



2025 - 2026

PARENT HANDBOOK

Church Eleven32

700 Rivercrest Blvd Allen TX 75002

(214) 495-7500





Vision

The Preschool at Church Eleven32 is a Bible-based preschool program. Our staff is dedicated to making each classroom a positive learning environment for your child. We believe learning should be fun, interactive, and individualized. We use Montessori teaching styles and activities in addition to the traditional preschool curriculum (Abeka, Pocket of Preschool, and Singapore Math for 4-5 year olds). This unique blend of teaching styles creates a very balanced learning experience. In addition to our focus on academic readiness, we also value character-building and learning social skills. Your child will learn through hands-on activities including art, blocks, books, puzzles, writing, and other manipulatives. We also teach Bible stories and memory verses to help set the stage for their spiritual foundation. The Preschool at Church Eleven32 provides the atmosphere and the experience necessary for children to grow spiritually, mentally, socially, and academically.

Program Information

Days and Hours of Operation

7:00am - 9:00am Before School Care (Optional Add On)

9:00am - 2:00pm Preschool Day

2:00pm - 4:00pm After School Care (Optional Add On)

2 Days per Week – Tuesdays and Thursdays

3 Days per Week – Mondays, Wednesdays, and Fridays

5 Days per Week – Monday through Friday

Our Summer semester will start June 2, 2025, and end July 31, 2025.

We follow the Academy at Church Eleven32 School Calendar & Allen ISD Academic calendar. We will be starting school the same day as they do this fall, August 12, 2025.

Ages

8 weeks old to 5 years old at the start date of the program.

Yearly Supply Fees

All yearly supply fees are non-refundable and are required to secure placement for each child.

\$200 - 2 Days per Week (Tuesday and Thursday)

\$250 - 3 Days per Week (Monday, Wednesday, and Friday)

\$300 - 5 Days per Week (Monday – Friday)

Tuition Fees



Monthly Tuition payments are due on the 15th of each month and become past due on the 15th. There is a \$15 late fee on late tuition payments.

Infant Room Fees

5 Days per Week 9:00am - 2:00pm (Monday - Friday) - \$825 monthly

3 Days per Week 9:00am – 2:00pm (Monday, Wednesday, and Friday) - \$625 monthly

2 Days per Week 9:00am - 2:00pm (Tuesday and Thursday) - \$550 monthly

Infant Before and After School Fees

5 Days per Week Before School Care, 7:00am - 9:00am - \$250 monthly

5 Days per Week After School Care, 2:00pm - 4:00pm - \$250 monthly

3 Days per Week Before School Care, 7:00am - 9:00am - \$200 monthly

3 Days per Week After School Care, 2:00pm - 4:00pm - \$200 monthly

2 Days per Week Before School Care, 7:00am - 9:00am - \$150 monthly

2 Days per Week After School Care, 2:00pm - 4:00pm - \$150 monthly

One Year Old to Five Year Old Fees

Preschool Day – 9:00am - 2:00pm

2 Days per Week (Tuesday and Thursday) - \$500 monthly

3 Days per Week (Monday, Wednesday, and Friday) - \$575 monthly

5 Days per Week (Monday – Friday) - \$780 monthly

Before School Care – 7:00am - 9:00am

2 Days per Week (Tuesday and Thursday) - \$105 monthly

3 Days per Week (Monday, Wednesday, and Friday) - \$140 monthly

5 Days per Week (Monday – Friday) - \$210 monthly

After School Care – 2:00pm - 4:00pm

2 Days per Week (Tuesday and Thursday) - \$105 monthly

3 Days per Week (Monday, Wednesday, and Friday) - \$140 monthly

5 Days per Week (Monday – Friday) - \$210 monthly

Tuition Fees



Monthly Tuition payments are due on the 15th of each month and become past due on the 15th. There is a \$15 late fee on late tuition payments.

Infant Room Fees

Preschool Day - 9:00am - 2:00pm

2 Days per Week (Tuesday and Thursday) - \$550 monthly

3 Days per Week (Monday, Wednesday, and Friday) - \$625 monthly

5 Days per Week (Monday - