



2024-2025 Preschool Operations Manual & Parent Handbook

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Table of Contents

Promiseland Preschool Mission Statement 4

Non-Discrimination Policy..... 4

Preschool Policies..... 4

1. Hours of Operation4

2. Stay and Play-After School Care4

3. Curriculum4

4. Screen Time4

5. Children with special care needs5

6. Physical Activity5

7. What to Bring and Wear to Preschool Each Day6

8. Drop-off/Pick-Up Procedures & Parking6

9. Sign-in and Release of Students7

10. Separation Anxiety.....7

11. Lunches and Snacks- Promiseland Preschool is a Peanut-Free Facility.....7

12. Medications and Diagnosed Food Allergies8

13. Rest Time8

14. Toilet training8

15. Birthdays and Celebrations9

16. Transportation, Animals, Water Activities, Field trips.....9

17. Visiting and Volunteering at the Preschool9

18. Discipline & Guidance, Suspension & Withdrawal9

19. Illness/ Public Health Emergency and Exclusion Policy.....10

20. Admission Requirements and Procedures11

21. School’s Right to Refuse Admission11

22. Tuition Payment Policy.....11

23. Enrollment Fee, Supply Fee and Extra Fees.....12

24. Immunizations12

Tuberculin Testing Requirements: Based on local health department guidelines, proof of TB testing is not required to be enrolled in our program..... 12

25. Vision and Hearing for 4-year-olds12

26. Emergency Preparedness Plans12

27.	Inclement Weather/Emergency Closing.....	13
28.	Parent Communication and Emergencies	13
29.	Parent Code of Conduct	14
30.	Photo Release	14
31.	Confidentiality	14
32.	Cell Phone Use on Property	14
33.	Breastfeeding.....	15
34.	Minimum Standards for Child-care Centers	15
35.	Mandated Reporting of Suspected Child Abuse and Neglect.....	15
36.	Weapons/Sex offenders.....	16
37.	Cameras.....	16
38.	Gang Free Zone	16
39.	Parent’s Right to Immediate Access/Court Orders.....	16
40.	Promiseland Preschool Staff/Contact Information.....	16
41.	Cares and Concerns	17
42.	Parents Rights	17
	Behavioral Plan	18

Promiseland Preschool Mission Statement

Promiseland Preschool is a ministry of Christ Fellowship. We are teachers helping children find and follow Christ. We hope to convey through everyday life experiences, classroom curriculum, play, music, art, and Bible stories that each child is a treasure from God and that He has a wonderful plan for their lives. It is our heart's desire to exalt Jesus in all that we do. We consider it a privilege to partner with you in the education and nurturing of your child.

For information about Christ Fellowship and our beliefs, visit <https://cfhome.org/im-new/what-we-believe/>.

Non-Discrimination Policy

Promiseland Preschool does not discriminate on the basis of gender, race, color, national or ethnic origin in admittance, education, or other administrative policies and extends to all the rights, privileges, programs, and activities generally made available to students at the preschool.

Preschool Policies

Promiseland Preschool is licensed and regulated through the Texas Department of Health and Human services Child-care Licensing.

1. Hours of Operation

Promiseland Preschool operates Monday through Friday in conjunction with the McKinney ISD calendar and their school holidays. The Preschool is licensed to open 9:00 am to 2:00 pm Monday through Friday. For specific holiday or special event dates, please see the school year calendar. Preschool starts in late August and ends mid-May. The preschool is closed during the summer, but tours are offered by appointment. For safety, the doors to the preschool hallways are opened at 8:50am and are locked by 9:15am. For dismissal, the doors are opened at 1:50pm. Please ring the doorbell located at the entrance of the Promiseland doors for late drop-offs or dropping off belongings.

2. Stay and Play-After School Care

Our after-school program, "Stay and Play," is by reservation only on the day(s) your child would normally attend preschool and goes from 2:00pm-4:00pm Monday –Thursday. The cost is \$15 per day. Children are signed out of their classroom by their classroom teacher at the end of the day and then brought to the Stay & Play classroom where they are cared for by preschool staff until 4:00. Children are offered activities such as Christian videos, outside time, snack, and craft projects. **Parents must contact the office** to reserve a spot for their child as spaces are limited, 972-547-7095. A separate, labelled Stay & Play snack is required each time your child attends Stay and Play. Children must be picked up by 4:00pm.

3. Curriculum

Promiseland Preschool incorporates theme-based Christian curriculum consisting of Bible memory verses, Bible stories and Bible teaching. The curriculum director designs and incorporates all age-appropriate activities for the preschool using our weekly themes, centers, art projects and educational video resources. We also introduce and teach alphabet and phonemic awareness, colors, shapes, numbers and writing for age-appropriate children. Our Pre-K classes follow the Texas PreK guidelines which emphasize science, social studies, math, and language in the classroom. Children are involved with hands-on experiences, and activity plans include both child and teacher directed activities. Pre-K classes may use electronic tablets for brief periods for academic enhancement and teaching opportunities. Tablet use is supervised by the teachers and only educational apps are made available for the students' use. Daily schedules are posted in each classroom. All classes attend weekly music and movement classes. 3's and Pre-K classes attend Chapel twice a month. Outside play is offered daily for 30 minutes as the weather allows.

4. Screen Time

Promiseland Preschool adheres to the following licensing requirements regarding screen time activities:

- No more than one hour daily of screen time.
- Screen viewing is related to our educational goals and curriculum.
- Screens are not viewed during snack, lunch, rest, or nap time.
- Screen time does not include any advertising or violence.
- Children under two years old will not have screen time during the preschool day.

5. Children with special care needs

Being owned and operated by Christ Fellowship, Promiseland Preschool is not required by law to comply with Title III of the Americans with Disabilities Act (ADA). However, if a child in our care has special care needs, the preschool will follow reasonable accommodations recommended in an Individualized Educational Program (IEP) by the child's health care professional or a qualified professional with the local school district or early childhood intervention program to plan activities for their needs. The activity plans will utilize any adaptive equipment as recommended that has been provided for use at Promiseland Preschool. If a child receives early intervention services (ECI) or special educational services from a qualified service provider, that provider can continue to render those services to that enrolled child at Promiseland preschool with parental request and approval. All activities include children with and without special care needs.

6. Physical Activity

Promiseland Preschool strongly believes and supports the need for physical activity each day. Promiseland Preschool will provide all children with active play every day. Children will have ample opportunity to do moderate to vigorous activities, such as running, climbing, dancing, skipping, and jumping, to the extent of their abilities.

