

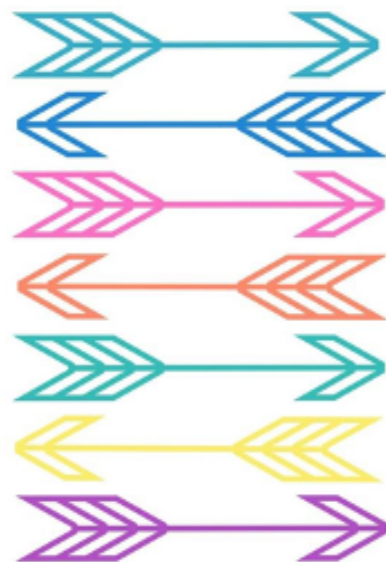
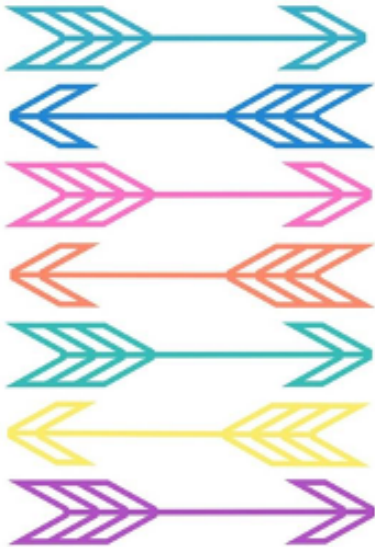
# Heritage Daycare

**Parent  
Handbook  
2025-2026**

**“Behold, children are a heritage from the Lord, the fruit of the womb reward. As arrows are in the hand of a warrior, so are the children of one’s youth. Happy, blessed, and fortunate is the man whose quiver is filled with them!”**

**(AMP) Psalm 127:3-5**

**Director:  
Twila Williams**



## **WELCOME**

We are delighted that you are interested in Heritage Daycare at New Covenant Church. The years a child spends in daycare are crucial and pivotal in the child's life, as well as in the lives of the parents. Not only will the children in our care receive great education, but they will be loved and cared for as Christ loves them.

Heritage Daycare is a board governed, non-profit daycare center that is funded through tuition payments by the parents whose children are cared for in this facility.

Heritage Daycare is open to all children, regardless of color, gender, nationality, or race who may benefit from our type of program.

You will find information concerning our program and policies in the following pages. Each parent is required to sign and return the back page which is a form that states you have **read and understand these policies**. If there becomes a need for a policy amendment, you will be notified immediately through your child's folder and the effective dates will be listed in the notice.

## **PURPOSE**

Heritage Daycare is founded on Psalm 127:3-5, "Behold, children are a heritage from the Lord, the fruit of the womb reward. As arrows are in the hand of a warrior, so are the children of one's youth. Happy, blessed, and fortunate is the man whose quiver is filled with them!" (AMP) In the book, One Million Arrows, the author Julie Ferwerda vividly describes what we see as our mission at Heritage Daycare. "Gather the branches (children) – sharpen them with education, faith, and a heart for the Great Commission, and launch them like arrows back into their homes, communities, and schools."

At Heritage Daycare, we have specific desires and goals for the children in our care. We have listed them according to their age and developmental level.

### **Infants (6 weeks-12 months)**

At Heritage Daycare, we will offer a nurturing, creative world for infants to help their minds and bodies develop. Infants have their own patterns for play, feeding, and sleeping. These patterns will be the guide to introduce daily activities that will prepare the infants for life. Personal attention and interaction between the teachers and infants will promote cognitive and social skills. Activities to support development include things such as singing, reading, and talking to the infants. We are committed to making this first transition away from home easy and natural for the parent and child. Additionally, we have a nursing room that is available to all nursing mothers. *Please check out the parent board for resources for nursing mothers.*

### **Toddlers (12-24 months)**

When babies take to their feet their world comes alive! Toddlers have so many things they want to see and do, and our teachers will be their guide every step of the way. Toddlers learn through experiences. Their little minds are a sponge for learning opportunities. They may seem unconcerned about the daily events, but they are absorbing every moment and learning from the experiences. We are committed to creating a balanced atmosphere of nurturing, playtime, and learning throughout the day.

### **Two Year Old's**

Curiosity says it all! Two-year olds are curious about the world around them and demonstrate this through exploration. They begin to exert their independence, yet also gain a better understanding of group play. Our teachers will keep small hands busy and young minds engaged through activities designed specifically for this age group. We are committed to giving encouragement and support that leads to confidence, self-esteem, and a love of learning.

### **Three Year Old's**

A three-year-old world opens in new ways as they improve coordination and begin to interact more with others. Children learn by doing and our teachers will provide ample opportunities for learning to occur through hands-on activities. Group time allows the children to talk, listen, share, take turns, cooperate, interact with friends, and learn the value of giving and receiving feedback. At this age, children begin expressing their unique creative ideas and talents which helps to build their confidence, independence, and imagination.

