



THE HEIGHTS CDC

Child Development Center

Parent Handbook

Revised August 2023

Hours of Operation:
Tuesday-Friday 9am-2pm

The Heights Church

ask@theheights.org

Church office- 972-238-7243

www.theheights.org

Dr. Gary Singleton, Sr. Pastor
Richard Covington, Executive Pastor of Operations
Kathy Castleman, Preschool Minister

Please visit the church website to explore our different ministries as well as finding more information on worship service and Life Group times.

The Heights Child Development

CDC@theheights.org

The Heights CDC Office: 972-238-7289

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Table of Contents

ABOUT THE CDC

- 1.1 [Mission Statement](#)
- 1.2 [Philosophy](#)
- 1.3 [State Licensing](#)
- 1.4 [Curriculum & Development](#)

ENROLLMENT & PROCEDURES

- 2.1 [Enrollment](#)
- 2.2 [Class Placement](#)
- 2.3 [Forms](#)
- 2.4 [Emergency Numbers](#)
- 2.5 [Differed Immunizations](#)
 - [Medical Contraindications](#)
 - [Religion Exemptions](#)
- 2.6 [Vision and Hearing Screening](#)
- 2.7 [Confidentiality of Records](#)
- 2.8 [School Fees](#)
 - [Registration Fees](#)
 - [Tuition](#)
 - [Extended Care Fees](#)
 - [Refund/Make-up Days Policy](#)
- 2.9 [Withdrawal](#)

SAFETY & WELLNESS

- 3.1 [Wellness Policy](#)
- 3.2 [Medication & Medical Emergencies](#)
- 3.3 [Allergies](#)
- 3.4 [Peanut/Tree-Nut Policy](#)
- 3.5 [Reporting of Suspected Child Abuse](#)
- 3.6 [Emergency Procedures](#)
- 3.7 [Drug Free/Gang Free Zone](#)

SCHOOL POLICIES

- 4.1 [Parent Orientation & Meet the Teacher](#)
- 4.2 [School Calendar](#)
 - [Bad Weather School Closings](#)
- 4.3 [Arrival & Departure of Children](#)
 - [Dismissal to Another Person](#)
- 4.4 [Parking & Carpool](#)
- 4.5 [Teacher/Parent Communication](#)
- 4.6 [Parent Conferences](#)
- 4.7 [Birthday Celebrations](#)
- 4.8 [What to Bring and What not to Bring to School](#)
- 4.9 [Meals](#)
- 4.10 [Rest Time](#)
- 4.11 [Outdoor & Rainy Day Play](#)
- 4.12 [Toilet Training](#)

DISCIPLINE & GUIDANCE

- 5.1 [Discipline](#)
- 5.2 [Behavior Concerns](#)
 - [Biting](#)
 - [Bullying](#)
 - [Dismissal from Program](#)

About The Heights CDC

Mission Statement

The Heights Child Development Center (The Heights CDC) 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 The Heights CDC we make learning fun. Our goal is for each child to develop a healthy, positive feeling about himself/herself and to develop a love for learning.

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 Heights CDC office. More information may be found at <https://hhs.texas.gov/doing-business-hhs/providerportals/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 by calling 214-583-4253.

Curriculum and Development

Younger Preschool – Frog Street Curriculum

The Heights CDC has adopted the Frog Street Curriculum in our Younger Preschool classrooms, which focuses on nurturing curiosity through exploration. Frog Street uses strong daily routines that develop key social and emotional skills and balances intentional instruction with child-directed play. Children are provided comprehensive, integrated, thematic activities in all areas. Frog Street encourages teacher/child interactions to develop rich oral language and vocabulary, as well as strong social and emotional connections.

We make sure to embrace the joy of learning every day!