When children participate in physical activity every day, multiple health benefits accrue. Regular physical activity builds healthy bones and muscles, improves muscular strength and endurance, reduces the risk for developing chronic disease risk factors, improves self-esteem, and reduces stress and anxiety. Beyond these known health effects, physical activity may also have beneficial influences on academic performance. In addition, cognitive skills and motor skills appear to develop through dynamic interaction.

Outdoor play on our two designated playgrounds is a regular part of our daily routine. All preschool children will participate in a minimum of 30 minutes of moderate to vigorous active play each day. Children who attend Stay & Play will be offered an additional 30 minutes of active play. Please do not request that your child stay indoors. *Per the Texas Department of Health and Human Services, children too sick to go outside should not be at school.*

During the preschool hours of 9:00am-2:00pm, children will only be allowed to play on the west, enclosed Promiseland playgrounds and playground structures designated for children ages 18 mos. – 5 yrs. The playgrounds are checked daily for any hazards such as ants, wasp's nests, trash, or any equipment repair and surfacing that is needed. Children will take their water bottles outside during outdoor play so they will have easy access to water when needed.

When participating in physical activity, children's clothing should protect them from sun exposure and permit easy movement (not too loose and not too tight) that enables full participation in active play. Footwear should provide support for running and climbing. **For the safety of children, closed toed shoes are highly recommended. Children may not wear flip flops due to the danger these shoes may cause during active play.** Hats may be worn to protect children from sun exposure.

Examples of appropriate clothing/footwear include:

- Gym shoes or sturdy shoe equivalent
- Clothing for the weather, such as a lightweight, breathable jacket without any hood and neck strings.

Examples of inappropriate clothing/footwear include:

- Footwear that can come off while running or that provide insufficient support for climbing.
- Clothing that can catch on playground equipment, such as those with drawstrings or loops.

When temperatures and weather conditions indicated on the "Weatherbug" app inhibits outside play, classroom teachers have physical activity plans in place including music and movement using videos, hallway relays, active games and floor stretching. Opportunities for active play may overlap with outdoor play when the weather permits.

Hot Temperatures

When the temperature or heat index rises to 95 degrees, outdoor recess or activities will be limited to 10 minutes.

When the temperature or heat index rises to 100, no outside recess or activities will occur. The preschool follows the "Weatherbug" app to determine the local temperatures and weather conditions in McKinney, Texas.

Cold Temperatures

When the temperature or wind chill is at or below 40 degrees based on the "Weatherbug" app temperatures in McKinney, TX, no outdoor recess or activities will be permitted.

7. What to Bring and Wear to Preschool Each Day

- Diapers and/or pull-ups for children in our 18-month-old and 2-year-old classes that are not toilet trained.
- At least one extra change of clothes per child, **clearly marked with the child's name**, including underwear, shoes, and socks for **all age groups**.
- Nap Mat (including blanket and pillow if desired). Nap mats that roll up with a pillow and blanket attached are preferred. Please **label your child's nap mat**. PreK (4-year-olds) should bring a beach towel in place of a nap mat.
- All vinyl nap mats must have a cover such as a blanket, fitted crib sheet, or towel.
- Labeled lunchbox and snack and a labeled water bottle.
- **Tote bag with handles or a backpack that can hold a school sized pocket folder and lunchbox.**
- Shoes must always be worn in the preschool, including during naptime. Sneakers are the shoe of choice, no open toe shoes, flip flops, sandals, crocs etc. as they can be hazardous on the playground and in music/movement class. Please consider safety when dressing your child for school.
- Please dress your children in play clothes that are appropriate for the season. Coats must be provided in the winter months.
- We use washable crayons, markers, and paint when possible, but clothing may get stained.
- All clothing must be clearly labeled, including hats, gloves, scarves, boots, coats, and sweaters.
- **Bringing Toys to School:** In order not to confuse school toys with a child's personal property, we ask that children not bring playthings or valuable items from home. This includes any jewelry which can often break apart and be considered a safety hazard. Two exceptions to bringing toys are plush toy animals for use during naptime and items for Show and Tell purposes. You will be notified by your child's teacher when the class has Show and Tell. A child may not bring or use any type of toys that explode or shoot things such as caps, BB guns, or darts. It is the parent's responsibility to enforce this policy with their children. Promiseland Preschool is not responsible for lost, stolen, or broken valuables.

8. Drop-off/Pick-Up Procedures & Parking

* Morning drop-off can be by carline or by walking into the building.

* Pick-up is by walk-in only. Carline is not offered at pick-up time.

* Parents are required to sign their child in and out of care using the Procure App or kiosks in the lobby.

Morning Carline: Morning-only carline is offered at the south side of the building starting the second week of preschool. Once your car is placed in Park, staff will assist your child out of their car seat on the passenger side only beginning at 8:50 am. Staff will use umbrellas in rainy weather. **Children need to be seated in their car seat** and not standing or leaning out the window. If your child is seated on the driver's side of the vehicle, it is the parent's responsibility to escort the child across to the staff in the carline, even during inclement weather. We retain the right to cancel carline for the day if there is lightning or the weather becomes dangerous for children and staff. Carline will stop promptly at 9:10am. Please have your child's backpack, nap mat, and lunch readily available for the staff to take with your child as they help them out of the car. If your child is crying or refusing to exit the car, please pull forward, park your car, and escort your child into the building.

Parking: Parents may park in the south parking lots closest to the main doors. Please note that it is against the law if a child is knowingly or intentionally left in a motor vehicle. Caregivers who leave children in cars put themselves at risk of being reported to the police. You must bring all siblings into the church building when you drop off or pick up your child. **You may not park against curbs painted red that are designed fire lanes.** Bring your child in through the main church doors only. All other church entrance doors remain locked throughout the preschool day.

Pick-Up: Pick up time is at 2:00pm daily after preschool or 4:00pm if your child is registered for Stay and Play. Please take home your child's backpack, nap mat, lunchbox, and any paperwork or art in the child's cubby each day. Once a parent signs their child out, the parent is then solely responsible for supervising their child while on church/preschool premises. Parents may not allow children to wander through the hallways, bathrooms, other classrooms, or playground.

Late Pick-Up: Please be respectful of pick-up times to ensure our staff can clean their rooms and pick up their own children from school on time. Children picked up after 2:10 pm for preschool and after 4:00pm for Stay and Play are considered late and will be supervised in the preschool office. All measurements of time are according to the clock located in the Preschool office. If you are going to be late, please call 972-547-7000 or 972-547-7095 so that the receptionist can relay a message to your child's teacher. **A late fee of \$10 will be charged for parents that pick up children from preschool later than 2:10pm and later than 4:00pm from Stay and Play.** Children's enrollment in the preschool could be suspended if the child is consistently picked up late. This will be determined after a meeting with the preschool director.