### **Pre-Kindergarten (4-year old's)**

A 4-year-old is beginning the adventure of a lifetime of learning. Every day the children are learning and doing more, and we provide a rich, nurturing environment that will prepare them for kindergarten. Independence is encouraged in an organized atmosphere, as it is increasingly important for children to be their own thinkers. Cooperation is also encouraged in group time. We are committed that the children will receive the necessary tools to move into, as well as thrive in, the final phase of his or her early education – all while having fun.

### **Curriculum Goals**

FROG STREET'S CURRICULUM PROGRAMS ARE BASED ON EARLY BRAIN RESEARCH.

We provide intentional age-appropriate instruction that is aligned to both federal and state standards. Comprehensive, research-based programs integrate instruction across developmental domains and early learning disciplines.

Semester units with a weekly theme are planned and implemented. A weekly lesson plan is carried out in the learning centers for children two and older. Children are given an hour of physical activity time daily to facilitate and allow gross motor skill development.

Learning centers are included in the daycare to help prepare children for readiness skills such as recognizing letters, shapes, colors, and numbers, as well as other developmental skills. Also included are arts and crafts, music/listening, family living, block building, and story time.

Screen time is limited to thirty minutes a week.

Spiritual Development is met through bible verses, religious songs, and prayer before snacks and meals. PreK attends chapel once a week.

*Heritage will accommodate, within reason, a designated space if therapies are needed for a child.*

### **Promotions**

We promote children like the school. Your child must meet the age requirements by September 1 . We use this rule for 2-year-old – Pre-K classrooms. *One additional rule is all children in the 3-year-old class and up, must be fully potty trained.*

\*Please see the “potty training” section for 3-year-old requirements.

Infants (6 weeks to 12 months) will be evaluated for promotion once per quarter in January, April, August, and October if they have started to walk. This can be done only if there is space available in these rooms.

If there are special circumstances, the director may choose to move up or hold back a child of any age or class. Parent requests will be considered, but the final decision will be the directors.

### **License**

Heritage Daycare is licensed by the Texas Department of Protective Services. We meet all state requirements and are inspected periodically by this agency.

A copy of the minimum standards is available for review in the office. Our most recent licensing inspection report is always posted on the bulletin board in the hallway. You may also review the standards and our compliance history at [www.txchildcaresearch.org](http://www.txchildcaresearch.org).

We are regulated by the Department of Family and Protective Services. You may contact the local Licensing office by calling 254-526-9011.

### **Hours of Operation**

Our hours of operation are 7:00 a.m. to 5:45 p.m., Monday through Friday, year-round.

Late fee charges will be applied to pick up after 5:45 p.m. at a rate of \$2.00 per minute. This fee is payable in cash, upon pickup, to the caregiver who has remained after hours with your child. Please call ahead and let us know if you are going to be late. This does not waive the late fee though. Heritage Daycare does reserve the right to withdraw your child from this facility if this continues to happen.

**Holidays, Summer, & Bad Weather** - We are closed for the following holidays:

- Teacher Workday - August 6th, 2025
- Labor Day - September 1st, 2025
- Veteran's Day - November 11th, 2025
- Thanksgiving Holiday - November 27th & 28th, 2025
- Christmas Holiday - December 22nd-26th, 2025
- New Year's Day - January 1st, 2026
- Good Friday - April 3rd, 2026
- Memorial Day - May 25th 2026
- Independence Day (Observed) - July 3rd, 2026
- Teacher Workday - August 3rd, 2026

There is NOT a reduction in tuition due to holidays or bad weather/emergency closings.

Heritage Daycare follows the Lampasas Independent School Districts ruling on bad weather. If LISD closes or delays for bad weather, we will also. Local television and radio stations will make a bad weather list for closings/delays. Listen to see if LISD is closed/delayed, determining if we are.

### **Tuition**

Tuition is based on the class. *All tuition is due in advance. Tuition can be paid monthly, or on the 1<sup>st</sup> & 15<sup>th</sup> of each month.* We offer cash, automatic draft of a credit card, or credit/debit card payment options at the check in station for tuition payments. *A \$10.00 per day late fee will be assessed if paid late. Your child will not be able to attend Heritage Daycare until the late fee and tuition is taken care of.* There will be a \$25.00 fee for all returned or declined payments.

Our rates are set at the lowest possible price to offer the BEST possible learning environment for your child. We strive to set our standards at the highest level to ensure the best is given to your child.

Full tuition is due even if a holiday or illness occurs during the week. You must pay full tuition price for a full-time spot even if the child only comes part time. We do not have part-time spots available currently. There are no refunds on tuition, registration fees, or supply fees.

