



RIVERCREST

PRIVATE SCHOOL

2017-2018 Parent Handbook

**630 Rivercrest Blvd
Allen, Texas 75002
(972) 727-2071**

Welcome

Rivercrest would like to thank you for choosing our school for your child/children. Our staff is looking forward to the rewarding task of watching your child/children learn and grow. You will see a blend of teaching style and techniques used to create a balanced learning experience. Your child will learn through hands-on activities including art, blocks, books, puzzles, writing, and other manipulative toys. In addition to academic readiness, we also value character building and learning social skills. Rivercrest provides an atmosphere where children are encouraged to grow mentally, socially, and academically.

Our Goal

Rivercrest is dedicated to providing your family with the very highest quality childcare available. Described below are our policies and procedures. Our staff asks that you please review them and keep them for future reference. If you should have a question in regards to our policies, please do not hesitate to talk to the director, assistant director or the owners.

Enrollment, Policies, and Procedures

All children enrolled must have a completed enrollment packet prior to the child's first day of attendance. A completed enrollment packet includes a copy of your child's immunization record and the signed physician's statement.

Forms Required for Admission

- Enrollment Packet - Completed and signed
 - Enrollment Information Page
 - Admission Information Page
- Health and Immunization Record
 - Must be completed and signed by Parent and Physician
- Signed Letter of authorization to administer Tylenol/Motrin
- Signed Policy and Tuition Agreement/Discipline and Guidance Policy
- Notarized Emergency Medical Form
- Health Action Plans (Asthma, Food allergy plan...)

- Applicable Copy of Custody/Divorce Papers

Please note: If Rivercrest is not provided a copy of a court order each parent has equal rights. If a parent states there is no other parent we require a birth certificate for proof. We prefer to be excluded from any custody issues.

Updating Information

Please keep Rivercrest informed at all times of your current work, cell, and home phone numbers, address, release information, and updated medical records. It is imperative that we be able to reach parents in the event of an emergency. Any changes to your child's enrollment **MUST** be given to the director or person in charge in order to keep the file current. This practice is for the best interest of all parties and especially for the children.

Hours of Operation

For your convenience, Rivercrest is open year-round from 6:30 am to 6:30 pm, Monday -Friday. Regulations prohibit entry into the school prior to 6:30 am. Parents are expected to be on time when picking up their child at the end of the day. **A late fee of \$1 per minute (per child) will be assessed for each minute the child is late being picked up.**

Please note: Late pickup fees are due at the time the child is picked up, and are to be paid in cash.

Tuition and Fees

Registration fee:

A non-refundable, registration fee is due upon enrollment. \$45 for one child, \$75 for two or more children.

Supply Fee:

A non-refundable supply fee is charged in August and February according to each child's classroom. The 2's, 3's, 4's and Pre-K classes have a \$45 fee. The Infant, Toddler and Public School

classrooms have a \$30 fee. Supply fees are pro-rated for late enrollments.

Tuition:

- Attendance of one or more days represents full tuition.
- Zero days in attendance represents ½ tuition. (You are limited to five (5) ½ weeks per the calendar year.)
- Tuition payments are due in advance. Payments received after Wednesday are considered late. **A \$10 PER DAY late fee will be charged to all past due accounts. If tuition is not received by Friday, the child may not be accepted into our program the following Monday.**
- Receipts will be given for all cash transactions. Year-end receipts will be provided for all parents no later than January 31st.
- All CCS payments are due no later than the 1st of each month.

At Rivercrest, a **TWO WEEK WRITTEN NOTICE IS REQUIRED** to assist us with the placement of new students. **Half weeks or vacation credits cannot be used at this time.**

Insufficient Checks

Insufficient checks will be assessed a fee of \$25 and **the total must be paid by cash or a cashier's check.** Any account having two (2) returned checks will automatically be placed on a cash-only basis for 6 months.

Family Discount/Other discounts

A family discount of 10% is offered for families with two children enrolled full time in our program. If three or more children are enrolled a 15% discount is given, the discount is based on the lowest tuition fee. City of Allen employees, Allen ISD employees and Active Military parents receive a 10% discount.

