

**Precious Lambs Learning Center, Inc.**



**POLICIES & PROCEDURES  
2019-2020**

**723 W Pleasant Run Rd., Suite 300  
Lancaster, TX 75146  
(469) 620-3717**

Director: Kecia Bolton

## Welcome

Thank you for choosing Precious Lambs Learning Center where each student's self-esteem is fostered by positive relationships with students and staff. Precious Lambs is a licensed center that provides childcare services for children 6 weeks to 12 years of age. We strive to have our parents, teachers, and community members actively involved in our students' learning. With that being said, we have prepared an environment that is engaging and responsive to each child at each stage of development by evaluating and developing a personalized learning chart.

Within this booklet are policies and procedures used to ensure the safety and welfare of your child, and a description of the program and services offered at the center.

## Mission Statement

“Precious Lambs Learning Center is dedicated to providing children and their parents with the resources necessary for embarking on a productive and effective educational career.”

## Licensing Information

### Governmental License Information

#### DFPS Childcare Licensing

The Texas Department of Family and Protective Services publish the Minimum Standard Rules for Licensed Child Care Centers. A copy of the Minimum Standard Rules is kept at all times in the Director's office. If you would like to review the Minimum Standard Rules, you may do so at any time by notifying the Director. You may also download a copy of the Minimum Standard Rules from the Texas Department of Family and Protective Services website, at

**[www.dfps.state.tx.us/Child\\_Care/Child\\_Care\\_Standards\\_and\\_Regulations/default.asp](http://www.dfps.state.tx.us/Child_Care/Child_Care_Standards_and_Regulations/default.asp)**

A copy of our most recent licensing inspection report is posted at all times. It is located on the parent bulletin board near the front office.

The contact information for the local licensing office is as follows:

Texas Department of Family and Protective Services

Child Care Licensing Division

8700 North Stemmons Freeway, Suite 104

Dallas, Texas 75247

(214) 951-7902 (Local)

(800) 582-6036 (Toll-Free)

To report suspected child abuse or neglect, call the Texas DFPS Abuse Hotline toll-free 24 hours a day, 7 days a week, at 1-800-252-5400.

## Americans with Disabilities Act (ADA)

The ADA is a federal civil rights law that went into effect in 1992. The Act states that people with disabilities are entitled to equal rights in employment, state and local public services, and public accommodations such as schools, child care centers, and family child care homes.

This center accepts children with disabilities because it important for the child to share learning a social opportunity with their peers. Inclusion also fosters caring attitudes and teaches children about interdependence and understanding for human differences.

We are pleased to help parents give their children the same opportunity as children without disabilities. The center has teachers and caregivers trained to meet the needs of children with disabilities, while ensuring the safety of other children in care.

## Equal Opportunity Provider

Children are accepted regardless of race, religion, sex, or national origin.

Hours of Operation

Precious Lambs Learning Center operates year-round:

**Monday through Friday**

**6:30AM - 6:30PM**

(excluding major Holidays)

Holiday Observance

Christmas Eve	Christmas Day
New Years Eve	New Years Day
Thanksgiving Day	Day after Thanksgiving Day
Fourth of July	Memorial Day
Martin Luther King Jr. Day	Labor Day
Teacher In-Service Day (August – Friday before the 1 <sup>st</sup> day of LISD School)	Good Friday (1/2 day Friday before Easter Sunday)

Registration

The registration process begins prior to enrollment and due bi-annually during the Fall and Spring semester.

Enrollment

A complete admission packet is required on the first day of enrollment (enrollment application, registration fee, signed fee agreement, signed Parent Handbook receipt, and 1<sup>st</sup> week payment).

Parent will be notified in writing when our policy changes in accordance to the laws of Texas.

Enrollment shall be granted without regard to a child’s race, color, creed, religion, national origin, gender, or disability. The Registration Fee is non-refundable.

**Precious Lambs Learning Center reserves the right to dismiss any parent or child at any time with or without cause.**

Continued enrollment at Precious Lambs’ is contingent upon the parent’s, emergency contact persons’ and child’s adherence to the policies and procedures of Precious Lambs as outlined in this handbook including, but not limited to, timely payment of all fees and tuition.

Parents are required to notify management immediately, should any of the information collected at the time of enrollment or any time thereafter change.

Failure to do so may result in the child(ren) being dis-enrolled from the program and forfeiture of any deposit/payment.

Supply List

There is a non-refundable \$50 registration fee for each child or \$75 for each family. There is a non-refundable yearly registration fee of \$50 for before/afterschool children and our summer program. Very seldom are refunds issued at PLLC. If a refund is issued, it will be in the form of a company check or credit card (if customer used).

