



THE HEIGHTS CDC

Child Development Center

Operational Policies

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Hours of Operation

Monday – Thursday, 8 AM – 5 PM

Early Care, 8 – 9 AM

School Day, 9 AM – 2 PM

Stay-N-Play, 2 – 5 PM

The Heights CDC provides childcare on a school year schedule, beginning in late August and concluding in mid-May.

Parents may visit the childcare center at any time during our hours of operation to observe their child, the childcare center's program activities, the building, the premises, and the equipment without having to secure prior approval.

Procedures for the Release 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. 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 the church parking lot.

Drop off/Pick up

A parent, guardian, or another designated adult must sign children in and out each day. The Heights CDC utilizes the Procare app for signing children in and out. We encourage all students to be checked into their class by 9:15 AM to ensure maximum learning time.

In accordance with state law, we must have the names of any designated adult to whom your child may be released on file. To add or remove authorized pick-up persons, please email CDC@theheights.org. A child will not be released to any person other than the child's parents, legal guardians, and those listed as an authorized pick-up person.

In the case of an authorized pick-up person not having their Procare pin-code, they must bring their driver's license or photo ID to The Heights CDC Office at pick up. Our administrative staff will verify their identification and provide the authorized person with their pin-code. This information is kept confidential.

Illness and Exclusion Criteria

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 and parents will be contacted if the following conditions are present:

- Fever of 100.3 degrees or higher
- Vomiting
- Diarrhea
- Sore throat
- Cough
- Shortness of breath/difficulty breathing
- Chills/Shaking
- Muscle Pain
- Headache
- Loss of taste or smell
- Unexplained rash
- Pink eye or other eye infection
- Communicable diseases
- Head lice (medicated shampoo/treatment given – all nits removed)

If you have any questions about whether to bring your child to school, please contact your pediatrician's office. Children must be symptom and fever free for at least 24 hours before returning to school. Fever free is defined as having a normal temperature without the use of fever-reducing medications. If required, temperatures may be checked upon arrival and throughout the day. Children attending class are expected to participate fully in all activities. No one will be allowed to sit inside during outdoor play.

When a child becomes ill during the school day, the parent(s) will be contacted. If we are unable to speak with the parents in a timely fashion, the emergency contacts will be phoned. Your child must be picked up within one hour of being notified. Every Heights CDC staff member is trained in pediatric CPR and basic first aid care. In the event of an injury, first aid will be administered, and the parents will be notified. In case of severe injury, emergency medical professionals may be called.

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

Procedures for Dispensing 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**. Medication must be in the original container, labeled with the child's full name, date, and dosing information. Medication may not be placed in a child's backpack, lunch, or juice.

Per state licensing, an Authorization for Medication Form is required for CDC staff to administer diaper rash cream/ointment. Diaper rash ointment can be stored in the child's classroom or in their diaper bag to be administered by a caregiver.

Procedure for Handling Medical Emergencies

If a child receives an injury at school, an incident report will be 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 because of medical and/or dental emergencies.

Procedure for Parental Notifications

The Heights CDC utilizes the Procare app for daily information. Upon enrollment, you will receive an email invitation to set up your account. It is vital that every family be on this app. Please notify the school of any phone number or email address changes so that you continually receive important school information. Information, including any policy changes, from The Heights CDC office will come via email.

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 Procare 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/or monies in your child's bag, as these can easily get lost.

Discipline and Guidance

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.
- A positive method of discipline and guidance that encourages self-esteem, self-control, and self-direction, including the following:
 - Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
 - Reminding a child of behavior expectations daily by using clear, positive statements;
 - Redirecting behavior using positive statements;
 - 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;
- Grabbing or pulling a child;
- 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;
- Placing a child in a restrictive device for time out;
- Withholding active play or keeping a child inside as a consequence for behavior, unless the child is exhibiting behavior during active play that requires a brief supervised separation or time out that is consistent with the above guidelines.
- Requiring a child to remain silent or inactive for long periods of time for the child's age.