9. Sign-in and Release of Students

Children must be signed in and out daily through Procure by the custodial parent or adult person approved by the parent(s). Once that child is signed in, the Promiseland Preschool teacher is accountable for the child's care. When a parent is in the preschool building and visiting their child's class for a special activity or at dismissal time, the preschool staff is still held accountable for the supervision of that child UNLESS the parent has signed the child out for the day. It is understood that the PARENT is responsible for their child's care once they have signed their child out. Even if the parent and child remain in the classroom or on the Christ Fellowship property, the teacher is no longer accountable for the child's care if the child has been signed out.

Authorized adults must be listed on the registration forms to pick up a child and must bring a picture ID. Children will not be released to a minor aged under 18 (*siblings 16 or older can obtain approval). If a parent is unable to pick up a child, they may authorize another legal adult to pick up. Parents must call the preschool office regarding any pick-up changes. Authorized adults must be listed on a student's admission form to pick up, and the authorized adult must bring a picture ID. Please understand that the safety of all children is our highest concern.

Persons who are on the Texas Sex Offender Registry may not be in the Promiseland children's area, attend school functions, or participate in school events during the school hours. Please plan for an alternate person to drop off and pick up your child.

10. Separation Anxiety

Separation Anxiety can occur at any time during the preschool ages. Our staff is trained to deal with these situations, and we do understand that this is difficult for parents. Our staff will work with each child to the best of their ability to see that any situations are resolved. We ask for your patience during this process as it can take a few weeks for children to adjust to preschool and sometimes longer. It is best for parents to confidently tell an anxious child upon arrival that after the child's things have been put away, the parent will kiss, hug, and say goodbye to the child. Parents should remain outside the classroom. This will prepare the child for your departure. Prolonged goodbyes can often cause children to feel more insecure, and this makes separating more difficult. The classroom teacher will comfort and assist the child through the anxious time. You are welcome to remain in the lobby area until you feel comfortable leaving.

11. Lunches and Snacks- Promiseland Preschool is a Peanut-Free Facility

Parents are responsible for providing a healthy snack and lunch daily. We do not heat up or refrigerate lunches. Children should receive at least 1/3 of their daily nutritional requirements while in our care. Parents are asked to bring lunches in lunchboxes and snacks in a separate labeled package, baggie, or container. Our licensing guidelines require that we monitor what children eat while they attend preschool each day. Parents are also encouraged to refrain from bringing foods high in sugar for lunch and snacks. Teachers will encourage your child to eat their healthy lunchbox choices but will not force a child to eat. All food the parent includes in the lunchbox will be offered to your child at lunchtime. Teachers attempt to send uneaten food home if possible. Since Promiseland Preschool is a PEANUT-FREE center, please do not include any peanut or peanut butter products in your child's lunchbox or snack. If you send a food that contains a peanut alternative such as soy butter, please mark the package "peanut-free" so that there is no question whether it is safe to serve it in the classroom. Teachers will encourage good manners and independence at snack time and lunch time and ask a blessing before the children eat.

Drinking water will be made available at snack time, lunchtime, and after active play. Promiseland Preschool requires that each child brings a labeled water bottle to school daily.

Parents are required to notify the class teacher ahead of time if they are bringing in a shared class treat. Parents will be notified via email when treats and other food is being brought in. Homemade items are not allowed, and purchased items for shared snacks should include a list of ingredients.

12. Medications and Diagnosed Food Allergies

Please inform your physician that your child is in a 9am-2pm preschool program and that you prefer to give medications at home, in the morning and evening. Promiseland Preschool will not administer medications to your child except for an Epinephrine Auto Injector (EPI-PEN), a breathing treatment, or other emergency medication.

1. **Epinephrine Auto Injectors** and breathing treatments will only be accepted if it is unexpired, in the original box with the pharmacy label and child's name attached. Injectors must be accompanied by the medication form from Promiseland Preschool that the parent has filled out with instructions and signed. If your child has a diagnosed food allergy, a physician and parent signed Food Allergy Action Plan must be provided to the preschool. A list of children with diagnosed food allergies will be posted in each classroom. Epinephrine auto injectors will be kept in the Director's office accessible to all staff members.
2. Medication will not be given by a preschool staff member at school. This includes antibiotics, cough drops, cold medicine, or pain reliever.
3. Parents may provide non-prescription diaper cream that is unexpired and in the original container.
4. **Sunscreen or Insect Repellent** - If a parent chooses to use sunscreen or insect repellent, it must be administered by the parent before the child comes to school for the day. Teachers cannot put sunscreen, insect repellent, or other lotions on a child. Please do not send these items to school with your child.
5. **Allergies**- If your child has a "doctor diagnosed food allergy" and they are under a physician's care for that allergy (they have an epi -pen and/or medication or treatment) they are required to have a provided Food Allergy Emergency Care Plan on file. This emergency care plan must be signed by a physician. If your child has a food sensitivity or a reaction to a certain food (may break out in a rash or itch) but the allergy has not diagnosed by a physician, please notify the preschool office.

13. Rest Time

As required by childcare licensing, children will have a supervised rest time as appropriate for their age and physical needs if they are in our care for five hours or more. Parents are responsible for providing a nap mat labeled with their name for 18 mo., 2 and 3-year-olds. Nap mats must be a size that can be contained in the child's bin without being so large as to touch another child's mat. Nap mats must be taken home daily. All vinyl nap mats need to be covered with a pillowcase or blanket. PreK (4-year-olds) students do not need nap mats and can bring a beach towel for their rest time. Children are not required to sleep but are expected to do the following:

1. remain on their own nap mat during rest time.
2. quietly control their bodies and voices during rest time.

If a child is not able to rest quietly on their nap mat and consequently keeps other children from resting, parents may be asked to pick up their child after lunch and before the rest time. If rest time is consistently a challenge for a child, a parent conference will be scheduled to discuss a solution.

14. Toilet training

We will take regular toilet breaks throughout the day and try our best to accommodate the needs of all children. Changing tables are available for the 18-month-old and 2-year-old classes for diaper changes. The 18 month and 2's teachers will work with the parents as the child indicates readiness for toilet training. Although we will respect a parent's wishes to assist in toilet training, we ask that you pack extra clothes, underwear, shoes, and socks for those that are toilet training.