Part-time Enrollment

Part-time enrollment is accepted if space is available. However, if space is a factor, part-time space will not be protected, and a full-time student may be given the space. We will always give the part-time student's family the opportunity to enroll their child on a full-time basis before accepting the new full-time student. When enrolling part-time, you will either select 2 full days per week specifying which 2 days, or select part-time as Monday through Friday with no more than 4 hours in the morning each day. **Part-time students are not eligible for vacation or ½ week credits; therefore, part-time students pay their full tuition regardless of the situation and must also give a two-week notice before withdrawal.**

Absentee Policy

If your child is absent for any reason, please notify Rivercrest. If your child is absent from Rivercrest all week, your tuition rate will be reduced 50% for the week your child was absent. If your child attends 1 or more days during the week you are responsible for paying the full week of tuition. As stated prior, you do receive five (5) ½ weeks per the calendar year.

Vacation

Full-time students after enrollment of twelve consecutive months are entitled to ONE (1) FREE week of vacation. The vacation can be used from your start date to start date each year. The vacation week must be pre-scheduled (at least one week in advance) with the director. **The child may not attend if a vacation week is being used.**

Holidays

Rivercrest will be closed for the following holidays:

- New Year's Day
- Memorial Day
- July 4th

- Labor Day
- Thanksgiving Day and the Following Day
- Christmas Eve
- Christmas Day
- Any bad weather day that AISD closes on

Please note: Tuition costs are based on these holidays; therefore, tuition is not reduced when there is a holiday. Half weeks may not be used during any holiday week, either a vacation week can be used or full tuition is due.

When Christmas falls on a Thursday, Rivercrest will close the day after Christmas instead of Christmas Eve. We will be open until 4:00 pm on Christmas Eve. When Christmas Eve, Christmas & New Year's fall on the weekend Rivercrest will close on the Friday before Christmas Eve, the Monday after Christmas and the Monday after New Year's.

Public Schooler's

Public Schooler's enrolled in our before and after school care program will be charged an additional fee of \$15 per day when a full day is required due to school holidays. Full-time rates (\$120) are applied for extended care during spring, fall, summer and Christmas breaks.

Activity Fees/Field Trips

Field trips and activities are considered an important part of our educational program and will be taken periodically from time to time. Your permission to participate in such excursions is a part of the enrollment process and is required for children 4 and up. Parents are notified a minimum of 48 hours prior to each event and are welcome to join us. Field trip information and activities are listed on your child's monthly calendar and on the parent bulletin boards in each classroom. Reminder notices are also posted on the cafeteria bulletin board. The field trip and activity charges can be included with your weekly tuition or you may pay the fees separately. Field trip shirts are worn on all field trips. Late arrivals will stay at Rivercrest. **Parents are not allowed to bring their child to the field trip site. All children must leave and return to Rivercrest on our vehicles.**

Spirit Shirts/ Field Trip Shirts

Please speak to the director or assistant director about purchasing a field trip/ spirit shirt. **All children are required to have a field trip/spirit shirt.**

Weather Emergencies/Drills

Bad Weather:

Rivercrest follows Allen ISD for bad weather closure due to ice and snow. If AISD opens late Rivercrest will open at the same time. Please watch your local news channels to see if AISD is closed. (There is not a reduction in tuition for ice or snow days).

Drills:

Rivercrest will conduct fire drills monthly. Disaster drills & lockdown drills will be held every 3 months. In the event of a disaster and children must be removed from the building they will be transported by bus and or van to Reed Elementary. Reed Elementary is located right down the street at 1200 Rivercrest Blvd. (972)727-0580. Parents will be notified by phone and a note will be posted on the door.

Emergency Preparedness Plan

In the event of an emergency first and foremost employees are to remain calm for the sake of the children. The employee's first responsibility is to move the children to safety.