Any form of physical aggression by a child is unacceptable and will be taken seriously. This includes hitting, kicking, biting, and spitting. If a child is causing harm to self and/or others, she will be placed in a setting to allow for self-regulation. Depending on the severity of the behavior, the Director will be notified, and the child may be sent home for the remainder of the day. A conference will be called with the parents after the second occurrence. After the third incident of being sent home, The Heights CDC reserves the right to expel the child from future attendance.

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.

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 the biter and victim. We will keep the names 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.
- 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 toward 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.

Suspension and Expulsion of Children

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

Safe Sleep for Infants (Birth through 12 months)

All staff, substitute staff, and volunteers at The Heights CDC will follow these safe sleep recommendations of the American Academy of Pediatrics (AAP) and the Consumer Product Safety Commission (CPSC) for infants to reduce the risk of Sudden Infant Death Syndrome/Sudden Unexpected Infant Death Syndrome (SIDS/SUIDS):

- Always put infants to sleep on their backs unless you provide Form 3019, Infant Sleep Exception/Health Care Professional Recommendation, signed by the infant's health care professional [Sections 746.2427 and 747.2327].
- Place infants on a firm mattress, with a tight-fitting sheet, in a crib that meets the CPSC federal requirements for full-size cribs and for non-full-size cribs [Sections 746.2409 and 747.2309].
- For infants who are younger than 12 months old, crib play yards should be bare except for a tight-fitting sheet and a mattress cover or protector. Items that should not be placed in a crib or play yard include: soft or loose bedding, such as blankets, quilts or comforters; pillows; stuffed toys and animals; soft objects; bumper pads; liners; or sleep positioning devices [Sections 746.2415(b) and 747.2315(b)]. Also, infants must not have their heads, faces or cribs covered at any time by items such as blankets, linens, or clothing [Sections 746.2429 and 747.2329].
- Do not use sleep positioning devices, such as wedges or infant positioners. The AAP has found no evidence that these devices are safe. Their use may increase the risk of suffocation [Sections 746.2415(b) and 747.2315(b)].
- Ensure that sleeping areas are ventilated and at a temperature that is comfortable for a lightly clothed adult [Sections 746.3407(10) and 747.3203(10)].
- If an infant needs extra warmth, use sleep clothing, non-weighted, non-constricting sleep sack, as an alternative to blankets [Sections 746.2415(b) and 747.2315(b)].
- Place only one infant in a crib to sleep [Sections 746.2405 and 747.2305].
- Infants may use a pacifier during sleep. But the pacifier must **not** be attached to a stuffed animal [Sections 746.2415(b) and 747.2315(b)] or the infant's clothing by a string, cord or other attaching mechanism that might be a suffocation or strangulation risk [Sections 746.2401(6) and 747.2315(b)].

- If the infant falls asleep in a restrictive device other than a crib (such as a bouncy chair or swing or arrives to care center asleep in a car seat), move the infant to a crib immediately, unless you provide Form 3019, Infant Sleep Exception/Health Care Professional Recommendation, signed by the infant's health care professional [Sections 746.2426 and 747.2326].
- Our childcare program is smoke-free. Smoking is not allowed in Texas childcare operations (this includes e-cigarettes and any type of vaporizers) [Sections 746.3703(d) and 747.3503(d)].
- Actively observe sleeping infants by sight and sound [Sections 746.2403 and 747.2303].
- If an infant can roll back and forth from front to back, place the infant on the infant's back for sleep and allow the infant to assume a preferred sleep position [Sections 746.2427 and 747.2327].
- Awake infants will have supervised "tummy time" several times daily. This will help them strengthen their muscles and develop normally [Sections 746.2427 and 747.2327].
- Do not swaddle an infant for sleep or rest unless you provide Form 3019, Infant Sleep Exception/Health Care Professional Recommendation, signed by the infant's health care professional [Sections 746.2428 and 747.2328].

