

Moody Family Childcare and Youth Services Center

Operational Policies and Procedures



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Revised Jan. 2021	

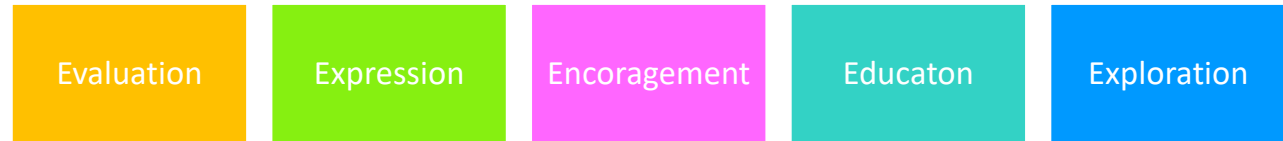


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Mission Statement

We empower families in crisis to break the cycle of poverty.

Five E's of Children's Program of Excellence



Hours of Operation

Moody Family Childcare and Youth Services Center offers extended hours. Our normal schedule is as follows:

Monday – Thursday: 6:30am to 9pm

Friday: 6:30am to 8pm

Saturday: 9am to 2pm (when scheduled ahead of time)

Sunday: Closed

If there are no children checked-in, Moody Family Childcare and Youth Services Center reserves the right to close one hour before the posted closing time.

Moody Family Childcare and Youth Services Center will be closed for observance of the following holidays:

- New Year's Eve
- New Year's Day
- MLK Day
- Memorial Day
- Independence Day
- Juneteenth
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- Day after Christmas.
- Other holiday hours will be posted in advance. If a holiday falls on a weekend, it will be observed on either the preceding Friday or the following Monday.

Enrollment procedures

To enroll children at Moody Family Childcare and Youth Services Center, parents can either complete the Registration Form online at www.interfaithdallas.org or at the center, *prior to care*. Upon their first visit, parents will also need to complete the Enrollment Form with the following information:

- Contact information for persons other than a parent to whom the child may be released and whom can be contacted in case of an emergency (can be the same person)
- Emergency-care facility of choice
- Contact information for the child's physician
- School information for children who attend another daycare or school
- Immunization Records (unless on file at another school)
- Statement of Child's Health from a health care professional (unless on file at another school) stating they are able to attend daycare
- Special care needs and non-food allergies
- Food allergy information including a Food Allergy Emergency Plan signed by the parent and health care professional
- A copy of a child's birth certificate may be requested at the Director's discretion.

Tuition and Fees

***Registration Fee:** \$25 Non-refundable fee is due when you child's application is submitted. If you withdraw from our center and would like to return, a new enrollment form and registration fee must be submitted and an opening must be available.

***Your weekly tuition:** Accounts are billed on Wednesday for the following week, payments are due by Friday of the week billed. We reserve the right to refuse service for families who have an outstanding account balance at the end of the week. Full tuition is due for holidays observed by [Moody Family Childcare and Youth Services Center](#).

***Sliding Fee:** We offer a sliding fee scale based on family size and income. To see if you qualify please provide at least your last two paycheck stubs. If you qualify you must continue to meet all requirements to continue to receive child care at a discount.

***Late Payment Fee:** \$15.00 will be charged if payment is not received by close of business Monday the week of service.

***Delinquent Accounts:** We reserve the right to refuse service for families who have an outstanding account balance at the end of the week. Delinquent accounts and all costs incurred in the collection process will be referred to a collection agency.

***Non-sufficient Funds (NSF) Fee \$30.00:** This fee will be added to your account when we are notified of NSF for either checks or electronic withdrawals. The amount of the original payment and the NSF fee MUST be paid with a money order or cashier's check immediately upon notification of the NSF. If we receive more than two NSF notifications, your account will result in being placed on a Money Order or Cash ONLY basis.

***Late pickup** fee of \$1.00 per minute/per child. (from the time stated on your application, not to exceed 12 hours.

Childcare Rules for Unemployed Nonresidents receiving FREE (non-CCA) childcare:

- NR clients cannot drop off children before 8:45 or they will have to pay an hourly childcare fee for time before 9:00 am.
- NR clients must pick up their children by 5:10 pm or within 10 minutes of the time they leave for the day or pay late of (insert fee here). **Late fees must be paid in full before NR client can resume receiving childcare.**
- NR clients can only utilize free childcare while they are on-site at IFS programming or IFS approved training. If a NR client drops off their child to childcare and does not attend IFS program, he/she must pay an hourly fee of X per hour for that childcare. **The fee must be paid in full before NR client can resume receiving childcare.**

Full-time tuition is:

Age Group	Times	Ext. Hours	Monthly Rate
Infants 6 weeks – 18 months	*630am – 6pm	6pm – 9pm	\$1000
Toddlers 19 – 23 months	*630am – 6pm	6pm – 9pm	\$950
Toddlers 2 – 3 years	*630am – 6pm	6pm – 9pm	\$900
Preschool 4 – 5 years	*630am – 6pm	6pm – 9pm	\$850

After School Care Tuition:

Age Group	Rates	Times	Extended hours Care	Rates
Elementary	\$55.00	3pm – 7pm	\$70.00	3pm – 9pm
Middle School	\$55.00	3pm – 7pm	\$70.00	3pm – 9pm

Procedures for Release of Children

Arrival Sign In & Departure Sign Out

Parents are required to sign the attendance sheet upon arrival and departure. Every child must be signed in/out. Our responsibility begins when you place your child in the care of a staff member and ends when you take him/her from the care of a staff member.

*Please do not allow your child to wander off unattended or leave the building ahead of you.

For safety purposes, only those listed on the enrollment forms as designated person for pick up will be permitted to leave with your child/children. If a circumstance should arise for someone other than those on your list to pick up your child/children, you will need to update your list in advance. We will require a Valid ID for identification of an individual we do not recognize. Please inform those you have designated to pick up of our policy.

Parent Code of Conduct

Please understand young children are present in our building. Some adult language is not appropriate for young children. **Moody Family Childcare and Youth Services Center** prohibits swearing or cursing in our facility.

Threatening staff, children, or other parents will not be tolerated as specified by the Texas Department of Family and Protective Services. **Moody Family Childcare and Youth Services Center** has the right to terminate care in the event of disruptive behavior from a parent or guardian.

In the event that a parent is dissatisfied with any situation at **Moody Family Childcare and Youth Services Center**, parents are to maintain composure and handle issues professionally with the manager on duty. Conversations that take place at **Moody Family Childcare and Youth Services Center** must be developmentally appropriate for the children who are observing and must not be aggressive in tone. Any behavior that places a child at risk will lead to immediate dismissal from **Moody Family Childcare and Youth Services Center**.

Moody Family Childcare and Youth Services Center will not get involved in situations where parents have different expectations regarding their child's care including but not limited to: diet, sleep, clothing and potty training. Parental decisions about the child's care, health and well-being are to be decided at home.

Custody Situations

Moody Family Childcare and Youth Services Center prefers NOT to get involved with custody disputes. **Moody Family Childcare and Youth Services Center** will follow a court order exactly as written. If your family has a court order on file, please provide us with the most recent copy.

PLEASE NOTE: PER STATE LAW, IN THE ABSENSE OF A COURT ORDER, BOTH PARENTS HAVE EQUAL RIGHTS.

In the event that a custody dispute takes place on our property, the Dallas Police Department will be called and asked to handle the dispute. Our staff will not be placed in the middle of such disputes. If a custody issue creates a risk for our facility or staff, **Moody Family Childcare and Youth Services Center** has the right to terminate care.

Incidents & Accidents

At **Moody Family Childcare and Youth Services Center**, precautions will be made to minimize accidents and ensure the safety of the children. We cannot be responsible for injuries that are out of our control which includes, but is not limited to:

- Incidents by one child due to the actions of another child like biting, hitting, pushing, and thrown objects
- Incidents by contact with furniture or objects
- Incidents to fingers from doors and containers
- Accidents while playing indoors and/or in the outdoor play scape

Teachers and Center Staff are trained in CPR and basic first aid procedures. We have implemented the following procedures, should your child experience an injury while at our center.

The teacher will immediately advise the administrative staff. The administrative staff will determine the severity of the injury (i.e., scrapes, bumps, bruises, etc.) We will administer first aid and forward an accident report home with the person that picks up your child at the end of the day.

In case of a serious accident or injury, EMS (911) will be contacted first. Within the limits of their ability, the staff will administer first aid. We will make every attempt to contact you immediately. If we cannot reach you, we will call the person you have indicated on the forms to make medical decisions for your child. If we cannot reach you, we will release your child into the custody of the emergency paramedics to transport your child for immediate medical care. Staff is prohibited from transporting an injured child. A staff member will remain with your child until you arrive.

*Any medical bills that may arise from an accident are the responsibility of the parent.

Health Check

The health and well-being of each child at **Moody Family Childcare and Youth Services Center** is of the utmost importance to us, therefore we will conduct a daily health check at drop off & pick up before the parent's leave. The results of the health check will be determined by the center's director, not the parent, on whether or not the child remains in care for that day. The health check is done as a casual observation at your initial contact with the child. Check for easily observable, simple signs of well-being. The goal of the health check is to know your children are healthy and ready to learn.

Sick Care

Moody Family Childcare and Youth Services Center provides sick care, but parents **must** notify the proper staff 1 hour in advance of a child's symptoms and illness. **Approval will be at Director's discretion*

The exclusion of an ill child from care is determined by:

- Whether or not the child can participate in the activities planned for the day in his/her classroom/age group
- Whether or not the child requires more care than the staff can provide without compromising the care needs of the other children at the center
- Whether keeping the child in care will pose an increased risk to other children and adults at the center
- We reserve the right to refuse sick care, if it is found that child symptoms or illness is worse than originally stated.

Illness and Exclusion

- To minimize the spread of illness and maintain the health of all children at **Moody Family Childcare and Youth Services Center**, we will strictly adhere to the following illness and exclusion criteria:

- Fever as measured by a temperature of 100 degrees Fahrenheit or higher
 - Vomiting (two or more episodes in 24 hours)
 - Swelling/Redness of the Throat
 - Constant Cough
 - Extreme Fatigue/Lethargy
 - Head Lice
 - Reddened/Draining Eyes
 - Skin Rash
 - Bumps on Hands, Feet and/or Throat
 - Uncontrollable Diarrhea
 - Mouth Sores
 - Diagnosis of a communicable disease by a healthcare professional with no medical documentation that the child is no longer contagious
- If a child is suspected of having a contagious condition, a parent or authorized pick-up person must arrive at the Children's center as soon as possible, but not to exceed 1 hour after being called.
 - Illness reports will be generated and must be signed and dated by both a **Moody Family Childcare and Youth Services Center** staff member and a parent.
 - A child must be fever free and symptom free without the use of fever relieving or other medications for a period of 24 hours before they will be allowed to return to the center.
 - If a child is diagnosed as having a contagious condition, parents should notify **Moody Family Childcare and Youth Services Center** as soon as possible so we can alert other families. Confidentiality will be upheld.

Dispensing and Handling Medication

Dispensing

- **Moody Family Childcare and Youth Services Center** will administer medication when parents give prior authorization. Parents may complete and sign a medical authorization form. A single dose of medication can be administered with phone approval from the parent.
- Authorization to administer medication expires on the first anniversary of the date the authorization is provided.
- **Moody Family Childcare and Youth Services Center** is not authorized to administer medication in excess of the medication's label instructions or the directions of the child's health-care professional.
- Parent authorization is not required to administer a medication to a child in a medical emergency to prevent the death or serious bodily injury of the child, provided that **Moody Family Childcare and Youth Services Center** administers the medication as prescribed, directed, and intended.

Handling

- All medication will be stored out of reach from children.
- Medication will be stored so it does not contaminate food.
- **Moody Family Childcare and Youth Services Center** will refrigerate medication (if applicable).

Sunscreen and Insect Repellent

Moody Family Childcare and Youth Services Center follows all recommendations provided by Environmental Protection Agency (EPA). Sunscreen and bug spray are over the counter topical medications. In recognizing this, Moody Family Childcare and Youth Services Center has instituted the following policies:

- Parents must be given written permission for sunscreen and/or bug spray to be applied to exposed areas of the skin on their child. Sunscreen/bug spray will not be applied to children who do not have written permission on file.
- Sunscreen and bug spray will be applied by Moody Family Childcare and Youth Services Center staff and before going outdoors but must be supplied by parents.
- Containers must be placed in a Ziploc bag with your child's name on both the container and Ziploc bag.
- All sunscreen/bug spray will be applied to exposed areas of the skin as needed for each individual child. Children may not share these items with one another.

Immunization Requirements

Immunizations are required of all children attending childcare in the state of Texas. We understand that there may sometimes be a medical reason not to give an immunization on the scheduled time. However, unless we have a written note signed by your child's physician, we are not allowed to make any exceptions. If we do not comply with this requirement, we could lose our state license. TB testing is not required by the county for children to attend Child Care. 746.501(10)

IMPORTANT: You must show proof of the appropriate immunizations **BEFORE** your child can attend the Center. Your physician must sign an Immunization Form. You may have your child's Pediatrician fax or email it to us.

Every child four (4) years of age or older is required to have a vision and hearing screening yearly. This can be done by your child's physician. We must have current record of this screening for your child to be in care. 746.501(11) www.dshs.state.tx.us/immunize

Exception:

Exceptions for immunization requirements must meet criteria specified by the Texas Department of State Health Services rules in 25 TAC§ 97.62 (relating to Exclusions from Compliance). You must contact the local health department to find out what you must provide to us in lieu of the immunization record.

Hearing and vision screening requirements

- Vision and hearing screening tests are required for children 4 years old by September 1st. Parents are required to provide one of the following as documentation:
 - The individual visual acuity and sweep check results
 - A signed statement that the child's screening records are current and on file at the pre-kindergarten program or school the child attends away from the center.

Emergency Preparedness Plan

Complies with 746.5201

In the event of an emergency, operating procedures are in place to ensure the safety of children.

Evacuation

- All employees are responsible for moving children quickly and quietly to the designated safe area.
- Emergency evacuation & relocation diagrams are located in areas specified by DFPS & local authorities.
- In some circumstances, parents will be called upon to pick up their children. As needed, the local authorities will be called to aid in the transportation of the children to an alternate shelter away from the center.
- On-site shelter #1: Interfaith Family Services - Family Empowerment Center
1651 Matilda St. / Dallas, TX. 75206
Dallas, TX 75206
- Off-site Shelter #2: Solar Preparatory School
1803 Moser / Dallas, TX 75206
- Upon departure and arrival, the director or alternate assistant will have a list of all children that must be accounted for. Together, the director or alternate assistant and the caregivers will verify that all children are present.
- The director or alternate assistant is responsible for calling the local authorities needed such as: Fire department, ambulance, local police or sheriff, poison control, and DFPS childcare licensing.
- The director or alternate assistant is responsible for securing children's emergency numbers, emergency medical authorizations, and attendance sheets during an emergency.

Emergency Drills

Emergency Fire Drills are held monthly, and Severe Weather Drills are held every three months to ensure children are accustomed to emergency evacuation and relocation procedures.

Weather Closures

The Center will close for emergency weather conditions based on what Dallas ISD does. If Dallas ISD opens at 10:00am, we will open at 10:00am. Check local TV and radio stations as well as the Dallas ISD website for updates.

Clothing & Personal Belongings

Children are not allowed to bring personal belongings such as toys or makeup from home. The Center is not and will not be responsible for any items brought from home, including jewelry.

Your child will have the opportunities to experience a variety of activities. Children will be using art materials, enjoying outside play and self-feeding at times. Please do not bring your child/children in clothing or shoes that should not get dirty.

All children will go outside for a minimum of 30 minutes per day, weather permitting.

Each child will need one complete set of clothes at the center. Please mark all personal items for easy identification, such as coats, sweaters, gloves, blankets, etc. ***We will not replace lost articles.**

Infants & Toddlers: Parents must provide the following: Diapers or Pull-ups, Wipes, Ointment, Bottles (liners if necessary), Pacifier, and Formula. We will notify parents when their child is running low on supplies. If a parent fails to supply these items; the center will charge \$1.00 for each diaper and \$10.00 plus the cost of formula (a receipt will be provided)

Discipline and Guidance

Complies with Subchapter L, Discipline and Guidance of the Minimum Standard for Child-Care Centers

Moody Family Childcare and Youth Services Center uses positive methods of discipline and guidance.

- Discipline will be individualized and consistent for each child, appropriate to the child's level of understanding, and directed toward teaching the child acceptable behavior and self-control.
- A caregiver will only use positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction, which include at least the following:
 - Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
 - Reminding a child of behavior expectations daily by using clear, positive statements;
 - Redirecting behavior using positive statements
 - Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age.
- Moody Family Childcare and Youth Services Center** will not use harsh, cruel, or unusual treatment of any child.

Suspension and Expulsion

Unfortunately, there are circumstances we must expel a child from our program either on a short term or permanent basis. We want you to know that we will do everything possible to work with the family of the child(ren) in order to prevent this policy from being enforced. The following are reasons we may have to expel or suspend a child from our center:

Immediate causes for expulsion:

- The child is at risk of causing injury to other children of him/herself.
- Parent threatens physical or intimidating actions towards staff members.
- Parent exhibits verbal abuse to staff in front of enrolled children.

Parental Actions for child's expulsion:

- Failure to pay/habitual lateness in payments.
- Failure to complete required forms including child's immunization records.
- Habitual tardiness when picking up your child. Verbal abuse to staff.

Child's Actions for expulsion:

- Failure of child to adjust after a reasonable amount of time.
- Uncontrollable tantrums/angry outbursts.
- Ongoing physical or verbal abuse to staff or other children.
- Excessive biting.

Prior to expulsion, a parent will be called, and correspondence will be sent home indicating what the problem is, and every effort will be made by both the center and the parent to correct the problem. If, after one or two weeks, depending on the risk to other children's welfare or safety, behavior does not improve, and the center finds that they can no longer accommodate the child, the parent will be asked to remove him/her. The parent will be given a minimum of one week's notice to find another center to provide care for their child.

Meals and Food Service

The Center serves a morning snack, lunch and afternoon snack to all children who are in attendance at the time of service. Meals are served at no extra charge.

Moody Family Childcare and Youth Services Center is dedicated to teaching children to eat and snack in a healthy way. While we think sweets are enjoyable in moderation, the normal diet provided while in care will meet the guidelines set forth by CACFP. Our kitchen is inspected regularly.

We are NOT able to prepare separate meals for children based on their preferences. All children will be served the same meal, with the following exceptions.

- A child that is allergic or sensitive to a particular food. In this case, a physician's note is required, which must state which food(s) are to be avoided. In those cases, the identified foods will not be served. Families must provide acceptable substitutions if desired. Please notify the Assistant Director upon enrollment if this applies to your child.

If your child will not be eating the Center's food, you may provide a meal from home. Please ensure that the meal is nutritious, and do not include foods that will cause problems in the classroom, such as candy, gum, sweets, or soda.

Infants are served whenever they are hungry. All other children eat their meals together with their classmates. Meals will be served according to child's classroom schedule. We will not "hold" meals for your child. If your child is not at the Center when a meal is served, he/she will not receive that meal. Please make arrangements for your child to be fed prior to arrival if it is after meal service time.

*All menu changes will be posted on the "Parents Need to Know" board.

Discussing Policies and Procedures

When you have a concern, question, or comment, you should consider your child's teachers as your first resource. They are usually able to answer questions, not only about classroom procedure, but also more general questions about child development.

If you have a question or concern which your child's teachers cannot address, or if you feel more comfortable talking to someone else, please feel free to ask the Director.

Parental Visitation

- In general, for the safety of the children and our caregivers, parents are not allowed past the front desk, with the following exceptions:
 - If desired on their first visit, parents can be led on a tour through the facility with their child by a staff member.
 - If deemed necessary by management for the safety or well-being of a child
 - Breast-feeding moms are allowed in the infant room and are welcome to use our breast-feeding nook at any time.
- We will have Family Play Time on Saturday mornings for parents of children that want to view the facility or help their children become acclimated to the center.
- Moody Family Childcare and Youth Services Center** is monitored by security cameras. The video from each of these security cameras is saved for 60 days and will be reviewed by management if there are any questions or concerns.

If an injury occurs, after tending to the child, the parent will be contacted depending on the severity of the injury. Parents will need to sign the incident report for all injuries, no matter the severity, when the child is picked up. If an incident occurs by one child due to the actions of another child, we cannot give parents information about whom injured whom for confidentiality purposes, but a report will need to be signed.

Diaper Changing and Potty Training

Diaper Changing

Infants & Toddlers: Parents must provide the following: Diapers or Pull-ups, Wipes, Ointment, Bottles (liners if necessary), Pacifier, and Formula. We will notify parents when their child is running low on supplies. If a parent fails to supply these items; the center will charge \$1.00 for each diaper and \$10.00 plus the cost of formula (a receipt will be provided).

Moody Family Childcare and Youth Services Center employees will change diapers according to *Division 2, Diaper Changing of the Minimum Standard for Child-Care Centers*. Parents will receive documentation of diaper changes that take place while in our care.

