



PARENT HANDBOOK



Hope Rising Preschool
Inspiring faith for tomorrow's future

Revised January 2025



Hope Rising Preschool
at New Hope Christian Church

(214) 762-4057

hoperisingpreschool.com

facebook.com/hoperisingpreschool

CHARLOTTE NEUMEYER - Owner/Operator

CONNIE MILLER - Co-Director

PHYSICAL ADDRESS

1100 W. Brown St., Wylie, Texas 75098

MAILING ADDRESS

P.O. Box 118, Wylie, Texas 75098

OFFICE HOURS

Monday - Friday 9am - 2pm

Hope Rising Preschool is owned and operated by the Director, Charlotte Neumeyer. New Hope Christian Church is not responsible for injuries sustained by any child while participating in the program.

Hope Rising Preschool is a non-tobacco facility. Please refrain from smoking on the church grounds, parking lots, sidewalk or anywhere inside the facility. This is required by the State of Texas.

Hope Rising Preschool is a 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 offences related to organized criminal activity are subject to harsher penalty.

Hope Rising Preschool is a non-open carry handgun facility. Pursuant to Section 30.07, penal code (trespass by license holder with an openly carried handgun), a person licensed under Sub Chapter H, Chapter 411, G Code (handgun licensing law), may not enter this property with a handgun that is carried openly.

CHILDCARE LICENSING

The Texas Department of Family and Protective Services local licensing phone number is 469-229-6900 and the website is dfps.state.tx.us for access to the licensing minimum standards. Hope Rising's current state visit summary is available for review in the director's office or on the PRS website.

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ADMISSION REQUIREMENTS & ENROLLMENT

Hope Rising Preschool is licensed by the Texas Department of Family and Protective Services. To attend this program, the following requirements must be met, without exception:

- Enrollment forms must be completed and signed by the parent and physician prior to the date of admission.
 - Registration form
 - Emergency contact form
 - Student pick up list
 - Doctor's statement (Please have doctors use a stamp or other form of verification of authenticity. If we question the validity of the statement, we will ask for a new form to replace the one in question.)
 - Current immunization records
 - Vision and hearing screening for 4 year old students
- A current immunization record and doctor's statement must be attached to the enrollment form for each child, along with a hearing and vision screening for children entering a 4 or 5-year-old class.
- Hope Rising Preschool follows the WISD age requirements for classes. **The child must be class age on or before 9/1 of the current year.** Children will be placed in the age appropriate class that falls within our calendar year, and we reserve the right to deny enrollment in the program and to child placement in the classrooms.
- Any changes to your child's enrollment paperwork will need to be initialed by the parent or guardian.

Students who do not have required or completed records/forms will be denied admittance until those forms are completed. Hope Rising has the right to remove a child from a class if fees are not paid by the date required. Hope Rising will notify parents through written notice, in person and through emails of any changes in this process.

INFORMATION CHANGES

It is important to keep your contact information up-to-date. Please contact the preschool office by phone, written notice through your child's folder, or email hoperisingpreschool@gmail.com with changes.

TUITION, FEES, AND PAYMENTS

Please see the Financial Agreement for the current tuition, fees and payment details.

DAYS OF OPERATION

Monday through Friday, 8:00 am to 2:00 pm

Dropoff time is from 8:45 am to 9:00 am

Preschool hours are from 9:00 am to 1:45 pm

Pick up time is from 1:45 pm to 2:00 pm

AM/PM Extended care is from 7:45 am to 9:00 am + 2 pm to 4:45 pm

The doors will open for early drop-off at 7:45 a.m. Drop off for preschool hours begins at 8:45 am and dismissal begins at 1:45 pm. Please be considerate of the teachers and students by bringing your child on time. Extra fees apply for extended care hours. (Please see financial agreement.) In the event of a Wylie ISD early dismissal due to bad weather, Hope Rising will dismiss one hour prior to Wylie ISD.

In the event of a WISD late opening due to bad weather, Hope Rising will not hold classes for that day. Hope Rising will not observe WISD bad weather make-up days. When hazardous weather conditions exist, parents are asked to tune into one of the local radio or television stations for official school closing announcements.