## Tuition

Tuition and Transportation (to/from school) fees are due on Monday's weekly. Fees are subject to change based on the economy and/or developmental needs of the children at Precious Lambs Child Care. Full tuition is due whether your child attends 1 or the entire 5-day school week. Fees are due payable on Monday for the following week. All fees may be payable check, money order, cash, credit card or cash app (\$PreciousLambsLC). Credit cards are subject to a 2.8% service charge. All checks and money orders should be made out to Precious Lambs Learning Center. There are no discounts/reimbursements for days missed due to illness, absences, vacation, or the Center being closed for holidays or emergencies. Parents will be informed of current rates when children are enrolled. If there is an increase in rates, parents will be given one month's notice regarding the new rates. Parents are responsible for making payments every Monday and for keeping their tuition current. At the end of each calendar year, the center will furnish a report, for income tax purposes, of all tuition and fees paid for each child.

## Tuition Schedule

### WEEKLY FEES

Age Groups	Full Time
0-17 Months	\$ 160.00
18 Months- 2 Years	\$ 140.00
3-5 Years	\$ 130.00
Before only or Afterschool only	\$65.00
Before/Afterschool	\$ 75.00
Summer Camp	\$ 120.00
Drop Off Rate	\$40/day

## Late Fees

Tuition is due on Monday of each week. A late fee of \$15.00 is added on Tuesday's. There is no reduction in fees for illness, vacations, or general absence during the Fall or Spring semesters.

## Returned Check Fee

A \$30.00 returned check fee is applied to any payment returned for nonsufficient funds. We will not accept checks for tuition on any account that has two returned checks.

## Attendance

If for any reason your child/children are absent for an entire week the parent/guardian is required to pay the full tuition rate that Monday of the absence. Failure to pay will result in daily fess being added until full payment is rendered.

## Referral

Each time you refer a parent/client and they enroll their child/children, the person that referred the parent/client will receive a \$20 discount one week of their tuition. Only one discount is allowed for each referred family.

## Late Arrival

Precious Lambs' cut off time is 10:00AM. No child/children will be accepted after the 10:00AM cutoff time with the exception of those with an appointment. Parent/guardian must present a doctor's note as verification of the appointment; no exception.

### Late Pick UP

Fees are assessed if you fail to pick up your child by 6:30 pm. If you are running late, please contact the center as soon as possible. **There is a charge of \$1.00 every minute beginning at 6:35 pm. The late fee is due at the time of pickup.** Repeated failure to pick up your child on time can result in enrollment termination. If we have not heard from the parent and we have not been able to contact other authorized persons listed on the child's enrollment form by 6:30 pm, we are required by law to consider a child abandoned and to call the police.

### Transportation

For children to be transported, Precious Lambs Learning Center must have written authorization from parents. All drivers are required to receive transportation training annually. The bus driver is required to keep a count of all children being transported. Children are required to wear safety belts while being transported. If children are underage or weight requirements, parents must provide Center with an appropriate car seat for child to be transported. All children riding will be required to buckle their seat belts, talk quietly, keep their hands, feet and objects to themselves, refrain from eating while on the bus, and be polite and courteous to everyone. The bus driver will always have a communication device. In the event of an emergency, the Center and parents will be notified immediately.

Transportation to and from some local public elementary schools are provided. If your child is participating in the Before/After School Program, there will be a designated time the buses will leave the premises for drop off as well as pickup time. Please make sure your child arrives by 6:40 am to ensure they eat breakfast without rushing. We will depart from PLLC no later than 7:30 am. Our responsibility ends when your child had been dropped off and entered the school building. If your child will not be present, please contact PLL as soon as possible on that day. We are not responsible for getting off of the buses (as busses may be occupied with other children) to look over the school for any child. There will be designated area at all of the schools that each child should go to after school has been dismissed. We have several schools to provide pickup for. If we have to return to a school to pick up your child, there will be a \$5 fee assessed to your account. It is very imperative that you speak with your child about being in the designated area on time. If there are any changes, please contact the Director of PLLC.

PLLC does not offer transportation to and/or from home!

### School Age Children

When children arrive at PLLC, a restroom break will be taken, and a healthy snack (as listed by the Texas Department of Agriculture) will be served. Immediately after their restroom break and snack, each child will have the opportunity to do their school homework. Our after-school teachers will be there to assist children with their homework; however, it is not our job to do your child's homework for them. We cannot require any child to do their homework. If children don't desire to do their homework, they will be allowed to participate in other activities such as board/computer games, art and crafts, library time, writing, puzzles/manipulatives, outside activities, etc. Our after schoolteachers also have math, reading, science and/or social studies activities/projects planned throughout each week. Your child's learning and education is very important to us! PLLC will follow the same schedule as the LISD schedule. If you wish to leave your child at the center on days that LISD are closed, there will be an additional \$10 added to your tuition. The additional fee excludes early release days, holidays, Spring/Summer Breaks. Feel free to speak with the Director or person in charge if clarification is needed.