Infants

Our infant classrooms place emphasis on:

- Building a nurturing and loving relationship with caregivers
- Separating from parents while learning that parents will return
- Language development & vocabulary – through songs, fingerplays, infant sign language
- Learning about God's love

Ones

Our One-Year-Old classrooms place emphasis on:

- Building a nurturing and loving relationship with caregivers
- Gaining a sense of independence
- Separating from parents while learning that parents will return
- 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 & Transitional Threes

Our Two-Year-Old & Transitional Three-Year-Old classrooms place emphasis on:

- 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
- Recognizing shapes & colors
- Learning group games
- Developing fine motor abilities through manipulative activities
- Learning about God's love



Older Preschool – The Creative Curriculum

The Heights CDC has adopted The Creative Curriculum for teaching in our older preschool classrooms. The Creative Curriculum features studies that are exciting and engage firsthand explorations of topics that are relevant to children's everyday experiences. The study approach is a method of integrating content learning through children's in-depth investigations of a meaningful topic. Children raise questions about the topic and through exploration and discovery they find answers to their questions. The hands-on experimental nature of studies taps into children's natural curiosity resulting in a learning environment that is both fun and intentional.

The focus areas are on literacy, math, science, social skills, and the arts.

Threes

Our Three-Year-Old classrooms place emphasis on:

- Gaining a sense of independence, responsibility, and self-reliance
- Cooperation and respect for others
- Using words to express feeling rather than actions
- Listening and following directions
- Communicating needs
- Developing fine motor activities—cutting & holding pencil correctly
- Introducing alphabet and beginning sounds
- Increasing language usage and vocabulary
- Recognizing and printing their name
- Understanding initial math concepts – recognizing numbers, one-to-one correspondence, sorting and classifying
- Learning about God's love

Fours & Transitional Kindergarten

Our Four-Year-Old and Transition Kindergarten Classrooms place emphasis on:

- Gaining a sense of independence, responsibility, and self-reliance
- Cooperation and respect for others
- Learning about school protocol – waiting their turn, waiting in a line, daily routines
- Developing pre-reading skills – letters & sounds, beginning & ending sounds, rhyming words, recognition & reading environmental print, etc.
- Learning reading readiness – print carries a message, print runs from top to bottom and left to right
- Practicing writing letter 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 engaging 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 classes will participate in Chapel activities every day. In Chapel, The Heights CDC will use Orange Curriculum and piggy-back on the Sunday School lesson taught the previous Sunday. Our focus in Chapel is to teach children three main truths:

- God made me.
- God loves me.
- Jesus wants to be my friend forever.

Gross Motor

Threes, Fours and Transitional Kindergarten classes will participate in organized physical activities to promote large muscle development. Children should wear tennis shoes and comfortable clothing for running, playing, and jumping in the gym.



Inclusive Services

If your child has been diagnosed with special needs, notify The Heights CDC office. Once provided with the proper documentation, Heights CDC staff will work alongside your healthcare provider or qualified professionals to provide appropriate accommodation. The Heights CDC teaching staff will utilize any adaptive equipment deemed necessary by the professional personnel. The equipment must be provided by the parents. Teachers will ensure appropriate activities integrate all students and adapt procedures, equipment and various methods as needed. For additional information visit the [Child Find](#) website or visit [Early Childhood Intervention Services](#) website.

Table of Contents

Enrollment and Procedures

Enrollment

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

Children currently enrolled in The Heights CDC are guaranteed a place for the next year if 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.

As classrooms meet capacity, any additional registrant'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

When placing children in classes, our administrative team takes several factors into consideration. Factors considered include date of birth, gender, days registered, and recommendations from previous teachers. Children are not moved into another room when they have a birthday. The class "ages" together through the school year. The only time children are assigned to new classes is at the beginning of the school year. Parents of a child with special needs should discuss these needs with the Director at the time of enrollment to ensure the best placement for 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 Heights 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 or Notarized Affidavit
- Student Information Form and Enrollment Agreement
- Discipline and Guidance Policy Acknowledgement
- FARE (All children must have a FARE form on file, no matter of the child's allergy status)

Please notify The Heights CDC office immediately if there is a change of address, phone, and email address or any additional changes that should be made to your child's records.

