



PARENT HANDBOOK

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WELCOME

Welcome to High Hopes Preschool! We are excited about the opportunity to get to know you, your child, and your family.

We are licensed by the state of Texas.

High Hopes operates according to the requirements defined in the State Minimum Standards for licensed childcare facilities.

We are a Christ-centered program [our Mission].

We desire to support and encourage children toward.... growth in wisdom and stature, and favor with God and man [Luke 2:52], just as Jesus did.

We are a play-based program.

Play is the defining feature of human development.

“Play is the highest form of research” – Albert Einstein.

“Play is the answer to how anything new comes about” – Jean Piaget.

A play-based learning environment encourages socialization, critical thinking, language development, and creativity, along with helping to develop pre-reading and pre-writing skills through exploration. It is in the context of play that children test out new knowledge and theories.

Our preschool is rooted in the philosophy that learning occurs best through play. This means that evidence of your child’s learning will often come home in the form of experiences and imaginative artistic creation as opposed to worksheets or goal-oriented projects.

At High Hopes, we desire to provide the best for every child. We will meet them where they are, and encourage and challenge them. We look forward to partnering with you and your child.

Thank you for choosing High Hopes!

Nina Peña
High Hopes Preschool Director



ABOUT US

Purpose & Primary Goals

The purpose of High Hopes Preschool is to create a Christian atmosphere where children can connect with their peers through faith, respect, and love while encouraging children to achieve independence, self-discipline, social growth, a passion for learning, and a love for God and community.

Our primary goal is to put God first in all we do while helping each child to know Him and experience His love in an environment curated specifically for the safety and well-rounded development of preschool children.

Our Philosophy

Our program is based on the research-proven philosophy that children learn best through play. Our students are given ample opportunity to explore their environments through play-based activities that foster a love of learning while being surrounded by caring professionals who carry a passion for God and teaching young children.

Our team is dedicated to providing a safe, healthy, nurturing atmosphere for all children through the lens of faith and Christian values. We believe that quality early childhood education is a vital aspect of growing the "whole child". We are committed to continuous improvement in the ever-progressing field of early childhood education to serve our students to the best of our knowledge and abilities.

Who We Serve

We serve families with children 2 to 5 years of age.

High-Quality Development

High Hopes is dedicated to providing **high-quality care** that creates a stimulating, safe, and loving environment for **children**.

Our high-quality goal is through:

- Respecting the rights and dignity of all individuals.
- Small group size.
- Staff with higher education & on-going training.
- Higher trained & experienced director.
- Low employee turnover.
- Positive staff/child interactions.
- Age-appropriate activities.
- Good health & safety practices.

We help children grow socially and emotionally! Here is how and why:

- Social interaction focuses on the relationships we share with others, including relationships with adults and peers. As children develop socially, they learn to take turns, help their friends, play together, and cooperate with others.
- Emotional awareness includes the ability to recognize and understand our feelings and actions and those of other people, as well as how our feelings and actions affect ourselves and others.
- Self-regulation is the ability to express thoughts, feelings, and behaviors in socially appropriate ways. Learning to calm down when angry or excited and persisting at difficult tasks are examples of self-regulation.

Highpoint Community Ministry

High Hopes is supported by a Board of Directors that consists of Highpoint Fellowship members; all of whom are family-oriented individuals who strongly believe in the advantages of Christian education for every child.

Highpoint Fellowship

You and your family are invited to participate in the activities and services of Highpoint Fellowship. We offer many programs for all ages, and we encourage you to visit at any time. We would be honored by your presence. Information about our church is on our website www.hpf.org.

GENERAL OPERATIONAL POLICIES

The following policies and procedures are set forth to clarify expectations for our families. These policies and procedures will be kept current, made available to parents, and used to govern the High Hopes operations along with the TX Department of Family and Protective Services Minimum Standards for Preschool.

Operational Days and Hours

Monday – Friday, 9:00 AM – 2:00 PM. The school runs from September through May.

During the school year, High Hopes will follow the majority of Leander ISD's calendar for holidays, teacher workdays, and school closures due to inclement weather, except for the start and end dates. The preschool will maintain normal hours during LISD early release days. If Leander ISD delays the start of school, High Hopes will delay its opening by the same amount of time. Please follow local media, StudentStatus Connect, or email for inclement weather updates.

Staff Qualifications

TX Health & Human Services for Child Care Centers, Division 2, Standard 746.1105 and 746.1107 states each employee must:

- Be at least 18 years of age.
- Have a: (A) High school diploma; (B) High school equivalent.
- Have a cleared criminal history check meeting the requirements in 40 TAC Chapter 745, Subchapter F.
- Complete a notarized Licensing Affidavit for Applicants for Employment.

Staff Training & Certifications

High Hopes believes that staff training is essential to providing quality programs. Employees maintain current First Aid and CPR certifications. Each staff member also completes employee orientation, an initial 24 hours of pre-service training, and an additional 24 hours of professional training annually. All potential employees are required to pass a criminal background which includes fingerprinting.

Staff Immunizations

Keeping up-to-date on adult vaccinations helps protect from vaccine-preventable diseases that can be transmitted. As a child care provider, our staff makes individual, personal decisions regarding their vaccinations and we encourage each staff member to discuss this decision with their doctor.

Non-Discrimination Policy

In providing services to children and their families, High Hopes Preschool does not discriminate based on race, religion, gender, disability, cultural heritage, political beliefs, marital status, national origin, or sexual orientation.

Supervision Policy

Being aware of what is happening in and out of the facility and on the playground requires knowledge and practice. Teachers at High Hopes incorporate developmentally appropriate guidance and supervision into daily operations:

- **Scanning** involves regularly glancing around to see what is happening with all the children and what they are doing.

- **Positioning** allows teachers to see all children. This means that the teachers do not clump together in one spot with their backs to the children. Together, our staff supervises children by positioning themselves to see and hear activity at all times.
- **Listening** is used to enhance positioning and scanning techniques. When we listen to children at play, we can identify what is happening by the variety of sounds made.
- **Awareness** requires that teachers know the children in their care. Knowing includes understanding the child's range of skills, interests, ability to interact with others, and current developmental abilities. This allows a teacher to identify the past and present to inform the future.

Facility Standards

- The facility and equipment used do not present any known fire, health, or safety hazard and are kept free of accumulation of objectionable debris.
- The facility is inspected quarterly and kept pest-free.
- The facility shall maintain marked emergency exits. A disaster and evacuation procedure is posted in the facility.
- First Aid supplies and procedures are available in each classroom and accompany teachers at recess.:

Brightwheel Parent Portal

This is a private and safe network that allows parents easy access to view child and family information directly [phone numbers, emails, billing statements, etc]. Brightwheel allows direct communication with the classroom teacher.