### Prohibited Items

For prevention from loss, damage, and safety of all children in care we do not allow children to bring the following items:

Jewelry (earrings, rings, watches, etc.), bracelets, electronic toys, cell phones, radios, money, braiding beads, or plastic hair bows.

### Classroom Curriculum & Lesson Plans

Ongoing assessments and anecdotal records will be conducted throughout your child's time with us. These assessments are used to determine the weekly lesson plans for the whole class and to help develop individual curriculum goals for each child. Each teacher designs weekly classroom lesson plans around the emerging skills of the whole class. PLLC uses a variety of curriculum for our children. In addition, the curriculum is used as a supplement in providing quality education from a Christian perspective. All teachers are trained and/or certified to create their own unique curriculum while incorporating curriculum. Devotion (song, scripture and prayer) is held in every classroom each morning at 9am. In addition, all children are required to say their grace before each meal and snack.

### Clothing

Please send a change of clothing for your child to remain at the center. Soiled clothes will be sent home in a plastic bag.

**Please send children to school wearing clothes to allow participation in all activities. We will not be responsible for replacing or paying for clothing damaged from normal participation in activities including outside play.**

**Children must wear closed toe shoes at all times to participate in daily indoor and outdoor activities.**

### Rest Time

All children under the age of five will have a rest period from 12:00 pm to 2:30 pm. To avoid disturbing children who are napping, please try not to schedule pickups at this time. If you must pick up your child, please notify management in advance so that the teacher may have them ready when you arrive. If child has a special blanket or stuff animal to sleep with, you may bring to the center. These items will be put away during the day and only brought out during rest time. Children who do not fall asleep or who wake up early will be directed to quiet activities that will not disturb the other children.

### Open Door Policy

Parents are welcome to visit the school at any time during regular operation hours to observe their child, the school's operation, or program activities, with approval.

Upon your arrival, please notify the Director of your desire to visit, so that you can be accommodated accordingly.

### Parent Notification

Precious Lambs Learning Center staff and management prides ourselves in maintaining consistent communication in relation to any concerns or changes that may directly or indirectly affect our families and children in our care. This handbook serves as a communication tool for our operation and is subject to be amended as needed.

Remember that a crisis at home affects the child's behavior at school. Let the school know the joyous happenings, the upsetting experiences, or important changes at home.

Parents are notified of field trips, meetings, conferences, extracurricular activities and programs through newsletters and/or daily or weekly notice documents.

### Parent Conference

Precious Lambs Learning Center staff and teachers are very dedicated to the supervision and safety of all children in our care. Parent conferences allow parents and teachers to discuss all issues, concerns, questions, and educational achievements. Parent conferences must be scheduled with the Director. Please note: Teacher conferences will be schedule by the Director.

### Parent Involvement

Parent involvement at the center is one of the most critical (important) components of the program. We feel that parents' involvement in their child's education is crucial for success. Parents are welcome to participate I our daily classroom activities and special occasions.

We have several goals for parents:

- To feel good about their role as parents.
- To work hands-on with the child(ren) in preparing them for the future.
- To gain insight into the behavior of children in general and their child in particular.
- To provide an atmosphere of acceptance, caring, and support where parents and teachers work as partners in the education of children.

### Sign-in & Out Policy

All children must be signed out daily by a parent or authorized pick person.

#### Authorized Persons for Pick-Up and Emergency Contact

Children will only be released to parents, guardians, and persons whose names appear on the Authorized Persons for Pick-Up/Emergency Contact List.

Persons who have been authorized to pick up your child must first stop at the front desk and present a valid photo I.D.

The center must have on file a list of names, addresses, and phone numbers of emergency contacts. The emergency contacts are persons in the area who are authorized by the parent(s) to pick up and/or care for the child in case of illness or emergency when the parent cannot be reached.

Please inform all authorized persons that staff members will ask for photo identification of any person with whom they are not familiar. If you will not be at the number you have listed to contact you during your child's day at school, leave a note with the Director with the number at which you can be reached, or notify us by phone before the person comes to pick the child up. Please update the authorized pickup information as soon as you are aware of changes. It is your responsibility to update the authorized pickup or emergency contact information. **All changes must be made in writing.**

### Custody/Visitation Issues

The registered parent or guardian must provide us with a certified copy of the most recent court orders regarding custody and visitation of the child. If we do not have court orders indicating otherwise, **we are required by law to release a child to his or her biological parent upon request.**

## Financial Policy

### Payments

The center accepts cash, check or money orders for payment of fees.

**Please Note:** \*\*\*There is a \$30.00 charge for returned checks. After 2 return checks accepted payments must be made by the use of cash, credit card, or money order.

All tuition payments are due **in advance** on Monday. A late fee of \$15.00 will be added to your account if your payment remains unpaid on Tuesday morning.

**There is no refund for absences or holidays.**

**We reserve the right to remove a child from the program for non-payment, or for payments that are not made on time, continually.**

### Withdrawals

Two weeks written notice is required when withdrawing a child for any reason.