Emergency Numbers

In the event of an emergency, a parent or legal guardian will be contacted immediately. Should we be unable to contact a parent or legal guardian, The Heights CDC office will begin reaching out to Emergency Contacts listed on enrollment paperwork.

Parents are responsible for keeping current the emergency numbers on file with The Heights CDC. Please email cdc@theheights.org to notify of any changes to your emergency contacts: names, addresses, and phone numbers.

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 Heights CDC office without approval. A staff member may be dismissed for discussing children outside of the school, staff, or referral agencies.

School Fees

Registration Fees

For a child to be enrolled in The Heights 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 tuition is used to meet staff salaries and ongoing fixed expenses for program operations.

Registration Fees	
2 Day, 3 Day, 4 Day & TK	\$225.00
15% discount for additional children (\$191.25)	

Supply Fees

For a child to be enrolled in The Heights CDC, a non-refundable/non-transferable supply fee will be assessed in August prior to school starting. Supply fees cover the cost of supplies for your child during the school year.

Supply Fees			
2 Days	3 Days	4 Days	TK
\$100.00	\$150.00	\$200.00	\$220.00

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.

Annual tuition is divided evenly into nine installments with the first payment due September 1. Payments will be withdrawn on the first of each month ending in May. All families are required to enroll in our Tuition Express program to automatically pay tuition with a debit/credit card or personal banking account on the 1st of each month. To learn more about Tuition Express, visit <https://theheightscdc.files.wordpress.com/2023/06/tuition-express-forms.pdf>.

Tuition is not dependent upon attendance. Tuition rates are not adjusted due to extended travel or delayed start date. Tuition will not be prorated due to bad weather days or holiday breaks. If there is a problem with tuition, please contact The Heights 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.

Tuition			
2 Days	3 Days	4 Days	TK
\$295.00	\$395.00	\$450.00	\$475.00

Extended Care Fees

Our Extended Care Program will be on a regular monthly basis and charged as a monthly fee. You must register for the entire school year at the time of registration. Monthly fees will be assessed to your account and are due on the 1st of each month along with monthly tuition. All fees have been figured on the number of days for the entire school year and divided evenly across the months. There is no reduction or reimbursement for holidays, vacations, illness, or bad weather.

Space is very limited for this program. Sign up is first-come, first-served. You must reserve a spot and the fee is added to tuition each month. Extended Care will not be offered on a drop-in basis.

Early Care (8:00-9:00am)		Stay-n-Play (2:00-4:00pm)	
1 day/week	\$40	1 day/week	\$80
2 days/week	\$80	2 days/week	\$140
3 days/week	\$110	3 days/week	\$200
4 days/week	\$130	4 days/week	\$250

Non-sufficient Fund Fees

Any payment returned from the bank or credit card company for non-sufficient funds will incur a \$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.

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.

Late Pick-Up Policy

The Heights CDC pick up time is between 1:45 p.m. to 2:00 p.m. You must have your child in your possession by 2:05 p.m. to avoid a late pick-up fee. Our office will begin calling parents at 2:05. Should we be unable to reach a parent or legal guardian, we will begin calling emergency contacts. Late pick-up fees will be assessed as follows:

Late Pick-Up Charges	
2:05	\$5
2:10	\$10
2:15	\$15
2:20	\$20
2:25	\$25
2:30	\$35
2:40	\$45
2:45	\$55

Failure to pick up your child in a timely manner and in accordance with 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, please contact The Heights CDC 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 cdc@theheights.org at least two weeks before the date of withdrawal. Please note tuition will not be prorated should the withdrawal occur within a monthly billing cycle.

Safety And Wellness

Health and Medical Information

Your child must have a completed admissions form, health form and current immunization record or immunization exemption affidavit on or before the first day of school. The State of Texas requires that every child has a current immunization form on file and meet applicable immunization requirements as specified in the Texas Department of Health Immunization Requirements in Texas Handbook. Additional information regarding vaccine requirements for childcare facilities can be found [here](#).