Daily Attendance Tracking

High Hopes uses multiple forms of tracking children. A QR Code will be available for easy sign-in and out. We will use a paper form [Attendance Rosters] when a backup process is needed. The Name to Face form is used before and after each transition. In addition, teachers will use the headcount system throughout the day.

Door Entry System

Safety is a priority for High Hopes. The facility is locked throughout the day except for arrival [9:00 AM – 9:20 AM] and departure [1:45 PM – 2:00 PM]. In case of late arrival or the need for early pickup, parents are asked to use the doorbell located at the far left rear entrance. If you do not receive a response, please call the school office at 512-260-5922.

Schedule & Changes

Attendance & Arrival Policy

Notify High Hopes if your child will not attend the program by calling 512-260-5922 or emailing office@hhps.org. Please remember to provide your student's name, the classroom your child attends, and the reason for their absence.

All children must arrive by 9:30 am. We have found that children adjust more easily to the school day if they arrive and depart at the same time each day. Children who arrive significantly after 9 am lose the opportunity to ease into the morning with their peers and teachers. In addition, children arriving late may interrupt the flow and structure of the morning, which the teachers work hard to establish. Of course, we understand the challenges of daily life but we appreciate the effort being made to have your child at school by 9 am each day.

Changes & Withdrawal Policy

When changing your child's schedule, a written request is required. Please email your request detailing changes to office@hhps.org.

When withdrawing from the program, a 30-day written notice is required to avoid any future accrual of tuition or fees. You can email your withdrawal notice to office@hhps.org.

Termination Policy

High Hopes reserves the right to dismiss any child from the program. Dismissal may occur in the following instances:

- Parent/guardian and/or child do not comply with the school policies.
- The director determines that a child has a behavioral, physical, and/or learning concern that the school is not equipped for.
- Frequent late payments or delinquent accounts.
- A child is unable to act appropriately during group experiences and daily activities.

Inappropriate behaviors that result in dismissal include the use of foul or slang language, inappropriately touching other students, acting aggressively or violently towards teachers or other children, destroying the property of the facility, teachers, or other children, as well as any other behavior(s) deemed inappropriate by the High Hopes Director.

Lost and Found

High Hopes Preschool assumes no responsibility for lost or stolen items. Please label all belongings with a permanent marker. If something is misplaced, check with the child's teachers or office staff. Please leave all toys and games at home. Unclaimed and found articles will be discarded at the end of each month.

Babysitting

High Hopes employees are not permitted to babysit or transport High Hopes children anytime outside of the program.

REGISTRATION AND ENROLLMENT

Registration for the Fall begins in January for current students and opens to the public in February. We will continue to process enrollment until all classes have reached capacity; upon which time, prospective students will be placed on a waitlist in the order inquiries are received. Families on the wait list will be notified of openings and are allowed to enroll as soon as possible.

Registration Form

A registration packet must be completed in its entirety before a child can begin attending preschool.

Enrollment Process

A registration form can be downloaded from our website or picked up from the preschool office.

In addition, students must have the following documents completed before beginning school:

- Statement of Health signed by a medical professional.
- A current immunization record. The Texas Department of Health website has the current immunization schedule: <https://www.dshs.texas.gov/immunize/school/child-care-requirements.aspx>
- Vision & Hearing screening record. Vision & Hearing screenings are required for children 4 and older.

Details of current immunization requirements are attached. Tuberculosis testing is *not* required for preschoolers in Williamson County.

Registration & Tuition Fees

Registration Fee: \$155

Supply Fee:

- \$90: 2 days a week + Classroom Supply List
- \$105: 3 or more days + Classroom Supply List
- *Classroom Supply Lists are provided at registration.*

Tuition [per month]

- \$275: Monday + Wednesday
- \$370: Monday + Wednesday + Friday
- \$290: Tuesday + Thursday
- \$385: Tuesday + Thursday + Friday
- \$480: Monday – Thursday
- \$585: Monday – Friday

Note: Tuition is calculated yearly; therefore, the amount is not flexible. Absences of any length from school due to illness, vacation, holidays, or teacher workdays observed within a month shall not be cause for the reduction in tuition amount.

Payment Policy

Registration & Supply Fee: An annual non-transferable and non-refundable fee. The registration form will not be accepted without the registration fee. Fees may be paid in cash, check, or money order. **Be sure your child's name is written in the memo section of your check/money order.**

Tuition: Full tuition is due on **the first day your child's class meets** each month, September through May. Tuition can be paid in the following ways:

- Online via ACH or Debit/Credit card through your Brightwheel account.
- Bill Pay through your financial institution.
- Check or money order. Payment can be placed in the black drop box – which can be found in either preschool hallway.
- Cash payments at the preschool office.

Late Tuition: A **late fee of \$20** will be charged (per student) if tuition is not paid by the **5th school day** of the new month, except for May tuition. If May tuition is not paid by the 5th school day, there will be a **\$50 late fee** and your child may be dismissed from the program for the remainder of the month.

Split Payments: While we understand that families often share the cost of childcare, High Hopes is not responsible for coordinating who pays tuition. It is the responsibility of the parents or guardians to ensure tuition is paid promptly.

Late Pick-Up Fees: Contact the office if you know that you are unable to arrive by 2:00 PM and let the office staff know of your estimated time of arrival. A late fee (per student) of \$5 will be charged at 2:05 PM. Additionally, a \$2 fee will be assessed **PER MINUTE** following 2:05 PM. A courtesy call is appreciated, however, late charges will still apply. Chronic late pick-ups may result in dismissal from the program.

Returned Check: A returned check fee of \$25 will be incurred, along with any necessary late fees, upon reconciling the delinquent account.

Sibling Discount: A \$20 discount will be given to families with 2 or more children enrolled during the same school year.

Tuition Discounts: Discounts provided to Military [veteran/active], Civil Service [law enforcement, EMT, firefighter], and Highpoint Church members. Must provide a request in writing and provide documentation/verification.

Referral Discount: High Hopes offer a \$25 credit per referral for any family that you refer to us and that registers in our program. We are so grateful for the wonderful words of praise and recognition we have received over the years through the referrals you have sent to us and want to say thank you!

If you refer a family to High Hopes Preschool, please request that they document your name on their registration form. If the referred student stays enrolled for one full semester, your account will

be credited \$25 at the end of that semester. If referred students stay enrolled for two full semesters, your account will be credited an additional \$25 at the end of the second semester. Referral credits will only be applied to the first school year referred family is enrolled.

PROGRAM OVERVIEW

Preschool Program

High Hopes Preschool offers a unique program specifically designed to meet the developmental needs of preschool-aged children. Our teachers use developmentally appropriate activities to fulfill children's continuing need for play and social interaction. The Christ-centered WEE Learn Curriculum serves as the basis for themes and activities in the classroom.

Our program features:

- Flexible enrollment options
- Developmentally appropriate lessons and activities led by teachers
- Low child-to-staff ratio in the classroom
- Daily "Specials" during the school day:
 - Chapel classes on Mondays and Tuesdays
 - Music classes on Wednesdays and Thursdays
 - PE class on Fridays
- Opportunities for outside play during the school day (weather permitting)
- Opportunities for child-led and open-ended play/creation
- Sensory-based play/exploration
- A school-like daily structure

Preschoolers thrive on routine; **regular attendance and timely arrival are strongly encouraged.**

Children should arrive between 9:00 and 9:15 AM each school day and depart between 1:45 and 2:00 PM. Chronic late drop-offs may result in dismissal from the program.

The Twos Classroom

Our youngest students focus on an introduction to basic routines and structures, with the added benefit of socialization within their age group. Teachers introduce activities that encourage a student's blossoming independence while teaching the basics of letters, language, and number sense.

The Threes Classrooms

This age group incorporates a little more structure into their schedule. Developmentally appropriate lessons and activities are designed to be a bit more challenging to help encourage a three-year-old's budding creativity and foster their growing intellectual needs.

The 4s/Pre-K Classrooms

The Fours are considered our Pre-K classes. The focus and intent in the Pre-K classroom is to help prepare your child for Kindergarten by encouraging emotional and social development while still keeping the focus on play!

Pre-K Enrollment Requirement

Children enrolled in the **Pre-K/4-year-old class must be potty trained** by the guidelines below **before** attending preschool. We do understand that potty-trained children will occasionally have toileting accidents. Accidents are described as rare occurrences and are an exception to the norm. In these instances, a teacher will help children to change clothes, while encouraging independence as much as possible.

A potty-trained child can do the following:

- Communicate to the teachers that he/she needs to go to the restroom before they need to go.

- Alert him/herself to stop what he/she is doing, to use the restroom.
- Pull down his/her clothing and get them back up without assistance.
- Wipe him/herself after using the toilet.
- Get on/off the toilet by him/herself.
- Wash and dry hands.
- Postpone going if they must wait for someone who is in the restroom or if they are away from the classroom.
- Awaken during nap time should they need to use the restroom.

If your child is not fully potty trained - as described above - when school begins, the following options are available:

- You may withdraw your child from school and place your child's name on the top of the waiting list. The Registration Fee is non-refundable; however, if your child is placed in a class at a later date, you will not need to pay this fee again.
- You may hold your child's spot at the full monthly tuition rate [for up to two months] until potty training has been completed.

Daily Schedule Example

Bees Daily Schedule	
9:00-9:30	Welcome! Morning Centers
9:30-10:00	Morning Meeting and Circle Time
10:00-10:40	Learning Centers
10:40-11:10	Chapel/Music/PE
11:15-11:45	Lunch
11:45-12:00	Blocks/Books/Clean Up
12:00-12:15	Learning Circle

Curriculum

High Hopes Preschool uses the Bible-based curriculum, "WEE Learn", which incorporates developmentally appropriate activities into thematic units. Our teachers have the flexibility to use other resources to enhance their WEE Learn theme. Our preschoolers are exposed to a wide range of activities designed to both stretch their imaginations and help them develop a deep love for God and His creation. Centers in each classroom promote individual and cooperative play, imagination, creativity, and self-expression. Hands-on centers - including literacy, music, math, science, blocks, manipulatives, art, and dramatic play - are offered on a rotating basis to enhance units. Daily Bible

stories and weekly chapel times focus on God's love for each child. We also offer weekly music time and introduce the children to the very basics of sign language.

The four-year-old/Pre-K curriculum also includes the Learning Without Tears program, which is specifically designed to provide children with pre-writing/writing skills needed in preparation for kinder. Literacy and math readiness are taught each school day, with emphasis on letter and number recognition. Pre-K teachers will perform readiness assessments with each student toward the end of the school year.

It is important to understand that all children grow and develop in similar patterns, but each child develops at his/her own pace. Every child has his/her interests, temperament, style of social interaction, and approach to learning. These may define where a child's developmental strengths lie. For example, some children aren't interested in learning how to read or write until age 6, while others may develop this interest at age 3. Our teachers are skilled at approaching students at a level of learning that is developmentally appropriate for each child in their classroom.

Active Play

Active play is important in many ways. Physical activity moves the body. Whole-body play of any kind, including outdoor play, is critical to children's growth and development. Here is a short list of benefits our children receive in active play:

- Better physical health.
- Numerous opportunities to strengthen motor skills.
- Stress relief.
- Greater visual-motor integration (or the ability to control hand or body movement guided by vision).
- Greater creativity.
- Stronger verbal and social skills.

Children will receive active play in the classroom, Chapel/Music/PE, and at recess. This structured and unstructured activity will range from dancing, running, singing, stretching, floor activity using fine motor skills, etc. Therefore, children should wear comfortable, roomy, easily managed clothing. **Play clothes and closed-toed, soft-soled shoes are best for comfort and safety.**

Each classroom will attend recess daily [up to 45 minutes a day] weather permitting. During extreme heat or cold/wet weather, indoor recess will be provided.

Special Activities

- High Hopes Preschool will have on-site "field trips" consisting of special activities and presentations held in the facility and on the playground. For this reason, the staff will never need to transport children [unless during evacuation/emergencies].
- Throughout the school year, we have several family-oriented events for parents and children to enjoy together – please see our school calendar for more information.
- Summer Fun days will be held in May and will include sprinkler play, wading pools, and possibly water slides. Rest assured that extra supervision will be given during water play, and parents will be invited to join the fun.

Water Play

High Hopes may have water activities **on-site**. The activities may range from the sensory table, slip and slides, water balloon games, etc., and we will maintain proper water ratios [# of teachers to # of children based on their age] for these activities.

What to Bring

Each child has use of one cubby to store a lunch box, water bottle, and a daily take-home folder. **Everything else the child brings must fit into one average backpack OR a similarly sized bag. Please do not bring oversized diaper bags.**

Sleep items such as a small stuffed toy, child-size [small] pillow or blanket/towel, or show-and-tell items must easily fit in the child's backpack. All personal items should be labeled clearly with the child's name. Each cubby must be completely emptied at the end of each school day and personal items must be taken home. Take-home papers, teacher announcements, and school newsletters will be in the child's folder at the end of each school day. Parents are responsible for taking home *and checking the folder*, as well as returning it the following school day.

Parents should send diapers or pull-ups, if necessary, for 2's and 3's who are not potty-trained. Teachers will partner with parents to assist in the potty training process.

Each child must have a complete weather-appropriate change of clothes (underwear, socks, shorts or pants, shirt, shoes) labeled and stored in a Ziploc bag and kept in his/her bag at all times in case of accidents.

What to Wear

- Children should wear comfortable, roomy, manageable clothing. **Play clothes and closed-toed, soft-soled shoes are best for comfort and safety.**
- The following are to be avoided: anything your child cannot personally manipulate when going to the bathroom (belts, etc.), and anything you or your child fears getting dirty/messy. Additionally, unsafe or uncomfortable shoes – including open-toed sandals, flip-flops, slick-soled dress shoes, loose-fitting ballerina flats, and cowboy boots – ARE NOT ALLOWED for safety reasons.
- Please send appropriate outerwear (jackets, sweaters, etc.) for outdoor play in cooler weather.

Weather Policy

Outdoor play is beneficial for children beyond the physical activity it provides, however, there will be days when the weather is too cold or too hot. High Hopes will follow these guidelines:

- Know our children's needs [medical conditions].
- Set reasonable time limits on outdoor play.
- Keep children well hydrated.
- Check weather reports, and heed advisories, and warnings.
- Follow the [Child Care Weather Watch chart](#) to define our outdoor playtime.
- If the weather is a concern for safe outdoor play, we will provide recess indoors.

Lunch and Nutrition

After washing their hands, your child's classroom will sit down for lunch. Children must bring a lunch from home that he/she can easily eat without assistance. Lunches must include a water bottle (for water only) and if preferred, an additional drink.

Please do not send the following:

- Foods that need to be refrigerated or heated.
- Candy, soda, and red or purple drinks.
- Rice, quinoa, and small pasta should be avoided UNLESS your child is well-skilled at feeding these items to his/herself.

Lunches should provide one-third of your child's nutritional needs for the day. A list of nutritional examples is attached for your information [Appendix II]. Please note that High Hopes Preschool is not responsible for any lunch that is not of nutritional value but if a child repeatedly brings lunches lacking in nutritional value, parents will be contacted.

Rest

For healthy growth and development, it's important for children to have time to rest for an age-appropriate time. Children who don't sleep are encouraged to read a book or participate in other

quiet rest-area activities. For children who still enjoy a nap, your child’s teacher will share their classroom rest time needs.

In keeping with the American Academy of Pediatrics, children will be encouraged to sleep on their backs. Children will always be supervised during rest time. Staff will ensure that children who use blankets will not cover their faces.

Breastfeeding

High Hopes is here to support you! We'll provide a quiet and comfortable room while you're breastfeeding. Please see the director for access to this room.

Sunscreen and Insect Repellent

Protection from sun exposure and insect effects is important to us. Please apply sunscreen and insect repellent to your child(ren) before arriving at preschool.

Parties and Birthdays

High Hopes Preschool has seasonal class parties; parents will be asked to contribute items needed for the celebrations. **Keep in mind that your child’s classroom friends may have a food allergy.** We want our events/parties to be fun and safe for all of our children.

Any classroom food allergies will be communicated ASAP. Please use allergies as a guideline when preparing for parties.

A birthday celebration is always fun! If you would like to celebrate your child's birthday at school, check with your child's teacher at least two weeks in advance before planning. Our teachers will review your requested date and desired plans. Once they double-check their class schedule and plans, you will receive a follow-up. Once a birthday celebration plan is confirmed, be sure to keep these quick tips in mind:

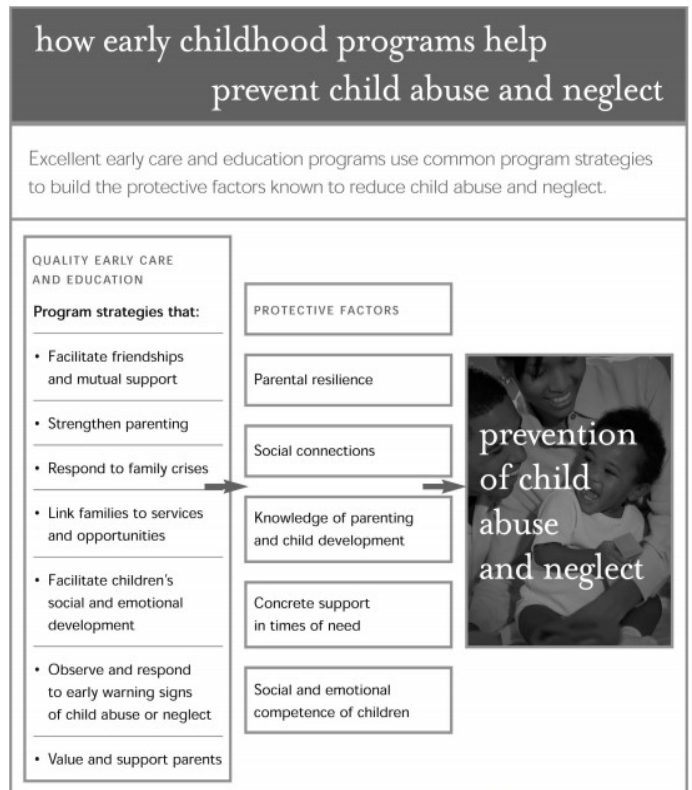
- Candles are prohibited in the classroom.
- **Your child’s classroom friends may have a food allergy.** Please follow up with your child's teacher to confirm food allergy concerns.
- If would like to provide a food treat to share with the class, the treat will need to be pre-cut and/or individually wrapped.

If you will be inviting your child's classroom to a party outside of school, pass the invites to your child's teacher to share with ALL children in the class. If you do not plan to invite ALL of your child's classmates, please contact each family directly.

HEALTH & SAFETY

Keeping Children Safe – Reporting Child Abuse and Neglect

High Hopes is committed to ensuring the safety of all children. Therefore, each employee has been trained to recognize and respond to child abuse and neglect. If you, as a parent, suspect that a child is being abused or neglected, please call 1-800-252-5400 or www.txabusehotline.org to make an anonymous report as soon as possible.