All children enrolled in our three-year-old program and older must be completely potty trained (no training pants or pull-ups) and independent in the restroom. We do not have facilities for changing diapers at this age. A child who is fully potty trained in underwear can do the following:

1. Be able to communicate clearly to an adult that they need to go potty BEFORE they have to go.
2. Be able to pull their underwear down and back up without assistance.
3. Be able to wipe themselves after using the toilet.
4. Be able to get off the potty by themselves.
5. Be able to wash and dry hands.

A conference will be scheduled to develop a plan if a child is showing that they are not fully potty trained.

15. Birthdays and Celebrations

We know that children enjoy celebrating their birthdays and special events with their classmates. You are welcome to bring in birthday treats for the entire class, and those will be offered to the class after lunch or naptime. Parents must give at least 2 days' notice, arrange a time with teachers to bring the treats, and share what the treat will be. If advance notice is not given, the treat will not be given at school but can be sent home with the children at the end of the day. Please, no balloons, party hats, or goody bags. Please adhere to our peanut-free policy with respect to all food brought into the classroom. Teachers will communicate allergy alerts to parents when a shared birthday snack is provided. A few commonly brought birthday items are: Mini cupcakes, brownie bites, donut holes, small cookies, pre-packaged treats. If your child's birthday falls outside of the preschool calendar, please talk with their teacher to set aside a special day to celebrate.

If you want to bring birthday party invitations for a non-school birthday party, we ask that parents hand deliver their invitations to the child's teacher, and she will place them in the children's folders for the entire class. **If the entire class is not invited, the parents will need to deliver the invitations to those invited families outside of preschool.**

We will notify parents of special classroom and holiday celebrations as they come up during the year. Parents as always will be welcome to attend. If a parent does not want their child to participate in a holiday celebration, they may choose to keep their child home for the day.

16. Transportation, Animals, Water Activities, Field trips

Promiseland Preschool will not offer transportation to any offsite activities. Each year, our PreK classes walk to Oxford Grand Assisted Living Facility, located on the property adjacent to Christ Fellowship, to sing to residents.

If we have splash/water activities, parents will be notified in advance. We do not use wading pools or sprinklers.

Animals are prohibited from being in or outside the school during the preschool day unless they have proper veterinarian paperwork with advance notice that adheres to Child Care Regulations. Please contact the office if you have a registered service animal that will be on church property.

17. Visiting and Volunteering at the Preschool

Promiseland parents are welcome to visit the center during the day at the discretion of the Director. Please keep in mind that by doing so, we ask that you not interrupt your child's classroom but observe from outside. Parents visiting the school will be supervised during the visit due to the state background check policy. All volunteers must submit to a state/federal criminal background check if they are going to volunteer in the preschool on a regular basis.

Building access may be limited if the preschool is following state and local guidelines due to a public health emergency.

18. Discipline & Guidance, Suspension & Withdrawal

All staff members are trained in positive guidance methods of behavior management that encourage self-esteem, self-control, and self-direction. Positive methods include praise and encouragement of good behavior, daily reminders of expectations and redirecting behavior using positive statements. Our approach focuses on the social, emotional, and cognitive developmental stages of each child. Giving children understandable guidelines and expectations helps to redirect their behavior to develop self-control of their actions and encourages acceptable behavior. The teacher will

observe and document any recurring behavioral challenges and communicate to parents these concerns to formulate a cooperative behavioral plan.

Suspension & Withdrawal: Conferences will be scheduled with the classroom teacher and Administrator to discuss behavior that is disruptive and not solved by using the above techniques. If, after putting alternative behavior plans into place, the disruptive behavior continues, Promiseland Preschool reserves the right to suspend or withdraw that child if we cannot meet his/her needs. See our Behavioral Plan at the end of this handbook for additional information.

The Preschool reserves the right to suspend or withdraw a student if any of the following occur:

- The emotional, physical, or intellectual needs of a child are beyond the expertise of the classroom teacher.
- A child's presence or behavior creates a danger or safety risk to others or to themselves in the classroom.
- A child requires an inordinate amount of individual attention or care from a teacher.
- Temporary suspension may be appropriate while any special needs evaluations are completed/or while securing any appropriate support services. Promiseland Preschool will make reasonable accommodations to its practices and procedures but is not required by law to alter or change the services provided for a child displaying dangerous/inappropriate behavior, developmental delays and/or disabilities as defined by the Americans with Disabilities Act.
- **Biting:** Biting is a common issue in early childhood development. The best way to deal with biting is consistency between teachers and parents. Biting could occur for multiple reasons. Proper communication will help determine why a child is biting. The preschool will work with the parent when biting becomes a problem with their child and will make every effort to help solve the issue. Chronic biting may require that a child be suspended from enrollment for a period of time until the biting has abated or withdrawn if the biting is unresolved.

19. Illness/ Public Health Emergency and Exclusion Policy

Children who are ill should not attend preschool. If your child is ill, we request that you notify the school not only of the absence but also of the nature of the illness. This information will only be shared with staff on a "need to know" basis. If your child has a communicable disease diagnosed by a healthcare professional, we ask that you share the diagnosis with the preschool Director so that parents of the children in the school may be notified that a communicable disease is present. Only communicable disease information will be shared. Promiseland Preschool observes the standards set by the Texas Department of Health and Human Services for ill children. The standards for exclusion are:

- Illness or injury that prevents the child from comfortably participating in childcare activities, **including outdoor play.**
- The illness results in a greater need for care than the caregivers can provide without compromising the health, safety, and supervision of the other children in care.
- infrared-temporal (forehead) temperature above 100.
- Green or colored discharge from nose, ears, or persistent cough.
- Symptoms and signs of possible severe illness such as lethargy, abnormal breathing, uncontrolled diarrhea, two or more vomiting episodes in 24 hours, rash with fever, mouth sores with drooling, behavior changes, or other signs that the child may be severely ill.

Promiseland Preschool employees will do a visual check of the children upon arrival. If a teacher or director notices anything unusual, they are required to point this out to the parents at that time. If your child has an injury outside of preschool hours, please notify the teacher or director when dropping off so that we can assist in watching the child for side effects. If an injury results in a temporary special care need, Promiseland Preschool will make reasonable accommodations based upon written recommendations from a health-care professional.

If a child becomes ill while in our care, we will contact the parent immediately. We will care for the child apart from the other children with proper supervision. Parents must pick up their children within 30 minutes of notification. In the event of a severe illness, or if a parent is unable to pick up the child within a reasonable amount of time, Promiseland Preschool may call 911 at the parent's expense.

If a child is out sick or sent home sick from our program, they may not return until the child is symptom free **and fever free without fever reducing medication for 24 hours, or until a doctor's note is provided clearing them to return to school.** Children excluded from the school for a communicable disease or lab confirmed case of COVID-19 may be readmitted after 24 hours of self-quarantine period and symptom free or CDC recommendations at that time.