- In the event of a fire, the children and staff are to exit the building and proceed by walking quickly to the back fence of the big playground. Infants will be placed in the two evacuation cribs and the director and or person in charge will help move the cribs to the back fence of the big playground. At this time staff members will do a name to face head count to make sure everyone is accounted for.
- In the event of bad weather/tornado, the relocation site is the Three's/Pre-K classroom which is located in the front of the school by the office. As each class comes in the staff members

will do a name to face head count to make sure everyone is accounted for. Staff members will assist the children as they duck and cover. Infants will be placed in the two evacuation cribs and the director and or person in charge will help move the cribs to the relocation site, the cribs will be covered by mats to help ensure their safety. Children and staff members will stay in the relocation room until the bad weather has passed.

- In the event of a disaster, children must be removed from the building they will be transported by bus and or van to Reed Elementary School. Infants will be held by a staff member on the bus and then once at Reed, they will be put in the evacuation cribs. Reed Elementary is located right down the street at 1200 Rivercrest Blvd. The phone number for Reed is (972) 727-0580. The director or assistant director will notify parents by using their cell phone and a note will be posted on the door.
- During any and all emergencies and drills teachers will take their clipboard/binder which includes their roll sheet and their count sheets. The director or assistant director will take the sign in and sign out sheets, the all-school count clipboard, and the emergency binder. No one is to be released without the director's or assistant directors' permission and all children must be signed out upon pick up.
- Communication is of utmost importance. The director (Jean Rodgers) or the assistant director (Neelye Anderson) will call licensing to report the emergency situation. The emergency numbers for Rivercrest will be Jean's cell phone (469) 734-0708, Neelye's cell phone (469) 855-3389. These phone numbers will be the emergency contact numbers for parents, licensing and local authorities.

Meals and Snacks

Rivercrest will meet your child's daily nutritional needs by providing a mid-morning and mid-afternoon snack as well as a balanced hot lunch served in a family-style atmosphere. Our meals and snacks exceed the daily nutritional guidelines set by the state. Milk and water are served with morning snack and lunch. Water is served with the afternoon snack.

Parents must provide a doctor's note if their child doesn't drink WHOLE milk. (Taste preference, almond milk, soy milk, Lactaid milk, etc.)

Rivercrest is a **PEANUT FREE FACILITY**.

It is important that there is strict avoidance of this food in order to prevent a life-threatening allergic reaction. We want to be a safe school environment for anyone with an allergy. Any exposure to peanuts/nuts may cause a life-threatening allergic reaction that requires emergency medical treatment.

To reduce the chance of this occurring, we are asking that you do not send any peanut or nut containing products to school with your child that will be eaten in the cafeteria or candy/treats that will be sent home on party days!

If your child has eaten peanuts/nuts before coming to school, please be sure your child's hands and face have been thoroughly washed before entering the school.

Breakfast:

You may serve your child breakfast in the cafeteria from 6:30 to 8:00 each morning. Rivercrest will provide the milk. Parents will provide the cereal, yogurt, pop tarts, oatmeal. **The Health Inspector requires all dry cereal or other items to be stored in a sealed plastic container marked with your child's name. Due to health reasons and limited space, leftover food and drinks cannot be saved in the child's cubby or refrigerator.**

A staff member will be present for supervision during breakfast from 6:30-8:00 am. **After 8:00 am, parents must remain with their child during breakfast.**

Lunch:

Rivercrest prepares a nutritious delicious lunch for your child each day. We begin serving lunch at 11:00 am. Therefore, it is necessary that we have an accurate lunch count by 10:00 am. If your child should arrive later than 10:00 am, please call the school so that our Kitchen Manager can prepare accordingly. Parents who bring their child in after their scheduled lunch time will be responsible for

feeding their child. If your child chooses to bring a sack lunch, please place it on the cafeteria table. Sack lunches are not to be shared, and any open leftovers will need to be discarded. Children either eat our lunch or theirs brought from home-not a combination of both.

Snacks:

Rivercrest serves morning snack starting at 9 am and afternoon snack at 2:45 pm. Children are allowed to bring their own healthy snack from home if they choose. Children either eat our snack or theirs brought from home-not a combination of both.

Arrangements can be made with the classroom teacher and director if a parent wants to provide a special snack for the entire class.

