



# **Employee Child Care Centers**

## **Parent Handbook**

**Plano Independent School District**

## **Plano ISD Employee Child Care Center Handbook**

- Mission Statement & Program Philosophy
- Enrollment Eligibility, Proof of Custody/Guardianship, and Enrollment Procedures
- Wait List, Withdrawal Procedure, Child Care Availability and Employment Issues
- Procedures for Notifications
- Mandatory Qualifications for Employee Child Care Center Caregivers
- Hours, Days and Months of Plano ISD Employee Child Care Center
- Tuition and Other Fees
- Procedures for the Release of Children
- Procedure for Health Checks
- Illness and Exclusion Criteria
- Procedure for Management of Illness
- Procedure for Dispensing Medications
- Medical Information
- Procedure for Handling Medical Emergencies
- Discipline and Guidance Practices
- Food Service Practices
- Personal Belongings
- Items Needed at School
- Clothing
- Outdoor Play
- Sunscreen and Bug Spray Permission
- Curriculum
- Potty Learning
- After Hours Child Care/ Babysitting
- Donations
- Consumer Product Safety List
- Immunization Requirements
- Vaccine-Preventable Disease Policy for Employees of the Center
- Procedures for Supporting Inclusive Services to Children with Special Care Needs
- Hearing and Vision Screening Requirements
- Transportation
- Water Activities
- Field Trips
- Animals
- Procedures for Parents/ Guardians to Speak to Coordinator/ Site Manager
- Procedures for Parents/ Guardians to Visit the Plano ISD Employee Child Care Center

- Procedures for Parents to Participate in the Child Care Center's Operation and Activities
- Provisions for Breastfeeding
- Operational Policy on Safe Sleep
- Procedures for Parents to Review Minimum Standards and Licensing Inspection Reports
- Instructions on Contacting Licensing Office, DFPS, Child Abuse Hotline and Websites
- ADA Policy
- Child Abuse Reporting
- Gang Free Zone
- Emergency Preparedness Plan
- Use and Location of Fire Extinguishers and First-Aid Equipment
- Preventing and Responding to Abuse and Neglect of Children
- Licensing and Insurance Information
- Acknowledgement of Receipt

## **Plano ISD Employee Child Care Center**

### **Mission Statement**

The mission of the Plano ISD Child Care Center is to provide a fun, nurturing and safe learning environment committed to preparing lifelong learners.

The Plano ISD Employee Child Care Center provides child care services for employees of Plano Independent School District. The Employee Child Care Center supports the school district's efforts to recruit and retain the community's most highly qualified employees to serve the educational needs of Plano public school children.

### **Program Philosophy**

Young children thrive in learning environments that provide developmentally appropriate learning opportunities. The PISD Employee Child Care Center is a nurturing learning environment designed to enhance the physical, social, emotional, cognitive and creative development of young children.

## **Enrollment Eligibility and Procedures**

### **Enrollment Eligibility**

PISD Employee Child Care enrolls children 6 weeks old through 4 years old (pre kindergarten).

\*Children are eligible to enroll at the center between the ages of 6 weeks to 4 years of age. If a child turns 5 years old on or before September 1<sup>st</sup> of the upcoming school year, the child will need to enroll in kindergarten or attend an alternative child care center.

Enrollment in child care is for Plano Independent School District Employees. Grandchildren of employees are not eligible to enroll unless the grandparent is the court ordered guardian. The child care enrolls children without regard to race, sex, ethnic origin, religion, or disability status, in accordance with applicable law. Part-time enrollment is not available.

In addition, the Plano ISD employee will be eligible to place their name on the waitlist for additional children to be enrolled at the center. Once the Plano ISD employee's child/children are all of kindergarten age as of September 1 of the current school year, the employee will no longer be allowed to place their child's name on the waitlist.

### **Proof of Custody/Guardianship**

Any Plano ISD employee enrolling a child in the Employee Child Care Center must have legal custody/ guardianship of the child, or, for stepchildren, must be married to the legal guardian or parent who has custody of the child. Prior to enrolling, an employee may be required to provide legal documentation such as a birth certificate, divorce decree or custody order, adoption order, or guardianship order. In addition, if a child is enrolled at the center and the parents of the child become divorced, the Plano ISD employee must provide documentation showing that the Plano ISD employee retains legal custody/ guardianship of the child. A Plano ISD employee may enroll his or her stepchild by providing proof of marriage to the child's guardian or parent who has custody of the child, provided that the employee's marriage is recognized by state law (See Texas Family Code Chapter 6, Subchapter C). Failure to provide adequate documentation will result in denial of enrollment or withdrawal from the center.

### **Enrollment Procedure**

To enroll a child at the PISD Employee Child Care Center a parent can create an account and submit a waitlist by visiting the website: <https://pisd.ce.eleyo.com>

## **Wait List**

The PISD Employee Child Care Center will enroll the maximum number of children in each age group or class then start a waitlist for the child's age group. Applications received for the waitlist will be documented with the date and time in the order they are received. Child Care Services will monitor the waitlist and contact the next applicant on the list as space becomes available.

To complete a waitlist/application at the PISD Employee Child Care Center a parent can create a waitlist for each child, expectant child, or future child by visiting the website: <https://pisd.ce.eleyo.com>

## **Withdrawal Procedure**

For information on how to withdraw your child, please visit: [Withdrawal procedure](#)

## **Child Care Availability and Employment Policies**

As a Plano ISD employee, the Plano ISD parent is expected to comply with District and campus attendance policies even if unexpected problems related to child care arise, including any circumstances in which the Plano ISD parent may be unable to leave their child(ren) at the center. Such circumstances may include, but are not limited to, the exclusion of a child from the center due to illness, failure to pay tuition, or an emergency requiring temporary closure of the center. PISD policies and procedures must be followed to ensure fair and consistent treatment of all employees. Any questions regarding applicable policies and procedures should be directed to your campus supervisor.

## **Procedures for Notifications**

### **Policy Change Notifications**

Parents will be notified of any policy change with a signed letter.

### **Parent Notification Poster in the front hallway or display case**

Parents are entitled to see the following information by requesting to view the **Notice of Availability for Review Binder** in the front office:

- [Minimum Standards for Child-Care Centers](#)
- The most recent Department of Family and Protective Services Inspection/ Investigation Report [DFPS Search for Child Care Center or Home](#)
- The most recent Fire Marshal's Inspection Report,
- The most recent Health Department's Sanitation Inspection Report,

- The most recent Gas Pipe Inspection Report, and
- The Licensed Center's operational policies.

### **Parental Notifications**

Parents will be notified of their child's day through Tadpoles. Tadpoles is a safe & secure paperless child care daily sheet used through email and iPhones to provide a connection between parents and caregivers. Parents will receive photos, videos and notes by email &/ or iPhone regarding their child/ children

With the features of Tadpoles, parents will be able to:

- Have the option to download or share photos and videos of their child/ children
- Receive emergency alerts by text message.
- Receive photos, videos and notes from the caregiver throughout the day.
- Receive notes on meals, activities, naps and daily reports at the end of the day.
- Mark their child/children sick or out of the center using the mobile application.

For more information on Tadpoles, please visit the website: [www.tadpoles.com](http://www.tadpoles.com)

Parents may also check <https://www.pisd.edu/eccc> to view information about the center.

If an emergency were to occur at the center, parents will receive communication from the center in the form of a phone call, email, or by the use of Tadpoles. Please note, it is always important to update your child's enrollment file with current phone numbers.

### **Mandatory Qualifications for Employee Child Care Center Caregivers**

#### **Caregivers Counted in Child/Caregiver Ratio:**

- FBI fingerprint check
- Department of Family and Protective Services background check
- Notarized licensing affidavit for employment
- 18 years old or older
- High school diploma or equivalent
- 24 hours of pre-service training
- 24 hours of annual training
- CPR and first aid certified
- Please note – caregivers are NOT REQUIRED to be certified teachers to work at the Employee Child Care Center.

## Hours, Days and Months of Plano ISD Employee Child Care Center

**Operating Days, Hours & Months: Monday - Friday: 6:30 a.m. – 5:30 p.m. (August - May)**

**The center closes promptly at 5:30 pm. Late fees will apply at 5:31 pm.**

The PISD Employee Child Care Center operates 186 days per year, directly in connection with the Plano ISD employee calendar. Child care is available for “Staff Day/ Student Holiday” days when PISD employees are required to work. Child care is offered during the months of August through the last week of May and/or the last inclement weather make up days.

If the district cancels classes or postpones start times, the child care center will do the same. In the event of inclement weather consult TV channels, 4, 5, 8, 11. Radio 90.1 and 1080 will have information about school closings, beginning at 6:00 am.

### Arrival

Classroom instruction begins promptly at 8:30 am daily. Arriving by instruction time helps to establish a solid routine in the mornings. **If you have an unexpected circumstance and need to arrive after the 8:30 am cut off time, a phone call is required to the site manager/ front office to let the center know your anticipated time of arrival.**

### Best Practices for Your Child to Have a Successful Day

- Please do your best to ensure your infant arrives in a clean diaper and we will also do our best to ensure your infant leaves with a clean diaper.
- If bringing your infant to the center before 8:30 am, please ensure he or she has received his or her morning bottle.
- For a great start to the day, if bringing breakfast items for your child, please avoid sugary items.
- It is a state licensing requirement for all “walking” children to wear shoes when present at the center. Please ensure your child’s shoes are on when they arrive at the center.
- Please keep personal toys at home, except on Show-n-Tell days.

### Pick Up

Children will be released to authorized persons only. Parents will provide the following information on authorized persons who will be picking up their child: Name, phone number, driver’s license number and relationship to the child during the online Elyeo registration process. Information can be accessed and updated in Elyeo at any time. In extreme circumstances, a child will be released to an adult other than a parent or other adult listed in



the child's file upon written request via email by the parent. This practice is limited to unprecedented circumstances and always requires a personal contact with a parent for approval, written permission email and a photo ID by the adult taking the child. A photo ID will always be required when a child is picked up by someone other than a parent.

Please provide sufficient time for end of the day parent questions and for staff to leave on time by arriving daily to pick up your child at least 5-10 minutes prior to closing. Your help is greatly appreciated. Families with multiple late pickups may be terminated from the Employee Child Care Center.

### **Tuition and Other Fees**

Parents may also check <https://www.pisd.edu/eccc> to view information about tuition and other fees.

### **Procedures for the Release of Children**

Each authorized person listed on the enrollment forms as the parent or contact is allowed to sign out their child with proper ID. The parent or contact will sign their child in or out using the Eleyo app on the iPad provided by the center each time the child is dropped off or picked up.

If an unfamiliar person arrives to pick up a child, the staff will check the person's picture ID to ensure the person is listed in the child's authorized emergency contacts. If an unfamiliar person arrives to pick up a child and employees have established that the person has not been authorized to pick up the child, the staff will contact the parents.

Children will not be released to unauthorized persons without proper ID or authority from the parent/ contact. Parents can access their Eleyo account at any time to make changes or updates to the authorized pick-up/ emergency contact list.

When a child is dropped off at the center or picked up from the center, it is the parent's responsibility or assigned contact's responsibility to sign the child in and out of the Eleyo app every day. The parent or assigned contact's full signature is required and the time of drop off or pick up is recorded. The caregiver responsible for the child will sign the "Face to Name Sheet" ensuring the child has been signed in or out for the day. The parent assumes responsibility for their child upon signing out.

As a parent, you have the right and responsibility to update your child's account as necessary. The center requires current contact information, including a cell phone or work number which will directly reach you at any time during the day. Failure to maintain adequate records may jeopardize your enrollment.

Parental permission must be provided to the center to be released to the care of a sibling under 18 years old, if applicable.

## Procedure for Health Checks

Daily Health Checks will occur by caregivers observing all children as they arrive for signs of illness, lice or other health issues.