20. Admission Requirements and Procedures

Admission to Promiseland Preschool is based upon a first-come first-served basis. Current families and Christ Fellowship attenders will have the chance to re-enroll their child each January before enrollment is open to the public. The office will keep a waiting list in the event a class becomes full. To enroll for Promiseland Preschool, families must complete the following:

- Signed enrollment form with enrollment fee payment.
- Guided tour with Preschool Director or office staff member and acknowledgement that you received this handbook.
- Current immunization record and signed Physician's Health Statement. Currently Collin County does not require Tuberculin (TB) testing.
- For doctor-diagnosed food allergies, your child must have a Food Allergy Emergency Care Plan signed by a physician for each food allergy which includes the food the child is allergic to, possible symptoms if exposed to that food, and steps to take if child has an allergic reaction.
- Completed Admission Information and other forms as required by Child Care Regulations.
- Enrollment is not complete until all Child Care regulation requirements are met for your child's file.

Families will be notified of any policy changes by email.

21. School's Right to Refuse Admission

Promiseland Preschool reserves the right to refuse admission to any child at any time with or without cause. Possible reasons for refusal of admission include but are not limited to:

- The need to maintain compliance with Licensing Regulations.
- Staff deems the child too ill to attend or the child's physical, developmental, or emotional needs are unable to be met by the staff.
- Domestic situations that present a safety risk to the child, staff, or other children enrolled if the child were present at the preschool.
- Parents' failure to provide completed up to date records and returned documentation in a timely fashion.

22. Tuition Payment Policy

Tuition & fees are based on the annual budget and on the number of scheduled days for your child's class and spread over nine equal payments. Holidays, vacation days, and teacher workdays are not counted in these scheduled days.

Tuition is due on the 10th of each month, and late fees of \$10 are assessed at 2:15 p.m. on the 15th calendar day of each month. If tuition payments are consistently late, a meeting with the Director will be scheduled to discuss payment arrangements. Tuition is required on the due date even if your child is absent due to an extended vacation to keep his/her enrollment current. Promiseland Preschool does not offer discounts for tuition that is paid in full at the beginning of the school year.

A 10% discount is given to children enrolled in an 18mo, 2's or 3's combo (M-F) class. A 10% family discount is given to each child when 2 or more siblings are enrolled. Any child will only receive one discount – discounts may not be combined.

Promiseland Preschool is a school year program, late August-May. If you need to drop from the program mid-year, we require notification to avoid being responsible for the next month's tuition. There are no tuition modifications due to families taking vacations and missing school during any given month. If a child is withdrawn from our program for any reason, the tuition for that month and supply fees are non-refundable. There is no exception to this policy.

There will not be make-up days for any emergency closures. If a closure is required for an extended length of time (2 weeks or longer), a maximum of 2 weeks tuition will be credited towards the next month that the preschool is able to open. Tuition will not be charged for months that the preschool is not in operation.

Tuition Express Auto Payments

The preferred payment for tuition is by EFT auto draft operated through Tuition Express. If you choose not to use this method, tuition can be paid by cash or check (made out to Christ Fellowship) at the Promiseland desk. Tuition Express Auto-payments are processed on the 10th of each month.

For tax purposes, please contact the preschool for the tax id number and yearly tuition invoice. Parents are required to inform the Preschool office to whom all billing and/or correspondence are to be addressed.

Returned NSF Checks/EFT Drafts: Accounts with returned checks for any reason will be assessed a \$30 fee to cover collection and banking costs. After two returned checks parents will be asked to pay with cashier's check or money order. There are no exceptions to this rule.

23. Enrollment Fee, Supply Fee and Extra Fees

A non-refundable annual enrollment fee of \$150 is due at the time of enrollment each calendar year. This fee must be paid by cash or check at the Promiseland desk. Include your child's name on the memo line.

A non-refundable yearly supply fee is also due once per calendar year and is due by Meet the Teacher payable by cash, check or EFT auto draft. The supply fee covers all art supplies, curriculum needs, paper, plastic, crafts, books, etc. that are needed throughout the year. There may be incidental fees that are asked for during the year for special events, room mom requests, seasonal parties, or photo opportunities.

24. Immunizations

Promiseland Preschool adheres to the Texas Minimum State Vaccine Requirements for Child-Care and Pre-K Facilities. Vaccine requirements by age can be found at <https://www.dshs.texas.gov/immunization-unit/texas-school-child-care-facility-immunization/texas-minimum-state-vaccine>. Except as otherwise provided in this division, all immunizations required for the child's age must be completed by the date of admission. Students enrolling in the center must have these records turned in to the Preschool by the first day of school each year. **Immunization records must include the name of the provider, including clinic contact information, and the physician's signature.**

If your child is on a delayed immunization schedule OR a parent chooses an exemption due to reasons of conscience, you must apply for an exemption through the state of Texas. Information concerning immunization exemptions can be found at <http://www.dshs.texas.gov/immunize/school/exemptions.aspx>

Promiseland Preschool employees are provided with information regarding immunizations recommended by the CDC to protect children from vaccine-preventable illnesses. A copy of the Employee Immunization Policy can be requested from the office for review.

Tuberculin Testing Requirements: Based on local health department guidelines, proof of TB testing is not required to be enrolled in our program.

25. Vision and Hearing for 4-year-olds

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 children aged 4 as of September 1. Parents may bring in screening proof from their local pediatrician. Promiseland Preschool will schedule an annual screening for 4-year-old children for a nominal fee that will be charged to your preschool statement. This is a requirement for continued attendance in the program.

26. Emergency Preparedness Plans

Promiseland Preschool performs fire drills monthly and severe weather and sheltering in place/lockdown drills quarterly. Emergency routes are posted in each classroom. **Emergency Preparedness Plans for severe weather, fires, communicable disease outbreaks, off-site evacuations and lock-down procedures are also available in the**

Preschool office for parents to review at any time. Each Promiseland Preschool staff member is trained on each of these plans yearly. Christ Fellowship is equipped with a fire sprinkler system and required inspections are performed annually.

In the event of an emergency evacuation, all Promiseland Preschool staff will follow the emergency preparedness plan. All staff and children will remain away from the building until the threat of danger has passed or re-entry has been cleared by local authorities. If Promiseland Preschool should need to evacuate, the staff will evacuate children across the church parking lot to The Oxford Grand, 2851 Orchid Drive, McKinney TX 75072, phone 469-513-1593. Children will walk with the class and staff on the south sidewalk and walk into the Oxford Grand parking lot area. The children will remain at this location until parents have been contacted by the preschool staff to pick up their children. All staff members will carry parent contact information and the daily sign-in information for each child.

Communication with parents and authorities will be made by cell phones and texting via the Procure app. Parents can call the main Christ Fellowship number at 972-547-7000 to get more information during an emergency.

27. Inclement Weather/Emergency Closing

If the McKinney Independent School District shuts down for bad weather or a community pandemic, the preschool will also close. If MISD has a delayed opening, our center will be CLOSED for the day. If MISD closes mid-day due to bad weather, we will contact parents and close within 30 minutes of said announcement. Parents are expected to stay tuned to local channels to stay informed of preschool and MISD closings.

Emergency Closure: In case of an emergency such as a pandemic, local or state disaster declaration, facility concerns, or weather that could cause the preschool or church building to close, parents will be notified by one of these means: Procure messages, phone calls, emails, letters home, or website postings. Tuition will not be refunded or reduced. There will be no make-up days for any emergency closings. If the closing is required for an extended length of time, tuition that has been collected for the current month will be credited towards the next month that the preschool is open. Tuition will not be charged for months that the preschool is not in operation.

Community Outbreak/Public Health Emergency: During health emergencies, if the preschool chooses to remain open, it will operate in accordance with applicable state rules, including Texas Department of Health and Human Services Commission (TDHSC) emergency rules and CDC recommended Protocol. Promiseland preschool will follow the McKinney ISD closing and reopening dates as they determine the most appropriate plan and actions. Federal and state protocol health protocols may include the following:

- Social Distancing Strategies.
- Enhanced cleaning and sanitizing methods.
- Enhanced health and hygiene procedures.
- Modified drop-off and pick-up procedures.
- Screening and wellness checks upon arrival.
- Action plan if a child or adult gets sick during the preschool day and guidelines for returning.
- Required Health and safety training related to the emergency for all staff.

No list of restrictions or practices can remove 100% of the risk of exposure. Parents play a crucial role in keeping children and staff safe by practicing all safe and healthy recommended guidelines at home and consulting with their health care provider as needed.

28. Parent Communication and Emergencies

Open communication with parents is very important to children's success. Promiseland Preschool has multiple ways of communicating. Parents will receive communication through email, monthly newsletters, written memos sent home with your child, social media, cell phone notifications and texts, and verbal communication with your child's teacher.

In the event of a medical injury or emergency requiring immediate professional care, the staff will call 911 and follow the Preschool emergency preparedness plan, giving location and nature of emergency. A Director or staff member will accompany any child that is taken by ambulance if possible and will stay with the child until their parent arrives. As

appropriate, the CPR certified staff member will administer CPR or first aide measures. Parents will be notified immediately. If parents are unavailable, those individuals designated as emergency contacts will be notified. **All children must have an emergency contact and an authorized pick-up person on file in case of such an emergency.**

In case of a minor injury or accident, the staff will administer basic first aid. All injuries or illness not requiring immediate parental attention will be documented and reported by the caregiver who witnessed the incident and given to parents to sign when the child is picked up at the end of the day.

If a child ingests or encounters a poisonous substance, the staff will contact the Poison Control Center at 800-222-1222.

29. Parent Code of Conduct

Promiseland Preschool requires the parents of enrolled children to act in a manner consistent with the policies of Christ Fellowship which include decency, courtesy, and respect. Parents who violate the Parent Code of Conduct will not be permitted on the church or preschool property thereafter. The preschool cannot have a child at the school whose parent has prohibited access.

- Swearing/Cursing - No parent or adult is allowed to use inappropriate language on church/preschool property at any time. At no time shall inappropriate language be directed toward a child or staff member.
- No threats or confrontational interactions with employees or other parents of any kind will be tolerated. Parents must always be responsible for and in control of their behavior. It is expected that disagreements will be handled in a calm and respectful manner.
- Physical/verbal punishment of your child or other children on church/preschool property is prohibited.
- Smoking, vaping, or consumption of alcohol/illegal substances is prohibited on church/preschool property.
- Violations of the confidentiality policy as it applies to all children, families, and employees associated with Promiseland Preschool and Christ Fellowship.
- Cell phone usage - Please end all cell calls prior to entering the preschool area so staff can properly communicate with you.

30. Photo Release

During the registration process, parents can grant permission to Christ Fellowship and Promiseland Preschool to use photographic images containing you and/or your children's photograph/likeness. Photographs may be used for various purposes such as promotional materials, bulletin boards, newsletters, Facebook, Instagram, video productions, advertising, etc. as well as Promiseland's website. This release will remain in effect until the parent furnishes written notice reversing the decision. If a parent chooses to take pictures at a classroom event held at the preschool, they may only photograph their child. Please note that during certain parent events such as Pre-K graduations, Christmas programs, Moments with moms, Donut with dads, photographs may be taken. If you wish for your child to not be photographed, you can choose to remove them from these events.

31. Confidentiality

Within Promiseland Preschool, confidential and sensitive information will only be shared with preschool staff who "need to know" to care for your child most appropriately and safely. Confidential and sensitive information about preschool staff, other parents, and/or children will not be shared with other parents or family members as Promiseland Preschool strives to protect everyone's right of privacy. Employees at Promiseland Preschool are prohibited from discussing anything about another child with you.

32. Cell Phone Use on Property

Proper parent communication is imperative when working with young children. It is difficult to communicate when cell phones are in use. Parents are asked to refrain from using cell phones when driving on Christ Fellowship property during drop-off, pick-up and in the morning carline. In addition, we ask that cell phones are silenced while in the building for Preschool events and conferences.

33. Breastfeeding

Breastfeeding mothers are welcome to breastfeed their child(ren) or provide breast milk for their child while they are in our care. There are two comfortably furnished nursing mother's rooms located in rooms 141 and 142.

34. Minimum Standards for Child-care Centers

Promiseland Preschool is licensed and regulated by the Texas Department of Health and Human Services Child-Care division and follows the Texas Minimum Standards for Child-Care Centers. If you have a need to file a complaint with the State, you may do so by calling 800-582-6036. Parents can find a copy of the State Guidelines and Minimum Standards at <https://www.hhs.texas.gov/providers/protective-services-providers/child-care-regulation/minimum-standards> or in the Preschool office. For more information contact the local state licensing authority, The Collin County Advocacy Center, 550 East 15th Street Suite 120, Plano, TX 75074 or by phone 972-633-6600.

Parents are welcome to view our compliance history with Child-care licensing at www.dfps.state.tx.us/Child_Care/Search_Texas_Child_Care/ppFacilitySearchDayCare.asp

Parents can also view a copy of Promiseland Preschool's recent licensing inspection report posted on the parent communication board outside of the Director's office.