### **Tuition Rates:**

Class	Bi-Monthly (1st & 15th)	Monthly
Infant A (6 wks - 12 m)	\$390	\$780
Infant C & D (12 -24 months)	\$390	\$780
Toddler (2 year olds)	\$357.50	\$715
Three A	\$345	\$690
Pre-K	\$332.50	\$665

## **Fees**

There is a \$50, non-refundable, enrollment fee per family and a \$100, non-refundable, supply fee per child. These are due at the time of enrollment and are due again annually with your August tuition. If your child's enrollment date is March 1st - May 31st, the supply fee will be \$50, and the enrollment fee remains the same. June and July enrollments will not need to pay again in August.

## **Potty Training**

All children in the three year old room will need to be potty trained. They should be able to express the need to use the restroom, use the restroom, and wipe on their own. If a child is 3 and not potty trained, it will be required of the parent to pay the tuition of the 2 year old classroom as well as \$20 a week until the child is potty trained.

## **Enrollment**

We are required by law to have certain information on file pertaining to your child. Due to this, we ask that you fill the forms out to the best of your ability to help us better serve you and your child. This paperwork will have to be updated each year in August. All parents will be sent home notices of all policy changes in your child's folder.

All children must be fully enrolled before attending the daycare. Information requested is **required** by the Texas Department of Family and Protective Services. The following must be completed and submitted to the center.

- Enrollment information packet and Emergency Data Card
- Immunization record – up to date and current – must have the child's name, birthdate, number of doses and type of vaccine, date immunization was received, and stamp or signature from a physician or health department.
- A Physician's Signed Note- states that your child is free from communicable sickness and can attend daycare.
- Hearing and Vision Screening for children over 4
- Parent permission for field trips
- Signed consent that you have read and will abide by requirements found in this parent handbook

Upon initial enrollment of your child, there will be a two-week probation period. During this time, if our program is not suitable for your child, due to child readiness, development, toilet-training problems, or any other issue, termination of enrollment may result. The director will schedule a follow-up meeting with the parents to discuss how the child is adjusting or any issues that arise during this time. Since your child's experience should be happy, positive, and a rewarding one, re-enrollment at a later date may be recommended. Upon termination of enrollment during this period, there will not be a refund for the one-time registration fee.

If you plan to withdraw your child, two weeks notice is required.

## **Holding Fee**

Due to vacations and other family circumstances, we do allow a child's spot to be placed on hold two times throughout the year for a holding fee. A parent may choose to pay **\$450** to hold their child's spot for **one month** while the child is away from daycare. During this month, the child will not be allowed to attend daycare at all. The holding fee option may only be used **twice** during the year.

## **Waiting List Guidelines**

If the daycare should reach its capacity, we will begin a waiting list. Siblings of the children enrolled have priority over the waiting list. (Example: If a mother, whose other children attend Heritage Daycare, becomes pregnant and there is a waiting list, the new baby will be placed at the top of the list.) You can also hold a spot for an unborn baby or pending adopted child if your name comes up for enrollment by paying full tuition. (Example: If you are expecting a baby in January but your name comes up in August, you may hold the spot by paying full tuition from August to January even though the baby is not born yet.)

YOU are responsible for contacting Heritage Daycare with ANY changes in the information you put on the waiting list card. We will only attempt to contact you on **2** separate occasions (3 days apart). We will make every attempt to contact you by email and phone. You will only have **5** days to give us a yes/no answer. If we cannot contact you or you do not respond—you will be removed from the list.

## **Arrival & Departure of Children**

Texas Licensing Standards require us to keep a record of daily attendance. Therefore, we utilize the fingerprint check in system to keep track of this. If the system is not working properly sign-in sheets will be on the desk in the hallway. After signing your child in, please accompany your child to his/her classroom where their day begins. When checking your child out at the end of the day, please note that once you have contacted your child, they will be under your supervision. The daycare will no longer be responsible for your child. Whether dropping off or picking up, please make eye contact with the teacher in the classroom so that they are aware that a child is arriving or leaving. Please be available to speak with a teacher, if necessary, by saving your phone calls for after you have left the building. Our goal is to be in communication and relationship with each of our families.

A daily report will be completed by your child's teacher letting you know how his/her day went. Please sign the report and leave it in the child's folder. We feel that constant communication is the key to successful, well-rounded students.

## **Security**

As added security, we have a door code system to enter the daycare. Each parent will be given a code for the door. Please do not give your code to any other family member or friend. We ask that other family members or friends that do not pick up or drop off on a regular basis use the doorbell for entrance. This is for the security of everyone. Do not let anyone in the door behind you, even if you think you may recognize them. Again, this is a safety precaution to protect our children.

The center will release children only to those persons named on the enrollment form. **(Please do not send siblings under 16 to pick up or deliver your child.)** In an EMERGENCY, you may phone to give pick up permission to someone else. Please be prepared to answer questions that will help establish your and their identity. We will ask for a picture ID from anyone picking up a child for the first time.

**There are no drop offs allowed between the hours of 9:00 am – 3:00 pm.** This time is designated for lunch and nap. **We start teaching at 9:00 am**, please consider being here by then. Children have a much better day when they stay on a regular schedule. A child may be picked up from daycare at any time.

### **Absences**

Please be sure to let us know by 7am via email or phone if your child will not be attending that day.