If the required notice is not given the parents and child, following their last day of enrollment, are not permitted to re-enroll into the agency without prior permission of the Center Director. In addition the parent will be required to pay a deposit if accepted back into the program.

## Parent Code of Conduct

Precious Lambs requires the parents of enrolled children at all times, to behave in a manner consistent with decency, courtesy, and respect. One of the goals of Precious Lambs is to provide the most appropriate environment in which a child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees of Precious Lambs but is the responsibility of each and every parent or adult who enters the center. Parents are required to behave in a manner that fosters this ideal environment. **Parents who violate the Parent Code of Conduct will not be permitted on agency property thereafter.**

## Violations of Confidentiality

Precious Lambs takes very seriously the responsibility of maintaining the confidentiality of all persons associated with the agency. Parents must understand the implications of this responsibility. Parents need to recognize that the Confidentiality Policy not only applies to their child or family, but all children, families and employees associated with Precious Lambs. Any parent who shares any information considered to be confidential, pressures employees or other parents for information, which is not necessary for them to know, will be considered to be in violation of the Confidentiality Policy.

## Discipline and Guidance

Children are disciplined when they fail to cooperate with teachers or others in the teaching environment. Discipline is meant to redirect behavior and not to punish the child. Discipline teaches the child self-control, and respect for others. When it becomes necessary to discipline a child the teacher will notify the parent of the action taken and will encourage the parent to discuss the issue with the child and help them to understand what behavior is acceptable and unacceptable.

We try to foresee and prevent problems by structuring an appropriate environment and setting basic limits. These limits are mainly for reasons of safety and respect for oneself, for others, and for property. Discipline shall be fair, reasonable, consistent, and related to the individual



behavior.

**This center does not spank or physically punish children in any way.**

If a parent observes the inappropriate behavior of a child at the program, the parent should bring it to the attention of the child's teacher. It is never appropriate for a parent to discipline someone else's child.

It is important that good communication exist between the home and the school. If your child is experiencing a change in the home environment that may result in changes in behavior, it is important for you to notify your child's teacher and/or Director. The teacher will keep you informed of any behavioral concerns that may occur with your child at the school.

The following discipline management techniques may be used – alone or in combination – for behavior that violates center policies:

- Verbal correction, oral or written.
- Calling the parent to speak with the child by phone.
- A parent maybe asked to remove their child for their behavior.
- Cooling-off time or “time-out.”
- Seating changes within the classroom.
- Temporary confiscation of items that disrupt the educational process.
- Parent-teacher conferences.
- Sending the student to the office.
- Withdrawal of privileges.
- Probation, suspension or expulsion for serious offenses.
- **If your child receives 3 written disciplinary actions in a 6 month period your child will be terminated from the program.**

**NO EXCEPTIONS!**

Severe Behavior

Developmentally appropriate guidance and classroom management promotes positive social skills, fosters mutual respect, strengthens self-esteem, and supports a safe environment. However, at times some children will exhibit severe behaviors that cannot be managed within the classroom setting.

Severe behavior is defined as:

- Danger to self or others (examples include, but are not limited to, head banging, biting, hitting, kicking, hair pulling, using objects to inflict bodily harm, etc.); and/or
- Disruptive behavior that creates chronic interference to classroom activities (examples include, but are not limited to, tantrums, screaming, foul language, severe or chronic non-compliance, or defiance).

In these situations, parents will receive written notice of the behavior and a request for a conference; or the parent will be asked to remove their child from the facility that day. The parents will need to meet with the teacher and the Director to discuss the situation and appropriate measures.

A plan will be written to include the actions to be taken by school personnel, as well as the actions to be taken by the parents. The Director and parents must also agree to a timeline by which substantial progress toward the goal of restoring acceptable behavior must be achieved. A follow-up conference will be scheduled to review the behavior plan and modify it, if necessary. If the school's procedures for dealing with severe behavior problems do not result in the restoration of an acceptable and safe educational environment, the Director reserves the right to temporarily or permanently remove a child from the school.

NUTRITION POLICY

### Meals and Snacks

In an effort to promote healthy lifestyles and development in our children, Precious Lambs aims to consistently partner with high quality nutrition sponsors to oversee our meal operation. All menus and snacks are selected based on list of health snacks detailed by the Texas department of Agriculture. This will ensure all meals meet the needs of our children growth along with the serving sizes.

### Food Allergies

If your child is not allowed to have a certain food that is served at the center, due to special dietary needs, food allergies, etc., you must provide us with written documentation from the child's physician. Parents are responsible for providing an acceptable substitution for the prohibited food.

Staff is educated and trained hands-on in responding to allergic reactions as well prevention methods to avoid accidents or mishaps. A personnel list of all children with physician documentation is posted in the kitchen, on the parent board, and all classrooms for staff to refer on a daily basis.