## Illness and Exclusion Criteria

We consider health and safety to be a serious matter at the PISD Employee Child Care Center. If your child becomes ill at school, we will contact you immediately. It is your absolute duty to pick up your child within one hour upon request. Failure to comply with this request endangers the health of other students and staff members and thus may jeopardize your child's enrollment status. In the meantime, we will provide a quiet place for your child to rest until you arrive, separated from other students. **By State Regulation, you must keep your child home until your child is free from all symptoms of illness and fever for at least 24 hours as described below.**

A child must be excluded from child care when:

- The illness prevents the child from participating comfortably in facility activities.
- The illness results in a need for greater care than the child care staff can provide without compromising the health and safety of the other children.

### Specific Conditions which Require Exclusion

- Fever, exclude until child has been fever free for 24 hours without the use of medication, or until medical evaluation indicates inclusion;
- Oral temperature of 100 degrees or greater, accompanied by behavior changes or other signs or symptoms of illness;
- Rectal temperature of 101 degrees or greater, accompanied by behavior changes (rectal temperature will not be taken at the center)
- Other signs or symptoms of illness;
- Armpit temperature, as read on the thermometer of 99 degrees or greater, accompanied by behavior changes or other signs or symptoms of illness; or

NOTE: Children's temperatures at the center will be taken on the forehead using a digital hand held temporal scanner or in the ear using a digital tympanic thermometer. Oral and rectal methods for taking temperatures will not be used.

- Signs of possible severe illness, including unusual lethargy, irritability, persistent crying, and difficult breathing.
- Uncontrolled diarrhea, defined as an increased number of stools compared with the child's normal pattern, with increased stool water and/or decreased form. Even one diarrhea incident may require exclusion if it is not contained by the child's diaper or if it is combined with other symptoms. Exclude until symptoms have disappeared for 24 hours.

- Vomiting two or more times in the previous 24 hours unless the vomiting is determined to be due to a non-communicable condition and the child is not in danger of dehydration.

Exclude until symptoms have disappeared for 24 hours.

- Mouth sores with drooling unless the child's physician or local health department authority states the child is non-infectious.
- Rash with fever or behavior change, until a physician has determined the illness not to be a communicable disease.
- Purulent conjunctivitis, defined as pink or red conjunctiva with white or yellow eye discharge, often with matted eyelids after sleep, and including a child with eye pain or redness of the eyelids or skin surrounding the eye. May return 24 hours after treatment begins and symptoms have disappeared.
- Infestation (e.g. scabies, head lice), may return after treatment. All nits and egg sacks must be removed prior to the child's return. It is necessary for the clinic personnel to check for continued infestation upon the child's return to school.
- Impetigo, until 24 hours after treatment begins.
- Streptococcal pharyngitis, until 24 hours after treatment has been initiated, and until the child has been afebrile for 24 hours.
- Pinworm and Ringworm infections, until 24 hours after treatment begins.
- Chicken Pox, until 6 days after onset of rash or until all lesions have dried and crusted.
- Other conditions or symptoms as determined in the sole discretion of the administration at the Center.

In general, policies developed by the American Academy of Pediatrics/American Public Health Association pertaining to the exclusion of children with other contagious diseases will be followed.

#### **Specific Conditions that Do Not Require Exclusion:**

- Children who have a type of germ in their bowel movement or urine that can cause disease, but that is not giving any symptoms to the child whose stool or urine contains the germ.
- Children with conjunctivitis (pink eye) who have a clear, watery eye discharge and do not have any fever, eye pain, pus coming from the eye, or eyelid redness.
- Children with a rash, but no fever or change in behavior (must be released by a physician).
- Children with cytomegalovirus infection, carriers of hepatitis B and HIV infection.
- Children with a clear nasal discharge not accompanied by other symptoms; however, please note that cloudy, yellow, or green nasal discharge can be a sign of infection and can lead to exclusion from group care.

## Procedure for Management of Illness

If a child appears mildly ill,

- Parent/guardian will be notified. The administration employees will inform the parent of child's symptoms and review the policies and procedures for school participation.
- Child will be cared for apart from the other children and, if necessary, given a place to rest.
- Child should be picked up within 1-hour of parent notification.

Some communicable diseases must be reported to public health authorities so that control measures can be implemented. A list of these diseases can be found on the communicable disease chart in the [Minimum Standard Rules for Licensed Child Care Centers](#). Notify the child care site manager if your child's physician determines your child has a reportable disease.

When contagious illnesses, such as flu, chicken pox, etc., appear in a class, notices will be posted on the bulletin board and/or an email message will be sent to all parents. The ill child's identity will not be revealed in any posted or emailed notices. Physician release may be required upon request in order to allow the child to return to the center upon diagnosis of one of these illnesses or any other illness, as determined by the center administration.

A current record of a medical physical is required of all children enrolled at PISD Employee Child Care Center.

## Procedures for Dispensing Medications

**You must complete a permission to administer medicine form any time you need the child care staff to administer medication (over-the-counter and prescription) to your child. This must be done daily, no exceptions are allowed.** All medication shall be brought to the center office in the original container and will be stored in a locked box or cabinet. It is unsafe to leave medications in your child's cubby or diaper bag. Medications (over-the-counter and prescription) found in your child's cubby or diaper bag will be moved to the center's designated medication storage location. Please ask for assistance from center staff for proper storage of all medications. Medications must have current expiration dates and, in the case of a prescription, have been prescribed to the child in question. The PISD Employee Child Care Center will not administer medication that has been prescribed to anyone else. The following guidelines must be followed when bringing medications to the child care center:

1. Both prescription and over-the-counter medications must be in the original container with the pharmacy or factory label intact and clearly legible.

2. The label must include the following information (this information must be included on the box of the medication):

- Date the medication was brought to the center
- Child's name
- Specific directions for dosages and times to be given
- Physician's name (if prescription medication)
- Expiration Date

3. Medications must be administered according to label directions, including obtaining instructions from your doctor if your child falls into an age range for which the label states to **'consult a physician.'** Your child's caregiver can help guide you in the proper procedures for this. For example: If your child is 18 months old and medication states, "Under 2 years of age needs a doctor's note to administer" – a doctor's note **MUST** be provided.

Child care staff may administer over-the-counter medications on a case by case basis only. We will not accept open-ended directives from parents to administer medications. Orajel, Mylicon, & diaper rash cream may remain in a child's cubby and be used on a case by case basis, if provided by the parent.

A medicine log will be kept with the following information: 1) child's name, 2) medicine given; 3) dosage, date, time; and 4) who administered the medication. This log will be kept on file at the center for one calendar school year.

## Medical Information

### Allergy Action Plan

PISD-Employee Child Care Center does not maintain a school nurse or other health professional on staff. Medication will be administered in compliance with Plano ISD Board of Trustees Policies FFAC (LEGAL) and FFAC (LOCAL), and related district procedures and guidelines. Children who have special medical needs must have a complete "medication request form (HS 001, Sp. Ed. 0028)" giving permission to administer needed medications (inhalers, pills, etc.). A child with severe allergies must have a doctor's or physician's allergy action plan on file with the PISD Employee Child Care Center. **The physician's order must include wording that medication may be administered by an unlicensed assistive personnel. The allergy action plan must be updated yearly by the parent and given to the PISD Employee Child Care Center.**

Complete copies of any legal documents pertaining to a child's needs are to be given to and kept on file with the Plano ISD Employee Child Care Center.

For any student with an Epi-pen, the parent **MUST ALSO** bring over the counter Benadryl®. This is a must, as the Employee Child Care Center will not stock Benadryl® for those students

with Epi-pens. If you supply an Epi-pen and Benadryl® you will need to complete an Allergy Action Plan and turn the plan into the Employee Child Care Center.

### **Food Allergy Emergency Plan**

PISD-Employee Child Care Center does not maintain a school nurse or other health professional on staff. If your child has a food allergy and with parental permission, a list of your child's food allergies will be posted where food is delivered, served, in the Emergency Evacuation Binder and in Tadpoles. All staff will be able to easily view the posting. A current photo of the child along with the food allergy will help caregivers easily identify your child with food allergies.

A Food Allergy Emergency Plan must be completed on each child with a food allergy. The parent and health care professional must sign and date the plan. A copy of the plan will be kept in the child's enrollment file, posted where food is delivered, served, in the Emergency Evacuation Binder and in Tadpoles. The Food Allergy Emergency Plan **MUST** include a list of each food allergy, possible symptoms if exposed to a food on the list, and steps to take if your child has an allergic reaction. Forms may be obtained at the front office.

### **Procedures for Handling Medical Emergencies**

#### **Accidents**

Minor injuries which are treated by employees at the center will be reported in writing on an accident/ injury report and will be given to the parent on the day the injury occurs. Minor injuries include, but are not limited to: minor cuts, scratches, and bites from other children.

In the event a child receives an injury to the head, eyes, or ears and requires medical attention involving a doctor's visit or 911 being called, parents will be contacted immediately to notify them of the situation. Should a child experience any changes in behavior, signs of dizziness, headaches, nausea, staggering, bleeding from the ears, difficulty breathing, or similar signs after an injury to the head, eyes, or ears, 911 will be called. An incident/ illness report will be completed when a child visits the doctor after leaving the center or if 911 is called. Parents must sign the report and receive a copy within 48 hours of the incident.

#### **911**

If 911 is called, the site manager or coordinator will notify the parent/ guardians and inform the proper CPS state representative. If the parent/ guardian has not arrived by the time of transport, the site Manager or coordinator will accompany the child. The staff member going with the child to the hospital will bring the signed medical release form located in the child's enrollment folder along with emergency information on that child.

## **DPFS form 7239**

Incident/ illness report will be used as documentation for when a child is ill or an incident has occurred. The parents will receive a copy of the report. When filling out the report, employees will remember to maintain confidentiality and only mention the name of the child for whom the report is being completed. Each blank on the form will be completed with information or an N/A will be documented in the blank if not applicable.

### **Discipline and Guidance Practices**

#### **General Principles of Positive Guidance**

Preschoolers are learning to be part of a social group. Juggling personal needs within the dynamics of a classroom setting is sometimes difficult for the young child. For this reason, we view discipline as a time to help children learn socially-acceptable behaviors and develop positive self-esteem.

Discipline and guidance will be consistently based on an understanding of the child's needs and development as to promote self-discipline and acceptable behavior. By providing encouragement, choice, redirection and positive reinforcement, we allow children to develop self-control and coping skills. Certain behaviors are inconsistent with the principle and will never be tolerated. Examples include physical abuse, bribery, humiliation, verbal intimidation or threatening attitudes. The goal of all disciplinary action at the center will be to promote resolution, not to punish the child.

Discipline is:

- (a) Individualized and consistent for each child;
- (b) Appropriate to the child's level of understanding; and
- (c) Directed toward teaching the child acceptable behavior and self-control.

Caregivers only use positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction, which include at the least the following:

- (a) Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
- (b) Reminding a child of behavior expectations daily by using clear, positive statements;
- (c) Redirecting behavior using positive statements; and
- (d) Using brief supervised separation or time away 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.

No harsh, cruel, or unusual treatment of any child is allowed. The following types discipline and guidance are prohibited:

- (a) Corporal punishment or threats of corporal punishment;
- (b) Punishment associated with food, naps or toilet training;
- (c) Grabbing or pulling a child;
- (d) Putting anything in or on a child's mouth;
- (e) Humiliating, ridiculing, rejecting or yelling at a child;
- (f) Subjecting a child to harsh, abusive, or profane language
- (g) Placing a child in a locked or dark room, bathroom, or closet;
- (h) Placing a child in a restrictive device for time out;
- (i) 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 away that is consistent with appropriate methods of discipline and guidance a caregiver may use;
- (j) Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

#### [Operational Discipline & Guidance Policy](#)

### **Use of a “Safe Place” in the Classroom**

A safe place is where children can remove themselves from the group in order to become calm, regain composure and maintain control when upset, angry or frustrated. Current neurological research indicates that our brains function optimally when we feel safe and secure.

As caregivers, we strive to make every place in our center physically and emotionally safe for children. Naming a safe place is a way of offering a designated place for children to gain composure and manage their feelings. We teach and help children to use the safe place as a resource to help them change their internal state from upset to calm or as a way to stay above the fray.

After all, the most productive time-out is the one we give to ourselves. Using a safe place is a positive way of helping our children better understand and manage their emotions.

