

Moody Family Childcare and Youth Services Center

Operational Policies and Procedures



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Mission Statement

Our mission is to provide children with a safe, nurturing environment where they are given the academic and social skills need for continued success in the future.

Philosophy and Goal

Our passion is to support hard-working parents with quality, affordable care and education for their children. Our purposeful and holistic approach to early care and education ensures that your child has a strong and healthy foundation for learning and for life.

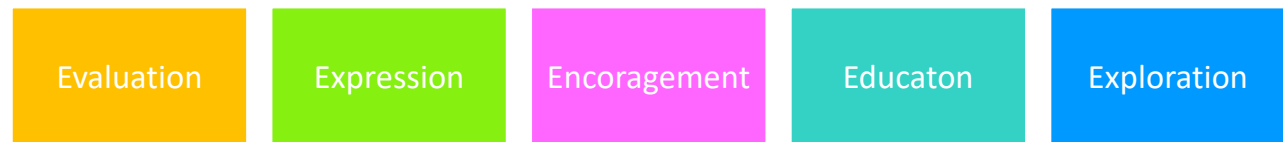
Our Goal:

To promote interactive learning and encourage intellectual curiosity, social values, as well as emotional well-being.

To teach respect for others as well as acceptance of herself/himself.

To develop critical thinking, problem solving, and communication skills through opportunities with choice and decision.

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 – Friday: 6:30am to 6:30pm

Saturday & 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
- Good Friday

- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- Other holiday hours will be posted in advance. If a holiday falls on a weekend, it may be observed on either the preceding Friday or the following Monday (advance notice will be given).

Enrollment procedures

To enroll children at **Moody Family Childcare and Youth Services Center**, parents can either complete the Registration Form online at <https://moodychildcarecenter.org/>, 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. Families will be responsible paying 50% of their regular tuition rate on the days center is closed for the holidays. CCA copayments will not be prorated during the holidays.

***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	Monthly Rate
Infants 6 weeks – 18 months	*630am – 630pm	\$1000
Toddlers 19 – 23 months	*630am – 630pm	\$950
Toddlers 2 – 3 years	*630am – 630pm	\$900
Preschool 4 – 5 years	*630am – 630pm	\$850

After School Care Tuition:

Age Group	Rates	Times
Elementary	\$55.00	3pm – 630pm
Middle School	\$55.00	3pm – 630pm

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.

Attendance

We encourage children to attend on a daily basis. When children attend daily they will get the full benefits and development needed when participating in the daily curriculum and activities that are planned. Children are expected to arrive at the center no later than 9:30 am. Children will not be accepted after 10:00 am unless previous arrangements have been made or unless they were at an appointment. Please see meal and food service practice section for scheduled meal times. If your child is not at the center for scheduled meal times, please make sure that your child has eaten prior to dropping them off.

Absences

Please call the Center as early as possible on a day your child will be absent or if your arrival will be delayed so we may better plan for the day. If your child is absent due to health reasons, please let the center know by calling (469) 828-1801 or emailing gtirado@interfaithdallas.org.

If the prolonged absence of a child is due to a serious illness and/or extended hospitalization, the director will make every effort to work with families regarding holding an enrollment slot and making tuition payments.

If a child does not attend the center for an extended period due to a non-medical reason, a parent is expected to pay the regular tuition in order to hold the child's scheduled hours and days. A parent can give one month's notice of the child's termination date and go on the waiting list if re-enrollment is desired. There will be no guarantee that a slot will be available at the time of their return.

Withdrawals

A 2 week notice is required for withdrawal from **Moody Family Childcare and Youth Services Center**. In the event that the responsible party fails to pay any debt owed to center the child will not be allowed to attend childcare until all debt including late fees have been paid. Re-enrollment will be at the discretion of the Director.

Separation Policies

It is not our policy to terminate children from our program. However, in extreme situations **Moody Family Childcare and Youth Services Center** may terminate a child's enrollment for the following reasons after ongoing parent/staff communication has been exhausted:

1. If we determine that we are unable to meet the needs of the child. We will work with families through various efforts to offer suggestions for other arrangements.
2. Physical and or verbal abuse of staff or other children by a parent or child.
3. A parent or child not observing the policies of the center outlined in the **Moody Family Childcare and Youth Services Center** parent handbook and/or parental agreement.
4. Extreme situations of nonpayment or late payments.

Curriculum

Our Frogstreet curriculum identifies goals in all areas of development: Social: to help children feel comfortable in school, trust their new environment, make friends, and feel they are a part of the group. Emotional: to help children experience pride and self-confidence, develop independence and self-control, and have a positive attitude toward life. Cognitive: to help children become confident learners by letting them try out their own ideas and experience success, and by helping them acquire learning skills such as the ability to solve problems, ask questions, and use words to describe their ideas, observations, and feelings. Physical: to help children increase their large and small muscle skills and feel confident about what their bodies can do.

Frog Street's vision is to change the next generation of children by creating developmentally appropriate, intentional curriculum and equipping early childhood educators with best-in-class professional learning. We realize this is a lofty vision, but with you as our partner, we believe it is possible!



Screen Time Policy

Because we care about the health and well-being of the children in our care, we follow the American Academy of Pediatrics' Recommendations on Screen Time:

- Children under 2 should have no screen time
- Children age 2 and over should watch less than 30 minutes per week at child care, and less than 2 hours per day total **only if teachers have it listed on their lesson plans.**

Moody Family Childcare and Youth Services Center understands that TV and other electronic media can get in the way of exploring, playing, and interacting with others – the activities which encourage learning and healthy physical and social development. Therefore, we will restrict screen time by:

- Allowing a maximum of 30 minutes total per week of educational and age appropriate screen time (television, video, DVD).
- Allowing no more than 15 minutes of educational computer time per day.
- Not allowing any screen time during meals and snack.
- Having zero screen time (TV, video and computer) for children under the age of two.

***Teachers must have screen time scheduled on their lesson plans.**

Indoor/Outdoor Physical Activity

Structured Activities

Structured playtime involves pre-planned, teacher-led activities. Every activity should be:

- Vigorous
- Inclusive of all children
- Developmentally appropriate
- Supportive of motor skill development

Activities should keep every child moving. Avoid games that eliminate children from the activity so they don't become inactive. **Children are required to wear closed toe shoes, to prevent any possible injury or fall.**

1. A minimum of two daily opportunities for outdoor play, weather permitting, in which a child actively uses both small and large muscles.
2. An infant birth through 12 months of age may engage in outdoor play for an amount of time tolerated by the infant.
3. A toddler 13 months through 17 months of age, a toddler, or a pre-kindergarten age must engage in outdoor play for a minimum of 60 total minutes daily, weather permitting.

Unstructured Activities

Free play is a time for students to be creative and participate in the activities that interest them. During this time, teachers should remain peripherally involved by encouraging children to stay engaged in physical activity play, but they should also give children the space to be active in their individual interests. **Children are required to wear closed toe shoes, to prevent any possible injury or fall.**

Take advantage of outdoor playground area for physical activities for students as often as possible and incorporate equipment to get children staying active while having fun. Students are required to have at least 30 minutes of outdoor playtime when weather permits. If outdoor playtime isn't feasible, use spaces like school gym, classroom, or extra room. Every activity must be:

- Vigorous
- Inclusive of all children
- Developmentally appropriate
- Supportive of motor skill development

Activities should keep every child moving.

1. A minimum of 60 minutes of moderate to vigorous active play for toddlers
2. A minimum of 90 minutes of moderate to vigorous active play for pre-kindergarten age children

Some examples of vigorous activity/play include, but not limited to:

- Jumping jack dance
- Musical chairs
- Tunnel play
- Build a tower
- Toss balls in a basket

- Traffic safety
- Etc.

Communication

We always want to provide our parents with undivided attention when we talk to them about their child, so we suggest setting up a scheduled time to allow an in-depth conference. Please talk with the Director or inform the teacher requesting a time to meet. This courtesy enables us to arrange for appropriate staffing during our discussion and allows for us to have focused attention.

Children's learning and development are crucially linked to their families. At least twice a year parents are invited to attend a formal parent-teacher conference, and may schedule a conference anytime during the year when the teacher or parent determines it necessary. Parent-Teacher conferences are scheduled to promote optimal learning and development, giving parents an opportunity to visit with their child's teacher and learn more about the child's growth and development. Formal teacher conferences are scheduled in October (mid-term) and May (towards the end of the school year). You may request a phone conference if you are unable to attend a formal conference.

It is important to inform the Director and teacher of any significant changes in your child's life. Events such as a move, the loss of a family member, or change in the family structure can significantly affect your child. We can work together to help ease the stress of any life event and work together as a team to help create security and support.

In making our children program a positive experience for each child, we encourage you as parents/guardians to be our partners in the education of our children.

Remember to communicate in writing any changes in your child's schedule. We must be informed, in writing, regarding any changes in the person picking up your child. You may add or delete names of authorized adults allowed to pick-up your child on the *Child Information Record* or on parent portal at <https://www.mykidzday.com/>.

Our main office must be informed of any of the following changes:

- address and/or phone numbers, or e-mail address
- parent/guardian employment,
- health/immunizations up-dates, or;
- other pertinent information related to your child.

Family Participation

Parent Involvement

Parent involvement occurs when parents participate in activities and take advantage of opportunities at their child's early care and learning setting. This usually means that parents attend meetings or special events a program offers.

Parent involvement may also include an exchange of information about the child and what happens at home. Parents/Teachers may offer advice or recommend resources to address challenges. We may, for example, give written information to a parent about toilet learning for a toddler or, we might invite a parent to share information about what quiets her child at nap time.

Parent Engagement

Family engagement happens when early childhood professionals and families engage in an interactive process of relationship-building. The process is mutual, respectful, and responsive to a family's language and culture. Meaningful relationship-building is ongoing and requires time and attention.

We partner with families to share responsibility for the care and learning of children. For example, we work with a parent to plan ways to support the child—a team approach that includes everyone at home and in the program. Parent Engagement activities and events will take place twice throughout the year. Parents will receive notification of engagement activities and events in at least two weeks prior.

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 ABSENCE 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, electronic devices, or makeup from home. The Center is not and will not be responsible for any items brought from home, including jewelry. Children 5 and under are prohibited from wearing necklaces, bracelets, rings or earrings that dangle.

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. Due to various activities and materials children under 5 are not allowed to wear open toe shoes. Children enrolled in the after school program are prohibited from wearing slides, house shoes, or high heels in an effort to prevent accidents and possible injury.

Each child will need one complete set of clothes at the center. **PLEASE LABEL ALL CLOTHING. WE ARE NOT RESPONSIBLE FOR MISPLACED OR LOST CLOTHING, BLANKETS OR PILLOWS. ALL CHILDREN NEED AT LEAST ONE COMPLETE SET OF CLOTHING (CHECK IT PERIODICALLY FOR SIZE AND SEASON). INFANTS NEED THREE SETS OF CLOTHES AND TODDLERS NEED TWO.**

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.

Behavior Management Policy

Interfaith Family Services (Moody Family Childcare & Youth Services Center) is committed to helping children develop to their fullest potential; every individual who enters our door is required to treat all others and their property in a positive and respectful manner. We believe that all decisions relating to how situations are handled will be made “based on the developmental capabilities of the individual child”

Regulation

Interfaith Family Services (Moody Family Childcare & Youth Services Center) shall not permit, practice, or inflict any form of physical punishment verbal or emotional abuse, or denial of physical necessities for any child in attendance.

Guidelines for Regulation

Physical punishment includes striking a child, either directly or with an object, shaking, shoving or spanking the child. It also includes forcing a child to repeat physical movements, or any other action carried out which results in physical injury to the child.

Verbal or emotional abuse includes any harsh, belittling, or degrading response by an adult in the center, which would humiliate or undermine a child's self-respect.

The denial of physical necessities includes normal comforts such as shelter, clothing, food, bedding or toileting.

In the situation where it has been determined that discipline is required, the following steps will be take.

1. The child will be approached on a one-to-one basis by the nearest staff member. The staff will get down to the child's level, make eye contact and speak in a calm and non-threatening manner, directly to him/her.
2. Staff will actively listen to all parties involved.
3. Staff will encourage and assist the child with solving the problem as well as coming up with a workable solution for all.
4. The staff will explain (if necessary) and ensure that the child understands what is expected of him/her, and why his/her actions were in question.
5. The staff will redirect the child by offering choices.
6. Should the behavior persist, the staff will give a warning to the child. The warning will be direct and with a natural consequence. E.g. “Keep the craft supplies at the craft table or you will have to leave the craft table.”
7. Should the behavior persist, put another child or staff in an unsafe situation or infringe on the rights of others, the child will be removed from the group. The time removed will be based on the child's development level. After a brief time the staff and child will discuss the incident together. He/she will then be directed back into the program.

8. Should the unacceptable behavior continue throughout the day, and if it is of an aggressive nature, **Interfaith Family Services (Moody Family Childcare & Youth Services Center)** “Aggressive Behavior Policy” will be implemented.

Please note: Parents will be informed of incidents that inflict injury upon another person, or that are recurring in nature. In the case of recurring behaviors, it may be necessary to invite the parents/guardians to meet with the director to discuss the situation and to develop a plan of action that can result in success for the child.

Aggressive Behavior Policy

As Early Childhood Educators, it is our responsibility to ensure the physical safety and total well-being of all children within our care. The center has adopted the following policy regarding aggression: Aggression means, “any physical, emotional or verbal act which may result in placing him/herself, other children and/or staff members within the center in an emotional, physical, harmful, hurtful or unsafe situation.”

In dealing with aggressive behavior, the following procedures will be followed:

1. The child will be removed from the group and the center’s BEHAVIOR MANAGEMENT POLICY will be implemented by staff, to redirect the child and to stop the aggressive behavior.
2. If the aggressive behavior continues throughout any part of the day, the parent/guardian or alternate pick-up person (in that order) will be contacted to immediately pick up the child. Documented report(s) of the incidents will be given to the child’s parent. A copy will also be made to keep in child’s file.
3. Once the parent has been called on occasions relating to aggressive behavior, the Director will consult with a member of Executive Administrators, the parent will be informed of any impending decisions regarding the child’s enrollment at the center.

The Director and/or Executive Administrators has the right to a) impose a suspension of daycare privileges; b) recommend counseling services or behavior management specialist; c) limit the child’s hours of attendance or; d) terminate the enrollment. In case of termination, the two-week notice period would be waived.

Please note: Any aggressive, violent, or intentional aggressive behavior that endangers the child, other children, staff, equipment, or building cannot be tolerated. In these extreme cases, the child will be automatically suspended for three days or have their spot permanently revoked without prior warning.

Once again, we state that the number one priority is the welfare, safety, and security of all children and staff within our program.

Biting Policy

Biting Confidentiality *In compliance with NAEYC confidentiality guidelines, staff will maintain complete confidentiality of all children involved when notifying parents that their child has been bitten or bit another child.*

Biting is a very common behavior among children birth to three years of age. At **Interfaith Family Services (Moody Family Childcare & Youth Services Center)**

we believe that by understanding the developmental stages of the children in our care and their individual needs, we can prevent many biting behaviors by adapting the environment (this could mean adding or replacing toys and materials, rearranging furniture, adjusting the schedule or routine, adjusting the teacher's approach, providing new and different opportunities, etc). We do not assign punishments or shame children exhibiting biting behavior. We also know that even with all of our knowledge of child development, that many things can contribute to this behavior and that we may not be able to prevent all occurrences.

If a child is bitten:

1. The biter is calmly removed from the area, using simple words such as "biting hurts," and taken under direct supervision by a staff member for the remainder of the day.
2. A second staff member immediately attends to the child who was bitten comforting him/her and applying first aid as needed. The parents of both children are contacted immediately and an incident report is filled out for the child who was bitten, a behavior report for the child who bit and each parent should sign off on these reports at pickup that day.
3. We will avoid any immediate response that reinforces the biting. Caring attention will be focused on the child who was bitten.
4. The biter will then be shadowed by a staff member and any other attempts at biting or any other harmful behavior will be stopped as they occur. The child will be talked to on a level which he/she can understand. "I can see that you want that truck, but I can't let you hurt him. Biting hurts." The child will be redirected to other work/play and staff will closely monitor, supervise and observe this child to determine possible causes of the behavior. Notes will be taken and filed in the behavior log.
5. Classroom staff will report all incidents to the Head of School on the day of the incident to review the context of the biting incident, whether adequate supervision was present and whether the environment contributed to the biting incident. Classroom staff will meet with administration to determine the cause and discuss preventative measures to be implemented immediately.