Protecting Children from Vaccine-Preventable Diseases

The Heights CDC encourages all staff to be up to date with immunizations; however, we do not have a requirement that each employee receive certain vaccines. The Heights CDC highly encourages all teachers to receive a flu shot each year. Regardless, our staff is asked to go above and beyond in keeping surfaces and materials sanitized as well as washing hands more than required by state minimum standards. If teachers show symptoms of illness, they will be sent home from work and will follow the same Wellness policy as outlined below. Your child's health is of utmost importance to The Heights CDC.

Wellness Policy

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. A child will not be allowed to attend class/parents will be contacted if the following conditions are present:

Symptoms:	Guidelines for returning to school:
If a child has a temperature of 100F	A child must be free from fever for 24 HOURS.
Has a rash of unknown origin.	Child must have a release from a doctor or the rash must be gone.
Chicken Pox - slight fever; fine blisters on scalp, face or body.	Sores dry up or crust; no new blisters appear.
Pink Eye - Red eyes; discharge from eyes; crusted eyelids.	Redness or discharge disappears.
Streptococcal Infection - Fever; sore throat.	24 hours after antibiotic treatment is begun
Diarrhea - Two or more watery bowel movements.	Symptoms are gone for 24 hours.
Vomiting	Symptoms are gone for 24 hours.
Impetigo - Small blisters that become crusted and contain pus.	After medicine is applied and sores are covered.
Body Lice - Little bugs on body; itchy scalp.	After treatment and when no bugs/eggs remain.
Ring Worm - Itchy, scaly patches on scalp or body.	After medicine is applied and sores are covered.
Pin Worms - Itchy rectum; small white wiggling threads on rectum/stools.	The day after treatment is applied and sores are covered.
Hand, Foot, Mouth Disease	Child must be free from fever for 24 HOURS.
Any other infectious diseases	Child has been released by the doctor.

We follow the [Texas Health and Human Services Communicable Disease Guidelines](#) for readmission criteria.

Medication

The Heights CDC will provide specialized medical assistance as recommended or ordered by a health-care professional. Medication will be administered by The Heights CDC Administrative staff. Parents must provide an **Authorization for Medication Form**, to be renewed every six months. Medication must be in the original container, labeled with the child's full name and date. Medication may not be placed in a child's backpack, lunch, or juice.

Per state licensing, in order to administer diaper rash cream/ointment requires the completion of the Authorization for Medication Form. Diaper rash/ointment can be stored in the child's diaper bag and administered by caregiver.

Medical Emergencies

If a child receives an injury at school, an Incident Report is completed. The Incident Report will include: the type of incident reported, any 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 occurs at school that requires medical treatment, The Heights CDC will submit a self-report to the Texas Department of Family and Protective Services. The Heights 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.

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 exposure occurs.

All snacks purchased and served by The Heights 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 Heights CDC is a peanut-free environment. Should there be a severe peanut/tree nut allergy in your child's classroom, you will be notified by The Heights CDC Director of any additional precautions needed when packing your child's lunch. 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.

Preventing and Responding to Suspected Child Abuse

As childcare professionals, The Heights CDC Staff 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 in 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 The Heights CDC's Child Abuse Policy, which outlines ways to prevent, recognize and report child abuse and neglect, is available for parents in The Heights 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, The Heights CDC's first responsibility is the safety of the children. They will be moved to a designated safe area where The Heights CDC Staff will supervise them until parents can be notified. To assure that The Heights CDC is a safe place for all children, we have adopted the following policies & procedures:

- Staff members are responsible for the children in their care at all times.
- 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.
- An emergency evacuation plan for fire and severe weather is posted in each classroom.
- The Heights CDC has a fire drill every month, and a severe weather drill every three (3) months. Each drill is documented in The Heights CDC office.
- In the case of emergency evacuations due to a chemical spill, fumes, gas leak, fire etc., The Heights CDC will move to Aldridge Elementary (720 Pleasant Valley Ln, Richardson, TX 75080). Parents will then be contacted.
- A copy of each family's data sheet with emergency contact numbers and class lists are kept in an Evacuation Binder. It is the responsibility of The Heights CDC Administrative Staff to take this binder in the case of an evacuation. Parents will be notified as soon as possible once all children are evacuated and safe.
- In the event of an assault on Heights/CDC property, The Heights CDC staff will instigate lock-down procedures until it is safe to remove the children from the building.
- 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.
- In the case of an emergency, The Heights CDC Director will be responsible for the safety of the children and staff and for contacting the parents. It will be the responsibility of a Heights 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 Heights 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.

School Policies

Parent Orientation and Meet the Teacher

Prior to the start of the school year, parents are invited to attend Parent Orientation and Meet the Teacher. Children can be dropped off in their new classroom for playtime with their friends in their new classroom. While children are playing with their new teacher(s) and classmates, parents will attend Parent Orientation. During this time, the Director and Associate Director will talk through school policies, routines, procedures, and frequently asked questions. There will be a short time for questions and answers. At the conclusion of Parent Orientation, parents are encouraged to return to their child's class to meet teachers and learn more about their child's individual classroom.

School Calendar

The Heights CDC school year is from late August/September until May and closely follows the surrounding school district calendars. A complete school calendar can be found online at <https://theheightscdc.com/2023-2024-school-calendar/>. If you would like a paper copy, you can pick one up at The Heights CDC Desk.

Bad Weather School Closings

The Heights 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 Heights CDC will remain closed for the entire school day. If RISD announces an early release due to severe weather, The Heights 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 communication platforms including email, posting on our website, and posting on our Facebook page. **PLEASE NOTE: The Heights CDC does NOT reimburse for school closings due to bad weather, emergencies, etc.**

Arrival and Departure of Children

The Heights Church and The Heights 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:

- Accompany your child(ren) when exiting the building and crossing the parking lot;
- Never leave your child unattended in a car for any reason;
- Drive safely through church parking lot.

Arrival

Teachers will be in the classrooms and ready to receive children by 9:00 a.m. Parents and children will be greeted at the door until 9:15 a.m. We ask that parents say their quick good-byes at the classroom door (HUG ZONE) and not enter the classroom. 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 at 9:15a.m. to maximize the instructional time. When a child arrives late, it disrupts his/her learning and the learning of others. Parents are asked to bring their child to The Heights CDC Office if they arrive after 9:15 a.m. The child must be signed in by an adult indicating time of arrival. One of the administrative staff will 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 at an appropriate time. Upon your arrival to pick up your child early, please come to The Heights CDC Office. One of the administrative staff will retrieve your child from their classroom.

Dismissal to Another Person

In accordance with state law, we must have on file the names of the authorized persons to whom your child may be released when you are not able to pick them up from school. Please inform the teachers through the Procure App or email CDC@theheights.org if there is a change in your child's pick-up person. A child will not be released to any person other than the child's parents or legal guardians and those listed as an Authorized Pick-Up Person.

All persons listed as an Authorized Pick-Up Person must bring their driver's license or photo ID to The Heights CDC Office at pick up. Office Staff will verify the identification and make a copy of the identification for the child's file. This information is kept confidential.



Parking & Carpool

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.