Children come to the safe place in order to be helpful and not hurtful to themselves or others. The choice to be helpful instead of hurtful can only be made when a child is calm.

Sometimes caregivers may need to direct a child to the safe place when it is clear that the child needs a break. If a caregiver directs a child to the safe place to calm down, the period of time should never exceed 5 minutes or one minute for each year of the child's age, whichever is less. Upon reentering the group, the caregiver should always talk with the child regarding the behavior and choices in the future. As children use the safe place they learn that they are able to calm themselves and self-regulate.

Once in the safe place, children can practice the calming techniques taught by the caregivers at the center.



## **Suspension and Expulsion of Children**

Any concerns regarding behavior management with your child at the center will be discussed with appropriate center staff and parent(s). If a child has persistent behavior problems that interfere with the general welfare of others, they may be temporarily or permanently removed from the program.

## **Discipline and Termination of Enrollment**

The Plano ISD Employee Child Care Center reserves the right to terminate enrollment if in the opinion of the center coordinator and the child's lead teacher, the center is unable to meet the educational needs of the student, or if the student behavior seriously hinders the educational opportunities of the other students.

## **Food Service Practices**

Formula, breast milk and "baby food" must be provided by the child's parents or legal guardians. Children who are able to eat "table food" will receive a mid-morning snack and an afternoon snack each day.

Monthly tuition includes two (2) snacks per day for all children who are able to eat "table food" and milk served at lunch time. Children are not allowed to share food brought from home with one another.

It is the parents responsibility to provide lunch, as lunch is not provided by the center and the center is not responsible for the nutritional value or for meeting the daily food needs of each child.

- Please keep in mind, the center is a **"nut free"** zone when preparing and sending lunches from home.
  - Due to the potential risks associated with peanut allergies in small children, the center will not allow peanut products to be used in art projects or special events.
  - Snacks containing nuts and nut by-products will not be served.
- Healthy, nutritionally-balanced lunches are encouraged.
- Please visit [www.fns.usda.gov/tn/myplate](http://www.fns.usda.gov/tn/myplate) to view information regarding sample menu items, introducing new foods, MyPlate materials, understanding nutrition labels and more.
- Resources on choking foods, food allergies, nutrition for young children, and other information can be viewed at [DFPS - Technical Assistance Library](#)
- AM/PM snacks and milk during lunch time are provided by the centers.

If your child has dietary needs other than the snack provided, the parent may send an appropriate alternative snack. No credit will be given for sending an alternate snack. We encourage parents to help protect all students by not sending any nuts or nut products in

food from home. **We request that parents provide a healthy lunch or snack; no candy, gum, soda, etc. please.**

### **Classroom/Birthday Celebrations**

Healthy snacks are encouraged for birthday and holiday celebrations. Talk with your child's caregiver if you want to plan a special snack to celebrate a birthday. Birthday celebrations will take place during regular scheduled am or pm snack times. **Only store bought items may be provided.**

### **Personal Belongings**

In order to prevent toys from being lost or broken, the center does not allow toys from home to be sent with your child. The child care center provides a wide variety of developmentally appropriate toys and equipment for the children's use. This policy helps avoid hurt feelings and lost or broken belongings. If your child is in a classroom that participates in "show-and-tell" activities, the caregivers will set guidelines about when and what to bring from home and how these items will be stored during the day.

Your child may bring a small item to comfort them and help them rest. The item must be small enough to be held on a cot. Examples of appropriate items are pacifiers, a blanket, or stuffed animal for your child. **Please make sure to put your child's first and last name on everything** you send to the child care center. A black permanent marker is best for labeling. Periodically check to make sure the labeling is still clear and legible on all items brought from home.

### **Items Needed at School**

#### **Infant and Toddler Classrooms**

- For children not yet ready for table food, written feeding instructions that are signed and dated by the child's parent or physician (must be updated every thirty days)
- Labeled and filled bottles (our caregivers are not permitted to measure formula, however they may mix formula with measured water)
- Labeled caps for bottles
- Baby food/breast milk/formula (pre-measured, labeled and dated)
- Diapers
- Diaper rash cream (optional)
- Crib blanket (for children older than 12 months).
  - Sleep sacks are not permitted.

- Swaddling is not permitted at the center due to the need for children to use their reflective arm movement when/ if they cough while sleeping & because of the possibility of a child overheating during sleep.
- 5 bibs every week (each bib will be placed in a plastic bag and then placed in a child's cubby to be washed at home)
- 2-3 complete changes of seasonally-appropriate clothing
- Extra pairs of socks
- Security items/pacifiers (labeled)
  - Acceptable pacifiers may not have a stuffed animal attached
  - Security items may only be used in cribs of children 13 months or older
- Seasonally-appropriate outerwear such as coats, sweaters and sweatshirts (labeled)

Note: Due to potential allergies and the delicate development of young children's lungs, the child care center staff will not use baby powders unless prescribed by a physician. A physician's directive with original signature is required and must be updated each six months.

### **Two - Four year old Classrooms**

- Blanket and small pillow (not a bed-size pillow, please)
- One stuffed animal, doll, or other "security item" for nap
- Two complete change of seasonally-appropriate clothing, including socks, shoes and underwear (labeled)
- Seasonally-appropriate outer-wear such as coats, sweaters and sweatshirts (labeled)
- Five old shirts for lunch & art activities (labeled, each shirt will be placed in a plastic bag and will be sent home at the end of the day to be washed at home)

\*ALL bedding used during nap time will be sent home at the end of the week to be washed. This will ensure clean bedding for all children during the week.

### **Clothing**

Please keep an extra change of clothing (**including socks & shoes**) at the child care center at all times for your child. Check frequently to make sure clothes left at school still fit your child and they are seasonally appropriate. If your child has toilet accidents, please arrange to have several changes of clothing available each day, including socks, shoes and underwear. **If clothes become soiled at the center, we are not permitted to wash clothes.** Play clothes that allow a child to participate freely and safely in physical activities must be worn so that your child may participate in all planned activities.

A part of each day is spent outside. You will need to dress your child in seasonally appropriate clothing, to include coats, hats, and mittens. We have a very limited supply of extra clothing.

Each child, once mobile, needs to wear shoes to child care every day. The best shoes are sneakers or tennis shoes. **Securely fastened, closed-toe shoes** provide children with the leverage and support needed to run and jump during active play. Do not send children to child care in “cowboy” boots, “dress” shoes, or flip flops. The soles on these types of shoes are slick and often contribute to playground falls and accidents.

Parents should provide a change of labeled clothing (underwear, pants, shirts, and socks) and one set of shoes to be kept at the center in the child’s cubby. Items will be sent home when soiled, and parents must replace them with appropriate seasonal clothing the following day of care.

### **Outdoor Play**

Physical activity is important to the development of young children. Not only is it essential for healthy growth, it provides regular opportunities for children to develop new and age-appropriate skills such as hopping, skipping, running, and climbing. Infants are given opportunities for physical movement, including supervised “tummy time.” Toddlers through 4-year-old children have opportunities for active play while on the playground. Caregivers plan both structured and unstructured activities that encourage and promote physical activity.

Young children need regular opportunities for outdoor play. Time outdoors allows children greater range for active movement. The Child Care Center schedules outdoor play for 30 minutes twice daily for all children who are walking (morning & afternoon). Infants participate in outdoor time twice daily as tolerated. Infants spend time in the strollers and have opportunities to move freely outside on blankets or other ground coverings. **Children must come to school healthy enough to be able to participate in outside play.** We are unable to provide separate supervision arrangements for children who are unable to play outside due to temperature, wind, etc. Non-walking children will be outside only when the ground is dry and the temperature is about 50 degrees or above. Walking children will go outside if the temperature is about 40 degrees; however, caregivers may decide to take the children outside at a lower temperature on dry, sunny, windless days. Parents should provide appropriate clothing, including hats and gloves. The length of time spent outdoors will be determined by the weather conditions. Bye-Bye Buggy time will also occur for infants – two year olds as weather conditions permit.

Children will not go outside for outdoor play on days with heat or ozone warning of orange or red, smog warning or on days when the temperature or heat index is at 95 degrees or higher.

**Heat Index (HI)** or “apparent temperature” is an accurate measure of how hot it really feels when the relative humidity is added to the actual air temperature.

**Ozone** – The “ozone season” runs from May 1 through October 31. Ozone alerts are issued as an “ozone watch”, usually the day before. If conditions actually reach hazardous levels at one of the many monitoring stations around the metroplex, an “ozone warning” is issued for the area. Unless an orange or red “warning” is issued for Collin County, the health of our students is not compromised.

In the event of inclement weather, caregivers will prepare alternate activities that include moderate to vigorous movement in the classroom so that when combined will total to 60 minutes throughout the day.

### **Sunscreen and Bug Spray Permission**

PISD Employee Child Care Center staff may apply sunscreen and bug spray to your child when the items are provided by the parent. The items must have the child’s first and last name with the expiration date. We cannot use an item after it has expired. Parents are still responsible for sending their child/children with both sunscreen and bug spray already applied daily.

### **Powders, Creams, Ointments or Lotions Permission**

PISD Employee Child Care Center staff may apply powders, creams, ointments or lotions as needed when the items are provided by the parent. The item must have the child’s first and last name with the expiration date. We cannot use an item after it has expired.

### **Curriculum**

PISD Employee Child Care Center provides high quality early care and education based on sound child development research and developmentally appropriate practices. The child care center curriculum frog street press for three and four year olds is aligned with the PISD Early Childhood Program. We also use the Frog Street Press curriculum in the infant, toddler and two year old classrooms.

The programs are holistic child-centered programs that nurture each child by offering carefully selected and sequenced learning experiences. The programs provide a wealth of materials and ideas to foster the social-emotional, intellectual, and physical development of children. The curriculum stresses the importance of natural curiosity and sense of self that serve as the foundation for a lifetime of learning.

Children will learn sound language skills, ways of expressing ideas clearly, methods to solve problems creatively, appropriate ways to negotiate play schemes with other children, how to make comparisons, predict outcomes, and to express personal feelings in socially-acceptable ways. The program is child-centered with activities and lesson plans aimed at preparing children socially and emotionally for the transition from an early childhood program into kindergarten and beyond with the necessary skills to promote self-confidence and a readiness to learn with success.

The caregiver's role is to observe and document children's developmental abilities and to plan activities in learning centers throughout the room that will encourage children to build upon skills already mastered. The child care center coordinator works closely with the caregivers to develop programs that meet the individual needs of children and fosters creativity. We believe early childhood is a magical time and we want every child to experience success and a sense of joy in the learning process!

### **Potty Learning**

Children must be independently potty-trained in order to attend the 3 & 4 year old classrooms at the Employee Child Care Centers.

Learning to use the toilet is a big step in your child's development. It is our goal to work with you and assist your child in any way we can. Communication between home and school is extremely important. We will keep you informed of your child's progress through daily charts, notes sent home, and brief verbal updates as you drop off or pick up your child. Please let us know how it is going at home and your feelings about your child's use of the toilet. It is very important that your efforts at home and ours at school are equal. If interested, please ask the site manager or coordinator for additional potty training information.

The average age for learning to use the toilet is between 2-2 ½ years of age for girls and 2 ½ -3 years for boys. Here are some other signs of readiness to look for:

- Increased desire or interest in using the toilet
- Longer dry periods
- Development of language to express need
- Ability to dress/undress self
- Ability to follow two-step directions
- Waking up dry from naps
- Complaining when diaper is soiled
- High comfort level with child's environment
- Pausing and making sounds and grimaces when having a bowel movement
- Telling you when he had or is having a bowel movement
- Wanting to imitate adults and be grown up

Even if your child is not showing all of the signs, he/she may still be ready. However, the more signs they are exhibiting, the more easily your child will find success in learning to use the toilet.

When your child is beginning to show signs of readiness, we will begin introducing him/her to the idea at the center. We will discuss the process that people go through when using the toilet including flushing and hand washing. We will also read books about learning to use the toilet. We want your child's first experiences with potty training to be positive and always supportive.