Employees are required to uphold the regulations and standards issued in the Child-Care Minimum Standards at all times. These regulations/standards are included as part of the Parent Handbook as if they were written herein and it's the responsibility of the parent to read, understand and follow these regulations.

35. Mandated Reporting of Suspected Child Abuse and Neglect

Under the Child Protective Services Act, mandated reporters are required to report any **suspicion** of abuse or neglect to the appropriate authorities. Promiseland Preschool staff are considered reporters under this law. The Promiseland Preschool staff are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities nor are they required to investigate the cause of any suspicious marks, behavior, or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. The Child Protective Services (CPS) Act is designed to protect the welfare and best interest of all children. Promiseland Staff receive annual training on recognizing and preventing child abuse and neglect, including sexual , emotional and physical abuse.

Information titled "Keeping Children Safe" can be found on the parent board outside the Director's office. Causes for reporting suspected child abuse or neglect include but are not limited to:

- Unusual bruising, marks, or cuts on the child's body.
- Severe verbal reprimands.
- Improper clothing relating to size, cleanliness, season.
- Transporting a child without appropriate child restraints. (car seats, boosters, seat belts, etc.)
- Dropping off or picking up a child while under the influence or appearing to be under the influence of illegal drugs or alcohol.
- Leaving a child unattended for any amount of time, including in a motor vehicle.
- Failure to attend to the special needs of a disabled child.
- Sending a sick child to school and is overmedicated to hide symptoms which would typically require the child to be kept at home until symptoms subside.
- Children who exhibit or communicate behaviors that are consistent with an abusive situation.

If parents feel they need assistance with possible child abuse, neglect, or sexual abuse we encourage you to get help. Please call the National Parent Helpline at 1-855-427-2736. The statewide Abuse and Neglect Hotline phone number at 1-800-252-5400. This hotline is open 24 hours, 7 days a week. The online site to obtain assistance and intervention is www.txabusehotline.org.

36. Weapons/Sex offenders

Possession of firearms or other weapons is prohibited in the Promiseland Preschool area. Persons who are on the Texas Sex Offender Registry may not be in the Promiseland Preschool children's area, attend school functions, or participate in school events during the school hours. Parents must plan for an alternate person to drop off and pick up the child, should this be the case. Promiseland Preschool is a smoke-free and drug facility.

37. Cameras

Christ Fellowship has closed-circuit security cameras in all classrooms and hallways. A monitor is located in our Promiseland lobby and preschool offices for parents and preschool staff to view. Parents may request to view previous footage from the Center Director as needed. The privacy of the children is very important to us. For this reason, the cameras are not available over the Internet.

38. Gang Free Zone

All child-care centers are required to designate a gang-free zone that is within 1,000 feet of the center. Gang activity within this area is prohibited. Gang related or criminal activities or engaging in organized criminal activity within 1,000 feet of the preschool is a violation of the law and is therefore subject to increased penalty. The goal of the zone is to deter certain types of criminal activity in areas where children gather.

39. Parent's Right to Immediate Access/Court Orders

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at Promiseland Preschool. For more information about Parents Rights, see the last page of this Handbook. In cases where the child is the subject of a court order, Promiseland Preschool must be provided with a **Certified Copy** of the most recent court order signed by the Judge, including any amendments. The orders will be followed unless the custodial parent(s) requests a more liberal variation of the order in writing.

In the absence of a court order on file with Promiseland Preschool, both parents shall be afforded equal access to their child as stipulated by law. Promiseland Preschool cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason.

If a situation arises where one parent does not want the other parent to have access to a child, Promiseland Preschool suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. Promiseland Preschool staff will contact the local police should a conflict arise.

40. Promiseland Preschool Staff/Contact Information

Employees of Promiseland Preschool are required by the state to have full background and criminal history checks and FBI fingerprinting before they are hired into our center. The Director and Executive Ministry pastor interview candidates. They may be asked to submit to drug and alcohol testing as well as random testing during the year. In addition, they will be certified in CPR and First Aid. For the safety of all our children, Christ Fellowship also runs background checks on all church employees and Promiseland volunteers. Each of our Promiseland preschool staff attains 24 hours of required training in early childcare as mandated by the State of Texas Department of Regulatory Services. Employees are required to uphold regulations and standards issued by the Texas Department of Health and Human Services Child-care minimum standards at all times.

Our management team consists of individuals that love the Lord and feel called into the ministry of young children. Feel free to contact them at any time if you have questions or concerns. Their names and expertise are listed below.

David Klippert-Rowe serves as the Executive Ministry Pastor and oversees the Promiseland Preschool Ministry. His position entails overseeing the management team, finances, and state standards for the center. If a parent has an issue that has not been resolved by the Director, please contact him at 972-547-7000 or dklippertrowe@cfhome.org.

Karen Roam serves as the Director of Promiseland Preschool. She is responsible for directly working with the teaching staff, parents, curriculum needs, purchasing, day-to-day operations, and compliance with the State Minimum Standards. Karen can be contacted at kroam@cfhome.org or at 972-547-7021.

Katie Simpson serves as the Assistant Director of Promiseland Preschool. She is responsible for working with the Director to implement all preschool policies and day-to-day operations. Katie can be contacted at ksimpson@cfhome.org or by calling the Promiseland office at 972-547-7095.

Wendy Durant serves as the office manager for the preschool. She is responsible for managing the enrollment and registration procedures, wait lists, parent communications and tuition processing. Wendy can be reached at wdurant@cfhome.org or leave a message at 972-547-7095.

Debbie Hartin serves as our curriculum director for the preschool and also teaches PreK Monday-Friday. She is responsible for implementing and overseeing curriculum needs and executing weekly staff planning meetings. Debbie can be contacted at dhartin@cfhome.org.

41. Cares and Concerns

We know that you are entrusting us with the most valuable treasure the Lord has given you – your child. We strive to serve our preschool families with our absolute best and share the love of Jesus each day with your little ones. Promiseland Preschool wants to hear from you regarding your experience with our preschool. If parents have questions or concerns about our program, policies, or procedures, we encourage you to have open communication with your child's teacher and the Preschool Director. Parents may call us at 972-547-7095 or email us with concerns at preschool@cfhome.org. Parent conferences are encouraged and can be scheduled during preschool hours.