SIGN-IN & SIGN-OUT

The safety of your child is paramount to our school. Therefore, we follow strict guidelines that are required by the State of Texas to ensure their safety. When a child is being picked up by someone other than the parent, these steps will be taken to protect your child:

- An emergency information/registration sheet is to be filled out upon registration, indicating who you have authorized to pick up your child. These forms are kept in the office and a copy is given to your child's teacher.
- The person picking up your child will be required to show his/her driver's license. Children will only be released when the driver license information matches the emergency contact form.
- If you will be routinely carpooling or having someone other than the parent picking up your child, you will need to let the Director or teacher know by phone call or in writing that morning. A note with a parents signature stating who will be picking up their child, the relation to the child and the date of pick up can be given to the teacher prior to or on the morning of this change. Children will be released ONLY when the information matches Emergency information sheet and driver license. A phone call is all that is necessary to add a person to your child's emergency form.
- The doors open promptly at 1:45 pm for dismissal.

FOOD & ESSENTIALS

All children must bring a full-size backpack with the child's name clearly written on it. The backpack should be able to hold a lunch box, spill proof water bottle filled with water only, a change of clothing in a gallon Ziploc bag, a coat, a receiving size blanket, diapers/pull-ups (if necessary), wipes, artwork, and a folder.

- Hope Rising provides a morning snack for all children. Please notify the teacher of any food allergies in addition to listing food allergies on the registration form.
- Each child should bring a nutritious lunch. Nutritious lunch foods might include a sandwich consisting of meat and cheese or peanut butter, bite size fruit and /or bite size vegetables, and fruit juice, water or milk. **NO CANDY!** HRP is not responsible for the nutritional content of your child's lunch. Include a drink box or thermos.

- Do not send any food requiring heating and always include an ice pack, as necessary.
- Please keep in mind when packing your child's lunch that the teachers have to assist many students in setting up lunches; therefore, do not send something that will take excessive preparation.
- All lunch contents are to be disposable. For example, plastic forks and spoons.
- Hope Rising allows special treats from home for holidays or birthdays. Please notify the teacher in advance.
- Parents may send cookies, cupcakes, drinks, etc. for a class treat for birthdays. There will be no "birthday parties" held in classrooms.

Each parent is responsible for applying sunscreen and bug repellent to their child before each class day. Hope Rising will not keep sunscreen or bug repellent at the center due to allergies.

TOILET TRAINING & CLOTHING

- Any children in the 2-year-old classes that are not potty trained should be brought to school in disposable diapers or side Velcro pull-ups. Parents need to provide a weekly supply of diapers or pull-ups, and will be notified as the supply gets low.
- Children should wear washable play clothes, free from complicated fastenings.
- Dress your child in seasonally and outdoor appropriate clothing.
- Seasonal appropriate change of clothing inside a gallon size Ziploc bag should be included in your child's backpack, labeled with the child's name for all ages.

REST TIME

- Each child in the 18-month classroom through the younger 3's classroom will have a daily rest period.
- Each child is required to have a thin, tri-fold vinyl rest mat. The preschool will provide these for the children although you may bring your own rest mat. One small receiving size blanket is optional. No pillows will be allowed.

TOYS

- Toys should not be brought to school except on special days when the teachers request Show-N-Share items.
- Hope Rising is not responsible for personal items lost or stolen from the classroom. Please put your child's name on all belongings.

COMMUNICATION

Communication between parents, teachers and the Hope Rising Preschool office is vital to the success of your child's school experience and our program.

- Daily class schedules are posted inside each classroom.
- Each child will be provided with a folder, containing classroom calendars, take home notes detailing class and preschool activities and any completed work.
- Please remember to send the folder each day in your child's backpack.
- The Director will communicate to parents through letters sent home in child's folder, emails and verbally.
- Parents may visit Hope Rising at any time during our hours of operation to observe their children, our program activities, the building, the premises, and the equipment without prior approval.