Please provide the center with a potty seat with your child's first & last name. Your child will also need 6-8 changes of clothing to keep at the center. Don't be surprised if we go through them all the first week. Mastering this new skill will take a lot of practice. Please be advised, **due to health department regulations, we have to send soiled clothing home as is -we are unable to rinse out or clean soiled garments.** In addition to clothing changes, it would be a good idea to have extra socks and, if possible, an extra pair of shoes in your child's cubby. Please be sure to check and replenish your child's supply of clothing on a regular basis. We suggest that you only send play clothes to school. Additionally, due to health and sanitation reasons, it is necessary for you to send plastic training pants with your child. The plastic pants will help prevent accidents from spilling onto the floor, etc.

As your child is learning, we will take him/her to the restroom every 30 -40 minutes. Our goal is to be positive and encouraging. There is no punishment or negative consequences associated with using the toilet or having an accident. We want to facilitate their learning by using a very straightforward approach. This is a natural act; something that all human beings do.

Other helpful hints:

- Learning to use a regular toilet (rather than a potty chair) can make the transfer to other toilets much easier.
- Sometimes children will have an accident after they have gone for days without having one.
- Sometimes they will seem to regress. Sometimes they will have accidents at home but stay dry at the child care center or vice versa.
- Don't worry. This is all normal and part of the process.
- Nighttime control and control of bowel movements are the last functions to learn.
- Expect accidents, as they are part of the learning process.
- Dress your child in clothing that is easy for him/her to put on and take off unassisted. Avoid snaps, zippers and overalls during the early training weeks.
- When going someplace new, take your child to the bathroom right away so they know one is available to them.
- Monitor the amount of fluid your child is receiving to be sure they are getting enough, but watch the timing. If your child is drinking little amounts all day, it can make learning more difficult.

- Factors that may delay toilet training include the arrival of a new sibling, a family move, an illness, a family trip, changes in the child care classroom and other events that prevent you, your child, and the child care staff from focusing on the toilet training process for one or two weeks.

When you feel you and your child are ready, announce to your child that toilet training is beginning and from now on there will be no diapers. Beginning your training on a Friday evening is a good idea. Continue your training routine for 7 days. Do not expect gradual improvement. The light will dawn suddenly, even on day 6 or 7.

There are two reasons to stop your training attempts. The more important one is if your child won't comply with the program. If he or she objects to your suggestions to go and refuses to try, it is advised to stop training. Tell him or her that you picked the wrong week and put away the training pants. Put the diapers on and do not discuss training for one month. Try not to discuss this with other adults in front of your child.

The other reason to quit is that you arrive at day 7, and your child has been totally cooperative but is not assuming the responsibility for toileting. By that time, he or she should be going alone or asking to go more than half the time. If you feel that this is the case, stop the training and wait one month. This is a subtle sign that your child is not ready for toileting and "pushing" at this time is part of what gives training its unpleasant reputation. When your child is ready, unemotional cooperation and success will be the result.

Learning to use the toilet is a challenge to the child and the parent. We want to be a partner with you in assisting your child.

Suggested Children's Books for Toilet Training:

**No More Diapers**, by Joae Graham Brooks, M.D., Delacorte Press.

**Toilet Learning: The Picture Book Technique for Children and Parents**, by Alison Mack, Little Brown and Co.

**The Toddler's Potty Book**, by Alida Allison and Paula Sapphire, SC Productions.

**Once Upon a Potty**, by Alona Frankel, Barrons Education Series, Inc. (video also available).

### **After Hours Child Care/ Babysitting**

It is the policy of the Plano ISD Employee Child Care to prohibit employees from caring for or babysitting children enrolled in the Employee Child Care or their siblings after hours. Because Employee Child Care staff is employed by the Plano ISD, there exists a "causal connection" between employee and the district that could create liability for the district. Therefore, under no circumstances are employees allowed to provide child care services for students after hours during the school year. Employee child care employees may provide childcare for students enrolled in the employee child care during the summer months only.



Waivers signed by parents and staff do not release the district from liability and are, therefore, not acceptable as a means of exemption from this policy. Violation of this policy is grounds for termination of employment with the Plano ISD Employee Child Care Center.

### **Donations**

Donations are welcomed and may be made in the form of goods such as toys, books, or clothing. No monetary donations will be accepted. A tax receipt will be available upon request.

### **Consumer Product Safety List**

Recalls of unsafe consumer products, including children's products, are available. You can access the information by clicking on the United States Consumer Product Safety Commission website at [www.cpsc.gov](http://www.cpsc.gov).

### **Immunization Requirements**

The PISD Employee Child Care Center is required to abide by the immunization guidelines set forth by the Texas Department of State Health Services (DSHS). This requirement applies to all children in care from birth through 14 years of age.

All immunizations required for the child's age must be completed by the date of admission.

Immunization records must be kept up-to-date and documented at the child care center.

Acceptable documentation includes:

- An official immunization record generated from a state or local health authority, including a record from another state. The record must include:
  - A. The child's name and date of birth;
  - B. The type of vaccine and number of doses; and
  - C. The month, day, and year the child received each vaccination; or
- An official immunization record or photocopy of my child's immunization record. For example, the record may be from a doctor's office or a pharmacy. The record must include:
  - A. The child's name and date of birth;
  - B. The type of vaccine and number of doses;
  - C. The month, day, and year the child received each vaccination;
  - D. The signature (including a rubber stamp or electronic signature) of the health-care professional's documentation of the immunization as long as the name of the health-care professional that administered the vaccine is documented; and

- E. Clinic contact information, if the immunization record is generated from an electronic health record system.
- If your child is exempt or has an exception from immunization requirements, provide an official notarized affidavit form developed and issued by the Department of State Health Services. This affidavit is valid for 2 years and must be resubmitted accordingly.
  - A. A child may be exempt from immunization requirements for a medical reason or reason of conscience, including a religious belief. To claim an exemption, criteria specified by the Department of State Health Services (DSHS) must be met. Information regarding the Department of State Health Services' exemptions can be viewed at <http://www.dshs.state.tx.us/immunize/default.shtm>, click on "School Requirements," click on "Main Page," and to the right of the page click on "Exclusions from Immunizations Requirements."
  - B. For some diseases, a child previously had a disease and is accordingly naturally immune from it, therefore may qualify for an exception to the immunization requirements for the disease. To claim this exception, the person applying for the child's admission must meet the criteria specified by the Department of State Health Services' relating to Exceptions to Immunization Requirements must be met.

Failure to keep immunizations updated will result in termination of enrollment.

### **Vaccine-Preventable Disease Policy for Employees of the Employee Child Care Center**

Plano ISD Employee Child Care employees are given the opportunity to receive a vaccine for Influenza from the Plano Independent School District. All other recommended vaccines by the Centers for Disease Control and Prevention are optional and are not required for an employee to work at the center. A recommended adult immunization schedule may be viewed at:

<https://www.cdc.gov/vaccines/schedules/downloads/adult/adult-combined-schedule.pdf>

### **Procedures for Supporting Inclusive Services to Children with Special Care Needs**

The Plano ISD Employee Child Care Center provides a child with special care needs with the accommodations recommended by:

- A. A health-care professional; or
- B. A qualified professional affiliated with Plano ISD or early childhood intervention program.

The center:

1. Utilizes as recommended any adaptive equipment that has been provided to the center for a child's use;
2. Ensures a child who receives early intervention services or special education services can receive those services from a qualified service provider at the center, with parental request and approval;
- C. Ensures activities integrate children with and without special care needs; and
- D. Ensures caregivers adapt equipment & procedures; and
- E. Vary methods as necessary to ensure care for a child with special needs is provided in a natural environment.

Parents who have questions about their child's development and specialized services available in the community, can contact: [Early Childhood Intervention Services](#) (ECI). ECI has experts who are qualified to assess a child's development and recommend appropriate services for a child. ECI has additional information regarding the specific services they provide, as well as locations in the community.

The center is not responsible for the purchase or maintenance of adaptive equipment recommended for a child or for ensuring ECI or another qualified service provider visits the operation to provide services.

### **Hearing and Vision Screening Requirements**

The PISD Employee Child Care Center is required to abide by the vision & hearing screening requirements set forth by the Texas Department of Family and Protective Services.

The Special Senses and Communication Disorders Act, Texas Health and Safety Code, Chapter 36, requires a screening or a professional examination for possible vision and hearing problems for the following children who are enrolled in a child care center: All children enrolled in the program who are four years of age by September 1 of each year will be screened for possible vision and hearing problems prior to completion of the first semester of enrollment or within 120 calendar days of enrollment, whichever is longest, or present evidence of screening conducted one year prior to enrollment.

A licensed or certified screener or a healthcare professional must conduct the screening. Refer to Texas Health and Safety Code 36.011, for specifics on vision and hearing screening. This information may be accessed on the Internet at <https://www.dshs.texas.gov/vhs/>  
If your child is or will be 4 years of age by September 1, the parent must provide documentation that your child has had a vision and hearing test completed at their 4-year-old checkup. The child care center must keep one copy of the following at the center for each child required to be screened:

- a. The individual visual acuity and sweep check results; or
- b. A signed statement from the child's parent that the child's screening records are current and on file at the pre-kindergarten program or school the child attends away

from the employee child care center. The statement must be dated and include the name, address, and telephone number of the pre-kindergarten program or school.

c. An affidavit stating that the vision or hearing screening conflicts with the tenets or practices of a church or religious denomination of which the affiant is an adherent or member.

### **Transportation**

The Plano ISD Employee Child Care Center does not provide transportation to or from the center.

### **Water Activities**

The Plano ISD Employee Child Care Center will not be involved in water activities utilizing swimming pools at our center or on any off site locations. Water activities may be available in the spring months using sprinklers and/ or water tables.

Staff will closely monitor all of the children that are in or around the water activity.

### **Field Trips**

The Plano ISD Employee Child Care Center will not take field trips off site from the center.

### **Animals**

From time to time the child care center may have pets such as guinea pigs, hamsters, gerbils, small birds and fish. The care and keeping of classroom pets gives children the opportunity to learn how to properly handle and nurture small animals. If classroom pets are present, the caregivers will be responsible for the daily care of the animals including proper food and nutrition, exercise and upkeep of the pet's cage or "home." We may ask for parent volunteers to "foster" a classroom pet during long holidays when the child care center is closed. If you are interested in helping in this way, please speak with your child's caregiver.

One of the child care licensing minimum standard rules for child care programs states the following: children at the child care center will not have contact with chickens, ducks, and reptiles, such as snakes, turtles, lizards, iguanas, and amphibians, such as frogs and toads. Additionally, children will not be allowed to play with animals unfamiliar to the center or other animals that could be dangerous, including exotic animals such as lions, monkeys, and tigers. The center is committed to strict adherence to these guidelines.

## **Procedures for Parents/ Guardians to Speak to the Coordinator/Site Manager**

The coordinator and/ or site manager will be available to discuss any questions or concerns about the policies and procedures of the operation by making an appointment by email or phone.

### **Grievance Procedure**

Open communications between you and your child's caregiver are essential in providing a good program for your child. The caregivers, office manager, site manager and coordinator are available each day to answer questions, respond to your concerns, and listen to your ideas. Anytime you are dissatisfied with the services received at the center, you are encouraged to discuss the problem promptly with the caregiver, office manager, site manager and/or coordinator. If you are dissatisfied with the staff's efforts to resolve the problem, you should follow the steps in our grievance procedures.

The steps for resolving a grievance are:

1. Discuss the issue with the lead caregiver;
2. Discuss the issue with the site manager;
3. Discuss the issue with the coordinator of Child Care Services

## **Procedures for Parents/ Guardians to Visit the Plano ISD Employee Child Care Center**

### **Open Door Policy**

The staff at the PISD Employee Child Care Center want to assist parents in understanding the developmental stages their children experience, enabling them to contribute most effectively to the child's growth and enrichment. Parents are encouraged to visit the child care center and observe how their child interacts with the caregivers and other children. You are always welcome to visit or observe your child's classroom and to participate in activities sponsored by the child care center. Observers should remain inconspicuous whenever possible and are required to wear their PISD badge or visitor badge. Structured conferences between parents and caregivers will be officially offered two times per year; however, you may request a conference at any time.