### **Illness**

When a child arrives at the daycare, he/she should be well enough to participate in all activities, including going outdoors and P.E.

- A child or daycare employee cannot come to the daycare if he/she:
- Has any contagious disease
- Shows any signs of unusual fatigue, irritability, fussiness, lethargy, or listlessness.
- Has had an oral temperature of above 101 or under arm temp of 100.0 or more within the past 24 hours (without fever reducing medication)
  - Has persistent diarrhea (2 or more in a day)
  - Is vomiting or has within the last 24 hours.
- Has sore or discharging eyes (due to illness or infection)
- Has a communicable disease

The child can return to daycare if the child has been free of symptoms without medication for 24 hours or if the child's doctor provides a statement verifying the child is no longer contagious. However, the director will make the final call as if the child may return. We do understand that parents often find it difficult to miss work, but if we call you and ask you to pick up your sick child, we expect you to do so within **1 hour of the phone call.**

**If a child is sent home from the center with fever, diarrhea, or vomiting, he/she may not return to the center the following day.**

Please notify the daycare if your child will not be in the center due to illness or other reasons. State law requires that parents notify the daycare if their child develops a communicable disease so that the center may notify the parents of the other children in the center. Always ask your pediatrician if the disease is a communicable one.



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

In the event of a critical illness or injury we will take the following actions:

- Call 911 or take the child to the nearest emergency room.
- Administer CPR or first aid when needed.
- Contact the child's physician.
- Contact the child's parent or the designated emergency contact if the parent can't be reached.
- If we call the physician, Heritage Daycare will make all decisions about the care of the child until the parent or emergency contact is notified.

**The parent/guardian will be responsible for all expenses incurred.**

### **Procedure for Dispensing Medication**

We will administer prescription medication once a day, at midday. All medication will be administered by the director or the designated person in charge. Bring the medication to the office. For the safety of the children, medication cannot be stored in a diaper bag or backpack.

Prescription medication must be in the original container labeled with the child's full name. You must sign a form each day that authorizes center staff to administer the medication. You must take the medication home each evening.

We do not administer over-the-counter medication.

If your child needs diaper rash cream, ointment, or powder, please make sure you have signed the appropriate release form with your child's teacher. If your child needs sunscreen or bug spray, please apply these things prior to their arrival at daycare. Daycare staff will not be able to apply for these things.

### **Immunization Requirements**

Immunization requirements are set according to the Texas Department of Health, and we are required by law to have a record of your child's immunization records and a revised copy as the shot records are updated. You must provide an immunization record upon enrollment and updates to that record whenever your child receives more immunizations.

For more information about immunizations and tuberculin testing, please visit the health department's website at [www.tdh.state.tx.us/immunize](http://www.tdh.state.tx.us/immunize).

Teachers are not required to have immunizations.

### **Vision/Hearing Screening**

State law requires vision and hearing screenings for children who are 4 years old or older at the time of enrollment. Parents need to take their child/children to a professional for these examinations. A copy needs to be in your child's records on file in the office.

## **Parent Communication and Visits**

Good communication is important in building a relationship between staff and parents. Please keep your child's teachers informed about any significant events happening in your child's life. Communication regarding your child's day, daily projects, or upcoming events can be found in the folders placed outside each classroom.

There will be two annual parent conferences. Meet the teacher will be held at the beginning of the school year and an end of the year conference.

Remember to check the bulletin board in the hallway for important information, resources, and reminders.

The director or staff usually cannot converse with you at length during arrival and departure time since they must give their full attention to the children in care. If there is a need for a long discussion, please call the office and we will arrange a convenient time for a meeting or phone call.

Parents are welcome to visit his or her child at any time without an appointment. We will not allow visits to be made between 11:00 a.m. and 3:00 p.m. as this is lunch and naptime.

Heritage encourages family participation by allowing families to join us on field trips, holiday parties, and educational events. If you are accompanying your child on a field trip, you will take on full responsibility for your child. The child will be released from the daycare's responsibility and will be under your care.

If you volunteer on a regular or frequent basis, we will ask you to provide information for a criminal background check, complete a notarized affidavit about your background, and attend a short orientation session.

We are always looking for ways to improve our programs and we welcome your suggestions.

## **Discipline & Guidance**

Discipline and guidance will be individualized and consistent for each child and based on an understanding of individual needs and development. It will be appropriate to the child's level of understanding and will be directed toward teaching the child acceptable behavior and self-control.

Positive reinforcement and guidance are consistent at Heritage Daycare. We focus on methods that encourage self-esteem, self-control, and self-direction, including praise and encouragement. We focus on good behavior instead of focusing on negative behavior. We remind the children of behavioral expectations daily by using clear positive statements and redirection. If necessary, supervised time out from the group may be used, this is limited to no more than one minute per year of the child's age.

Children will never be shaken, spanked, hit, threatened, humiliated, or verbally abused. Discipline is not associated with food, napping or toilet training. Corporal punishment is not administered in any form!

A child who repeatedly acts out, causes harm to others, or bites excessively, may be permanently withdrawn from Heritage Daycare or removed for a day or two. Removal is at the director and board

member's discretion and will be handled on an individual basis, according to the age of the child. No tuition refunds will be made.

It is our desire that each child enjoys a safe and educational day at Heritage. A child who repeatedly acts out, causes harm to others, uses foul, threatening or inappropriate language, or bites excessively, may be permanently withdrawn from heritage Daycare.

A child who behaves in such a way that continually puts other children at risk will be handled in the following manner:

Step 1: Note home in folder or phone call to parent.

Step 2 Conference with Parent/Teacher/Director

Step 3: Send home for 1 or 2 days.

Step 4: Withdrawal from Heritage (Removal is at the director and board member's discretion and will be handled on an individual basis, according to the age of the child and severity of behavior. No tuition refunds will be made)

A child who hits, bites, or causes harm to a teacher will be handled in the following manner:

1<sup>st</sup> Offense – Time-Out, Note in Folder

2<sup>nd</sup> Offense – Parents will be called and informed of behavior.

3<sup>rd</sup> Offense – Parents will be asked to come get their child and will not be permitted to return the following day.

If the behavior continues, the child may be permanently withdrawn from Heritage Daycare.

Heritage Daycare reserves the right to request the withdrawal of a child who cannot adapt to the daycare. Also, withdrawal may be necessary when it is deemed that placement with our center is not accomplishing the goals of our program in the life of the child, or when placement is a detriment to the other children in the Heritage Daycare.

Heritage Daycare reserves the right to request the withdrawal of a child if a parent cannot adapt to the policies and procedures of the daycare. Being an unruly, disrespectful, or consistently late parent will result in removal of your child from Heritage Daycare without refund.

All parents are required to sign and return the discipline and guidance policy form, and this will be kept in the child's file.

### **Meals and Snacks**

For infants, parents must send formula (or breast milk), bottles and baby food. Please label everything. Please send enough bottles/sippy cups for the day, as we are not able to reuse bottles/sippy cups. We can rinse bottles/sippy cups out but cannot ensure sanitization— therefore you must take home and clean bottles daily. Breastmilk can easily be stored in the classroom refrigerator/freezer.

For toddlers and preschool children, you may send breakfast with your child, but it must be before 9 am. We start teaching at 9am and no one is available to supervise your child while they eat. Breakfast may not be taken to the classroom after nine. You may send your child a snack, or Heritage Daycare will offer various options for an afternoon snack.

You will be responsible for providing lunch for your child. If you provide a lunch that requires being kept cool, please send it in a container which will keep it cool. If you provide a lunch that requires warming, we can heat food in the microwave, but we are not able to cook food. Please make sure you label all food and drink containers. The center is not responsible for the nutritional value of the meals brought from home. Please do not send caffeinated beverages with your child for breakfast or lunch.

All lunches are prepared and eaten in the classroom. Meals are eaten family style where teachers sit and help children work on table manners and practical life skills such as using utensils, opening their lunch, etc.

### **Clothing**

Remember our activities when you dress your child for the day. The best clothing is inexpensive, simple, washable, sturdy, and easy to remove. "Messy art", playground time, toileting, and many other activities make this essential. Do not forget our ever-changing weather and dress your child accordingly.

At least one **COMPLETE SET** of seasonal clothing (underwear, socks, bottoms, tops, and shoes) is to be at the center everyday. **THIS IS A MUST!** Mishaps, accidents, and spills go along with preschool and toddlers. We do not have extra clothing and it is extremely uncomfortable for the child.

All clothing needs to be clearly marked with your child's name. We are not responsible for lost or damaged items.

Due to sanitary issues, we require any child who is being potty-trained to wear **velcro strap "Pull-ups" type** diapers to the center until he or she is trained. To enroll in the 3-year-old class and higher, the student must be **FULLY** potty trained, or an additional fee will be required. See 'potty training' section of the handbook. Fully potty-trained means they must be completely self-sufficient in the restroom.

For safety, children must wear shoes (this includes walking infants). Please consider rubber-sole shoes instead of boots, sandals, or any type of shoe that is difficult to run and play in. For modesty and health (sand play, etc.) please have the girls wear a pair of shorts under their dress or skirt.

Active play will be both indoors and outdoors when the weather permits. We will not go outside for long periods of time if it is above 100 degrees or below 40 degrees.

### **Toys**

Please do not allow your child to bring toys from home to daycare. We cannot be responsible for making sure the toys do not get lost or broken. Also, it is difficult for a child to share a special toy from home with the other children. This creates unnecessary problems in the classroom for the teachers.

### **Nap Time**

Young children respond best to programs that alternate active play with quiet play. A quiet period prevents overstimulation and offsets fatigue. This time includes such things as listening to soft music and stories. All children are required to have a rest time after lunch. If a child does not sleep, he/she is required to rest quietly for a period before reading a book or doing quiet activities on his/her mat while other children sleep.