Special Diets/Food Allergies

A **Food Allergy Emergency Plan** must be completed, signed and dated by a physician and a parent. This is an individualized plan that must include: a list of each food the child is allergic to, possible symptoms if exposed to a food on the list, and the steps to take if the child has an allergic reaction. Allergies to specific foods must also be noted on the enrollment sheet and brought to the attention of the director. With written parent permission food allergies are posted on the parent bulletin board in the child's classroom as well as the kitchen bulletin board. Parents must provide two (2) current photos of the child along with the food allergy emergency plan to post on the bulletin boards. A copy of the food allergy plan is also in the center's Emergency Binders that are taken in the vehicles and on any field trip.

Medical Requirements

Immunization Records:

Children must receive the required immunizations or a signed, dated, and notarized affidavit prior to admission. This is a policy of Rivercrest, the Health Department and the Texas Department of Protective and Regulatory Services. **Health records must be signed and dated by the child's physician stating when the shots were given. A signed physician statement is also required for all**

preschool age children who do not attend public school. The signed physician's statement is due within a week of enrollment. These forms are required in order to protect the health of all children enrolled at our school. **It is the family's responsibility to keep their child's immunization record updated by giving the director a written statement of any new immunizations received.**

Hearing and Vision Screening:

All children who are four (4) and five (5) years of age that do not attend Public school are required by law to be screened for vision and hearing. Rivercrest has the screening done each year at our school. You will be notified of the testing date and can take advantage of the offer. Families will be given a copy of the test results. If your child tests below the normal range in hearing or vision, you will be notified. If you do not participate in the screening offered at Rivercrest, you must provide us with your doctor's results. Rivercrest is required by the state to keep up to date records on every child.

For further information, please contact:

Vision & Hearing Screening
Texas Dept. of Health
1100 West 49th Street
Austin, Texas 78756-3199
(512) 458-7420

Staff Test/Vaccinations:

At this time TB Tests, Pertussis, Hepatitis A, and Flu are not required for staff members in Collin County (Allen). This may change in the future. If this is changed in the future then each staff member will become tested and/or vaccinated

Illness Requiring Exclusion:

Children that display the following signs of illness cannot be cared for at Rivercrest:

- Oral temperature in excess of 100.0 degrees
- Undiagnosed rash
- Profuse green (indicating infection) nasal discharge
- Lethargic behavior: inability to participate in classroom activities

- Illness that results in a greater need for care than the staff can provide without compromising the health, safety, and supervision of the other children
- Contagious diseases such as but not limited to, strep throat, pink eye, pinworms, mumps, chicken pox or head lice (see separate section in regards to head lice)
- Regardless of a fever being present, children should not be brought to the school who display the following symptoms:
 - Diarrhea
 - Reddened eyes with discharge or crusted eyelids
 - Nausea and/or vomiting

Should your child develop any of the above-mentioned symptoms while at school, we will contact the parent and arrange for pickup? Please come within the hour since we do not have facilities for sick children. Illness can be kept to a minimum if each family is careful not to bring sick children to the center.

Head Lice:

Rivercrest goes above and beyond minimum standards in regards to head lice. In order to better curtail the spread of infection, these steps are strictly enforced.

- If your child is sent home from Rivercrest with head lice, they must be treated and remain at home for 24 hours after treatment. All necessary steps in treating the house, clothing, bedding, stuffed animals, and car must be followed, including treatment of the car seat.
- Upon returning to Rivercrest, the director or person in charge will then recheck your child for nits. **All nits must pull off the hair shaft in order for your child to remain in care.**
- If nits are found after 24 hours from the treatment, you must go home and retreat. Upon return, the director or person in charge will recheck.
- If the director or person in charge still see nits after 2 applications, then a doctor's note will be required stating your child is nit free and no longer contagious.
- **Regardless, a follow-up treatment must be given after a week from the first treatment.** Rivercrest will recheck once again.

Returning to school after an illness:

A child **MUST BE FEVER FREE** for at least 24 hours (without the aid of Motrin or Tylenol) and all other symptoms have diminished the child may return to school. This measure is necessary in order to better curtail the spread of infection.