BEHAVIOR, DISCIPLINE & GUIDANCE

There will be no harsh, cruel, or unusual treatment of any child. The following types of discipline are prohibited:

- Corporal punishment or threats of corporal punishment.
- Punishment associated with food, naps, or toilet training.
- Pinching, shaking or biting a child.
- Hitting a child with a hand or instrument.
- Putting anything in or on a child's mouth.
- Humiliating, ridiculing, rejecting or yelling at a child.
- Subjecting a child to harsh, abusive or profane language.
- Placing a child in a locked or dark room, bathroom or closet with the door closed.
- Requiring a child to remain silent or inactive for an inappropriately long period of time for the child's age.

Hope Rising Preschool will use only positive methods of discipline and guidance that encourages self-esteem, self-control and self-direction, which include at least the following:

- Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior.
- Reminding a child of behavior expectations daily by using clear, positive statements.
- Using brief supervised separation of time-out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age.

Discipline will be individualized and consistent for each child, appropriate to the child's level of understanding, and directed toward teaching the child acceptable behavior and self-control. Discipline procedure is as follows:

- Verbal warning/Redirection
- Removal from the group (time-out)
- Removal from the room to the Director's office
- Continued discipline problems will result in a conference with parents
- In case of violent behavior (biting, hitting or scratching), the child will be taken to the Director, and the parents will be called
- If the situation doesn't improve, the child will be asked to leave the program (length of time to be determined by the Director) If there is an ongoing behavior concern, classroom teachers, director, and parent will be in communication and discuss strategies to promote appropriate behavior and develop a plan for change. If the behavior concern continues after the implementation of the plan, the teachers, director, and parents will then decide on what is the best for the child and their success. If a parent chooses to leave the program, we recognize and understand that Hope Rising may not be equipped to deal with all circumstances underlying certain behavioral issues.

BITING

Biting is very serious and is unacceptable. If your child bites, Hope Rising will work with you to develop a plan to correct the problem. However, if the problem is aggressive, breaks skin, does not lessen within a reasonable amount of time or diverts an inordinate amount of staff time away from other children and program

implementation, Hope Rising Preschool will review the situation and plan for an alternate modification for your child's care. Unresolved biting may indicate that suspension from the program is a consideration for the safety of other children.

LICE

At Hope Rising, a child will be sent home from school if live lice or nits are found in their hair. They will be allowed to return to school after one medicated treatment has been given or they bring a note from a physician saying they have been cleared to return to school. Hope Rising has established a NO NIT policy for the best interest of the other children attending the same classroom.

A child who has repeatedly returned to school with live lice will be asked, after the third episode to remain home for a period of two weeks. The period of time allows the parents to continue to treat their child's scalp and eliminate all evidence of eggs. The child will be admitted back into their classroom after two weeks with evidence of no live/nits found at arrival time. Each student at Hope Rising Preschool is subject to suspension or dismissal from preschool for the willful violation of policies and procedures by the child or parent, as set out by Hope Rising Preschool, and the Texas Department of Family and Protective Services.

HEALTH & MEDICATION

Please notify the Hope Rising office if your child has been exposed to or contracted a communicable disease such as pink eye or strep throat. If staff screening at the door during drop off detects a fever or illness, parents will be asked to take students home. All attempts will be made to comply with the CDC guidelines regarding Covid.

If signs of approaching illness are discovered at school, parents will be contacted to pick up their child immediately while the child waits in the school office. Hope Rising will fill out an illness form and notify child care licensing and the health department if child is diagnosed with communicable diseases as defined by the Texas Department of Health. It is also at the discretion of the director to request a medical release form to be completed by the child's physician and returned to the office prior to the child being readmitted to class.

If a child is ill, he/she must be kept at home. Children should not return to school with signs of illness, such as fever, difficult or rapid breathing, draining wound, rash, vomiting, diarrhea, bad cough, sore throat, excessive nasal discharge, green or yellow nasal discharge, chicken pox, conjunctivitis or other eye discharge (all eye infections are contagious—the child must be on medication for 24 hours before returning to school), or any skin infections (boils, ringworm, impetigo, thrush, hand-foot-and-mouth disease). Let us respect all health needs of all children enrolled in our preschool. A child must be fever free without medication for at least 24 hours before returning to class! If your child has been sent home from school with fever or other illness, a doctors note is required to return.

If your child has a medical condition that needs medication, the Director or Assistant will administer the medication only with a signed permission note from the parent (available in the office). We do ask that all antibiotics or other prescribed medications be given to your child before coming to school. Please do not put medications, including sunscreen, bug spray, or diaper cream, in students' backpacks. ALL medications, ointments, and creams need to be checked into the Hope Rising office.

Any medications brought by the parent for their child must:

- Be in the original container
- Be labeled with the child's name
- Be labeled with the date, if a prescription medication

- Include directions for administration
- Include name of physician, if a prescription medication Upon enrollment, a notarized release form for emergency treatment must be on file with the office. It is to your child's benefit that you keep the director current with telephone numbers, emergency contacts and other pertinent information. If none of your emergency contacts can be reached, the parent agrees to give the director the authority to seek emergency care. In the event of a medical emergency, Wylie EMS will be summoned. If they deem your child needs to be transported to a medical facility, the choice of the facility is up to the discretion of the Wylie EMS team responding to our call.

An emergency allergic reaction protocol form MUST be filled out with the registration packet. Hope Rising may find it necessary to modify the illness policies during COVID-19, flu, or other similar outbreaks.

MEDICAL EMERGENCY PLAN

In a serious or life-threatening emergency, the director or designated staff member will contact 911. Hope Rising will contact the parent to instruct them to either come to the Hope Rising office or the hospital. If a child is taken to the hospital via ambulance, a designated staff member will accompany the child to the hospital until parents arrive.

ALLERGIES

Hope Rising is a NOT a nut-free environment. This will be assessed at the beginning of the school year to determine if a class or the school needs to be nut-free. Nut items would include, but are not limited to, the following: Brazil nuts, almonds, cashews, pistachios, walnuts, peanuts, pecans, hazelnuts, coconut products, coconut milk, almond milk and any type of nut butter (including soy or sunflower, which has the appearance of nut butter).

If your child has severe reactions to insect bites, please provide Hope Rising with an EPI Pen labeled with your child's information on it, as well as an action plan administered by the prescribed physician.

EPI PEN POLICY

If your child requires an EPI Pen for severe allergies, please inform the office. An action plan/medicine/EPI Pens will be kept on file in the school office, and the action plan will also be posted in that child's classroom. For the safety of your child, an EPI Pen must be kept in the Hope Rising office when your child starts school.

MEDICAL RESTRICTIONS OF STUDENTS

It is the parent's responsibility to check with the director regarding any allergy or health limitation that could affect your child's classroom placement. This also applies to any changes that occur prior to or during the school year. Student's special health needs such as allergies or chronic illnesses (including, but not limited to, asthma, hearing or vision impairments, various allergies, feeding needs, neuromuscular conditions, seizures, diabetes, urinary or other ongoing health problems) must be properly disclosed and documented on required forms. Documentation will then be reviewed by the director. Regarding health issues, Hope Rising reserves the right to make the final determination regarding acceptance. This is to insure your child's needs are met in an appropriate way.

MEDICATION POLICY

Hope Rising's policy is to dispense medication to a child only in an extreme emergency. Only Hope Rising staff is permitted to administer medication to a child. Parents who have children with severe medical concerns should complete a Parent/Physician Request for Administration of Medication by School Personnel so emergency medication can be kept at school. Do not send any medication to school in your child's backpack! All sunscreen and bug spray need to be applied *before* the child comes to school. Teachers are not allowed to administer any kind of medication.

We require our Medication Policy Parent Permission Form to be filled out each time medication needs to be administered to your child.

BREASTFEEDING

Licensing recognizes breastfeeding as the best source of milk for infants. Due to this belief, we are required to inform nursing mothers that we have a nursing mother's room in the empty sanctuary.

IMMUNIZATIONS

All children are required to have a current immunization record signed by the child's physician and dated. Shot records also need to have the physicians address and name of facility on the shot record. The recommended immunization schedules for persons 0 to 18 years are approved by the Advisory Committee on Immunization Practices, the American Academy of Pediatrics aap.org, and the American Academy of Family Physicians aafp.org.

See the current vaccine schedule for children up to 6 years. cdc.gov

- A polio and DTP Booster is required on or during the fourth year. We would really appreciate both boosters to be given at the beginning of the year.
- **An annual Hearing and Vision Screening** is required for all four and five year olds in the program. Documentation should be provided within 120 days of admission.

VACCINE EXEMPTION

"The State of Texas in law grants and acknowledges the right of parents to exempt their children from vaccination requirements for day care, school or college for reasons of conscience including a religious belief or for medical reasons."

The school will only accept official affidavit forms developed and issued by the Texas Dept. of State Health Services (DSHS,) Immunization Branch. These forms are valid for two years. According to the Texas Dept. of State Health Services: Online requests must be made through the web submission form posted at: webds.dshs.state.tx.us/immco/affidavit.shtm

Notice of Non-Discriminatory Policy: Hope Rising Preschool admits children of any race, color, national and ethnic origin to all the rights, privileges, programs and activities generally accorded or made available to participants in the program. Hope Rising does not discriminate of its educational, admissions or scholarship/loan programs. **Hope Rising does not have a preventable vaccination requirement for staff.**

COVID

We will not close a classroom due to Covid. If a child becomes ill at school with fever they will be sent home and a negative test will be needed to return to school. Students without symptoms are welcome to attend. We will keep you posted if your child has been exposed.

All attempts will be made to comply with the CDC guidelines regarding Covid. No adjustment, discount/prorated amounts for tuition will be made. If your child is ill with flu or cold-like symptoms PLEASE KEEP THEM HOME.

CHILD ABUSE

Mandated Reporting – As annually trained professionals in contact with young children and their families, we

at Hope Rising Preschool are required by law to help the Department of Health Services become aware of children who may be abused or neglected. According to the law, public or private school teachers, educational administrators, guidance or family counselors; as well as day care/child care workers, are mandated reporters.

Thus, it is policy of Hope Rising Preschool to report any and all suspected cases of child abuse and/or neglect to DHS immediately by telephone and to follow up in writing within 24 hours the same information as reported by telephone. Our school will offer full cooperation of its staff during the investigation of the reported incident. **Child abuse hotline 1-800-252-5400.** Parents may contact the local licensing office at (800)582-6036 or by visiting the website at www.dfps.state.tx.us See Appendix A for more information on reporting suspected abuse and/or neglect.

PHYSICAL ABUSE

Physical abuse is physical injury that results in substantial harm to the child, or the genuine threat of substantial harm from physical injury to the child. The physical injury (ranging from minor bruises to severe fractures or death) can result from punching, beating, shaking, kicking, biting, throwing, stabbing, hitting, burning, choking, or otherwise harming a child. Such injury is considered abuse regardless of whether the caretaker intended to hurt the child or not.

Suspect Physical Abuse When You See:

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

NEGLECT

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

Suspect Neglect When You See:

- Obvious malnourishment
- Lack of personal cleanliness
- Torn or dirty clothing
- Stealing or begging for food
- Child unattended for long periods of time
- Frequent tardiness or absence from school

SEXUAL ABUSE

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

Suspect Sexual Abuse When You See:

- Physical signs of sexually transmitted diseases
- Evidence of injury to the genital area
- Difficulty in sitting or walking
- Extreme fear of being alone with adults of a certain sex
- Sexual comments, behaviors or play
- Knowledge of sexual relations beyond what is expected for a child's age
- Sexual victimization of other children

EMOTIONAL ABUSE

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

Suspect Emotional Abuse When You See:

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

REPORTING OF SUSPECTED CHILD ABUSE

As child care professionals, the staff at Hope Rising is required by law to report any suspected abuse or neglect of a child to the Texas Department of Family & Protective Services. Our staff is required to receive a minimum of one hour of training each year on prevention, recognition and reporting child abuse. Any person having cause to believe a child's mental or physical health or welfare has been adversely affected by abuse or neglect is mandated by law to report such concerns to the Texas Department of Protective and Regulatory Services. For more information or to make a confidential report: Child Abuse Hotline: 1-800-252-5400 Additional resources may be found in our office. Hope Rising Preschool and New Hope Christian Church strive to be a "safe place" for all children and will remain strong advocates for every child in our care at all times.