Potty Training

Moody Family Childcare and Youth Services Center will assist with potty training by taking the child to the restroom once every hour. The information will be documented for your knowledge if you want a report. We ask parents of children who are potty training to bring extra clothes and materials.

Breastfeeding Children

Moody Family Childcare and Youth Services Center will have a breastfeeding area located in the infant room that enables a mother to breastfeed her child while in our care. In addition, parents have the right to provide breast milk for their children. For the safety of the other children in our care, the nursing parent may be required to complete a background check with our center.

Transportation and Field Trips

Parents are required to fill out a transportation form if they wish for their children to participate in any of the following optional activities:

- After School Pick-up from participating schools and daycares
- Field trips
- Infant buggy rides for children ages 6 months and older

Moody Family Childcare and Youth Services Center frequently supplements the in class curriculum with off premise field trips. Parents are required to give written permission for their child to attend each field trip. Notification of a field trip will be sent home in advance of the trip, with all pertinent trip information including, destination, date, time, reason for trip, cost, and mode of transportation. Accompanying the notification paper, teachers will include a permission slip to be filled out, signed, and returned to the teacher prior to the date of the trip. The field trip permission slip must be filled out completely and accurately, and all trip costs must be paid in advance in order for your child to attend.

Moody Family Childcare and Youth Services Center provides all required supervision for all field trips. Due to availability of space on the bus, parent attendance is not available.

Moody Family Childcare and Youth Services Center will only transport children on field trips using the center bus or van does not allow parent or staff vehicles to be used for the transportation of children enrolled in our center. School-age children who ride our bus/van to or from school are expected to report to the bus immediate after school is dismissed.

Water Activities

Complies with Section 746.501 5 of the Minimum Standards for Child - Care Centers

During the summer months, **Moody Family Childcare and Youth Services Center** may offer optional water days in which children play in the sprinklers outside on the playground. Parents who wish for their children to participate will need to sign a permission form that includes their sunscreen preference.

Toys

No personal toy, books, stuffed animals; etc. may be brought from home unless they are for nap time security. This practice eliminates sharing and sanitation challenges. The center is not allowed to have shooting or exploding toys, such as water guns or toy weapons. Show-N-Tell items or toys are acceptable ONLY on Fridays or designated days.

Keeping Children Safe

Firearms and Other Weapons

- Law enforcement officials who are trained and certified to carry a firearm on duty may have firearms or ammunition on the premises of the child-care center.
- For all other persons, firearms, hunting knives, bows and arrows, and other weapons are prohibited on the premises of the child-care center.

Texas Penal Code

Moody Family Childcare and Youth Services Center will inform parents verbally that under the Texas Penal Code, any area within 1000 feet of a child-care center is a gang-free zone, where criminal offenses related to organized criminal activity are subject to harsher penalty.

Minimum standards and Licensing Inspection Report

A copy of the Minimum Standards for Child-care Centers is available for review at **Moody Family Childcare and Youth Services Center** upon request. In addition, parents can find it online by going to: http://www.dfps.state.tx.us/documents/Child_Care/Child_Care_Standards_and_Regulations/746Centers.pdf

Local Licensing Office, PRS Child Abuse Hotline and the PRS Website Information

Licensing Office

http://www.dfps.state.tx.us/Child_Care/About_Child_Care_Licensing/
8700 N. Stemmons Frwy Ste. 104
Dallas, TX
(214) 583-4253

Reporting Suspected Child Abuse

For information from the Texas Department of Family and Protective Services on reporting abuse, neglect or exploitation, visit: http://www.dfps.state.tx.us/Contact_Us/report_abuse.asp

Abuse Hotline and Website

- Call the Texas Abuse Hotline toll-free at 1-800-252-5400 24 hours a day, 7 days a week, nationwide
- Make your report through their secure web site and you will receive a response within 24 hours: www.txabusehotline.org

Preventing and responding to abuse and neglect of children

Moody Family Childcare and Youth Services Center will ensure annual training is completed by employees to prevent and respond to abuse and neglect of children.

Recognizing the Signs of Child Abuse

Physical Abuse

Physical Abuse is physical injury that results in substantial harm to the child, or the genuine threat of substantial harm from physical injury to the child. The physical injury (ranging from minor bruises to severe fractures or death) can result from punching, beating, shaking, kicking, biting, throwing, stabbing, hitting, burning, choking, or otherwise harming a child. Such injury is considered abuse regardless of whether the caretaker intended to hurt the child.