If biting continues:

1. Classroom staff will meet with administrators on a routine basis for advice, support and strategy planning.
2. A teacher conference will be held with the parent(s) of the child who is biting and with the parents on the child(ren) being bitten in order to discuss the situation in detail. Outcomes of these conference will be discussed, and any changes will be made at home and in the classroom. A written plan of action on the Behavior Intervention Plan form should be produced and carried out, signed by all adults providing care for the children involved (this may include babysitters, nannies, substitute teachers, etc). This will ensure that all adults are on the same page and that the children are receiving consistent responses to their behaviors.
3. Staff will note and chart every occurrence, including attempted bites, and indicate location, time, other children involved and their behaviors, staff present, and circumstances in the behavior log.
4. Staff will shadow children who indicate a tendency to bite in order to head off biting situations before they occur, teach non-biting responses to situations and reinforce appropriate behavior.
5. Administrators and teachers will work together to adapt the program to better fit the needs of all of the children in the classroom.

6. If teachers, parents and administrators are working cooperatively together and providing consistent attention to the matter, and they still agree that the children need more support, **Interfaith Family Services (Moody Family Childcare & Youth Services Center)** may recommend counseling with a licensed therapist. If the child is still showing biting behavior after that time period, we may implement the following steps if appropriate to the situation:
 - An additional staff or substitute (if available) will be assigned to become the child's shadow.
 - a classroom placement change is made for either the child who is exhibiting biting behavior or the child(ren) who are being bitten (an early transition and change in environment for children stuck in a behavior pattern, can be helpful if the children are showing other signs of readiness including mastering toilet learning, completing classroom works, showing independence in self-care and communication skills)
 - other classroom parents of children not involved are notified of the challenges and the school's efforts and reminded of our policy to continue to work with the children involved.
7. Staff will work together as partners with the parents of both biting children and children who have been bit to keep all informed and develop a joint strategy for change.
8. In cases where staff or parents feel any child has a special need or is exhibiting behavior beyond normal development, the child will be recommended for a developmental evaluation by a trained therapist. Early Childhood Intervention (ECI) offers free evaluations for speech or other developmental concerns, or the parent may choose to speak with their pediatrician and obtain a referral for a private evaluation. Parents should provide documentation of the evaluation to the school and follow up with recommendations from the therapist as needed. However, biting behavior is very typical and common in all children under the age of 3.
9. Expulsion/withdrawal of a child from our program will only take place if it is deemed in the best interest of the child exhibiting the biting behavior, the integrity of the school, and the other children enrolled. If the teachers have exhausted all efforts and a parent is uncooperative with the action plan or shows a lack of support or effort for their child or the school's efforts, **Interfaith Family Services (Moody Family Childcare & Youth Services Center)** maintains the right to withdrawal the child from the program. If the behavior is consistent and all parties are unable to come up with the needed support and solution for the problem, the child may be withdrawn from the program.

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. Other breastfeeding resources <https://wicbreastfeeding.fns.usda.gov/>

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 children 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, the reason for the 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 the 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 and does not allow a 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 a very effective deterrent to 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**.

ACCOMODATIONS FOR FAMILIES:

This document outlines our program's policy and process in supporting families and children who may need additional accommodations, to include home language, differing abilities, and cultural backgrounds. Parents have the right to be informed of all procedural safeguards and rights of appeal in a

language easily understood by the general public and in the parent's primary language. Please notify the Director if you or your child require accommodations and we will ensure that we do our part in making sure your needs are met.

Below are ways that our program will partner with families:

1. If specific therapies are needed during the day while the child is in our care, we will provide space to accommodate sessions.
2. Participation in all comprehensive care meetings if needed
3. Complete supporting documentation from an authorized medical professional for any accommodations related to the child's physical or developmental needs.
4. Provide materials and resources in parent's/child's primary language.
5. Provide opportunity for cultural inclusiveness by hosting cultural events throughout the year.

As required by Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, and the Americans with Disabilities Act of 1990, our Early Learning Program does not discriminate on the basis of race, color, national origin, sex, age, or disability in admission to its programs, services, or activities, in access to them, in treatment of individuals, or in any aspect of their operations. For additional information or referral to the appropriate system coordinator, contact the Director.

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, 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