### High Temperature Foods

Precious Lambs supports a family style eating environment which allows our children to serve themselves around the table. However, liquids and food hotter than 110 degrees F are kept out of reach and/or away from children.

Additionally, for the safety of all children, no minor or unauthorized personnel will be allowed in the kitchen area anytime during business operations.

### Health Inspections

Each staff member is required to obtain a food handler permit. This permit is indication that they have been trained on how to properly and safely prep, handle, cook, and/or serve all meals. Precious Lambs' kitchen is inspected every 6 months by local health officials to ensure safety and sanitation. These reports are posted on the parent board after each visit.

## HEALTH

### Immunization Requirements

In regard to the ages we are serving it is mandatory that all children enrolled have immunizations be on file at the center, they must be current and updated accordingly.

Employees are not required to have immunization on file in exception to that of the TB test.

### Health Checks

We will not conduct any health checks.

### TB Testing

The state of Texas does not require for children to have a Tuberculosis (TB) Test. The local health authority requires the employees to have a TB test done annually

### Illnesses & Exclusion

For the safety and health of all our children and teachers, sick children will not be allowed to attend. If the child has displayed any of the following described conditions during the previous 24 hours they cannot be admitted to the center.

If a child exhibits any of the following symptoms while at school, he or she will be isolated immediately, and the parent will be contacted to pick the child up.

Symptoms of Illness/Medical Conditions:

1. An oral temperature of 100.0 degrees Fahrenheit or higher.
2. Diarrhea.
3. Vomiting.
4. Difficulty or rapid breathing.
5. Upper respiratory infection.
6. Sore throat.
7. Severe cough.
8. Mucus with green or yellow color.
9. Ear infection.
10. Pinkeye.
11. Yellowish skin or eyes.
12. Undiagnosed skin rash or possible staph infection.
13. Untreated scabies, tinea corporis or capitis (ring worm).
14. Adult head lice or nits found in the hair or on the scalp. (A shampoo treatment and removal of all visible nits is required for readmission.)
15. Chicken pox, pertussis, measles, mumps, rubella, impetigo, diphtheria or herpes simplex.

**When you have been contacted by Precious Lambs because of your child's illness, you must arrange to have your child picked up within 45 minutes. The time that you are notified will be recorded.**

**No tuition adjustment will be made for absences due to illness.**

### Medications

If at all possible, please administer your child's medications at home. If it is necessary that medication be administered during school hours, you will need to complete a **Medication Authorization form**, indicating dosage and times of administration. Prescription medication is dispensed once a day.

All prescription must be provided in their original containers, with the correct dosing information printed on the container. All medication must be labeled with the child's name and left with the Director or Assistant Director in the front office. **Medication cannot be expired.** Please bring the appropriate measuring utensils for administering the medication, as sharing may promote the spread of infectious disease.

**Do not under any circumstances place medication in your child's diaper bag, backpack, or lunch box.** Children are never allowed to administer their own medications, regardless of age. All unused or expired medication must be removed from the center by the child's parent or it will be discarded.

### Injuries

The staff makes every effort to ensure the safety of your child. Unfortunately, accidents do occur. When an accident or injury occurs, the center will provide you with a written report for each occurrence, including detailed information about what happened, and any first aid treatment rendered. If it becomes necessary to take the child to the hospital, the instructions outlined on the child's application will be followed.

If your child happens to be injured by another child, we ask you to please respect the child's privacy by not asking us to reveal the name of the child. It is never appropriate for a parent to confront another child regarding his or her behavior. All concerns should be brought to the attention of the teacher or Director.

## Medical Emergencies

In case of a serious injury or illness that requires immediate medical attention, we will call 911 and attempt life-saving treatment until help arrives. We will make every attempt to contact you as soon as possible. If we cannot reach you, we will call the person you have indicated on the emergency contact form. **Please keep all these numbers updated.**

Your signed Authorization for Emergency Medical Treatment will also assist us in obtaining prompt medical attention. You will be responsible for any medical expenses incurred for your child in obtaining emergency medical care.

If a child's injury is too severe to remain at school but does not require immediate medical attention, we will contact the parent and request that the child be picked up from school within 45 minutes. Examples of these types of injuries are a suspected broken bone, a cut that may require stitches, a possible concussion, etc.

## Breastfeeding Support

We support and encourage the breastfeeding mother's right to continue to breastfeed her child while visiting the center. In keeping with this philosophy, our program will:

- Provide a welcoming atmosphere that encourages visiting parents to continue to breastfeed their child.
- Provide a quiet place for mothers to breastfeed their children on site.

## No-Smoking Policy

This is a non-smoking facility. No smoking is permitted anywhere near school property, including the parking lot.

## SPECIAL EVENTS

### Water Activities and Animals

Water activities consist of onsite sprinkler play. Children will not swim in pools, wading pools of any type of standing water.

Animals will not be allowed at the center.