Suspect Physical Abuse When You See:

- Frequent injuries such as bruises, cuts, black eyes, or burns without adequate explanations
- Frequent complaints of pain without obvious injury
- Burns or bruises in unusual patterns that may indicate the use of an instrument or human bite; cigarette burns on any part of the body
- Lack of reaction to pain
- Aggressive, disruptive, and destructive behavior
- Passive, withdrawn, and emotionless behavior
- Fear of going home or seeing parents
- Injuries that appear after a child has not been seen for several days
- Unreasonable clothing that may hide injuries to arms or legs

Neglect

Neglect is failure to provide for a child's basic needs necessary to sustain the life or health of the child, excluding failure caused primarily by financial inability unless relief services have been offered and refused.

Suspect Neglect When You See:

- Obvious malnourishment
- Lack of personal cleanliness
- Torn or dirty clothing
- Stealing or begging for food
- Child unattended for long periods of time
- Need for glasses, dental care, or other medical attention
- Frequent tardiness or absence from school

Sexual Abuse

Sexual Abuse includes fondling a child's genitals, penetration, incest, rape, sodomy, indecent exposure, and exploitation through prostitution or producing pornographic materials.

Suspect Sexual Abuse When You See:

- Physical signs of sexually transmitted diseases
- Evidence of injury to the genital area
- Pregnancy in a young girl
- Difficulty in sitting or walking
- Extreme fear of being alone with adults of a certain sex
- Sexual comments, behaviors or play

- Knowledge of sexual relations beyond what is expected for a child's age
- Sexual victimization of other children

Emotional Abuse

Emotional Abuse is mental or emotional injury that results in an observable and material impairment in a child's growth, development, or psychological functioning. It includes extreme forms of punishment such as confining a child in a dark closet, habitual scapegoating, belittling, and rejecting treatment for a child.

Suspect Emotional Abuse When You See:

- Over compliance
- Low self-esteem
- Severe depression, anxiety, or aggression
- Difficulty making friends or doing things with other children
- Lagging in physical, emotional, and intellectual development
- Caregiver who belittles the child, withholds love, and seems unconcerned about the child's problems

Security Cameras:

To ensure the safety and security of all children, staff, parents, and visitors, as well as the security of our daycare facility, **Moody Family Childcare and Youth Services Center** is equipped with 24-hour video surveillance system and security cameras are installed in all classrooms and hallways, and may conduct video surveillance of any portion of its premises at any time, the only exception being private areas of restrooms and showers, and that video/security cameras will be positioned in appropriate places within and around our preschool or daycare center facility and used in order to help promote the safety and security of people and property.

The following are just some of the many benefits of having security cameras installed in daycare centers.

- Security cameras keep children & staff safe and are very effective deterrent of any crime.
- Owners/ Directors can better monitor the entire facility and supervise/observe staff's
- interactions with children and with other staff members effectively.
- They provide peace of mind to our parents & staff.

Because we respect the privacy of all children, parents, and staff in our daycare center, our 24-hour video surveillance system/ security cameras are for internal purposes only. Only the Director and/or the owners are allowed to view our security cameras/ video footage either at the Main office at the site.

Video surveillance/recording consent forms are signed prior to your child(ren) start attending **Moody Family Childcare and Youth Services Center**.

CONFIDENTIALITY POLICY:

Moody Family Childcare and Youth Services Center 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 **Moody Family**



Childcare and Youth Services Center. 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.

Non-discrimination Policy

The Center is in compliance with Title VI of the Civil Rights Act of 1964 (Public Law 88-352), The Age Discrimination Act of 1975 (Public Law 94-135), and the Rehabilitation Act of 1973 (Public Law 93-112). This is an equal opportunity program. No person, in the United States shall, on the grounds of race, color, national origin, age, sex, disability, political beliefs, or religion, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination. If you believe you have been discriminated against because of race, color, national origin, age, sex, a disability, political beliefs, or religion, you may lodge a complaint against Bullfrogs and Butterflies Child Care Center by immediately writing and/or calling the Civil Rights Department, Texas Department of Human Services, P.O. Box 19030, Austin, Texas 78714-9030 512/450-3630.



Signature Page

I have read, understand and agree to the information contained in the Parent Handbook for *Moody Family Childcare & Youth Services Center*.

Parent name (printed)

Parent Signature

Date

Director Signature

Date