Parents can review information on safe sleep and reducing the risk of Sudden Infant Death Syndrome/Sudden Unexpected Infant Death (SIDS/SUIDS) at:

<http://www.healthychildren.org/English/ages-stages/baby/sleep/Pages/A-Parents-Guide-to-Safe-Sleep.aspx>

Meals and Food Service Practices

Breakfast: Parents are asked to provide breakfast for their child(ren) before bringing them to school. For children enrolled in Early Care, please feel free to send breakfast for your child to eat during Early Care.

Mid-Morning Snack: The Heights CDC does not offer a mid-morning snack to ensure the child's appetite is ready for lunch.

Lunch: Lunch for all children is provided by the parents. **We do not heat or refrigerate lunches.** Items that need to be kept cool should be sent in an insulated lunchbox with a cold pack. Items that should be served warm should be warmed at home and sent in an open mouth thermos. Due to choking concerns, children should not bring hot dogs that are whole or sliced into rounds, whole grapes, popcorn, or chunks of raw carrots. Any meat sent needs to be cut into small pieces. Items that require preparation, such as slicing apples or peeling oranges should be done in advance.

No peanut butter or nuts allowed at The Heights CDC as we are a nut-free building.

Please send a nutritious lunch along with a napkin and any needed eating utensils. Parents are solely responsible for the nutrition of their child's lunch. The Heights CDC office can provide a list of healthy lunch suggestions upon request. We recommend that each child's lunch includes 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 will provide an afternoon snack for the children who stay after 2:00pm for Stay-N-Play.

Immunization Requirements for Children

The State of Texas requires that every child has a current immunization record on file as specified in the Texas Department of Health Immunization Requirements in the Texas Handbook. Additional information regarding vaccine requirements for childcare facilities can be found [here](#).

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.

Hearing and Vision Screening Requirements

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.

Toilet Training Policy

Children enrolled in Pre-K 3, 4, and Transitional Kindergarten program must be toilet trained before attending preschool. A child having accidents daily would not be considered toilet trained. Please note that wearing pull ups is NOT considered toilet trained. Children must wear underwear.

Why do children have to be toilet trained before they begin Pre-K 3, 4, and Transitional Kindergarten?

- There are strict standards for changing and disposing of wet or soiled diapers/pull ups and our older preschool classrooms are not equipped for this.

- When an adult is busy changing a child's soiled clothing, it takes away learning time for all students, and it removes our teachers from directly supervising and interacting with the rest of the class.

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
- 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*)

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. 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 and shoes 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:

- Parents will be notified of each accident and reminded of the toilet training policies.
- Should three accidents occur in one week, parents will be notified, and the child will be given until the end of the following school week to demonstrate toileting independence within the school setting.
- Should four accidents occur in one week, parents will be notified and will be asked to keep the child home for 1 week or 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. This policy is intended to ensure the safety and happiness of children and staff at The Heights Child Development Center.

Enrollment Procedures

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:

- Registration Agreement with non-refundable registration fee
- Yearly Supply Fee (assessed on August 1)
- Enrollment Form
- Student Information Sheet
- Signed Handbook Agreement Page
- Current Immunization record or Notarized Affidavit
- Health Statement complete with physician's signature or attached doctor's note
- Tuition Express Form
- Any legal custody documents
- Vision & Hearing screening for students 4 years old as of 9/1

Class placement is based on your child's age on or before September 1. Infants must be at least 2 months old to attend.

Inclusion Policy

The Heights CDC extends to all students of any race, color, national and ethnic origin the rights, privileges, programs and activities generally accorded or made available to students of the school. The Heights CDC does not discriminate based on race, color, or national ethnic origin in administration of our educational and/or admission policies. All students will be expected to participate fully in our Christian program.

Tuition

Tuition and fees are drafted on the first business day of the month. Accounts not paid in full by the 10th of the month will be assessed a late fee of \$25. Any payment returned from the bank or credit card company for non-sufficient funds will incur a \$10 processing fee.

- Tuition Rates are reviewed and set annually by The Heights CDC Administrative Team and are approved by The Heights Church Executive Team.
- All monthly tuition fees are charged and due, regardless of vacations, illness, closures due to unforeseen circumstances, other absences, holidays, inclement weather, etc. There is no substituting of days if your child misses their regularly scheduled day. There are no refunds or credits due to closures.