PARENT INVOLVEMENT & OUR RISK REDUCTION PROGRAM

Parents are very much valued and considered a vital part of Hope Rising Preschool. We welcome all parents to join in Hope Rising FUN! Hope Rising Preschool is committed to the safety, welfare, and protection of all children and youth participating in the activities and programs from abuse and harassment in any form: physical, mental or sexual. Programs such as these are a normal part of our school system. Teachers and volunteers are screened prior to working with children.

Hope Rising has initiated a program to reduce the risk and liability of child abuse. In order to minister to our children, all new volunteers who are paid or unpaid, who are regularly or frequently present at the child-care center but not counted OR are counted in the child/caregiver ratio, must comply with minimum standards that apply to employees and must:

- Complete the application form (found in the office)
- Have references checked
- Complete an interview process
- Volunteer for a criminal background check by the church and the Texas Department of Family and Protective Services (licensing board)
- Agree to adhere to the Code of Conduct and Policies and Procedures of the Program
- Submit to fingerprinting and pay the required fee which is mandated by the state. All screening will remain confidential and the final decision whether or not you, as an applicant, will be accepted to work with our children shall be based on information from the criminal background history, interview process and reference checks. Parents may visit Hope Rising Preschool at any time during the child-care center's hours of operation to observe their child, the child-care center's operation, and program activities by entering through the south doors of New Hope Christian Church. Please check in at the front office and sign in/out before you volunteer in your child's classroom.

ACCIDENTS

The director or staff will render first aid to an injured child and then the director will determine if the parent should be contacted. All accidents at Hope Rising are required to be reported on an Accident/Illness Report form. This form is completed by the staff member who witnessed the incident. If a form has been completed on your child, the classroom teacher will review the form and ask for your signature at carpool pick-up. A copy of this form will be filed in your child's records in the Hope Rising office. A staff member will inform you at pickup time if any minor accidents, bumps or scrapes have occurred while your child was at Hope Rising. The staff member will make you aware of how the incident occurred, what first aid was rendered, and any notable visible signs.

EMERGENCY PREPAREDNESS PLAN

Hope Rising will conduct monthly fire and four tornado and lockdown drills throughout the year. Our staff will be trained for each of these emergency situations. If the director finds it necessary for Hope Rising staff and students to evacuate the building and surrounding area due to a dangerous situation, all children will be transported to the emergency evacuation site within walking distance. In the event of relocation, children under 24 months or those with limited mobility will be transported by wagons or staff carrying them.

Our remote evacuation site is Birmingham Elementary at 700 W. Brown St., Wylie, TX 75098

When possible, signs will be posted instructing caregivers where to go. Teachers will make every effort to contact students' caregivers once everyone is safe and secure if displacement exceeds an hour. In case of prolonged evacuation from Birmingham Elementary, we will follow the Wylie ISD evacuation plan (wylieisd.net/safety). If students need to be removed from Birmingham Elementary, evacuation will continue to the playground area behind their school.

LOCK DOWN

In the event of a "lock down" by WISD or Wylie Police Department, Hope Rising will also lock down our facilities. Teachers will lock the classroom doors, cover the glass windows, and secure an area away from sight and entrances into classrooms. For the safety of your child, parents will be unable to pick their child up until the "all clear" is given by the Wylie Police Department. In case of lockdown, children will be quickly escorted to their classrooms, a closet space, or quickly taken outdoors to run with their teacher to safety. Run. Hide. Fight. 911 will immediately be called.

TORNADO/FIRE/DISASTER

Posted in each classroom are Fire/Tornado procedures for each classroom to follow if a fire/tornado emergency should occur while the children are present. Fire drills will be conducted on a monthly basis. Teachers have been trained on getting the children out of the building as efficiently as possible and have an arranged meeting place. In case of fire, children will exit the building according to the exit plan and meet at the east side of the playground. 911 will be called along with all parents. The teachers will count children and have their attendance clipboard in hand.