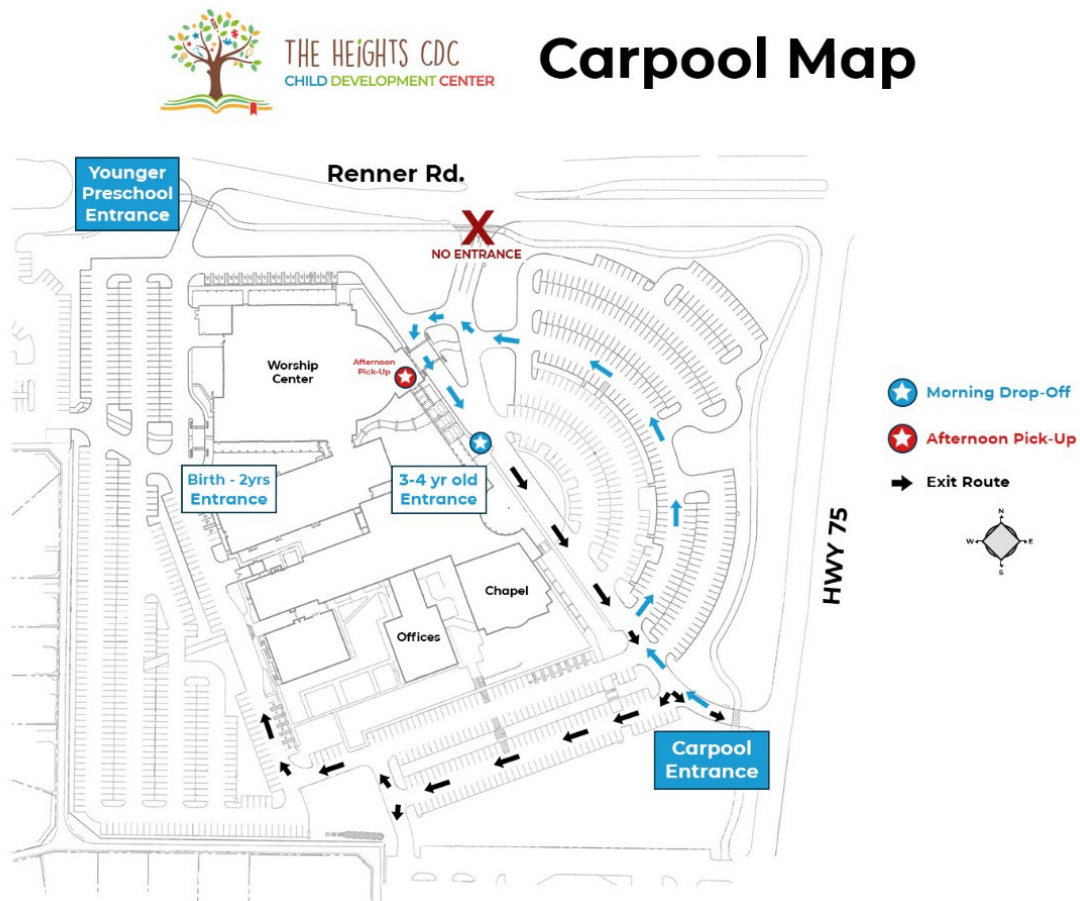
Backing out of the parking spaces can be difficult. The safety of your children is at stake. Please take extra care and be courteous to every driver.

Younger Preschool

Please use the Renner Road entrance to enter the campus. Park in the West Parking Lot. Please do not park in the covered parking area. Parents will escort their children into the building and drop off children to their classroom.

Older Preschool Carpool

Please use the 75 Service Road to enter the campus to enter the carpool line. Follow the signs through the parking lot. Children will exit or enter your car from the passenger side. Children will not be unbuckled or buckled into car seats by The Heights Staff/The Heights CDC Staff. Please do not park in the carpool area. During afternoon carpool, please feel free to move into the parking lot to buckle your child(ren) before exiting the parking lot. When leaving the church premises, please be mindful of the flow of carpool. Please familiarize yourself with exit paths that are marked on the Carpool map.



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 are unable to conference at the door during arrival and departure. Parents can communicate with teachers via Procure or contact The Heights CDC office to request a phone call with the child's teacher(s). Please do not leave important notes, paperwork, and checks in your child's bag, as these can easily get lost.

Parents will be informed of classroom activities through the Procure App, daily notes, and/or classroom calendars. 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 Heights CDC office will come via email.