As important events occur in your child's life or in your family, please share these with the appropriate child care staff. Such events might include the death of a loved one or pet, moving to a new house, the illness of a grandparent or other significant person in the child's life, or even the separation of parents. Informed caregivers are better able to support your child and communicate with you about how your child is responding to these events.

**Information you share with the child care staff is confidential and will not be shared with others.**

We value parent ideas and input. We also value our time in the classroom with the children. We respectfully ask you to schedule private appointments to discuss issues and concerns that may arise in the course of your child's enrollment rather than discussing these concerns in the presence of children (your own and/or other children) or guests in the classroom. We want to give you our undivided attention and this is not possible when the caregivers are responsible for a group of children. We will work with you to find a mutually agreeable time to meet.

Our staff strives to provide many avenues of communication with parents. Please feel free to utilize voice mail, email and written notes as methods of communicating with your child's caregiver. All contact information will be provided upon enrollment in a particular classroom. Child caregivers spend most of their time working directly with children, therefore, email messages will be returned as promptly as possible but may not be immediate. Please allow for a 24 hour period response time. If you need immediate assistance, please call the office manager, site manager or the coordinator. Tadpoles will be used to communicate most center-wide announcements. Maintaining a current email address on file in the child care office is imperative. Changes to policies and/or procedures affecting the child care center will be communicated to parents through email and the parent handbook will be updated and made available accordingly. The child care center site manager and coordinator are available to discuss the policies and procedures of the program. You are invited to share comments and concerns with us at any time.

### **Procedures for Parents to Participate in the Child Care Center's Operation and Activities**

Parents may come to the center to participate in the child care center's operation and activities throughout the day. If possible, parents, guardians, and grandparents are encouraged to attend our fall festival, spring fling, and four year old celebration.

### **Provisions for Breastfeeding**

If a mother has a need to breastfeed her child while at the center, the infant classroom serves as a comfortable place. There are adult sized gliders available in the infant room where a mother may sit. If needed, a mother may request a pillow to support her lap and/ or water to help stay hydrated.

Parents have the right to breastfeed or provide breast milk for their child while in care.

### **Operational Policy on Safe Sleep**

The Operational Policy on Safe Sleep form is provided to parents and includes the required information per minimum standards §746.501(9) and §747.501(6) for the safe sleep policy. Parents will review this policy upon enrolling their infant at The Plano ISD Employee Child Care Centers. Parents can review information on safe sleep and reducing the risk of Sudden

Infant Death Syndrome/Sudden Unexpected Infant Death (SIDS/SUIDS) at:  
<https://www.healthychildren.org/English/ages-stages/baby/sleep/Pages/A-Parents-Guide-to-Safe-Sleep.aspx>

### **Safe Sleep Policy**

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

- Always put infants to sleep on their backs unless you provide an Infant Sleep Exception Form 2710 signed by the infant's health care professional [§746.2427 and §747.2327].
- Place infants on a firm mattress, with a tight fitting sheet, in a crib that meets the CPSC federal requirements for full-size cribs and for non-full size cribs [§746.2409 and §747.2309].
- For infants who are younger than 12 months of age, cribs should be bare except for a tight fitting sheet and a mattress cover or protector. Items that should not be placed in a crib include: soft or loose bedding, such as blankets, quilts, or comforters; pillows; stuffed toys/animals; soft objects; bumper pads; liners; or sleep positioning devices [§746.2415 and §747.2315]. Also, infants must not have their heads, faces, or cribs covered at any time by items such as blankets, linens or clothing [§746.2429 and §747.2329].
- Do not use sleep positioning devices, such as wedges or infant positioners. The AAP has found no evidence that these devices are safe. Their use may increase the risk of suffocation [§746.2415 and §747.2315].
- Ensure that sleeping areas are ventilated and at a temperature that is comfortable for a lightly clothed adult [§746.3407(10) and §747.3203(10)].
- If an infant needs extra warmth, use sleep clothing, only footed pajamas (no sleep sacks) as an alternative to blankets [§746.2415 and §747.2315].
- Place only one infant in a crib to sleep [§746.2405 and §747.2305].
- Infants may use a pacifier during sleep, however the pacifier must not be attached to a stuffed animal or the infant's clothing by a string, cord or other attaching mechanism that might be a suffocation or strangulation risk [§746.2415 and §747.2315].
- If the infant falls asleep in a restrictive device other than a crib (such as a bouncy chair or swing, or arrives to care asleep in a car seat), move the infant to a crib immediately, unless

you provide an Infant Sleep Exception Form 2710 signed by the infant's health-care professional [§746.2426 and §747.2326].

- Our child care program is smoke-free. Smoking is not allowed in Texas child care operations (this includes e-cigarettes and any type of vaporizers) [§746.3703(d) and §747.3503(d)].
- Actively observe sleeping infants by sight and sound [§746.2403 and §747.2303].
- If an infant is able to roll back and forth from front to back, place the infant on the infant's back for sleep and allow the infant to assume a preferred sleep position [§746.2427 and §747.2327].
- Awake infants will have supervised “tummy time” several times daily. This will help them strengthen their muscles and develop normally [§746.2427 and §747.2327].
- Do not swaddle an infant for sleep or rest unless you provide an Infant Sleep Exception Form 2710 signed by the infant’s health care professional [§746.2428 and §747.2328].

Privacy Statement HHSC values your privacy. For more information, read our privacy policy online at: <https://hhs.texas.gov/policies-practices-privacy#security>

### **Procedures for Parents to Review Minimum Standards and Licensing Inspection Reports**

A copy of the Texas Health and Human Services Commission [Minimum Standards for Child Care Centers](#) is available for parent viewing at all times.

A copy of the most recent licensing inspection report will be posted in the front hall or office.

### **Instructions on Contacting Licensing Office, DFPS, Child Abuse Hotline and Websites**

#### **Child Care Licensing**

The PISD Employee Child Care Center is licensed by Texas Health and Human Services Commission (HHSC). As a parent or guardian with a child enrolled in the child care center, you have the right to review all current inspections conducted by Child Care Regulation, the fire department, the health department, and any other inspections as may be required for the operation of the child care center. To review these documents, please contact the center’s site manager. From time to time the child care center is required to post such inspections in an obvious location for parents to review. Should this be the case, the coordinator will post the appropriate inspections on the bulletin board located nearest to the entrance of the facility.



**Important Contact Information for Parents:**

Texas Health and Human Services/ Child Care Licensing  
550 East 15<sup>th</sup> Street Suite 120  
Plano, TX 75074  
1-800-582-6036 Dallas Intake  
<http://www.dfps.state.tx.us/>

Texas Abuse/Neglect Hotline  
(800) 252-5400  
<https://www.txabusehotline.org>

**ADA Policy**

The American with Disabilities Act of 1990 (“ADA”) makes it unlawful to refuse to enroll a child simply because that child has a disability. It is the policy of this center to assess the specific needs of a prospective student and attempt to find reasonable means to accommodate those needs. It is the intent of this center to maintain strict compliance with the act.

**Child Abuse Reporting**

It is the policy of the center to comply with mandatory reporting requirements under local licensing requirements and Texas law. All center staff members are required to report any suspected child abuse or neglect to the appropriate authorities immediately.

**Gang Free Zone**

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. The purpose of a gang free zone is to deter certain types of criminal activity in areas where children gather by enforcing tougher penalties.

**Emergency Preparedness Plan**

Emergency plans are located at each exit door of the building.

When conducting a drill or emergency evacuation, childcare givers will take their emergency evacuation binder (Emergency Authorization Forms for each child are included in the binder), attendance sheets, and walkie-talkies with them to the designated locations.

**Fire drills** are practiced monthly and recorded on **Form 7263 – Emergency Practices**.

Childcare givers are trained regarding procedures for fire drills. Fire exit plans and evacuation sites are posted by each exit door.

3901 Pebble Creek Court Center Designation Location - Outside of the center away from fire lane and 50 feet away from center to grassy area on the east side, facing the center by the parking lot

1313 18<sup>th</sup> Street Center Designation Location – Outside of the center away from fire lane and 50 feet away from center to grassy area on the south side of the center, facing the center by the parking lot

**Sheltering/ Severe Weather Drills** are practiced every three months of the school year (four times in a calendar year) and recorded on **Form 7263 – Emergency Practices**. Sheltering/ Severe Weather Drills involve taking shelter within the center to temporarily protect children and staff from situations such as a tornado. Sheltering can also be used when an endangering person is in the area, though not on the premises. Childcare givers are trained on Sheltering/ Severe Weather Drills as outlined in PISD disaster/ tornado drill procedures.

3901 Pebble Creek Court Center Designation Location – Mockingbird utilizes the front staff restroom located in the common area of the center, Wagon utilizes the back staff restroom located in the back of the center, Buttercup utilizes the north side hallway located in the common area of the center, Bluebonnet utilizes the laundry room located in the south side of the center by the kitchen, Tumbleweed & Star utilize the restrooms in the classrooms, Lasso utilizes the kitchen located in the south side of the center by the laundry room, and Rodeo utilizes the hallway in front of the janitor's closet located in the back of the center.

1313 18<sup>th</sup> Street Center Designation Location – Mockingbird, Buttercup, Tumbleweed, Lasso and Rodeo utilize the restrooms in the classrooms, and Wagon utilizes the staff bathroom located in the middle of the center on the west side of the center.

**Lock-Down Drills** are practiced every three months of the school year (four times in a calendar year) and recorded on Form **7263 – Emergency Practices**. Lock-Down Drills help to keep children and staff in place to protect them from a volatile person on the premises.

3901 Pebble Creek Court Center Designation Location - All classrooms utilize the restrooms located in the classrooms.

1313 18<sup>th</sup> Street Designation Location – All classrooms, except for Wagon, utilize the restrooms located in the classrooms. Time permitting, Wagon uses the staff restroom located directly across the hall or remains in the classroom positioned in the north left corner using the kidney table as a barrier.

The PISD Employee Child Care Center follows the Plano ISD emergency policies, which include evacuation/relocation plans, specific instructions for fire, intruder, bomb threat, and reverse evacuation/ shelter-in-place drill.

Battery Powered lighting is located in each classroom.

## **Use and Location of Fire Extinguishers and First-Aid Equipment**

### **Plano ISD Employee Child Care Center I (3901 Pebble Creek Court Plano, Texas 75023)**

- Location of AED machine:
  - In the commons, to the left – outside of the Director’s Office and before the Star Classroom.
- Location of Mass Casualty Bag
  - In the commons, to the left – outside of the Director’s Office and before the Star Classroom.
- Locations of first-aid equipment:
  - In each classroom located in the “Outside Bags.”
  - In the front office.
- Locations of fire extinguishers:
  - In the kitchen, to the right – before the snack closet.
  - In the commons, to the left after the counter top – right before the Tumbleweed Classroom.
  - Toward the back of the center, located after the counter top on the left – right before the Lasso Classroom.

### **Plano ISD Employee Child Care Center II (1313 18<sup>th</sup> Street Plano, Texas 75074)**

- Location of AED machine:
  - In the main hallway, to the right – between the Lasso & Wagon Classroom.
- Location of Mass Casualty Bag
  - In the main hallway, to the right – between the Lasso & Wagon Classroom.
- Locations of first-aid equipment:
  - In each classroom located in the “Outside Bags.”
  - In the main hallway, to the right – between the Lasso & Wagon Classroom. It is on the left-hand side of the AED.
- Locations of fire extinguishers:
  - In the main hallway, to the left on the west side of the hallway – after the display case.

- In the main hallway, to the right on the east side of the hallway – across from the Rodeo Classroom.

### **Evacuate and Relocate to another PISD Location**

If an emergency occurred and we had to evacuate the building, the children will relocate to the following PISD locations:

#### **3901 Pebble Creek Court Center**

→ 1<sup>st</sup> location: Daffron Elementary  
3900 Preston Meadow Drive  
Plano, Texas 75093  
Phone: 469-752-0900

Alternate location: Gulledge Elementary  
6801 Preston Meadow Drive  
Plano, Texas 75024  
Phone: 469-752-1300

#### **1313 18<sup>th</sup> Street Center**

→ 1<sup>st</sup> location: Mendenhall Elementary  
1330 19<sup>th</sup> Street  
Plano, Texas 75074  
Phone: 469-752-2600

Alternate location: Williams High School  
1717 17<sup>th</sup> Street  
Plano, Texas 75074  
Phone: 469-752-8300

### **Evacuation Locations for the PISD Employee Child Care Center: 3901 Pebble Creek Court Center**

#### **Evacuation & Relocation Directions for Alternative Location #1:**

Daffron Elementary School

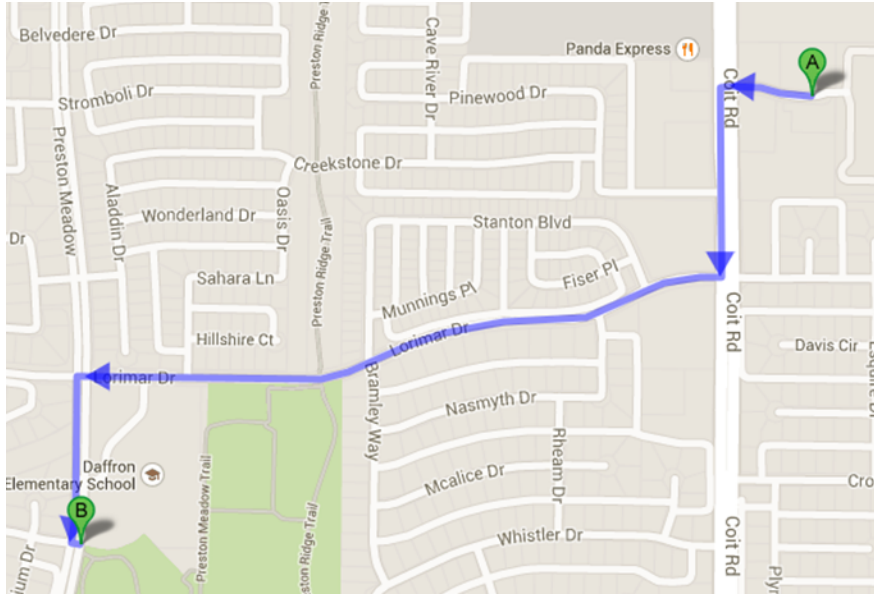
3900 Preston Meadow Dr, Plano, TX 75093-7205

#### **From: 3901 Pebble Creek Ct, Plano, TX 75023**

1. Head toward Coit Rd on Pebblecreek Ct
2. Turn left onto Coit Rd
3. Turn right onto Lorimar Dr
4. Turn left onto Preston Meadow Dr
5. Make a U-turn at Daffodil Trl onto Preston Meadow Dr
6. Arrive at Preston Meadow Dr.

The trip takes 1.0 mi and 4 minutes

**To: 3900 Preston Meadow Dr, Plano, TX 75093**



## **Evacuation & Relocation Directions for Alternative Location #2:**

Gulledge Elementary School

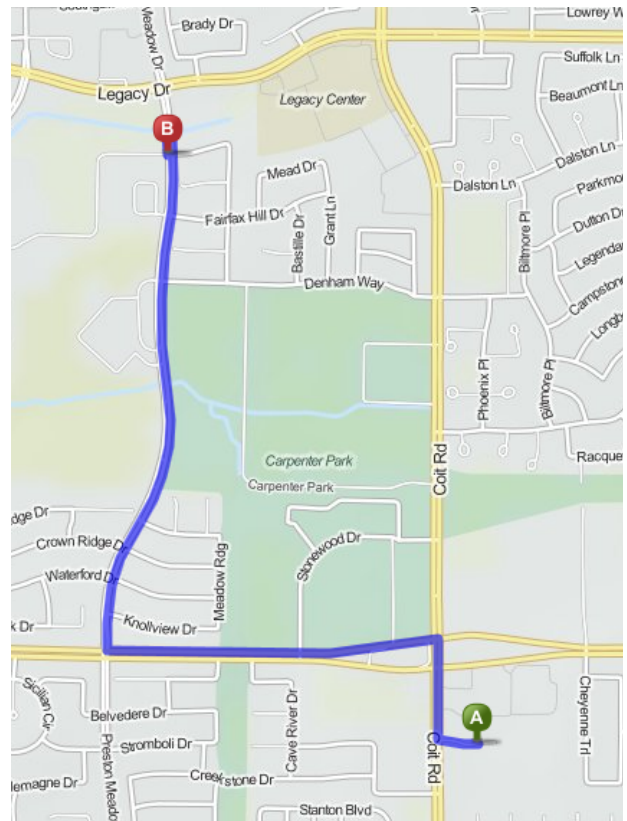
6801 Preston Meadow Dr, Plano, TX 75093

**From: 3901 Pebble Creek Ct, Plano, TX 75023**

1. Head toward Coit Rd on Pebblecreek Ct
2. Turn right onto Coit Rd
3. Turn left onto W Spring Creek Pkwy
4. Turn right onto Preston Meadow Dr
5. Make a U-turn at Delaware Ln onto Preston Meadow Dr
6. Your destination on Preston Meadow Dr is on the right.

The trip takes 1.8 mi and 6 minutes

**To: 6801 Preston Meadow Dr, Plano, TX 75093**



## **Evacuation Locations for the PISD Employee Child Care Center: 1313 18<sup>th</sup> Street**

### **Evacuation & Relocation Directions for Alternative Location #1:**

Mendenhall Elementary

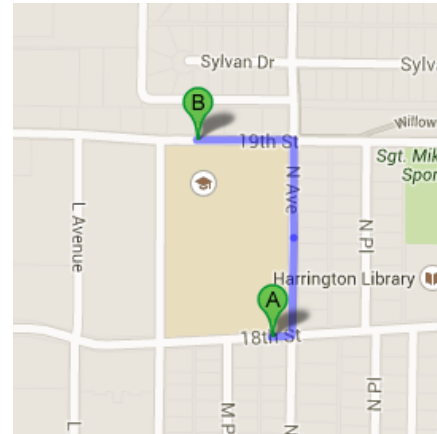
1330 19th Street Plano, Texas 75074

**From: 1313 18<sup>th</sup> Street, Plano, TX 75074**

1. Start out going east on 18th St toward N Ave.
2. Take the 1st left onto N Ave.
3. Take the 1st left onto 19th St
4. 1330 19TH ST is on the left.

The trip takes .25 mi and 1minute

**To: 1330 19<sup>th</sup> Street Plano, Texas 75074**



### **Evacuation & Relocation Directions for Alternative Location #2:**

Williams High School

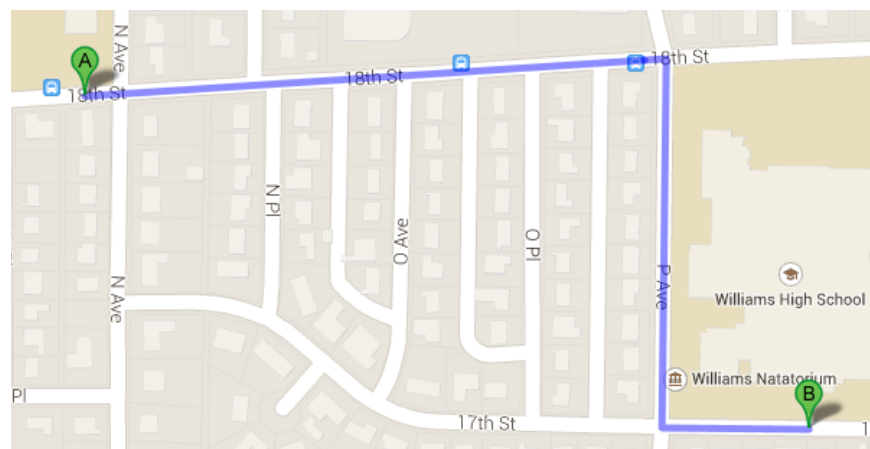
1717 17th Street, Plano, Texas 75074

**From: 1313 18<sup>th</sup> Street, Plano, TX 75074**

1. Start out going east on 18th St toward N Ave.
2. Turn right onto P Ave.
3. Take the 1st left onto 17th St.
4. 1717 17TH ST is on the left.

The trip takes .68mi and 3 minutes

**To: 1717 17TH ST, Plano, Texas 75074**



Buses will be provided by the district and all children (including children who are under 24 months of age, who have limited mobility, or who otherwise may need assistance in an emergency) will be transported to the locations listed above. Children will be accounted for at the designated locations by using our center face-to-name sheets. In addition, caregivers will bring their emergency evacuation binders with them containing copies of parent enrollment forms and the Emergency Authorization Forms. Parents may pick up their child from the evacuation location by providing their driver's license or state identification. Parents will be required to provide their signature and time of sign out. Caregivers will maintain control of the children at the evacuation relocation by engaging in activities located in their outside bags consisting of bubbles, books, coloring pages, small toys, etc. Once the evacuation, relocation or sheltering/lock-down is lifted, we will unify the children with their parents by returning to the Employee Child Care Center. We will complete our face-to-name sheets and parents will be required to provide their signature and time of sign out.

### **District-Wide Emergency**

In order to focus campus attention on student safety during a district-wide emergency, communications efforts will be coordinated at the district level. Our internal communication system allows central administration to be continuously in touch with campuses. Throughout the course of an emergency, we will use the following methods to communicate with you.

- **The Plano ISD website ([www.pisd.edu](http://www.pisd.edu)):** District emergency messages and updates will be posted in real time on the Plano ISD home page.
- **School Messenger (e-mail, text and telephone messages):** The district will provide updated information as needed to all parent and emergency contact telephone numbers and email addresses in the system.
- **Social media – Facebook ([www.facebook.com/PlanoISD](http://www.facebook.com/PlanoISD)) and Twitter ([www.twitter.com/Plano\\_Schools](http://www.twitter.com/Plano_Schools)):** Messages will be posted immediately to Plano ISD's Facebook and Twitter pages. You do not have to sign up for Facebook or Twitter to view these pages; however, followers will receive instant updates in their newsfeeds.
- **Local news media:** Plano ISD will make information available to local television and radio stations and will enlist their assistance in communicating with our audiences.
- **Site Manager & Coordinator Work Cell Phone Numbers:**
  - Jessica Herrera @ Employee Child Care Center I – (214) 914-1868
  - Emily Davis @ Employee Child Care Center II – (214) 952 - 0869

If an emergency were to occur, the site managers/ coordinator are responsible for calling 911 and Child Care Regulation. Caregivers and caregiver aides are responsible for calling a parent/ the parents of each child in their classroom. If the internet is available, Tadpoles may also be utilized to help contact parents. Caregivers and caregiver aides will notify parents

that all children have been safely evacuated. Attendance will be taken at the emergency location. Emergency backpacks and first aid kits will be present. The backpack has a copy of the children's enrollment paperwork that includes but is not limited to parent and emergency contact phone numbers, authorization for emergency care, and physician's information. Time permitting, snacks, water and activities for the children will also be taken to the relocation site. Please know, if the site managers/ coordinator are assisting with children, we will not respond to your call or text immediately. Children are our first concern.

Once we assure all children are safe, caregivers and caregiver aides will contact each parent to let them know of the situation and of any change in location. All emergency phone numbers and Child Care Regulations's phone numbers are located in the site managers/ coordinator work cell phones and are in our emergency backpack.

## **Fire Emergency**

**Action:** The fire bell signal is a series of blasting tones. Strobe lights blink at designated points. The signal continues until the building is evacuated.

**A current escape route map must be posted in each classroom with highlighted routes for that particular class.**

In case of a true fire, the fire alarm will be pulled. Evacuate the building; the coordinator and/ or site manager will call security and transportation. If the coordinator and/or site manager is not available, then the office manager followed by the next in the chain of command.