Reproduced with permission from: Strengthening Families – Center for Study of Social Policy. <https://www.cssp.org/reform/strengthening-families/resources/body/LiteratureReview.pdf>

As a parent, you have the right to inspect any video recordings of an alleged incident of abuse or neglect involving your child provided that:

- Video recording of the alleged incident are available;
- The parent does not retain any part of the video depicting a child that is not their own; and
- The parent of any other child in the video receives prior written notice from the facility.

Texas Health & Human Services

High Hopes Preschool operates according to the requirements defined in the State Minimum Standards for licensed childcare facilities. If you would like a copy of the Child Care Center's Minimum Standards for review or the contact information for the local licensing office, please contact the High Hopes office.

The most recent licensing inspection report is posted on the Parent Information Board in the office hallway. All previous reports, as well as fire and health inspection reports, are located in the preschool office for review.

You can also visit the Texas Health and Human Service Commission website at www.hhs.texas.gov.

Emergency Plans

All staff are trained in basic emergency procedures. Necessary responses to issues regarding natural disasters [severe weather, etc.], hostile situations, and fire escape routes are addressed in training. Monthly fire drills and periodic severe weather and lockdown drills are conducted onsite.

In the event of a gas leak, your child will be relocated to a secure off-site location and you will be notified immediately to pick up your child. If evacuation is necessary, staff members will first move children to a designated safe area or alternate shelter known to all staff. Evacuation procedures also address the care of children with limited mobility or who otherwise may need assistance in an emergency, such as children who have mental, visual, or hearing impairments. Attendance Rosters and head counts will be utilized to account for children and be conducted by two or more caregivers. At all times, our emphasis will be on keeping children safe.

In the case of an emergency declaration, High Hopes will follow the requirements of the TX Health & Human Services, the CDC, and the local health department.

Reporting Unsafe Conditions

Please report ANY unsafe conditions or concerns to the preschool office immediately. If the condition is under the preschool's control, we will attempt to correct the situation as quickly as possible. If the condition is the responsibility of a parent, High Hopes will notify the parent of the concern and work with the parent to correct the condition. Parents are asked to supervise their children at all times while on the property of Highpoint Fellowship.

Gang Free Zone

A gang-free zone is a designated area around a specific location where certain gang-related activity is prohibited and is subject to increased penalties under Texas law. Specific locations where certain gang-related criminal activity is now prohibited include but is not limited to, public schools, playgrounds, video arcade facilities, and daycare centers. Gang-related criminal activity that occurs within 1000 feet of a school or daycare center is a violation of the law.

Animals on Campus

Animals or household pets are not permitted on campus. Admin approval, vaccine records, and a notice to families must take place before a campus visit.

Wellness Policy

If a child feels ill or cannot participate in program activities, they will be given a quiet area in the preschool office to rest and parents will be notified. Parents will be asked to pick up their child for the following reasons:

- Fever [≥ 100 or greater]
- Chills
- Muscle or body aches
- Cough
- Shortness of breath or difficulty breathing
- Head Lice
- Nausea or vomiting
- Diarrhea
- Mouth sores with drooling
- Uncontrollable behavior changes
- Unknown severe rash
- Sore throat
- Headache
- Child is uncomfortable with the symptoms

Reasons your child should not attend the program:

- ✓ Symptoms are present. Children **must be** symptom-free [without medication] **for at least 24** hours before they may return to the center.
- ✓ If a child cannot participate in activities due to not feeling well, the child is not well enough to be at school.

If the parent cannot be reached, staff will phone the emergency contact person(s) listed on the child's enrollment form. High Hopes is not licensed to provide care for sick children, therefore, parents or emergency contacts are required to pick up an ill child within one hour of being contacted.

Head Lice

If your child is found to have head lice it is important to treat your child before he/she returns. Please begin treatment as soon as possible. Children must be nit and live lice-free before they may return to the center.

Medical Emergencies

In the case of a medical emergency, we will call 911 and contact the child's parents. The responding emergency medical personnel will make any determinations as to whether or not the child should be transported to a hospital. We will provide them with the information from your child's records as to your choice of hospital and physician. If this information is not specified, the child will be transported to the nearest available hospital.

Incident Report

All injuries will be treated as needed, including washing, and applying bandages or ice packs. Parents/Guardians will be notified upon pick up, and given an "Incident Report" explaining the details and aid given. **Please note, that by sanitation and state regulations, staff cannot administer any cream, ointment, or anti-bacterial solutions.** Parents/ Guardians will be contacted immediately in the case of more serious injuries, in which medical attention is needed.

Medication Policy

High Hopes Preschool **will not administer any type of medication other than prescribed emergency medications**, such as epinephrine auto-injectors or Benadryl [for allergic reactions], or albuterol inhalers for asthma or respiratory distress. An Action Plan MUST accompany any emergency medication being stored at the preschool.

State licensing requirements do not permit childcare facilities to administer any type of medication without written permission from the physician and parent/guardian.

Medication may only be administered if it is in the original container with the following information:

- | | |
|----------------------------|--------------------------------|
| Child's Name | Date of Prescription |
| Name of Pharmacist | Prescription's Expiration Date |
| Legible Dosage Instruction | Legible Storage Instruction |

BEHAVIOR AND DISCIPLINE POLICY

It is our goal to provide a healthy, safe, and secure environment for all participants. Children attending High Hopes are expected to follow basic behavior guidelines and interact appropriately in a group setting. Discipline is viewed by our staff as a teaching opportunity. Our goal is to teach children the type of self-control that results in appropriate, cooperative behavior.

Daily Communication Policy

We desire to build a relationship with our families and maintain excellent communication. We feel this is in the best interest of our children and will serve to provide them with high-quality care.

Our teachers are trained and required to make observational notes, as necessary, on child behavior. This helps the teacher recall the circumstance and the parent to receive accurate information. Our goal is to communicate the day of a specific behavior but no later than the following business day.

Behavior Management

Redirection is the first logical step to behavior management. Should a problem persist, natural consequences and removal from the activity will be used as a form of discipline. If chronic behavior problems develop, incidents will be documented and communicated to the parent.

The following actions will be considered aggressive behavior: hitting, kicking, scratching, slapping, biting, or any behavior that is physically harmful to another child or adult.