If your child was seen by a doctor, please provide us with a note from the doctor stating the following information: the name of the child, date and time the child was seen, results of the visit and readmission criteria.

Please note that Rivercrest has the right to refuse a doctor's note if symptoms are more severe than what is stated.

Families and staff will be informed of any communicable illness and reports will be made if required to the health department.

Medication:

The director and or assistant director will administer medication only with the **written** permission from the parent. Please complete the medication form in the front office on a daily basis. If you fail to sign the medication chart then you may fax or email a note authorizing permission. Please make sure the child's name, medication name and the dosage to be given are on the note. The Rivercrest fax number is (972) 727-1572, or email missjean4kids@aol.com

Medication will NOT be given if Rivercrest does NOT receive written permission

Should your child require medication while in our care, medicine will be given only if the following guidelines are observed:

- All medications are to be delivered to the director and or person in charge.
- Prescribed medications must be in the original container.
- Medication must be clearly labeled, dated and be prescribed specifically for the child it is to be given to. Siblings cannot share the same prescription.
- All medications (prescription or OTC) must be clearly marked with your child's name and dosage.

- If the medicine is over the counter, the designated prescribed amount for your child's age must be used. If your child's age is not listed, for example, "under 2 years of age, consult a physician", then you must have a note from the doctor to verify the dosage.
- All medications, proper dosage, and times to dispense medication are to be signed in daily on the medication form located in the front office.
- Medications are administered at 12:00 and 4:00 each day. If medication is not administered, the chart will be documented as such.
- **Medications are NEVER to be sent to school in your child's backpack or diaper bag.**
- Tylenol/Motrin may be administered to relieve fever **ONLY** if the authorization form is on file.
- Parents are responsible for picking up the medications at the end of the day.

Emergency Medication:

Should your child require emergency medication while in our care we must have a note on file from the doctor listing specific instructions. Emergency medication is medication (i.e. Epipen) which is required for severe allergic or life-threatening illness only. This medication will only be administered in the event of a life-threatening emergency.

Medical Emergencies:

Emergencies will be handled by the staff, local paramedics, and physicians. In the unfortunate event of an emergency requiring more than first aid treatment, the director or assistant director will call 911 for transport to the closest hospital. The parent and or emergency contact will be notified. All efforts will be taken so that parents are notified immediately. A member of the Rivercrest staff will accompany the child to the hospital until a parent arrives.

It is very important to update your emergency contact numbers regularly.

Sunscreen and Insect Repellent:

Rivercrest will apply sunscreen and insect repellent if it is provided by the parent. The sunscreen and insect repellent must be labeled with the child's first and last name. Parent permission must be given on the checklist on your enrollment forms.

Discipline and Guidance Policy

At Rivercrest, discipline is viewed as a positive tool used to help all children develop a healthy relationship with peers and adults, as well as learn self-control. Our system of discipline revolves around some basic rules of positive reinforcement and natural and logical consequences. Rivercrest feels it is vital to have parental involvement and work together at communicating about all relevant situations on a daily basis.

Discipline must be:

- Individualized and consistent for each child
- Appropriate to the child's level of understanding
- Directed toward teaching the child acceptable behavior and self-control

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

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

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

- Corporal punishments 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 inappropriately long periods of time for the child's age.

For repeated incidents and for the safety of the children, Rivercrest Private School reserves the right to call parents to pick up their child for the remainder of the day.

Transportation

Rivercrest requests our families' support of our safety rules when transporting your child.

- A child must be at least four years old and completely potty trained to ride the bus.
- Each child is expected to remain in a seat (be seat belted in) and sitting in a forward position while the bus or van is in motion.
- Seat belts are not to be removed while the bus or van is in motion.
- Once seat belted in, children do not change seats.
- Children are not allowed to take items out of their backpack. For safety reasons, there will not be any writing or playing with toys on the bus. Backpacks must remain closed at all times while on the bus or van.
- Children are expected to refrain from yelling or otherwise distracting the driver.
- Food, chewing gum, or candy will not be allowed on the bus or van. Children may bring water bottles.
- Parents of school-aged children must notify the school if their child is not going to ride the bus or van. Failure to notify Rivercrest by 2:30 causes the bus or van to wait; therefore, children are not picked up on time. **A \$3.00 charge will be posted to your account for failure to communicate. Letting the public school know, telling friends or siblings does not constitute notification to Rivercrest.**

- Morning passengers must be at Rivercrest no later than 7:15 am.

Classroom Parent Bulletin Board

Each classroom will have a parent bulletin board. Parents are encouraged to check the board daily. The bulletin board is used to display the class schedule, the monthly calendar, the lunch and snack menus, and the weekly lesson plans. Allergy notices and articles of interest are also posted.

Nap/Rest Time

Nap/rest time is each afternoon from 12:30 pm to 2:30 pm with the exception of our Public Schoolers. Unless your child arrives **before** lunch, you will be asked to wait until 2:30 to drop them off.

Arriving during nap time is disturbing to most children and can be disruptive to other children napping in the classroom. Children are expected to rest quietly or sleep. Each child who is awake after resting or sleeping for one hour can engage in quiet activities that allow those children who need to sleep the opportunity to do so. In order for your child's rest time to be as pleasant as possible, a **small** blanket, a **small** pillow, and/or stuffed animal may be brought to Rivercrest. **(Bed size pillows, blankets, and sleeping bags are not allowed)**. All items must be labeled and fit **neatly** in your child's cubby. **We request that all blankets and pillows be taken home on Friday to be washed and returned on Monday.**

Infant Sleep Safe Practices:

- **Each infant has their own crib**, cribs should be labeled with the infant's name.
- **Always put infants to sleep on their backs**, unless you provide an Infant Sleep Exception form 2710 signed by the infant's health care professional.
- **Infant's younger than 12 months of age; cribs should be bare except for a tight-fitting sheet.** That means absolutely NO Blankets, quilts, or comforters, pillows or stuffed toys or animals should be placed in the crib.
- **Pacifiers may be used during sleep**, but the pacifier must NOT BE ATTACHED to stuffed animals or the infants clothing

- **If an infant falls asleep in a restrictive device** (Bouncy chair or swing, or arrives to care asleep in a car seat), **move the infant to their crib immediately**, unless you provide an Infant Sleep Exception form 2710 signed by the infant's health care professional.
- **Do NOT swaddle an infant for sleep or rest** unless you provide an Infant Sleep Exception form 2710 signed by the infant's health care professional.

Personal Belongings

Please discourage your child from bringing toys or other “prized possessions” to school. If the teacher allows a “show-n-tell” day we request that you only bring one (1) item that fits neatly in your child's cubby. **(Absolutely NO weapons, make-up or nail polish is allowed)** Please make sure to label any item brought from home. Rivercrest accepts no responsibility for lost or damaged items.

Clothing

Please dress your child in comfortable, washable, play clothes that will allow your child to participate in our multi-faceted educational program that includes cooking, painting, sand/water play and nature studies. **TENNIS SHOES OR OTHER CLOSED TOES SHOES WITH A BACK ARE RECOMMENDED.** Flip-flop type shoes and cowboy boots are not considered safe for climbing, running and playing on the playground. Please label all articles of clothing and store them in a zip-lock baggie that is also labeled. **A complete set of weather appropriate clothing should be available in your child's cubby at all times.** We also ask that you anticipate weather conditions and provide appropriate dress for both indoor and outdoor activities. **We require that girls 2 years of age and older wear shorts under their dresses/skirts.**

Toilet Training

During this important training phase, we ask that you provide ample supplies of baby wipes, diapers, **pull-ups (must have easy open sides)**, at least 3 sets of clothing including socks, and an extra pair of shoes.

Please label all clothing and place it in a labeled zip lock baggie in their cubby.

Breastfeeding

At Rivercrest, we want to ensure all moms that breastfeed have a comfortable chair to sit in while they breastfeed. The infant room is equipped with a rocking chair should you need/want to breastfeed while at Rivercrest. Please feel free to contact the director or person in charge if you have any questions or need anything further.

Special Classes

Stretch-N- Grow classes are required for students ages three (3), four (4), and five (5) years of age. Classes meet once a week for 30 minutes in our activity classroom located behind the kitchen. The monthly cost for S-N-G is \$14.50 per student and is payable by the 10th of each month.

Screen Time

Children under the age of 2 will have zero screen time. Children over the age of 2 will be limited to less than 2 hours per day. This includes educational TV time, tablets, iPads, phones and gaming systems. During public schooler's TV time Rivercrest will not show anything rated above PG.

Security

As an important security measure, parents are responsible for escorting their child into the building and into the classroom. All children must be left with a staff member. Taking your child from the playground area through the gates is not permitted. All children must arrive and leave through the front door with an adult.

Children are released to the individuals listed on the enrollment form and must be signed out daily. The sign in /sign out iPad is located in the front office. Your child will not be released to any person not listed as an authorized pick-up person, without your specific permission. If your child is being picked up by someone other than those persons listed on the enrollment form, the director

or person in charge must be notified in advance, preferably in writing. At pick up, the child release form and the sign out iPad both must be signed. If permission is done over the phone, you will be asked to give your driver's license number for verification purposes. A picture ID and signature will be required at pick up time. **A child may not be picked up by anyone if we smell alcohol and/ or the person appears to be out of control physically or mentally.**

Signing in/Signing out

An important part of our security for the school is our sign in and out system.

State law requires that you must sign your child/children "In" (each drop off) and "Out" (pick up) daily.

The sign in and out iPad is located at the front desk. Upon arrival and departure, you will use your PIN number to log-in (the last four digits of your cell phone number), this will document the time of arrival and the time of departure.

This procedure is very important for the emergency drills we must have. If you are not sure what to do, we will be happy to assist you.

There will be a penalty of \$1 for each time the child/children are not signed in AND out.

OUR RECORDS ARE PERIODICALLY AUDITED BY THE STATE WITH A VERY HARSH PENALTY FOR NON-COMPLIANCE. THESE RECORDS ARE ALSO USED FOR EMERGENCY DRILLS AND EVACUATION PURPOSES. WE MUST ALL WORK TOGETHER FOR THE PROTECTION OF OUR CHILDREN.

Volunteers

Parents may volunteer to help in their child's classroom for parties, field trips, or daily activities. If parents are interested in participating as a volunteer a criminal history background check is required. For more information please see the office staff.

Visitation

Rivercrest invites our families to visit the school at any time. Please feel free to join in your child's activities and share the fun. While

visiting, please understand that the teacher has to continue with her activities and will not be able to have a discussion with you while she is still responsible for the children. Teacher conferences are available upon request.

Families are especially welcome on field trips and party days. Birthday parties are also welcome. Please check with the director in advance to eliminate any scheduling conflicts. We seek your active involvement as parents. Please take advantage of the opportunity to watch your child grow with us.

Notice of Gang Free Environment

As required per Texas penal code 71.028 and 71.029 you are hereby notified that our school is designated a "Gang-Free Zone." Any criminal activity or engaging in criminal activity within 1000 feet of this facility located at 630 Rivercrest Blvd. Allen, Texas 75002 is a violation of and is subject to increased penalty under Texas State Law.

Communication

At Rivercrest, we are continuously striving for a healthy, positive, high-quality environment for our families. We invite your ideas and suggestions and hope you will share them with us often.

Comments and suggestions can be emailed to Rivercrest@churcheleven32.com or told to a management staff member.

Please check daily your child's cubby, the class calendar, the parent bulletin board, and the cafeteria bulletin board for activities, trips and other information. Daily journal sheets will be emailed to the parents through the Tadpoles system for any children 6 weeks to 2 years of age. If you wish for your older child to have one please speak to their teacher. Teacher conferences are also available upon request.

The director, assistant director, and the owners are available to you. If you should wish to review and or discuss any policies and procedures they will be happy to do so. Please do not hesitate to talk, or email should you have a question, want to make a suggestion or come by a visit. The school's phone number is (972)

727-2071, the director's email is jean@rivercrestschool.com, the assistant director's email is neelye@rivercrestschool.com and the owner's email is Rivercrest@churcheleven32.com.

Staffing

Our teachers at Rivercrest are carefully selected. Rivercrest seeks teachers who we feel exhibit a warm, nurturing and loving disposition, as well as those who we feel, will value a partnership between other colleagues, parents, and children. Each employee has completed a full background check, FBI fingerprinting and are CPR/First Aid certified before being left alone with children. Teachers and staff members are also required to receive 24 clock hours of child care training each year, while the director/management is required to have 30 hours. In addition to the above training, our staff must be trained yearly on child abuse and neglect. The child abuse and neglect training cover the recognition of symptoms of abuse and neglect and the responsibility and procedures for reporting suspected abuse and neglect. Teachers are also required every 2 years to complete a food handler's course.

Preventing and Responding to Abuse and Neglect of Children:

- All Rivercrest managers and caregivers upon hiring and annually thereafter are required to receive one hour or more of training in recognizing and preventing child abuse and neglect of children.
- Staff members are able to increase employee and parent awareness of issues in regards to child abuse and neglect by providing parent meetings, staff meetings, and brochures on child abuse. Rivercrest also encourage parents, staff, and others to visit the DFPS website "It's Up to You! Preventing Child Abuse and Neglect" The website is www.dfps.state.tx.us/itsuptoyou/default.asp
- The strategy for coordination between Rivercrest and appropriate community organizations will always be through and upon advisement of the Department of Family and

Protective Services and our current Child Care Licensing Representative.

- For assistance and intervention, parents can get help by calling or going online.

Anyone who suspects abuse or neglect should report it as soon as possible.

Immediate Emergencies: 911

Texas Abuse & Neglect Hotline: 1-800-252-5400 or
<https://www.txabuseholine.org>

Texas Council on Family Violence-1-512-794-1133

Texas Dept. of Family & Protective Services website:
<https://www.dfps.state.tx.us/>

National Child Help Hotline: 1-800-4ACHILD (422-4453).
Provides resources and counseling referrals

Child Help US 1-800-4-A-CHILD (422-4453)

- Employees at Rivercrest have the right to conduct health checks if there is a need to do so. This may be checking for fever, head lice, bruises... If clothes are to be removed an employee and the director or person in charge will both be present.

Open Enrollment

Rivercrest practices a policy of open enrollment. Children are admitted to our program as space requirement permit without regard to race, sex, religion, national origin, or handicap. Similar non-discriminating practices are followed in the hiring of our staff. In some cases, special need students may not be admitted if we feel our facility is not adequate to accommodate the child's needs.

Referrals

If you refer a child to Rivercrest and that child attends Rivercrest for 3 months you will then receive **ONE FREE WEEK OF CHILD CARE FOR ONE CHILDS TUITION!!** Make sure the new parent

references your name upon enrollment to make sure you receive your **Free Week!**

Dismissal

Rivercrest reserves the right to dismiss any child for the following (but not limited to) reasons:

- Failure of parents to adhere to the policies such as payment of tuition, signing a child in and out, and supplying necessary records for children.
- If the behavior by the child is a continuous disruption to the class or results in destruction of property.
- If safety to other children becomes a factor due to a child's continuous misbehavior.
- Repeated failure of a parent to keep a sick child out of the center or neglect in picking up a sick child.
- Offensive or threatening behavior by a parent.

Other

Rivercrest reserves the right to alter tuition fees or any specific policy or procedure. Adequate notice will be given before changes are effective. Parents will be notified in writing, about any changes to our policies. These notifications must be signed and returned by the specified date.

All childcare centers in Texas operate under the rules of the Texas Department of Human Services Minimum Standards for Childcare Centers. Schools are subject to health and safety inspections. You may review the minimum standards and the school's most recent inspections at any time. A helpful website for questions and concerns is www.tdprs.state.tx.us/childcare. You may also call Child Care Licensing at 1-800-582-6036.

The number to call for child abuse and neglect is: 1-800-252-5400

All employees are required by law to report suspected child abuse and neglect.

We sincerely thank you for choosing Rivercrest as your provider of child care. We will provide your child with a safe, loving, and educational environment that will enable them to mature at their own pace.