### Field Trips

Parents will be notified in writing prior to any field trips and must provide written permission for their child to participate. All field trip fees must be paid in advance.

Children under 4 years of age will not be scheduled for field trips. Age appropriate field trips are to explore cognitive and physical development.

## Additional Information

### Emergency Closing

In the event of severe weather conditions, Precious Lambs Learning Center will follow the decision of Lancaster ISD with respect to closings or delayed openings.

PLLC places a high priority on being prepared for a variety of emergencies that may arise. We have set up an emergency plan as follows:

- **Stay informed.** PLLC Director, persons in charge and staff monitors will alert statuses of any kind daily. When an alert is in a heightened state (for weather or otherwise), the radio, news and internet are checked regularly for breaking news.

- **Assesses the situation and act.** Upon receiving pertinent information and/or official notification, a decision is made to either move to a predetermined safe area of the building or to evacuate.
- **Communication** Each classroom maintains an emergency contact list with pertinent information for each child. In the event of an emergency and after the necessary actions are taken, PLLC staff will contact parents to inform them of the status of the children and the situation that occurred.

**Evacuation** – Fire and evacuation drills will be held monthly to acquaint the children with evacuation procedures. These practice drills are supervised and documented by PLLC Director. Evacuation routes are posted in each classroom. If PLLC must be evacuated, the children will be directed to the grassy area located in the back of the building on the opposite side of the playground. In the event of inclement weather, child will be directed to center hallway, closets to the back of the building.

### **Severe Weather Emergency/General Procedures**

- Stay inside from windows.
- Assume protective posture.
- Keep children calm and do not get excited.

*PLLC will monitor all severe weather @ [www.nationalweather.com](http://www.nationalweather.com)*

### Birthday/Celebration/Holidays

PLLC celebrates the children's birthday in age-appropriate ways in the classroom. The birthday celebration, however, is purposefully kept simple and child centered. Parents may bring cake/cupcakes/cookies that are store bought and labeled with ingredients (this is a Child Care Licensing Minimum Standard ([www.tfps.state.tx.us](http://www.tfps.state.tx.us))). These items will be served for afternoon snack. PLLC does observe traditional, national, cultural and seasonal holidays with activities that are child-centered, educationally oriented and developmentally appropriate. Every effort is made to be culturally sensitive. Please share with the Center Director/staff any celebrations that are important to your family so that these too may be included in our classroom planning.

### Bringing Items from Home

**We do discourage children from bringing toys** from home; although, some teachers will allow items of comfort, such as soft cuddly stuffed animal, to be brought to school to help a child sleep more comfortably (please check with teacher first). When a child brings a toy from home, it is sometimes difficult for them to share the toy and the toy could get lost or broken. PLLC is not responsible for any items brought to the Center.

*PLLC does not allow toys of violence (toy guns, swords, or violent action figures).*

### Photography and Videotaping

Children are photographed or videotaped at the school for a variety of uses. Internal uses may include children's school pictures, memory books, bulletin boards, photo albums, scrapbooks, videotaped performances, etc. No personal or identifying information will ever accompany photos used for external purposes.

If you do not want your child to be photographed or videotaped, you must provide us with written notice. Please be aware that your decision to not have your child photographed or videotaped may result in your child's exclusion from group photos, bulletin boards, class projects, videotaped performances, etc.

### Alcohol/Illegal Drugs/Weapons Prohibition

No alcohol, illegal drugs, or weapons of any kind are allowed on the premises.

### Gang-Free Zone

According to Texas law, schools and child care centers are designated as “Gang-Free Zones.” Prohibited gang-related activity that occurs within 1000 feet of Precious Lambs is subject to increased criminal penalties. For more information, please consult §§ 71.028 and 71.029 of the Texas Penal Code.

### Emergency Preparedness Plans

The following Emergency Preparedness Plan outlines the steps and procedures in place to ensure the health and safety of the children and staff of this center, should an emergency or disaster occur when the building is occupied. These plans have been designed to meet the required Minimum Standards for Texas childcare centers.

Realizing that the best plan is to be proactive by taking every precaution and putting preventive measures in place, following is the centers plan to take action first and foremost to prevent those emergencies that are within the center’s control.