Periodically, instances of these behaviors can occur among preschoolers. This is sometimes an unavoidable circumstance for young children in group care. **However unfortunate, it is a natural developmental stage that some children go through, not something to blame on children, parents, or teachers.** Sometimes there is no quick solution to the problem. The following are procedures that are implemented by the teacher when any of these behaviors occur:

Occasional Occurrence – the child will firmly be told “NO” and will be separated from the other children but still stay in the room. Separation times will be based on the age of the child. Parents will be notified.

Continued Occurrence – the child will be told “NO” and will be separated from the other children outside of the classroom. The separation time will be based on the age of the child. The parent will be notified. If the behavior persists, the parents will be called. If your child has physically harmed any child 3 times in one day, you will be notified to pick up your child from preschool. The Preschool Director will personally communicate with parents concerning the ongoing behavior issue. Aggressive behavior will require support from home to help control the issue. If the concern does not improve, a parent conference will be scheduled with the Director, and a plan of action will be formed. If biting or aggressive behavior continues, a child may be subject to dismissal from the program. **All decisions will be made on an individual basis, at the discretion of the Director.**

When aggressive behavior occurs, parents of both children will be notified in writing but the identity of the children involved will be kept confidential. This can be an emotional time for both children and parents; so all measures are taken by the Preschool to diffuse ill feelings.

At no time will swearing, abusive language, or physical violence be tolerated by children, staff, volunteers, or parents. High Hopes does not condone corporal punishment.

Note: Accommodations will be made for special needs children who have a care plan.

Texas Licensing Discipline & Guidance Policy

By law, Texas Licensing requires caregivers to use the following methods of discipline and guidance:

1. Discipline must be:
 1. Individualized and consistent for each child;
 2. Appropriate to the child's level of understanding; and
 3. Directed toward teaching the child acceptable behavior and self-control.
2. A caregiver may only use positive methods of discipline and guidance that encourages self-esteem, self-control, and self-direction, including the following:
 1. Using praise and encouragement of good behavior instead of focusing only on unacceptable behavior;
 2. Reminding a child of behavior expectations daily by using clear, positive statements;
 3. Redirecting behavior using positive statements; and
 4. 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.
3. There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:
 1. Corporal punishment or threats of corporal punishment;
 2. Punishment associated with food, naps, or toilet training;
 3. Grabbing or pulling a child;
 4. Putting anything in or on a child's mouth;
 5. Humiliating, ridiculing, rejecting, or yelling at a child;
 6. Subjecting a child to harsh, abusive, or profane language;
 7. Placing a child in a locked or dark room, bathroom, or closet;
 8. Placing a child in a restrictive device for time out;
 9. Withholding active play or keeping a child inside as a consequence for behavior, unless the child is exhibiting behavior during active play that requires a brief supervised separation or time out;
 10. Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

PARENT EXPECTATIONS

Communication is a Top Priority

The exchange of information between parents and teachers provides insights for both parties. The format may be formal or informal. It is vital that you inform us of changes happening in your family. Changes influence how your child relates to others and we would like to come alongside you to support your child's needs.

Parental Rights

As a Parent/Guardian, you have the right to:

1. Enter and inspect the school without advance notice whenever children are in care.
2. File a complaint against the licensee with the licensing office and review the licensee's public file kept by the licensing office.
3. Review, at High Hopes, reports of licensing visits and substantiated complaints against the licensee made during the last three years.
4. Share concerns with the licensing office and inspect the school without discrimination or retaliation against you or your child.
5. Request in writing that a parent not be allowed to visit your child or take your child from the facility, provided you have shown a certified copy of a court order.
6. Review the staff training records and any in-house training curriculum.

7. Receive from the licensee the name, address, and telephone number of the local licensing office.

Licensing Office Name: TX Health and Human Services

Licensing Office Address: 14000 Summit Drive STE 100, Austin, 78728

Licensing Office Telephone: [512] 834-3195

Parental Responsibilities:

To help serve you and your family well, we request our families commit to the following:

- Children cannot be signed in before the start of the school day.
- When dropping your child off, he/she is not yet accepted into care until you have signed in through the Brightwheel app or signed the Attendance Roster, and your child has been acknowledged by their teacher.
- All students must be signed out each day by an adult [at least 18 yrs. of age].
- Students will only be released to persons authorized/listed on the registration form.
- All adults must show valid photo ID upon picking up children.
- **Report your child's absence.**
- **Confirmed communicable diseases reported to the school office.**
- Update personal information by emailing office@hhps.org. Maintaining current information is critical for the health and safety of your child.

Parental Code of Conduct

The following guidelines have been created to meet the standards, policies, and procedures of High Hopes and Minimum Standards for Child Care.

1. Communicate with your child's teacher daily, if possible.
2. Maintain a cell phone-free zone during pick-up times.
3. Provide detailed information to the preschool office if family changes arise [custody, health, moving, etc.].
4. People with behavior or health status that pose an immediate threat or danger to the health and safety of the children must not be present when children are in care.
 - a. Do not confront any child in a threatening manner, or confront children from other families.
 - b. Abstain from using angry or vulgar language, including swearing, name-calling, or shouting.
 - c. In the event of threatening behavior towards a teacher or child, 911 will be called.
5. Consumption or possession of alcohol in any form on the premises is strictly prohibited. Children will not be released to authorized adults if the staff feels as though the individual is under the influence or impaired.
6. Smoking and vaping are prohibited in the facility, on campus, and on the playground.

CONSEQUENCES OF PARENT MISBEHAVIOR: Any adult misconduct will result in a verbal warning with the maximum penalty being the parent's removal from the building, or the child's removal from our program.

Parent to High Hopes Notifications

You can reach High Hopes Preschool in a variety of ways:

The office number/website/email:

512-260-5922

HHPS.org

Office@hhps.org

The physical address:

High Hopes Preschool

600 W. New Hope Drive

Cedar Park, TX 78613

Consent Policy

For all given consents, it is the parent's responsibility to update, add, or make changes to their child's registration information (online account). This includes but is not limited to, their child's medication,

special needs, allergies, field trips, authorization of pick-up persons, water play, photos, and any other relatable consent that the parent has full responsibility over their child while engaging in our programming. Parents are responsible for communicating to all staff upon daily drop off of their child of any changes they need to make, or considerations about their child that staff need to be aware of.

Preschool Communication

High Hopes strives to partner with our parents in providing spiritual, emotional, and academic growth for their children. We recognize the importance of communication to support our partnership goal, therefore, High Hopes commits to using the following methods:

- ✓ Daily teacher connection at drop off and pick up.
- ✓ Brightwheel Parent Portal which allows parents easy access to viewing their child and family information directly [phone numbers, emails, etc].