1. ALL students and staff leave the building quickly and quietly by assigned exits. (**Please see Fire Drill Procedure Map for exit locations for your specific room.**)
2. Staff should take their **evacuation emergency folder** (class list and emergency contact phone numbers), their walkie talkie, close classroom doors and exit doors, and ensure that all children are evacuated from the building and remain with you throughout the drill. Take a headcount or roll as you assemble. Children should be aware of how to exit the building if they are in the bathroom or any place as the alarm sounds. This includes if the alarm sounds while students are on the playground.
3. Everyone should be at least 50 feet from the building.
4. There will be times when the typical exit door is blocked to practice alternative exits from the building. Tell your children which door to exit if the regular door is blocked.
5. A fire and a fire drill are **SERIOUS** situations. Please communicate this to your children. There will be no talking or running. Everyone must exit the building during a fire drill.



6. The “safe return” call will be announced over the walkie talkies and you will be asked to return to your classrooms.
7. Always take your **evacuation emergency folder** (class list and emergency contact phone numbers) as a means to take a headcount and/or class roll once assembled outside of the building.
8. Do not re-enter the child care center until a supervisor has instructed you to do so.
9. You may be asked to proceed to the “**REMOTE SITE\*\***” by a safety/security official or administrator.

### **Tornado Drill Procedures**

**Action: Code words- “Staff, this is a tornado drill. Please assume duck and cover positions at your designated areas.”**

There is a signal for a tornado drill that is distinct from the fire or regular bell. **We will always practice the drill by making a verbal announcement.** Caution your children to not react before knowing which emergency signal (fire or tornado) sounded. Tornadoes are the most destructive weather force in the north Texas region. **Please be aware of current escape routes, which must be posted in each classroom.**

In case of a true tornado, the site manager and/ or coordinator will call security and transportation. If the coordinator and/or site manager is not available, then the office manager followed by the next in the chain of command.

1. Stay away from all windows, high ceilings (center atrium), and outside doors.
2. Go to the designated duck & cover spot quickly and quietly.
3. Assume the protective position (on arms and knees with hands covering neck & head). There should be no talking.
4. Remain in place until given the all clear signal. If an actual tornado is in the area, remain in position until the storm passes. Watch for exposure of electrical wiring and move accordingly.
5. If you get caught outside during a tornado and cannot return indoors, lie flat on the ground and cover your head. If there is a ditch or gully nearby, get in it immediately.
6. The return signal is a verbal administrative directive.

First and foremost, you must remain calm and instruct the children to remain silent so instructions can be heard. All children should form a single line with one teacher at the head of the line and one at the end. The teacher at the end of the line should check the restrooms to make sure no child is left in the room.

Please take your walkie-talkie, evacuation binder, first aid kit, & backpack and proceed to your designated safe area.

Children should sit with their legs crossed and faces toward the wall. Please have the children place their heads in their laps with both hands on the back of their head. This will help protect their faces from any flying debris and/or glass.

If you are outside when the alarm is sounded, immediately seek shelter indoors and report to your designated safe area.

### **Intruder: Evacuation is Necessary**

**Code words: “Staff, we’re having an unannounced fire drill. Prepare for departure.”**

#### **Action:**

**DO NOT inform the students. Fire drill bells may be used.** In case of a true emergency requiring evacuation, the coordinator and or site manager will call security and transportation. If the coordinator is not available, then the office manager followed by the next in the chain of command.

1. Follow standard fire drill evacuation routes unless instructed otherwise. Have children move at least **200 feet** away from the building and face away from the building. (Please review the PISD bomb threat procedures.)
2. Always take your **evacuation emergency folder** (class list and emergency contact phone numbers) as a means to take a headcount and/or class roll once assembled outside of the building.
3. Do not re-enter the building until the site manager and/ or coordinator has instructed you to do so.
4. You may be asked to proceed to the “**REMOTE SITE\*\***” by a safety/security official or administrator.

**\*\* REMOTE SITE PROCEDURES** – see District Evacuation Locations located in the Site Manager’s Office.

## **Bomb Threat: Evacuation is Necessary**

**Code words: “Staff, we’re having an unannounced fire drill. Prepare for departure. Please do not use your walkie-talkies or your cellular phones.”**

### **Action:**

**DO NOT inform the children. Fire drill bells may be used. Remove the students from your area IMMEDIATELY using the outside doors.**

In case of a true bomb threat, child care staff will call security and transportation. If the coordinator and/ or site manager is not available, then the office manager, followed by the next in the chain of command.

1. The office staff will calmly conduct a visual inspection of your work areas.
2. If a suspicious package is spotted: **DO NOT** touch! (Report to the administrators after evacuation.)
3. Follow standard fire drill evacuation routes unless instructed otherwise. Have children move at least **200 feet** away from the building and face away from the building.

### **Threat Made by Telephone**

If a threat is received via telephone, immediately notify district security and make every effort to maintain contact with the individual for as long as possible. Whoever takes the call should ask the following questions:

- Where is the bomb located?
- When is it set to go off?
- What kind of bomb is it (gasoline, black powder, etc.)?
- Is the bomb placed in the child care center?
- Why is the bomb placed in the child care center?
- What is the name of the caller? (Sometimes the caller will actually tell you their name, so ask.)

### **The person receiving the call should:**

- Check the caller ID screen and write down the number displayed.
- Listen carefully for any background noises, accents, or other things that might help identify the race, age, and sex of the caller.
- Note the exact words used & exact time the call came in.

## **Reverse Evacuation/Shelter-in-Place Drill (E.g. Hazardous Material Spill or Severe Weather)**

**Code Word – “Staff, please return immediately to the building. We are having a mandatory attendance check.”**

**Action:**

**The following procedure will also be used for any emergencies that require re-entry into the building.**

In case of a true emergency, the coordinator and/ or site manager will call security. If the coordinator and/ or site manager is not available, then the office manager, followed by the next in the chain of command.

1. Instruct students to line up.
2. Re-enter the building as fast as possible by means of the nearest exterior door. Staff members who are inside the building at the time of the emergency will immediately return to their assigned areas to open the exterior doors to assist children and staff with re-entry.
3. Once inside the building, return the children to their assigned classrooms.
4. Classroom staff please take attendance and notify the office via phone/e-mail of any missing children.
5. Continue to remain calm and engage the children in a read aloud until further directions are given by administration.

### **Preventing and Responding to Abuse and Neglect of Children**

#### **Required Annual Training for Employees**

All employees at the Plano ISD Employee Child Care Center will receive an overview of symptoms of child abuse, neglect, and sexual abuse and the responsibility for reporting any suspected abuse.

#### **Plano ISD Child Abuse Prevention**

##### **RESOURCE/INFORMATION GUIDE** **Reporting Suspected Child Abuse**

*Child Protective Services data indicates that the largest source of reports of child abuse and neglect (almost 20%) come from school personnel.*

The Texas Family Code (TFC) requires anyone suspecting the abuse or neglect of a child to report the suspected abuse to the **Child Protective Services Child Abuse Hotline at 1-800-252-5400 or 911**. This hotline, located in Austin, is staffed 24 hours a day, seven days a week. Section 261.101 of the TFC specifically requires that mandated reporters\* (see page #7) report suspected abuse immediately, no later than 48 hours after first suspecting that a child has been abused or neglected. The TFC states that reports of suspected child abuse or neglect are confidential. If made in good faith, without malice, reporters are immune from civil or criminal liability, (Section 261.106 of the TFC).

The Texas Code of Criminal Procedure 15.27 requires school personnel to keep all information regarding child protective services and law enforcement issues confidential. If contacted by a parent who inquires about an investigation, or who insists they know you made the report, you may respond by replying:

*As an employee of the Plano Independent School District I am unable to respond to any inquiries concerning Child Protective Services or law enforcement. I must recommend that you direct your inquiries to either of those agencies.*

The individual who suspects the abuse **must be** the one who reports the abuse. Reporting **may not** be delegated to another person. It is important to remember that the law requires you to report *suspected* abuse, not prove that abuse occurred. PISD Guidelines specifically state that once a report has been made, the reporter is to remove him/herself from any further involvement with the case so as not to impede the official investigation. In fact, investigating professionals do not want you to attempt to validate the abuse.

When reporting abuse to the hotline, you will be asked to provide the following information:

- Child's name, age and address.
- Primary caretaker's name and address.
- Physical indicators observed.
- Other indicators observed.
- Your name, position and contact information.

After providing the information to the hotline caseworker, you may ask the caseworker his/her name and for a case reference number. At a later time, should you wish to call the hotline to inquire about the status of the investigation, you will need this reference number. Keep-in-mind, all investigations are confidential. When calling, you will only be able to learn whether the case has been closed or whether an investigation took place.

The first adult to whom a child discloses abuse (makes an outcry) is recognized as the "outcry witness." The outcry witness **may** be contacted during the investigation of a case, and/or during any legal proceedings that occur.

If a child discloses abuse to an adult, it is likely that he/she has come to trust the adult. Disclosing takes a tremendous amount of courage.

**When a child makes an outcry of abuse,**

**do** find a private place to sit down and speak with the child.

**do** explain to the child that you are going to tell someone who you hope can help.

**do** be open and understanding. Listen and be supportive by responding with genuine respect, acceptance and non-judgment.

**do** maintain eye contact.

**do** believe the child.

**do** *notify your site manager and/ or coordinator*

**When a child makes an outcry of abuse,**

**do not** show shock. The child has opened him/herself to total vulnerability by telling you about the abuse.

**do not** ask leading questions or investigate the facts beyond what the child describes. Otherwise, you may interfere with the investigation and ultimately with the safety of the child or the prosecution of the offender.

**do not** promise anything. It is not possible to know whether there will be an investigation or what the outcome of an investigation may be.

**do not** tell the family of the report without specific authorization from the investigating authority. If a family member is the abuser, you could place the child at great risk.

**do not** impose your personal values on the child. For example, it is important to bear in mind that poverty does not equal abuse.

**do not** tell anyone who does not need to know about the abuse. Respect the child's privacy. If people learn of the abuse who need not know, the investigation may be mitigated and the child may be placed at unnecessary risk.

**One response you can make to a child who has made a disclosure is,**

***I am very concerned and I am going to call someone who I hope can help!***

Following the disclosure of abuse by a child, the following process may occur:

- A report is made to the CPS Hotline – **1-800-252-5400**.
- If the alleged perpetrator is a family member, or lives inside the home, CPS and law enforcement investigate.
- If the alleged perpetrator is not a family member, or lives outside the home, law enforcement investigates.
- Other indicators observed.
- If the allegation of abuse is investigated by CPS or law enforcement, a CPS Investigator and/or a local law enforcement officer will visit the child, most likely at school, to conduct a preliminary inquiry.

***A child protective services professional or law enforcement officer on official business, investigating an allegation of abuse, has a legal right and responsibility to access a child within a school, speak with the child, and/or transport the child to the Collin County Children's Advocacy Center.{TFC, Section 261.302, (b)(3)}  
You have the right, and should, verify the CPS worker and/or law enforcement officer's credentials. Never interfere with the investigation! Never notify the child's parents without specific consent from the CPS investigator or law enforcement officer!***

The CPS investigator/law enforcement officer may transport the child to Collin County Children's Advocacy Center for an interview with a forensic interviewer. If the offender is not a primary caregiver, or a parent living at the child's home, the parent or caregiver may be asked to transport the child to the center.

Collin County Children's Advocacy Center is a child friendly facility where investigating agencies (Collin County Child Protective Services and law enforcement) co-locate with other child serving professionals dedicated to serving child abuse victims and their non-offending family members.

When a case is referred to the center as the result of an allegation of abuse, the following process may occur:

- CPS conducts a risk assessment of the case.
- CPS determines whether the child is protected and can remain in the home. If there is concern for the child's safety inside the home, the child is removed. CPS attempts to place a child with a relative. If that is not possible, the child is placed with a foster family.
- Therapy services are offered to help the child work through the trauma of the abuse. Parent support & training programs are also held at the center to assist the non-offending parent(s), also victimized by the abuse his/her child has suffered.
- If the child is removed from his/her parent's care, the case goes to civil court and a CPS conservatorship worker is assigned. If the child is not removed from his/her parent(s), CPS closes the investigation. The family may be referred to the center's community resource department or to CPS family based safety services for connection with resources that might benefit them.