42. Parents Rights

Senate Bill 1098 from the 88th Legislative Regular Session added Section 42.04271 to the Human Resources Code and states that a parent or guardian of a child at a child-care facility has the right to:

- Enter and examine the child-care facility during its hours of operation and without advance notice;
- File a complaint against the child care facility;
- Review the child care facility's publicly accessible records;
- Review the child-care facility's written records concerning the parent's or guardian's child;
- Receive inspection reports and information about how to access the child care facility's online compliance history;
- Have the facility comply with a court order that prevents another parent or guardian from visiting or removing the child;
- Be given the contact information for the child care facility's local Child Care Regulation office;
- Inspect any video recordings of an alleged incident of abuse or neglect involving their child provided that: • Video recordings of the alleged incident are available;
- The parent or guardian does not retain any part of the video depicting a child that is not their own; and
- The parent or guardian of any other child in the video receives prior notice from the facility;
- Obtain a copy of the facility's policies and procedures handbook;
- Review the facility's staff training records and any in-house training curriculum; and
- Exercise these rights without receiving retaliatory action by the facility.

Required Notifications

- The child care facility must provide written notice to the parent or guardian of any other child captured in a video before allowing a parent to inspect a recording.
- The child care facility must provide a parent or guardian with a written copy of the rights no later than the child's first day at the facility.

2024-2025 Behavioral Policy

At Promiseland Preschool, our guidance and discipline plan is based on our mission to ensure a safe, nurturing, Christ-filled environment for all children. All staff members are trained in positive guidance methods of behavioral management that encourage self-esteem, self-control, and self-direction. Our approach focuses on the social, emotional, and cognitive developmental stages of each child. Giving children understandable guidelines and expectations helps to redirect their behavior to develop self-control of their actions and encourages acceptable behavior. Teachers complete observational assessments and document any recurring behavioral challenges using *Behavioral ABC charts*, and they communicate to parents these concerns to formulate a cooperative behavioral plan.

To encourage positive behavior in our classrooms, we will:

- Provide ample activities to keep the child involved.
- Set up the classroom environment and activities to promote appropriate behavior.
- Model appropriate behavior.
- Apply rules consistently.
- Communicate to children using positive statements.
- Provide positive reinforcement, praise, and encouragement.
- Give gentle explanations and reminders.
- Provide alternatives and redirect children to acceptable activities when disruptive behavior occurs.
- Give children opportunities to make choices and solve problems.
- Use storybooks and group discussion to work through common conflicts.
- Help children talk about problems, express their feelings, and think of solutions.
- Provide a quiet time when needed (no longer than a minute per year of age) where the child is given time in the classroom to collect him/herself until they are ready to be a part of the group activities again.
- Make parents aware of behavioral concerns.

Disruptive Behavior is behavior that distracts from the full benefit of the preschool program and can be detrimental to the student displaying the behavior and/or the other students in the classroom. The following behaviors are considered disruptive:

- Requiring an inordinate amount of individual attention or care from a teacher.
- Inflicting physical or emotional harm on other children, adults, or self.
- Disrespecting people and materials provided.
- Consistently disobeying the rules of the classroom.
- Verbally threatening other students and/or staff.
- Uses verbal or physical activity that diverts attention away from the group of children.
- Creating a danger or safety risk to self or others (running from teachers, classrooms, playground, etc.)
- Biting: Biting is a common issue in early childhood development. Biting could occur for multiple reasons. The preschool will work with the parent when biting becomes a problem with their child and will make every effort to help solve the issue.

To provide guidance and discipline when disruptive behavior occurs, we will NEVER:

- Inflict corporal punishment in any manner upon a child. (Corporal punishment is defined as the use of physical force to the body as a discipline measure. Physical force to the body includes, but is not limited to, spanking, hitting, shaking, biting, pinching, pushing, pulling, or slapping.)
- Use any strategy that hurts, shames, or belittles a child.
- Use any strategy that threatens, intimidates, or forces a child.
- Use food as a form of reward or punishment.
- Use or withhold physical activity as a punishment.
- Shame or punish a child if a bathroom accident occurs.
- Embarrass any child in front of others.
- Place children in a locked and/or dark room.
- Leave any child alone, unattended or without supervision.

- Allow discipline of a child by other children.

We will make every effort to work with the parents of children having difficulties at Promiseland Preschool. We are here to serve and protect ALL our children. It is typical for the first few weeks of enrollment for children to acclimate to school routines and classroom expectations. After that period of time, if a child in our care displays repeated disruptive behavior, the teacher will request an observation and additional strategies from an Administrator. If those strategies do not help improve the issue, the following steps will be taken:

1. Administrator's Office:

The child's teacher may escort a child to an Administrator's Office when the above positive discipline techniques have been exhausted. After 2 or more visits to the office, the teacher and Director will then call to schedule the "Initial Consultation" with the parents. Any time your child is sent to the Director's office the Teacher or Administrator will notify the parent in writing, email, text or by phone call.

2. Initial consultation:

The parents will be asked to meet for a conference with the Child's Teacher and an Administrator. The problem will be identified, and a course of action established to resolve the situation.

3. Second consultation:

After 2 weeks of no improvement and the initial plan for helping the child is not successful, the parent(s) will again be required to meet with an Administrator and the child's Teacher. Another attempt will be made to outline new approaches to the problem and discuss the consequences if progress is not apparent.

4. Suspension/Withdrawal:

If, after 4 weeks and/or 2 Parent/Teacher/Administrator conferences, the behavior is continuing and it is determined that Promiseland Preschool cannot meet his/her needs, the child will be suspended or withdrawn from Promiseland Preschool, and parents will need to seek other school/child-care arrangements. Withdrawal decisions are made by the Director and Executive Pastor and are final.

Students with Diagnosed Special Care Needs:

- Promiseland Preschool strives to integrate children with and without special care needs throughout our program and activities.
- Being owned and operated by Christ Fellowship, Promiseland Preschool is not required by law to comply with Title III of the Americans with Disabilities Act (ADA). However, if a child in our care has diagnosed special care needs, the preschool will follow reasonable accommodations recommended in an Individualized Educational Program (IEP) by the child's health-care professional or a qualified professional with the local school district or early childhood intervention program to plan activities for their needs. Activity plans will utilize any adaptive equipment as recommended that has been provided for use at Promiseland Preschool.
- If a child receives early intervention services (ECl) or special educational services from a qualified service provider, that provider can continue to render those services to that enrolled child at Promiseland preschool with parental request and approval.
- Temporary suspension may be appropriate while any special needs evaluations are completed/or while securing any appropriate support services.
- Promiseland Preschool may suspend, withdraw, or refuse admission of a child whose presence would pose a *direct threat* to the health or safety of others, require a *fundamental alteration* of the program, or whose care would create an *undue burden* to the program.