behavior of children while in care at the Center and our goal is to limit or eliminate the use of suspension, expulsion and other exclusionary measures all together. However, the safety of our staff and all children must be considered. Exclusionary measures will not be considered until all other possible interventions have been exhausted, and there is agreement that exclusion is in the best interest of the child.

We reserve the right to suspend, exclude or terminate a child from care ONLY if all steps listed below have been taken:

- a child's needs cannot be met, or
- a parent or guardian refuses the action plan or recommended services, or
- if services are provided or behavior plans implemented, and the child's condition does not improve satisfactorily, or
- if continued enrollment of the child does not represent the best interest of the child, the Center, the staff, or the other children in the classroom.
- Expulsion, termination or suspension will be determined based on the severity of the issues.

If exclusionary measures must be taken, the Center will aid you in accessing services and an alternative placement. We have information about agencies who can provide counseling and intervention services if needed.

Please be aware that this policy is being communicated to all families and staff and complies with applicable federal and state civil rights laws.

Challenging Behavior Policy

If a child displays repeated challenging behavior, teachers, families, and other professionals work as a team to develop and implement an individualized plan that supports the child's inclusion and success. This process includes teacher(s) and the director having ongoing conversations with parents to discuss concerns and strategies in addressing the challenging behavior. At all times during this process the goals and objectives for learning and behavior in our Center will be considered during conversations.

"Challenging behavior is any behavior that (1) interferes with children's learning, development and success at play, (2) is harmful to the child, other children, or adults, or (3) puts a child at high risk for later social problems or school failure."

Some examples of "challenging behavior" includes physical aggression (hitting, biting, shoving, whacking with toys), relational aggression ("You can't play with us", verbal bullying), tantrums, whining, testing limits, refusal to follow directions or observe classroom rules, and intentionally destroying center, teacher or other children's property.

If serious adjustment or behavior challenges occur after a child is enrolled and intervention methods have not deemed successful, a conference will be scheduled with the family, teacher and administration to develop an Individualized Behavior Improvement Plan

Steps to follow in addressing a child's challenging behavior are as follows:

- 1) Assess the function of the behavior.
- 2) Work with families and professionals to develop an individualized plan to address the behavior.
- 3) Implement appropriate identified positive behavior support strategies (as outlined in the Individualized Behavior Improvement Plan).

Grievance Procedures

If you have questions or concerns, they should be addressed first with the teacher in your child's class. If you are not satisfied with the information the teacher provides (or if you are not able to speak with the teacher), please contact the director/owner.

Parents have the right to contact Texas Department of Family and Protective services at 405 E Elms Rd. Killeen, Texas 76542 ~ (254) 526-9011 if they have complaints about violations of Minimum Standards for licensed child care facilities or allegations of child abuse.

A copy of the Minimum Standards is available for review in the office. Our most recent Licensing inspection report is always posted on the bulletin board at the entrance in the Center. You may also review the standards and our compliance history at www.txchildcaresearch.org.

Reporting Child Abuse and Neglect (as per the Texas Family Code 261.002)

- A. A person having cause to believe that a child's physical or mental health or welfare has been or may be adversely affected by abuse or neglect by any person shall immediately make a report to the appropriate agency.
- B. If a professional has cause to believe that a child has been or may be abused or neglected, the professional shall make a report not later than the 48th hour after the hour the professional first suspects that the child has been or may be abused or neglected. A professional may not delegate or rely on another person to make the report.
- C. When making a report the staff member must follow the procedure mandated by the Texas Family Code, which is outlined in the Texas Minimum Standard Rules for Licensed Child Care Centers, Appendix III.

Staff who report suspicions of child abuse/neglect where they work are immune from discharge, retaliation, or other disciplinary action for that reason alone, unless it is proven that the report was intended to do harm.

In the event a staff member is accused of child abuse or neglect the following steps shall be taken:

- If the director is not on site, she will be notified.
- A call to CPS (1-800-252-5400) will be made, a police report will be generated.
- The director will notify parents of the report.
- Once alleged violation is reported employee will be suspended.
- In the event there is not an identified offender, no single childcare provider will be left alone with the children.
- Alleged offenders will be suspended until the matter is legally resolved.

- The director shall provide access to administrative files, attendance sheets, work schedules; client lists (i.e., parents, children, addresses and phone numbers) to investigators and other relevant personnel who have an official need to know.
- The director shall provide access to staff for investigative interviews.
- The director shall be available to talk with parents, to keep a chronological log of events and keep the staff informed (to the extent that is appropriate/legal) of the case development through staff meetings.
- After 60 days of suspension position could be filled.
- After 120 days employees will be terminated.
- If allegation is sustained employee will be terminated
- There will be no appeal process of the termination.
- No staff member will discuss the incident unless it is on a need-to-know basis.

New Creation Learning Center has a zero-tolerance policy regarding physical, sexual and physical abuse of a child. The procedures outlined above are in place to protect both the rights of the accused staff person and the children in the program.

If you feel the need to contact the Licensing office regarding a concern you may have, call 254-526-9011 or the DFPS child abuse hotline at 800-252-5400. You may also seek additional information at www.dfps.state.tx.us

Gang-free Zones

Childcare centers in the state of Texas are designated as gang free zones, which means gang-related criminal activity or engaging in organized criminal activity within 1000 feet of a center is subject to increased penalty under state law.

Community Resources

Our Center maintains a comprehensive list of resources available to families for many support services in our area including health care, housing assistance, counseling and family domestic issues, and nutrition/food needs. The parent communication board also has information regarding current programs that might be available including child care subsidies and other

financial supports, current family friendly events in the area, and other happenings. Our monthly newsletter will keep you informed of upcoming community events as well.

Child Development Information

We use information from a variety of research-based resources in our work with young children. These resources are available to families and we encourage you to visit these websites for helpful parenting tips, family-fun activities, developmental milestones, growth and development, behavioral concerns, and special needs concerns.

<https://www.naeyc.org/our-work/for-families> <https://www.zerotothree.org/parenting>
<https://www.cdc.gov/HealthyLiving/>

If you would like information about breastfeeding support in our area, please ask for the resources folder in the infant room.

I acknowledge that I have read, understand, and agree to the policies and procedures set forth in this Family Handbook.

Since informational policies and procedures are often subject to change, I understand that revisions to the handbook may occur. All such changes will be communicated to me through official notes and amendments to the handbook. By signing below, I understand and am acknowledging that I will comply with the current policies and procedures for the New Creation Learning Center and any future revisions to this handbook.

Child's Name: _____

Parent/Guardian Name: _____

Date _____

Please Complete and sign, detach and return this form with your enrollment paperwork.