- If the child is removed, there are periodic review hearings to determine the child's best interest. This may include returning the child home or terminating parental rights and placing the child up for adoption.
- Law enforcement is involved with the criminal aspect of the case. Evidence is gathered and a criminal case is assembled.
- The alleged offender's case may be referred to the Collin County District Attorney's office where an Assistant District Attorney assigned to the Crimes Against Children Unit presents the case before the Grand Jury. As the ADA prepares her/his case, the outcry witness may be contacted. If necessary, the outcry witness may be called to testify. The case is either "no billed" or "true billed" (indicted). If indicted, the offender either makes a plea arrangement or the case goes to trial.



## Methods for Increasing Employee and Parent Awareness

### POSSIBLE SIGNS and SYMPTOMS of ABUSE

There are signs and symptoms that may indicate a child is suffering from abuse. It is important to remember that although these signs and symptoms may be the result of abuse, they may also be reflective of some other trauma a child is experiencing. Regardless, if your best judgment leads you to suspect that a child is being abused, the law requires you to report the **suspected** abuse to the CPS Child Abuse Hotline: **1-800-252-5400** or **911**.

(Excerpts taken from *Child Welfare Information Gateway/Children's Bureau/ACYF*)

Physical	Sexual	Emotional	Neglect
Unexplained burns, bites, bruises, broken bones or black eyes	Difficulty walking or sitting	Shows extremes in behavior, such as overly compliant or demanding behavior, extreme passivity or aggression	Frequently absent from school
Fading bruises or other marks noticeable after an absence from school	Overly compliant behavior	Acts in an inappropriately adult manner (for example parenting other children), or inappropriately infantile (for example frequently rocking or head-banging)	Begs or steals food or money
Seems frightened and protests or cries when it's time to go home	Suddenly refuses to change for gym or to participate in physical activities	Is delayed in physical or emotional development	Lacks needed medical or dental care, immunizations or glasses
Shrinks when approached by adults	Non-participation in school and social activities	Appears numb	Consistently dirty and has severe body odor
No reasonable explanation for injury	Fear of baths	Inappropriate feelings of shame or worry	Lacks sufficient clothing for the weather
Reports an injury by adult caregiver	Secretive behavior	Overly serious	Abuses alcohol or other drugs
Unsuitable clothing for weather	Inappropriate interest in, or unusual knowledge of, sexual acts and behavior	New fear of day care, sitter or a particular person or place	Reports that there is no one at home to provide care
Multiple or frequent injuries	Withdrawn	Has attempted suicide	
Unusual burns	Reports nightmares or bed wetting	Reports a lack of attachment to the parent	

Head injuries	Reports sexual abuse by an adult caregiver	
Swollen or tender limbs	Apathy or hopelessness	
	Runs away	

## Methods for Increasing Employee and Parent Awareness of Prevention Techniques for Child Abuse and Neglect

*(Excerpts taken from Health & Parenting/ Child Abuse and Neglect – Prevention)*

You can help prevent child abuse and neglect by using techniques to help you manage the responsibilities and stress related to parenting and daily life. Regardless of whether you are a parent, you can help children by showing concern for their well-being, volunteering when you are able, and being a general advocate for them.

If you are a parent or caregiver of children:

- Learn and use effective parenting and discipline techniques and avoid the use of corporal punishment. Parenting classes are offered in most communities. Ask your doctor or call a local hospital for more information.
- Learn healthy techniques to resolve conflicts and manage stress. For more information, see the topic stress management.
- Ask for help when you need it. Call a family member or friend to give you a break if you feel overwhelmed. Find out about community resources that are available to help you with child care or other services you need. Call a doctor or local hospital for a place to start. Some communities have respite care facilities for children, which provide temporary child care during times when you need a break.
- Get treatment if you have ever been a victim of abuse. Also seek help if you have problems with depression, alcohol or substance abuse, or violent behavior.
- Increase your knowledge of children's developmental stages. The normal pattern of crying in a newborn is a common trigger for shaken baby syndrome (also called intentional head injury). For more information, see the growth and development topics.
- Remove firearms and other dangerous weapons from your home.

## Strategies for Coordination between the Center and Appropriate Community Organizations

### Family Outreach of Richardson/Plano

972-633-6713

Family Outreach is a non-profit volunteer organization dedicated to strengthening families and preventing child abuse and neglect.

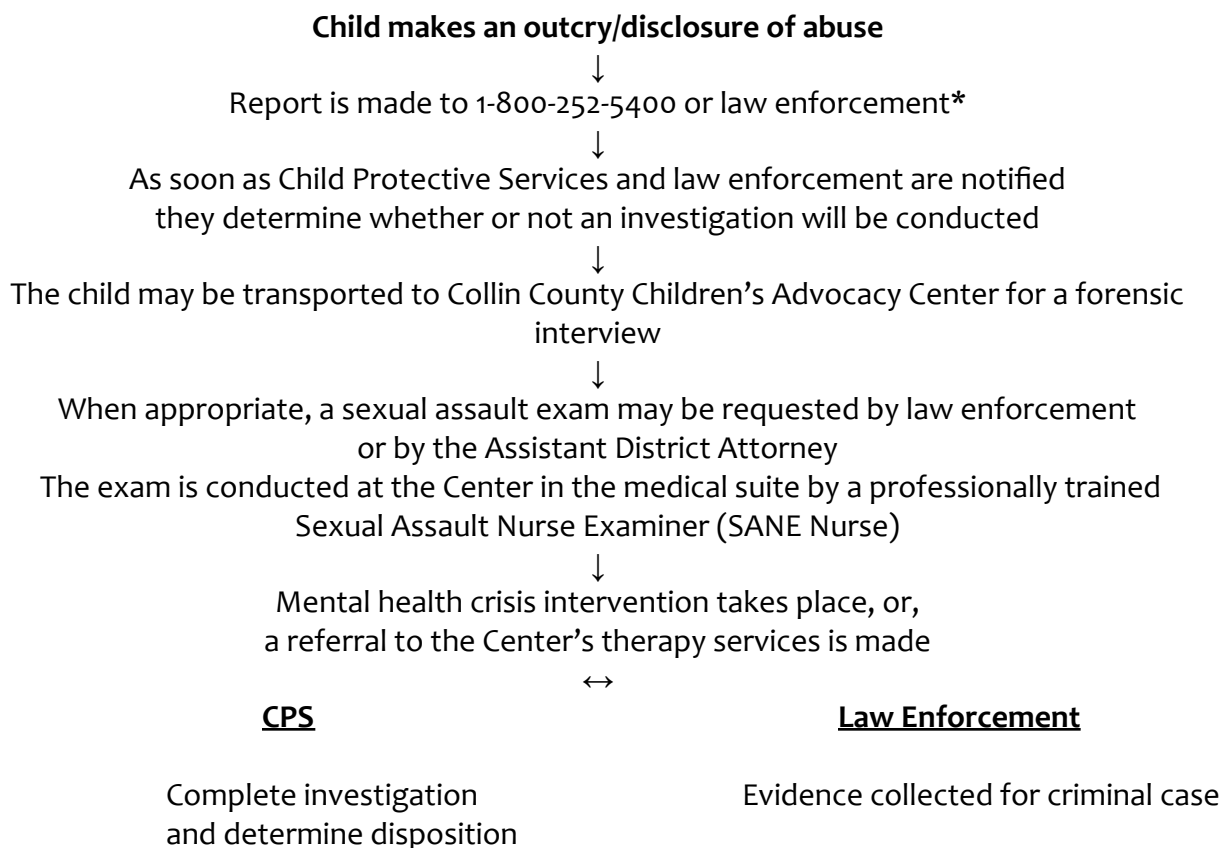
### Family Services of Plano

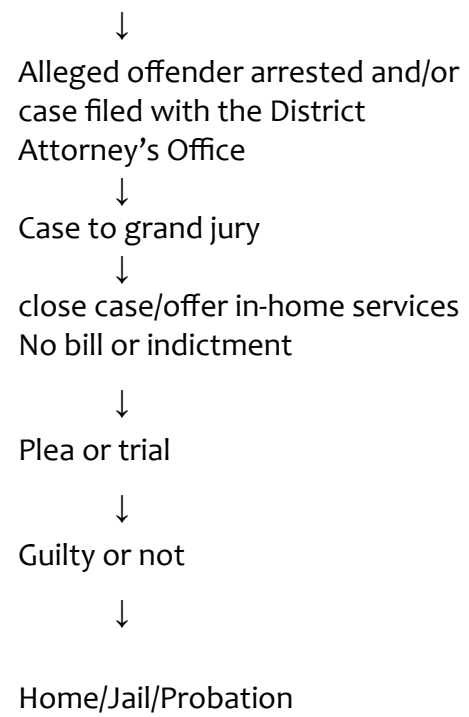
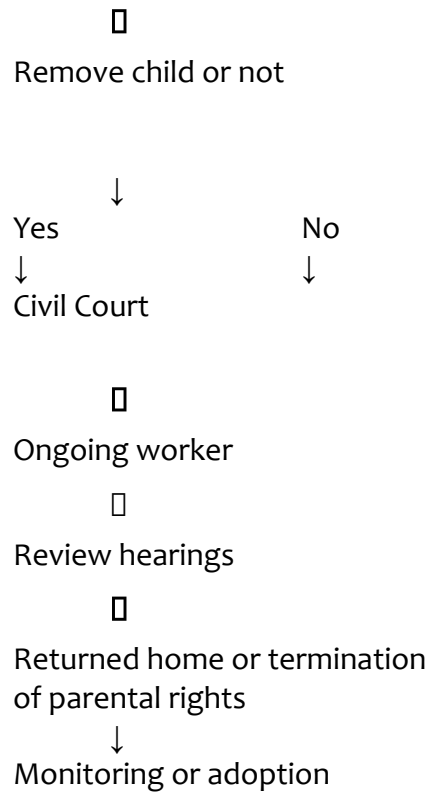
972-578-2802

Monday – Friday, 9:00 a.m. to 5:00 p.m. Times are flexible for counseling services.

### **Actions That the Parent of a Child Who is a Victim of Abuse or Neglect Should Take to Obtain Assistance and Intervention**

Following a child's disclosure of abuse the process below may be followed:





## Licensing and Insurance Information

The PISD Employee Child Care Center is licensed by the Texas Department of Family and Protective Services (DFPS). A full-text copy of the [Minimum Standard Rules for Licensed Child Care Centers](#) is available for review.

As a parent or guardian with a child enrolled in the child care center, you have the right to review all current inspections conducted by the DFPS, the fire department, the health department, and any other inspections as may be required for the operation of the child care center. To review these documents, please contact the coordinator. From time to time the child care center is required to post such inspections in an obvious location for parents to review. Should this be the case, the child care center site manager will post the appropriate inspections on the bulletin board located nearest to the entrance of the facility.

### Important Contact Information for Parents:

Texas Health and Human Services/ Child Care Licensing  
550 East 15<sup>th</sup> Street Suite 120  
Plano, TX 75074  
469-229-6906  
<http://www.dfps.state.tx.us/>

Texas Abuse/Neglect Hotline  
(800) 252-5400  
<https://www.txabusehotline.org>

Pursuant to the Texas Tort Claims Act, public school districts are entitled to sovereign immunity which protects districts from liability for personal injury and negligence claims, with the exception of claims involving property damage, personal injury, or death arising from the operation or use of a motor vehicle by a school district officer or employee. Therefore, Plano ISD is not required to obtain, and will not obtain insurance in addition to standard District coverage for claims and/or injuries that occur at the PISD Employee Child Care Center.

---

Parent or Guardian Signature

---

Parent Printed Name

---

Date

### **Acknowledgement of Receipt**

Please sign and return this page to the PISD Employee Child Care Center administration.

Please initial that you have received and read the Parent Handbook.

My signature verifies I have received, read, and understand the information. It is my right and responsibility to present any questions or comments I may have to the PISD Employee Child Care Center administration.

_____	_____
Parent/Legal Guardian Signature	Date

Please initial:

\_\_\_\_ Parent or Guardian  
\_\_\_\_ Child Care Office Employee