Your child will need a **small blanket** to lay on and cover up with. You may also provide a nap mat. Please remember there is limited space for the nap mats. We do not have room for large pillows and blankets. If you choose to send a nap mat and it becomes torn, you will be responsible for replacing the mat. Standards do not allow children to use torn mats.

### **Parties**

Birthdays may be celebrated in the child's classroom in the afternoon after nap time. Please plan with the child's teacher or director. Individual servings work best (cup cakes, etc.) It is the responsibility of the parents to coordinate, plan, and purchase all items needed for this celebration.

In consideration of everyone's feelings, please do not distribute invitations to parties held outside of school unless all children in the classroom are invited.

Various classroom holiday parties will be held throughout the year.

### **Field Trips**

Occasionally, we will take educationally applicable field trips. We will adhere to all state regulated minimum standards concerning ratios and transportation. A parent permission slip will be required for each specific field trip, and we will not transport your child off the premises without your permission.

### **Water Activities**

Throughout the year, we may have special water activity days. You will be notified in advance so that you can send the appropriate clothing, towel, sunscreen, etc. for your child to have a successful water day. These water activities will include child-size pools with no more than 24 inches of water. We will adhere to all state regulated minimum standards concerning ratios during water play.

In some classrooms, we do have a water activity table. This table is specifically for learning activities, and it will be no deeper than 10-12 inches of water.

Water table activities may be available at any time of year. If you are not comfortable with water table activities, please indicate so in your Admissions Packet.

### **Animals**

According to Heritage Daycare policy, there will be no animals allowed at the daycare.

### **Safety and Emergency Preparedness**

All staff at Heritage Daycare are certified in CPR and First Aid and have had criminal history checks done by the Daycare and the Texas DFPS.

Heritage Daycare will maintain high safety standards including periodic fire and emergency drills. Electrical outlets will be kept secure, and medications and cleaning supplies will be kept out of reach of children. Cleanliness as a preventative measure is a high priority.

Under the Texas Penal Code, any area within 1000 feet of our child-care center is a gang-free zone, where criminal offenses related to organized criminal activity are subject to harsher penalty.

## **Child Abuse**

Texas state law requires the staff of this childcare facility to report any suspected abuse or neglect of a child, and we urge you to do the same. If you wish to report abuse of any child, the number to call is 1-800-252-5400.

All employees meet the licensing requirements to be able to teach in a licensed facility in the State of Texas. These requirements include FBI fingerprints, background checks, CPR and First Aid certification, Child Abuse & Neglect training, 8 hours of orientation, 24 hours of preservice training, and 24 to 30 annual hours of professional development training.

To prevent and identify cases of suspected abuse and neglect, it is important to have a clear understanding of exactly what abuse and neglect are. Child abuse can be broadly defined as an adult causing serious physical or psychological harm to a child (Nemours Foundation, 2012). Chapter 261 of the Texas Family Code, remodified in 1995, provides definitions of child abuse and neglect for the purposes of civil actions, such as the removal of a child from an abusive circumstance, with the primary goal of protecting children from abusers. There are also provisions in the Penal Code which allow for the criminal prosecution of crimes against children (Texas Attorney General, 2010). Abuse is a broad term, which includes many types of behavior that are harmful to children. There are several major categories of abuse – physical abuse, sexual abuse, emotional or psychological abuse, and neglect or abandonment (Nemours Foundation, 2012). Heritage Daycare will offer all parents the option to complete the online Child Abuse & Neglect Training.

### **SIGNS OF CHILD ABUSE & NEGLECT**

Shows sudden changes in behavior or school performance.	Has learning problems (or difficulty concentration) that cannot be attributed to specific physical or psychological causes.
Has not received help for physical or medical problems brought to the parents' attention.	Lacks sufficient clothing for the weather.
Is always watchful, as though preparing for something bad to happen.	Abuses alcohol or other drugs.
Lacks adult supervision.	States that there is no one at home to provide care.
Is overly compliant, passive, or withdrawn.	Is reluctant to be around a particular person.
Comes to school or other activities early, stays late, and does not want to go home.	Discloses maltreatment.

**PHYSICAL ABUSE**

Has unexplained burns, bites, bruises, broken bones, or black eyes.	Shrinks at the approach of adults.
Has fading bruises or other marks noticeable after an absence from school.	Abuses animals or pets
Seems frightened of the parents and protests or cries when it is time to go home.	Reports injury by a parent or another adult caregiver.

**NEGLECT**

Is frequently absent from school.	Lacks needed medical or dental care, immunizations, or glasses.
Begs or steals food or money.	Is consistently dirty and has severe body odor.

**SEXUAL ABUSE**

Has difficulty walking or sitting.	Becomes pregnant or contracts a venereal disease, particularly if under the age of 14.
Suddenly refuses to change for gym or to participate in physical activities.	Reports sexual abuse by a parent or another adult caregiver.
Reports having nightmares or bedwetting.	Runs away.
Experiences a sudden change in appetite.	Attaches very quickly to strangers or new adults in their environment.
Demonstrates bizarre, sophisticated, or unusual sexual knowledge or behavior.	