Extended Care Fees

Our Extended Care Program will be on a regular monthly basis and fees are accessed on the first business day of the month along with monthly tuition.

- Extended Care fees are reviewed and set annually by The Heights CDC Administrative Team and are approved by The Heights Church Executive Team.
- 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. There are no refunds or credits due to closures.

Late Pick-Up Policy

The Heights CDC pick-up time is between 1:45 to 2:00 PM. Children that are enrolled in Stay-N-Play must be picked up by 5:00 PM. A late pick-up penalty of \$5.00 will be assessed within the first 5 minutes late and then an additional \$1.00 for each additional minute. If there is an emergency, please contact The Heights CDC Director immediately. Chronic late pick-up can result in dismissal from the program.

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 or refunded should the withdrawal occur within a monthly billing cycle.

Transportation

The Heights CDC does not provide transportation for children, unless in the case of a medical emergency.

Water Activities

The Heights CDC does not have a pool on the premises. Classes will participate in water activities in the form of sensory table, sprinkler splash pad, etc. Water will not be deeper than 6 inches to ensure safety for all ages.

Field Trips

The Heights CDC does not participate in off-campus field trips.

Animals

For the safety of our children, The Heights CDC has a NO pet policy. We ask that you do not bring a pet into the building for pick-up or drop-off.

Promotion of Indoor and Outdoor Physical Activities

Outdoor time is an integral part of the day at The Heights CDC. Outdoor play provides for greater freedom and flexibility, fuller expression through loud talk, and a greater range of active movement. Outdoor play also extends opportunities for large muscle development, social-emotional development, and small muscle development by offering challenge and complexity in ways that are not attainable in a confined indoor space. Our playground and patio area provide many opportunities for these activities. During the week, classes will have both indoor and outdoor periods of time for moderate and vigorous activity. Children will spend a minimum of 30 minutes outside per day, weather permitting. Play will include both child-initiated activities where the equipment, materials, and supplies are within reach of the child and the child chooses the activity on their own initiative as well as teacher activities that the teacher directs and chooses.

Recommended Clothing and Footwear

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/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, socks, and shoes 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.

Extreme/Inclement Weather

Unless extreme or inclement weather is present, children MUST go outside each day. The Heights CDC defines extreme/inclement weather as feels like temp over 95 degrees and wind chill of 40 degrees or below. On days of extreme/inclement weather or heavy rain, weather provisions will be made to recreate indoors.

Procedures for Providing/Applying Insect Repellant & Sunscreen

The Heights CDC does not provide or apply sunscreen and insect repellant. 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. A signed Authorization to Dispense Medication form must be on file in the office for an exception to this policy.

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. The Heights CDC staff will not apply insect repellent.

Parent Rights

In compliance with Senate Bill 1098 from the 88th Legislative Regular Session added Section 42.04271 to the Human Resources Code and states that a parent or guardian of a child at a childcare facility has the right to:

- Enter and examine the childcare center during its hours of operation and without advance notice.
- File a complaint against the childcare center.
- Review the childcare center's publicly accessible records.
- Review the childcare center's written records concerning their child.
- Receive inspection reports and information about how to access the childcare center's online compliance history.
- Have the center comply with a court order that prevents another parent or guardian from visiting or removing the child.
- Be given the contact information from the childcare center's local Childcare Regulation office.
- Inspect any video recordings of an alleged child incident of abuse or neglect involving their child providing that: video recording of the alleged incident is available; the parent or guardian does not retain any part of the video depicting a child that is not their own; and the parent or guardian of any other child in the video receives prior notice from the center.
- Obtain a copy of the childcare center's policies and procedures handbook.
- Review the childcare center's staff training records and any in-house training curriculum.
- Exercise these rights without receiving retaliatory action by the childcare center.

Policy or Procedure Concerns

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.

Procedures for 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.