For further support, we offer:

StudentStatus Connect *(formerly Classtag)*

Connect is our main communication tool. It is the most efficient way to get reminders and updates about your classroom and what's happening at High Hopes. Connect can also be utilized to privately message your child's teacher, as well as message the other parents in your child's classroom. **Parents will be automatically added to the program by the office.** Please follow the instructions included in the welcome email/text to join.

Informal Parent Conferences

If you would like to talk at length with your child's teacher, please contact your teacher via Connect, or contact the office to set up a time that is convenient for both parties. **Drop off and pick up times are NOT APPROPRIATE CONFERCING TIMES as teachers have the added responsibility of other children who are still in the classroom.**

Formal Parent Conferences

Throughout the year, all children will be assessed based on social, emotional, cognitive, and physical development. Our 4-year-old teachers will document growth and offer a scheduled conference in the spring.

Facebook Page

Social Media is helpful in many ways. We will use Facebook for general announcements; however, we want to be cautious and safe with personal information. Therefore, we will not use your child's photo – without prior permission, refer to a child by name, etc., on our social media site [Facebook].

Open-Door Policy

Parents are welcome to drop in to observe their child[ren] in our program at any given time without prior notice. **Please consider any separation anxiety** or behavioral challenges your child may be struggling with before planning a visit.

Photo Consent

High Hopes may take photos, videos, or sound recordings of children in our programs. We often use them for crafts or projects. High Hopes is not required to contact you regarding the use of photos for classroom projects. However, High Hopes will obtain written permission before using children's photos for advertisement [brochures, Facebook, website, etc.].

Video Surveillance

To ensure the safety and security of all children, parents, and staff, as well as the security of our facility, High Hopes Preschool is equipped with a 24-hour video surveillance system. Security cameras are located in our classrooms, hallways, outdoor play area, and parking lots. We may conduct video surveillance of any portion of our premises at any time, the only exception being private areas. Our video/security cameras have been positioned in appropriate places within and around our preschool

and are used 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 our facility:

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

Because we respect the privacy of all children, parents, and staff at High Hopes, our 24-hour video surveillance system/ security cameras are for internal purposes only.

Authorization to Pick-up

Parents and other adults authorized to pick up the enrolled child[ren], as noted on the registration form, will be required to sign the child[ren] out each day. Authorized persons will be required to show state-approved photo identification.

If an unauthorized person comes to pick up a child, the parent will be called for verification. High Hopes will not release a child without written verification and proper identification from the individual picking up the child.

Engagement Opportunities

Parents are important to Preschool. We encourage you to share your talents, hobbies, and professions with your child's group. Please contact the office to volunteer your services.

Release of Liability Waiver

By reading and signing this form, you are agreeing to and aware that, your child is engaging in activities with *High Hopes Preschool* which include but are not limited to physical exercise and use of equipment, facilities, training, and learning instruction. Some of our activities could cause injury to your child. Your child is voluntarily participating in these activities and you assume all risks of injury and liability that may result. You, the parent/guardian, agree to waive any claims or rights you might otherwise have to pursue, legal or other action against *High Hopes Preschool*, the facility's owners, officers, providers, or agents for any reason. You have carefully read this waiver and declare your child is sufficiently physically fit for any of our activities which may require physical abilities, exercise, handling of materials, and performing such under our programming services.

Participation Statement

I hereby release and waive my right to bring suit against High Hopes and the facility owners, officers, directors, trustees, employees, or other representatives in connection with exposure and/or infection, related to utilizing High Hopes services and premises. I understand that this waiver means I give up my right to bring any claims including for personal injuries, death, disease, or property losses, or any other loss, including but not limited to claims of negligence, and give up any claim I may have to seek damages, whether known or unknown, foreseen or unforeseen.

Accommodation for Parents

If you need the Parent Handbook to be read to you, explained, or need help registering your child online, please contact the office for assistance. We will gladly set up an appointment for you.

SPECIAL NEEDS & DIAGNOSED DISABILITIES

ADA Statement

According to the Americans with Disabilities Act, "privately-run child care centers — like other public accommodations such as private schools, recreation centers, restaurants, hotels, movie theaters, and banks must comply with title III of the Americans with Disabilities Act [ADA]. Child care services provided by State and local government agencies, such as Head Start, summer programs, and extended school day programs, must comply with Title II of the ADA.

For more information in regards to this act, please go to <https://www.ada.gov/> or call the information line at 800-514-0301.

Staff Qualifications & Certifications

High Hopes staff are required by the TX Child Care Licensing to maintain 24 hours of child care training annually. This may include training in special needs, however, teachers are not certified to work with special needs children.

Accommodations Statement

High Hopes Preschool will provide reasonable accommodations to individuals with a disability within our capacity.

Care Plan

To ensure the health and safety of the child, it is vital that any person involved in the care of the child be aware of the child's special health needs, or needs in case of an emergency, and the specific actions to take regarding the child's special needs. Therefore, we require our parents to provide a Care Plan before their child is left in our care.

Once receiving your information, it will be shared with any teacher involved in the care of the child, and a family meeting will be scheduled, if the situation warrants further attention.

APPENDIX I: LIST OF COMMUNICABLE DISEASES

Note 1: The major criterion for exclusion from attendance is the probability of spread from person to person. A child may have a non-excludable illness yet require care at home or in a hospital. Adopted by the Texas Department of State Health Services (DSHS) in 25 TAC §97.7.

The school administrator shall exclude from attendance any child having or suspected of having a communicable condition. Exclusion shall continue until the readmission criteria for the conditions are met. The conditions and readmission criteria are as follows:

Illness	Criteria for return to center
Amebiasis	Exclude until treatment is initiated
Campylobacteriosis	Exclude until after diarrhea free for 24 hours without the use of diarrhea-suppressing medications and fever free for 24 hours without the use of fever-suppressing medications
Chickenpox	Exclude until the lesions become dry or if lesions are not vesicular until 24 hours have passed with no new lesions occurring
Common cold	Exclude until fever free for 24 hours without the use of fever-suppressing medications
Conjunctivitis, bacterial and/or viral	Exclude until permission and/or permit is issued by a physician or local health authority or until symptom-free
Coronavirus Disease 2019	Exclude and readmit based upon guidance from the Department of State Health Services on its website at; https://dshs.texas.gov/covid19readmission
Fever	Exclude until fever-free for 24 hours without the use of fever-suppressing medications
Fifth disease (erythema infectiosum)	Exclude until fever-free for 24 hours without the use of fever-suppressing medications