**EMOTIONAL ABUSE**

Shows extremes in behavior, such as overly compliant or demanding behavior, extreme passivity, or aggression.	Is either inappropriately adult (parenting other children, for example) or inappropriately infantile (frequently rocking or head-banging, for example).
Has attempted suicide.	Reports a lack of attachment to the parent.
Is delayed in physical or emotional development.	

## **Community Organizations**

One of the best ways to protect children from the harmful effects of maltreatment is by staying informed about resources that can provide valuable information for childcare providers and administrators, parents, and even children about both abuse and neglect. There are many organizations that operate on the local, state, and national levels to distribute information and help connect concerned parties to resources, including the organizations listed below. The following is a small sample of what is available:

Texas Department of Family & Protective Services Child Protective Services  
***[www.dfps.state.tx.us/child\\_protection/](http://www.dfps.state.tx.us/child_protection/)***

In addition to information about reporting suspected cases of maltreatment in Texas, this site has information about preventing and recognizing abuse and neglect for adults who want to protect children.

Texas Attorney General  
When You Suspect Child Abuse or Neglect: A General Guide  
***<https://www.texasattorneygeneral.gov/victims/childabuse.shtml>***

This page gives information about legal considerations related to abuse and neglect, such as mandated reporting and legal protection for good faith reports. It also gives tips for what to do if you suspect a child is being abused or neglected and warning signs of different types of maltreatment.

Prevent Child Abuse Texas  
***<http://www.preventchildabusetexas.org/>***

This organization provides fact sheets about different issues related to abuse and neglect that can be used in training for caregivers, parents, or other individuals concerned with children's well-being. They also provide fee-based face-to-face training programs.

ChildHelp  
***<http://www.childhelp.org/> or 1-800-4-A-CHILD (1-800-422-4453)***

This organization provides support to anyone involved in cases of abuse and neglect nationwide, including offering assistance for children in abusive situations. Individuals who call the hotline can give information and receive advice anonymously if they choose.

## **Emergency Procedures and Evacuation**

A. It is the responsibility of Heritage Daycare to prepare plans whereby the facility, or parts thereof, can be evacuated quickly in the case of an emergency. Causes for evacuation could be fire, bomb threats, explosion, flood, severe thunderstorm, severe winter storm, hurricane, tornado, toxic fumes, electrical failure, structural failure, or endangering persons. In an emergency, evacuation of the Child Care Facility should proceed as rapidly and safely as possible. The plans shall be developed considering three scenarios of evacuation.



Those being:

1. 1. Shelter at the site – This plan would be put into place in the event of a weather emergency or unsafe outside conditions or threats. In this plan, children will be cared for indoors at the center and the center may be secured or locked to restrict entry. Parents will be notified if they need to pick up their child before their regular time.
2. Evacuation to another site – This plan would be put into place if it is not safe for the children to remain at the center. In this situation, the children will be transported to the Lampasas Inn. Parents will be notified of the change in location and pick-up arrangements will be made.
3. Emergency ends/reuniting with children – When the emergency ends, parents will be informed and reunited with their children as soon as possible. The director or assistant will contact the parents.

## **I. General Information**

- A. The safety of the children and staff members at Heritage Daycare is the highest priority. The purpose of this directive is to provide procedures to be followed by the staff members of Heritage to ensure the safety of its children and staff members in the event of an emergency.
- B. In the event of an emergency the Heritage director (or his/her designee) will be notified as soon as possible regarding the situation and the response to it.
- C. In the event of an emergency the Heritage Director, or designee, may require that all staff members on duty remain at work to return to work until the situation is no longer deemed an emergency.

## **II. Fire**

- A. Evacuate the area of the fire (always stay low as smoke and heated gasses collect near the ceiling first)
- B. Activate the fire alarm (if so equipped)
- C. Call 911, indicating the need for assistance from the fire department and law enforcement. Other communication networks should be identified and utilized if the fire has caused the telephone system to be out of order.
- D. Evaluate the situation; determine quickly, if possible, the size, nature, and location of the fire within the facility.
- E. Upon the arrival of the fire department the facility director, or designee, shall establish contact with the senior fire department official and coordinate subsequent activities with him or her.
- F. Make certain that all children and staff members are accounted for and safe. Move to other locations as required. A fire deemed in any way to be a threat to the safety of the children, or the staff members calls for evacuation to the outside area, away from the building.
- G. All windows and doors in the facility should be closed, and all electrical switches and breakers turned off. However, do not waste time doing this if the condition is an emergency.
- H. Any of the steps above may be done simultaneously as the number of staff members on duty permits. The decision not to follow any of these steps is justifiable only when there is certainty that there is imminent danger.