Parent Access

Minimum Standards for Child-Care Centers:

<https://www.hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/provider-portal/protective-services/ccl/min-standards/chapter-746-centers.pdf>

Texas Abuse & Neglect Hotline: 1-800-252-5400

Texas Health and Human Services website: <https://www.hhs.texas.gov/>

Emergency Preparedness Plan

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 ensure 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.

Provisions for Nursing

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.

Preventing & Responding to Abuse & Neglect of Children

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 Prevention 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>.

Health Statement

Families must provide a health statement for each enrolled child within one week of the child's admission date. Health statements are defined as follows:

- A written statement, from a health-care professional who has examined the child within the past year, indicating the child is able to take part in the child-care program
- A signed affidavit stating that medical diagnosis and treatment conflicts with the tenants and practices of a recognized religious organization which families adhere to or are a member of.
- A signed statement from the parent giving the name and address of a health-care professional who has examined the child within the past year stating that the child is able to participate in the program. This must be followed by a signed statement from a health-care professional within 12 months of the date of admission.

Vaccine-Preventable Diseases for Employees

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. In addition, our staff is asked to go above and beyond by 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 Illness and Exclusions criteria as outlined for students. Your child's health is of utmost importance to The Heights CDC.

The Adult Safety Net program, created by The Texas Department of State Health Services, provides vaccine purchased with public funds to participating clinics to be used for immunizing uninsured adults. Heights CDC employees visit the ASN website at www.dhsh.state.tx.us/ASN and click on the search page to locate an ASN clinic near you.

Unassigned Epinephrine Auto-Injector Policy

The Heights CDC does not stock unassigned epinephrine auto-injectors to use in an emergency anaphylaxis.

Inclusion Policy

The Heights CDC staff will provide planned activities designed to meet the individual needs and development level of each child. We will provide a child with special care needs with accommodation(s) recommended by a health care professional or a qualified professional affiliated with the local school districts or early childhood intervention programs. We will utilize as recommended any adaptive equipment that has been provided to the center for a child's use. Any child who receives early intervention services or special education services can receive those services from a qualified service provider at our operation with parental request and approval. We will ensure that caregivers adapt equipment, procedures, and vary methods as necessary to ensure that we care for a child with special needs in a natural environment.

**THE HEIGHTS CHILD DEVELOPMENT CENTER
OPERATIONAL POLICIES AGREEMENT**

Child's Name: _____

Please initial each section and sign below.

_____ I have received the Operational Policies and agree to abide by the principles, requirements, and expectations set forth by The Heights CDC.

_____ I have reviewed the school calendar and understand the closing dates.

_____ I acknowledge that tuition and other fees are collected through Tuition Express on the first business day of each month. I agree to keep my financial accounts updated to prevent payment declines, and I understand that I will be assessed for any fees incurred as a result

_____ I agree that I am responsible for the nutritional value of my child's lunch brought from home.

_____ I understand that The Heights CDC is a peanut-free school.

_____ I have reviewed the Toilet Training Policy, understanding that students enrolled in Pre-K 3, 4, and Transitional Kindergarten must be accident free and independent in toileting needs. I agree to the policies in place, should my child have an accident.

_____ I authorize / _____ I **DO NOT** authorize The Heights CDC to apply anti-itch cream as needed for rash and bug bites.

_____ I authorize / _____ I **DO NOT** authorize The Heights CDC to use non-identifiable photographs and class work of my child for church use and school publicity. Photographs taken at school may be used on social media networks. Children will not be identified in photos shared on social media. Please note we cannot be responsible for what other parents post on their personal social media.

_____ I give / _____ I **DO NOT** give permission for my contact information to be shared on a class list with other parents in my child's class. Class rosters will be provided upon request. Information should only be used to contact other families in your child's class and may not be used for personal monetary gain, including but not limited to, adding these names to a business mailing list.

_____ I give permission for my child to participate in on-campus "Field Trips" such as rehearsing for a program in the worship center, walks to the volleyball court, prayer garden, etc. Students will not be transported away from the building.

Would you like to learn more about The Heights Church programs and ministries?

- ☐ Yes
- ☐ No, thank you

Signature

Date