Gastroenteritis	Exclude until diarrhea-free for 24 hours without the use of diarrhea-suppressing medications
Giardiasis	Exclude until diarrhea-free for 24 hours without the use of diarrhea-suppressing medications
Hepatitis A	Exclude until one week after onset of illness
Infections (wounds, skin, and soft tissue)	Exclude until drainage from wounds or skin and soft tissue infections is contained and maintained in a clean dry bandage; restrict from situations that could result in the infected area becoming exposed, wet, soiled, or otherwise compromised
Infectious mononucleosis	Exclude until physician decides or fever-free for 24 hours without the use of fever-suppressing medications
Influenza	Exclude until fever-free for 24 hours without the use of fever-suppressing medications
Measles (rubeola)	Exclude until four days after rash onset or in the case of an outbreak, exclude an unimmunized child for at least 21 days after the last date the unimmunized child was exposed
Meningitis, bacterial	Excluded until 24 hours after the start of effective treatment and approval by health care provider
Meningitis, viral	Exclude until fever free for 24 hours without the use of fever-suppressing medications
Meningococcal infections (invasive disease)	Exclude until 24 hours after the start of effective treatment and approval by health care provider
Mumps	Exclude until five days after the onset of swelling
Pertussis (whooping cough)	Exclude until completion of five days of appropriate antibiotic therapy, or until 21 days have passed since cough onset, whichever is earlier
Ringworm	None, if the infected area can be completely covered by clothing or a bandage, otherwise exclude until treatment has begun
Rubella (German measles)	Exclude until seven days after rash onset or in the case of an outbreak, unimmunized children should be excluded until at least three weeks after the onset of the last rash
Salmonellosis	Exclude until diarrhea free for 24 hours without the use of diarrhea-suppressing medications and fever free for 24 hours without the use of fever-suppressing medications
Scabies	Exclude until treatment has begun
Shigellosis	Exclude until diarrhea free for 24 hours without the use of diarrhea-suppressing medications and fever free for 24 hours without the use of fever-suppressing medications
Streptococcal sore throat and scarlet fever	Excluded until 24 hours from the time antibiotic treatment was begun and fever free for 24 hours without the use of fever-suppressing medications
Tuberculosis disease (suspected or confirmed), pulmonary or laryngeal	Exclude until antibiotic treatment has begun and a physician's certificate or health permit obtained

Typhoid fever	Exclude until diarrhea-free for 24 hours without the use of diarrhea-suppressing medications and fever-free for 24 hours without the use of fever-suppressing medications, and 3 consecutive stool specimens have tested negative for <i>Salmonella Typhi</i>
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Note 2: Children excluded from a school or child-care facility for a communicable disease may be readmitted by any of the following methods:

- a) A written certificate from a physician.
- b) A permit issued by the local health authority.
- c) Fulfilling criteria listed under "Readmission Criteria".

Note 3: A school or child-care facility administrator may require a note from a parent or physician for re-admission regardless of the reason for the absence.

APPENDIX II: NUTRITIONAL EXAMPLES

Milk and Dairy Products		
Milk	Cheese*	
Whole milk	Cheddar	Parmesan
Reduced fat (1-2%)	Monterrey Jack	Provolone
Skim	Cottage Cheese	Muenster
Powdered Milk	Swiss	Ricotta
Yogurt	<i>*if processed cheese is used, the amount should be 25% more than if natural cheese is serviced.</i>	
Buttermilk		

Meat/Meat Alternative		
Poultry, Beef, Lamb, Pork, Fish	Egg	Tofu
Dried peas or beans	Peanut Butter	
Vegetable protein mixed with meat		

Fruit
Any fresh, canned, cooked, or dried fruit

Vegetable
Any raw, canned, or cooked vegetables. If a dried pea or bean is counted as meat, another vegetable should be offered as well to count as a vegetable.

Grain	
Bread	Cereal
Whole grain wheat, rye, or soy	Cooked oatmeal, grits, or farina
Enriched white bread	Ready-to-eat: heat, corn, rice, or oat
French, Italian, Vienna	Cooked Grain
Raisin, Bagels	Rice
Crackers: saltines, grahams, rice, melba	Pasta

Cornbread, Pita	Bulgur
Tortilla (corn + flour)	Barley
Waffles, Pancakes, English Muffins	

For additional examples of nutritional foods, please go to [Discover My Plate](#).

APPENDIX III: HEALTH CHECK PROCEDURES

A health check is a visual or physical assessment of a child to identify potential concerns about a child's health, including signs or symptoms of illness and injury, in response to changes in the child's behavior since the last date of attendance.

Observation of the child and communication with the child's parent or guardian are the key elements of a health check.

Greet the child and do the following:

- Look for:
 - Breathing difficulties
 - Severe coughing
 - Discharge for the nose or eyes
 - Changes in skin color
 - Bruising or swelling
 - Cuts, sores, or rashes
- Hug the child or gently feel the child's cheek, forehead, or neck (checking to see if the child feels unusually warm or cold and clammy)
- Ask the child questions

Talk with the parent/guardian to find out about changes in the child's:

- Sleep
- Eating and drinking
- Toileting habits
- Mood and behavior at home

Documentation

- Any changes in the child's appearance or behavior should be documented.
- Ways to document: child's daily sheet, a note on the name to face or sign-in/sign-out sheet, or a health check log.

APPENDIX IV: TEXAS MINIMUM STATE VACCINE REQUIREMENT

Age at which child must have vaccines to be in compliance:	Minimum Number of Doses Required of Each Vaccine							
	Diphtheria / Tetanus / Pertussis (DTaP)	Polio	Hepatitis B (HepB) ¹	Haemophilus influenzae type b (Hib) ²	Pneumococcal conjugate vaccine (PCV) ³	Measles, Mumps and Rubella (MMR) ^{1,4}	Varicella ^{1,4,5}	Hepatitis A (HepA) ^{1,4}
Zero through two months								
By three months	One dose	One dose	One dose	One dose	One dose			
By five months	Two doses	Two doses	Two doses	Two doses	Two doses			
By seven months	Three doses	Two doses	Two doses	Two doses	Three doses			
By 16 months	Three doses	Two doses	Two doses	Three doses	Four doses	One dose	One dose	
By 19 months	Four doses	Three doses	Three doses	Three doses	Four doses	One dose	One dose	
By 25 months	Four doses	Three doses	Three doses	Three doses	Four doses	One dose	One dose	One dose
By 43 months	Four doses	Three doses	Three doses	Three doses	Four doses	One dose	One dose	Two doses