Tornado drills are conducted seasonally. The purpose of these drills is to ensure the smoothness of the procedure and safety of each child. In case of disaster, such as a chemical odor or spill, the Wylie Police Department will be contacted to help assist us with transportation to a safety site. The location will be posted on the bulletin board in the Director's office. In case of emergency evacuation, the local fire and police department will be contacted immediately. With assistance from both departments, children will be transported to Birmingham Elementary School in case of inclement weather during evacuation.

In case of a fire, children will exit the building according to our exit plan and meet on the east side of the playground. Teachers will have attendance records in hand to account for all students.

To ensure a healthy and safe environment at HRP, when using, storing and disposing of hazardous materials we follow the manufacturer's recommendation. Cleaning supplies will be kept away from food. HRP will also follow the CDC precautions when handling blood, vomit and any other bodily fluid that may contain blood. HRP staff will use disposable, non-porous gloves, and place contaminated gloves in a tied, sealed, or closed plastic bag. Gloves will be discarded after one use. Hands will be washed immediately.

OSHA data sheets will be referenced if needed.

POWER OUTAGE

In the event of an extended power outage during the Hope Rising day, our director may contact parents for immediate pick up.

GRIEVANCE PROCEDURE

If for any reason, you feel that communication between you and Hope Rising staff has been broken, the following guidelines are available:

- Most misunderstandings can be corrected successfully at the level at which they exist. If you are not happy with a staff member, you are to attempt to solve your grievance with the staff member first.
- If a satisfactory solution is not reached at the level it started, you may address the complaint to the Director. It is our hope that any concern you might have will be settled informally with everyone's cooperation.
- A copy of the minimum standards of child care centers is kept in the director's office and may be reviewed at any time. A copy of the most recent Licensing inspection report is kept on the bulletin board in the director's office. This information is also available online at hhs.texas.gov or dfps.state.tx.us

DIRECTOR CONCERNS

Children enrolled in the program must be able to participate in the normally planned activities for their age group. This includes participation in indoor and outdoor activities, learning activities and social interaction appropriate for their age group. The safety and the welfare of the class will have priority over an individual situation. Hope Rising

reserves the right to determine if the program is not able to provide adequate care for a child.

RELIGIOUS EDUCATION

Our ultimate goal is for students to know the love of the Lord, Jesus Christ by teaching His word in the way He intended. Teaching His truth through ways the children feel warm and welcomed, valued and loved in creative, relevant and fun ways! It is important to teach biblical truths which are easily understood and applied to everyday life. Our curriculum will be age appropriate and taught on a level in which they understand who they are in Christ.

Everyday children will discover who He is through energetic praise and worship and creative bible storytelling. Children will be introduced to learning bible verses. ALL CHILDREN ARE A GIFT FROM GOD!

TEACHER IN-SERVICE

According to the licensing guidelines of the Texas Department of Family and Protective Services, each teacher must receive on-going staff training for professional development each school year. Such programs maintain the education and effectiveness of your child's teachers

REVISION OF POLICIES

The policies, as set out in this parent handbook, are subject to revision, as deemed necessary by the Owner/Operator of Hope Rising Preschool or the Texas Department of Family and Protective Services. Parents will be notified in writing of any changes made to the policy.

At any time, a parent would like to speak with the Owner/Director of Hope Rising Preschool, a verbal, email or other written request may be given and a time will be set for any questions or concerns to be addressed. **The director's phone number is 214-762-4057** and email address is hoperisingpreschool@gmail.com. The local licensing phone number is 469-229-6900 and the PRS website is dfps.state.tx.us for access to the licensing minimum standards. Hope Rising's current state visit summary is available for review in the director's office or on the PRS website.

We believe in bringing learning to life through Jesus Christ. Our goal is to help each child gain wisdom through Him by the experiences and knowledge that we share. When a seed is planted and Jesus Christ is placed as the number one priority, children's lives grow. Thank you for the trust that you put into us as we care for and teach your children.



Hope Rising Preschool