Spring Parent Conferences

In the spring, 3s, 4s, & Transitional Kindergarten teachers will schedule time with parents or guardians for an end of the year Parent/Teacher Conference. At any point in the year, families and/or teachers are encouraged to schedule a conference if there is a concern about a child's development, behavior, or experiences at preschool.

Parent Involvement

Parent involvement is always welcome. Teachers will reach out to parents when help is needed with special events or other activities, such as Storybook Parade, Thanksgiving Feast, Christmas Performance, Book Fair, Graduation and more. Parents are invited to give suggestions and feedback at any time. Please use Procure when communicating directly with teachers and email CDC@theheights.org to communicate with our administrative team.

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 coats 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. These shoes are 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 bag for emergencies and/or 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		What Not to Bring to School	
All Age Groups	School bag big enough to hold artwork – Tote bags are preferred for younger age groups.	All Age Groups	Toys (unless requested by the teacher for a special activity)
	Lunch (peanut free)		Toy or real weapons
	Change of clothes – appropriate for the season and labeled with the child’s name.		Money
Younger Preschool Only	Sleep Sack (for crib) – Younger Ones only		Medicine (including lip balm, lotion, vitamins, etc.)
	Nap mat – Older Ones and Twos only		
	Diapers and wipes for children not yet potty trained.		

Birthday Celebrations

Birthday celebrations will be simple but meaningful for the child. Your child may want to share special cookies or treats with his/her class on that day. Please follow these guidelines when purchasing birthday treats to send to school:

- Food items must be store brought & allergen-free for your child’s class;
- Food items must be individually packages & labeled with in ingredient list;
- You may send non-food items (stickers, pencils, etc.);
- Any birthday treat items will be sent home with the class at the end of the day.

We ask that any party invitations brought to school include the entire class. If you want to invite a small group of friends, we ask that you coordinate those invites outside of school. Class lists, which include parent email addresses, are available in The Heights CDC Office.

Meals

Breakfast

Parents are asked to provide breakfast for their child(ren) before bringing them to school. Lunch is typically served between 11:00am and 12:00pm.

Lunch

Lunch for all children is provided by the parents. The Heights CDC office can provide a list of healthy lunch suggestions upon request. We recommend that each child’s lunch include at least one serving of each of the following major food groups:

- Milk: milk, cheese, yogurt
- Vegetable/Fruit: ¼ cup of each
- Protein: meat, eggs, beans
- Grain: enriched bread, whole grain crackers

Snacks

The Heights CDC provides snacks for the children who stay after 2:00pm for Stay-n-Play.



Breastfeeding

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

Younger Preschool Rest Time

Nap Mat Rooms

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. Your younger preschooler may bring a special soft toy, pillow, or pacifier to comfort him/her at rest time.

Crib Rooms

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 **Safe Sleep 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 Heights CDC. Children will spend 20-30 minutes outside per day, 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 program hours. The Heights 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 recommendations 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.

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

Diapering & Toilet Training Policy

A toilet trained child is a child who can do the following:

- Communicate to the teachers that he/she needs to go to the restroom before they need to go
- Alert him/herself to stop what he/she is doing, to go and use the bathroom
- Get on/off the toilet by him/herself
- Pull down his/her clothes and get them back up without assistance
- Wipe him/herself after using the toilet without assistance
- Wash and dry hands (all children must do this)
- Postpone going if they must wait for someone who is in the bathroom or if we are away from the classroom

Younger Preschool

The Heights CDC Staff is here to help your child become toilet trained. When your child is in the toilet training process, please be mindful when dressing them. Clothing that allows children to easily and quickly get to the bathroom helps ensure their potty-training success.

Older Preschool

Children enrolled in The Heights CDC threes and fours program must be toilet trained before attending preschool. Children must be wearing underwear. A child having accidents daily would not be considered toilet trained. Please note that wearing pull ups is NOT considered toilet trained.

Why do children have to be toilet trained before they begin preschool?

- There are strict standards for changing and disposing of wet or soiled diapers/pull ups and our classrooms are not equipped for this.
- When an adult is busy changing a child's soiled clothing, it is taking away from learning time for all students, and it removes our teachers from the direct supervision of and interaction with the rest of the class.

We do understand that even toilet trained children will occasionally have accidents. By definition, "accidents" are unusual incidents and should happen infrequently. In these instances, the teachers will help children to change their clothes, encouraging independence as much as possible.

We certainly will ask your child many times throughout the day if they need to use the bathroom. A teacher will assist children as needed, but children should be able to complete toileting activities independently. This is an issue which protects all concerned. It is not uncommon for a child who is fully toilet trained to have a setback when he/she is in a new environment. Preschool staff are aware of this and will assist the children when necessary. Please have your child dressed in clothing that he/she can easily manage independently. Please send a complete change of clothes appropriate for the season. These should be left in the child's backpack in case of accidents. Parents will be notified if a child has a toileting accident.

We understand that each child arrives at this milestone differently, therefore we will allow 4 weeks from the first day of school for your child to demonstrate accomplishment of this goal. However, if the situation is not manageable within the classroom environment, we will discuss the issue with the parents and reserve the right to suspend attendance of the child at such time.

A child will not be considered toilet trained for our preschool program if the child continues to consistently have toileting accidents after the first 4 weeks of school. After the first 4 weeks of school, the following policies will be in place for children who have accidents:

- If one or two accidents occur in one week, the parents will be notified with the understanding that the issue needs to be addressed and corrected.
- If three or more accidents occur in one week, the parent will be notified with the understanding that if the issue is not corrected by the end of the second week the child will have to stay home at least one week or longer until he/she is completely toilet trained.
- If multiple accidents occur in one day, the parent will be notified on that day; and if not corrected by day three, the child will have to stay home at least one week or longer until he/she is completely toilet trained.

Please note that this policy is not in place to shame or punish a child or inconvenience primary caregivers. Rather, cleaning accidents in the preschool setting is time consuming, and this time that teachers spend attending to and cleaning accidents is time that they are not spending interacting with children and facilitating the curriculum in a safe manner. This policy is intended to ensure the safety and happiness of children and staff at The Heights Child Development Center.

Discipline And Guidance

Discipline

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

- Individualized and consistent for each child;
- Appropriate to the child's level of understanding;
- Directed toward teaching the child acceptable behavior and self-control.

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 using age appropriate methods which include 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;
- Conflict resolution steps and techniques which encourage understanding and the expression of feelings;
- Using brief supervised separation or time from the group. 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/herself when he/she is ready to rejoin the group with appropriate behavior.

There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:

- Corporal punishment or threats of corporal punishment;
- Punishment associated with food, naps, or toilet training;
- Pinching, shaking, or biting a child;
- Hitting a child with a hand or instrument;
- Putting anything in or on a child's mouth;
- Humiliating, ridiculing, rejecting, or yelling at a child;
- Subjecting a child to harsh, abusive, or profane language;
- Placing a child in a locked or dark room, bathroom or closet with the door closed;
- 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 Associate Director will observe the child and confer with the teacher about how to address the situation.
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 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.

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 the parents of both biter and victim. We will keep the name of both children 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 Heights CDC has a zero-tolerance attitude to bullying. All staff have 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 Heights CDC will work in partnership with the parent or legal guardian and the child concerned to work out a suitable strategy for management.

- The parent or legal guardian and The Heights CDC Staff will initially discuss the areas of concern and try to discover a possible cause.
- The parent will be reassured that it is the behavior, and not the child, that is inappropriate and unacceptable.
- A plan will be developed between the parent or legal guardian of the child and The Heights CDC Staff to work together in the home and at school. The plan will be reviewed on a regular basis – timings to be mutually agreed upon.

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 Heights CDC Staff, the parents will be informed that the school can no longer accommodate their child.