- I. If the fire is small, any of the facility's fire extinguishers may be used to put it out, if the staff member has received proper training. Although there should be no hesitation regarding the use of fire extinguishers, the fighting of any fire by staff members should be undertaken only if there is no imminent danger.

1. The Child Care Facility's fire extinguishers are located as follows:

- Entrance to the building
- Room #1
- End of the main hallway
- Infant Room

2. Each staff member is responsible for becoming familiar with the use of fire extinguishers (if so, required by the facility).

- J. Ensure that no re-entry is attempted until authorized by the fire department.

### **III. Illness or Injury**

#### **A. Minor**

1. Treat with medical supplies on hand.
2. Contact the director, get coverage and call the parent.
3. Document treatments and evaluations in the children's file.

#### **B. Major**

1. Employ first aid techniques as trained, if needed.
2. Get help from the Director.
3. Contact 911, immediate medical attention required.
4. Contact the parents.
5. If illness or injury requires a doctor's care, but emergency services are not required, the staff members should then arrange for transportation to the emergency room, pediatric clinic, or hospital per instructions of the family member.

### **IV. Emergency Evacuation**

- A. In the event of a fire, bomb threat, electrical, chemical, or other emergency that would require the evacuation of the building, all staff members should adhere to the following:

1. Call 911, indicating the need for assistance from the local Fire Department and law enforcement.
2. Make certain all children and staff members are accounted for and are safe, that is count children before leaving the building and once you arrive at the designated area.
3. Evacuate all children and staff to an area as far from the building as safely practical.

- a) Adhere to predetermined evacuation routes, if possible; however, do not hesitate to adjust these routes to avoid dangerous areas.
  - b) All children and staff members with special needs are to be assisted as needed.
- 4. Conduct a second head count for children and staff.
  - 5. Notify the Director as early as possible.
  - 6. Do not approach or re-enter the building until consultation with the proper authorities.

## **V. Threat of Endangering Persons**

- A. In the event of an endangering person entering the building, the director will notify you as soon as possible via cell phone or verbal warning. There will be two types of endangering person alerts: CODE RED means that the endangering person is in the building. CODE BLUE means that the endangering person is outside.
- B. CODE RED (endangering person IN the BUILDING)
  - 1. Do not try to confront the intruder. If you are the first one to encounter an endangering person, yell for help and remove your class from direct threat. Notify the director as soon as possible.
  - 2. If you are in the lunchroom, gather your class in the bathroom holding the door.
  - 3. If you are outside, evacuate the playground quickly just like you would do in a fire drill.
  - 4. If you are in your classroom:
    - a) Immediately shut your classroom door and turn off the lights. Gather your children in the bathroom instructing them to sit quietly as quickly as possible.
    - b) Move all available furniture in front of the door. Barricade the door as well as possible.
    - c) Stay with your children in the bathroom and remain quiet and hidden until the director or law enforcement clears the area.
  - 5. It may become necessary for you to exit the building quickly. If possible, exit through your window and help each child out the window as well. Gather your children on the far side of the parking lot in a safe place away from the building, making sure to account for all your children.
- C. CODE BLUE (endangering person OUTSIDE)
  - 1. Staff will ensure that all daycare doors are locked.
  - 2. If you are in the lunchroom, gather your class in the bathroom holding the door.
  - 3. If you are outside, gather your children indoors as quickly as possible, taking shelter in the nearest classroom or bathroom.
  - 4. If you are in your classroom:
    - a) Immediately shut your classroom door and turn off the lights and close your

- curtains. Gather your children in the bathroom instructing them to sit quietly as quickly as possible.
- b) Move all available furniture in front of the door. Barricade the door as well as possible.
- c) Stay with your children in the bathroom and remain quiet and hidden until the director or law enforcement clears the area.
5. It may become necessary for you to exit the building quickly. If possible, exit through your window and help each child out the window as well. Gather your children on the far side of the parking lot and wait for further assistance.

In the event of an actual emergency, please do not call the center – it will be important to keep the lines open. The director or assistant will contact the parents and keep them informed as information is available.

Emergency First Aid supplies are kept at the daycare. If an accident occurs, the child will be taken to a quiet area and treated. Parents will be contacted, as necessary. If more extensive treatment is required by a physician, the parents and/or emergency contacts will be called, and an accident report will be filled out by the attending staff member. Parents will be asked to sign the form and will receive a copy. The parent/guardian will be responsible for all expenses incurred.

**We look forward to caring for your child!**

I have read and understand the Heritage Daycare 2025 - 2026 Parent Handbook. I agree to abide by all the policies and standards outlined.

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Parent/Guardian Name & Date

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Parent/Guardian Signature

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Parent/Guardian Name & Date

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Parent/Guardian Signature

I have read and understand the Heritage Daycare 2025 - 2026 Parent Handbook that I received at Meet the Teacher on Friday, August 15th. I agree to abide by all the policies and standards outlined.

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Parent/Guardian Name & Date

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Parent/Guardian Signature

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Parent/Guardian Name & Date

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Parent/Guardian Signature