#### **Preventive training for teachers, support staff and volunteers**

- Center will maintain an identification and verification policy of all visitors.
- All staff will be trained, tested and evaluated on safety and security plans.
- Staff will be reminded to maintain a “heightened awareness” for suspicious activity and report anything that seems out of the ordinary in and around the center’s campus.
  - Example: Vehicles, suspicious persons, anyone asking questions in person or by phone, anyone taking photographs or videotaping the grounds, suspicious packages in, near or around the building.
- Give special attention to perimeters of the building and security and access control areas, fenced areas.
- Give careful and constant supervision to play areas, parking areas, and gates.
- Ensure that persons in charge of receiving packages and deliveries are aware of date, time and persons/businesses making the stop.
- Set routine procedures for inspecting the building and grounds by various personnel to ensure awareness of safety rules and habits.
- Secure all access areas to building, as windows, doors, roof hatches and any other areas that allow access to the building.
- Staff will receive regular reviews of supervision requirement and plans, stressing the importance of their remaining in the view of the children at all times whether in the classroom or on the outside of the building.
- Staff will be reminded that children should not be left alone in common areas as hallways, restrooms, vehicles or high-traffic areas.
- Staff is reminded to maintain a heightened awareness during room changes, outdoor times, drop-off and pickup times.
- Center maintains a proactive effort of visitor access areas and the number of doors that permit entry to the building.
- Staff should greet, but challenge anyone wanting access to the building that is unknown to them. Verify the identity of people making deliveries or checking utilities, alarm systems, telephone systems, or any other maintenance operations. Keep records of personnel making deliveries, getting vehicle tag number, badge number and have them sign, date and indicate times of visit.
- Regular review of security procedures for after-school, evening activities and entry of the building after dark.

- Evaluate and enforce employee screening procedures. Review guidelines for subcontractors and identify all individuals working on school property.
- Identify high-risk facilities, organizations in the community that are within a five mile radius of the facility. This should include gangs or gang activity, government offices and facilities, power plants, railroads, chemical plants, etc.

### Evacuation and Drill Practice

The center's relocation site is as follows:

**Elsie Robertson Middle School**

822 W Pleasant Run Rd., Lancaster, TX 75146

### **The center has regular fire drills, tornado and emergency drills as follows:**

1. Fire Drills – This drill is conducted on a monthly basis.
2. Severe Weather Drill – This drill is conducted once every three months.
3. Evacuation and emergency drills (intruders, etc.) are reviewed with staff and children once every three months.

### Emergency Response Plan

In the event of an emergency, the Director or person in charge will declare an emergency situation, and institute the procedures necessary for the protection of the staff and children.

### The types of emergencies anticipated and planned for include the following:

- Evacuation Procedures and Process
- Sheltering/Sheltering in Place
- Medical Emergencies
- Natural Disaster: Hurricane, Tornado, Severe Storm, etc.
- Utility Disruption
- Fire/Smoke Emergencies
- Hazardous Materials
- Bomb Threat
- Suspicious Articles
- Potentially Violent Situations
- Disgruntled or Impaired Parent/Guardians
- Hostage Situations
- Missing Child

### Evacuating the Building

The number of emergency personnel needed is predetermined, according to enrollment. Administrative personnel must remain in building until all children have exited. The Director should be the last person to leave, and upon exiting the building should notify licensing that the building is clear of all children in care.

**In an emergency situation staff should quickly, patiently and calmly do the following:**

#### **A. In the event of a tornado or extremely high winds**

- a. Move children to center of building, avoiding free-span areas or hallways that open to the outside from each end.

- b. Avoid hallways that open to the south, southwest or west. This is the usual direction that tornadoes take.
- c. Keep children away from windows, glass and doorways.
- d. Put them in a kneeling position, covering their heads with hands or a solid object.
- e. Keep children calm by signing songs or telling a calming story.

#### **B. Other Evacuation and Relocation Procedures**

- a. Follow plan to notify proper authorities. Fire, police, your licensing representative or state wide licensing office at 1-800-252-5400.
- b. **DO NOT** go into lock down mode too quickly.
- c. As soon as the intruder's location is identified, lock down any areas that block access to other parts of the building and follow the schools exit plan for everyone else in the building.
- d. Children and staff in the area of the intruder are to remain in their places, and **DO NOT** throw things, or try to resist the intruder.
- e. Wait for authorities and follow their directions.

#### Emergency Supply Checklist

Evaluate food and beverage service stock, storage, and protection procedures. Determine if schools have adequate water, food, and related supplies in the event that students and staff would have to be detained at the school for an extended period of time beyond normal school hours. Examine measures for securing access to food and beverage products and food service areas during normal food service periods and after hours. The following is suggested:

- 1. Enough water for at least 7 days – one (1) gallon per person.
- 2. Non-perishables, either canned (pull open) or packaged foods and snacks.
- 3. Throw-a-way plates, cups, utensils and napkins.
- 4. Books and other small toys.

#### Other Supplies for Safety and Security

Make sure that schools maintain an adequate number and level of emergency kits and medical supplies. Maintain a stock of at least three days worth of medications for students required to have medications at school. Consider offering first aid, first responder training to faculty members who are interested in volunteering, to increase the number of trained individuals available to assist in the event of medical emergencies.

- 1. Blankets wash cloths, and other items for warmth and comfort.
- 2. First aid kit filled with antibiotics, gauze, tweezers, band aids, peroxide, alcohol, latex gloves, moister wipes, liquid soap and liquid sanitizer.
- 3. Flash lights and batteries, battery operated radio w/ National Atmospheric Administration (NOAA) weather radio.
- 4. Battery operated or traditional telephones or cell phones (keep all emergency numbers and parent contact numbers near phone).

#### **Checking Emergency Communication Mechanisms**

Conduct a status check of emergency communications mechanisms. Be sure that traditional phones and cell phones are functioning, and back-up batteries charged. Test the fire alarm system. Review procedures for emergency communications with parents, notify parents in advance how the school will communicate with them in an emergency (phone, media, center's



webs site, etc.) and discuss importance of parents to not come to the school if directed to go to relocation site during a crisis. Staff will also frequently review family reunification procedures.

### **Contacting Health Services**

Staff will review procedures for mobilizing Center for Communicable Disease, Mental Health Services and other safety and health agencies for students and staff in the event of a crisis. Plans and procedures are also reviewed on how adults should communicate with children in a time of crisis to keep them calm.

Staff is trained for discussing and approaching children in ways that are age and developmentally appropriate about violence, threatening issues and crisis situations. The center's staff is familiar with the phone numbers and locations of community mental health resources, to secure supplemental services from outside of the school in a major crisis.

### **Off-site Evacuation location**

The Director will report to the evacuation location as soon as possible and check to see that all children evacuated are accounted for, and that all parents have been contacted.

### **Emergency Evacuation and Relocation Diagram**

#### **Evacuation and relocation Floor Plan and Evacuation paths**

1. This floor plan shows at least two (2) exits, with designated area for staff and children to meet.
  2. The exit plan is posted in each classroom near the exit door.
  3. Practice drills are held monthly (fire) and every three to six months (weather drills).
  4. Designated place inside building for all staff and children to meet for safety from weather.
  5. Emergency lighting in the event of electrical failure.
- **See floors plans located throughout the center near all exits.**

#### **Recognition, Prevention & Reporting Abuse & Neglect**

All employees, upon hiring and annually thereafter, receive one hour or more of training in prevention techniques for and the recognition of symptoms of abuse and neglect and the responsibility and procedure for reporting suspected abuse and neglect.

In order to increase employee and parent awareness of issues regarding child abuse or neglect, including warning signs and prevention techniques, we have posted on the parent bulletin board information from the DFPS website, "It's Up to You! Preventing Child Abuse & Neglect." We urge staff, parents and others to visit the website also, at [www.dfps.state.tx.us/itsuptoyou/default.asp](http://www.dfps.state.tx.us/itsuptoyou/default.asp).

The strategy for coordination between Precious Lambs and appropriate community organizations will always be through and upon advisement of the Department of Family and Protective Services and our current Child Care Licensing Representative.

For assistance and intervention, parents and others can contact the Department of Family and Protective Services at 1-800-252-5400, or 1-800-4-A-CHILD, or online at [www.txabusehotline.org](http://www.txabusehotline.org).

**Thank you for choosing Precious Lambs Learning Center.  
We know that you value your children above all else, and we are honored that you have placed your trust in us to educate and care for them.**

# **PARENT Handbook**

## **ACKNOWLEDGEMENT AND RECEIPT OF HANDBOOK**

As an PLLC parent, I meet with the Child Care Director understand policies and procedures at the Center, I agree to:

- Comply with and support all policies and procedures.
- Be financially responsible, keep my child's tuition current and pay all late fees if it is not current.
- Have my child in their classroom no later than 9am everyday (excluding doctor app./vacation/sick).
- Pick up my child no later than 6:30 pm and pay late fees when I do not.
- Sign my child in and out daily.
- Adhere to the Center's sick policy and the 24-hour symptom – free rule
- Pick up child promptly in case of an injury or illness while at the Center.
- Follow mediation dispensing regulations and complete all necessary forms.
- Keep my child's immunizations current and provide copies of any updates to the front office.
- Attend all parent conferences and/or meeting requested by teacher.
- Read all information provided/shared with PLLC parents.
- Use the Parent Information Boards to stay informed.
- Keep all telephone numbers, emergency information, and other enrollment information current.
- Be willing to learn and grow as a parent and increase my knowledge of child development.
- Provide the Center with diapers, formula, breast milk, baby food, special foods, change of clothing or anything else necessary for my child's care.
- Discuss my concerns and keep open communication lines with my child's teacher and the Center Director seeking to avoid problems and misunderstandings.
- Respect all PLLC staff.

\*I understand that failure to abide by PLLC policies and procedures may result in my child's enrollment termination. Disregard of Center Policies can include: ignoring state licensing rules and regulations; not keeping my child's tuition current, aggressive, loud and argumentative interactions with Center employee or the Director; sexual harassment; hostile phone calls, voice mails, faxes or email communication.

**Above all, PLLC reserves the right to maintain a harmonious and safe environment for the children. Our goal is to bring about collaboration between home and school in ways that enhance your child's development.**

**Parent's Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Child's Name:** \_\_\_\_\_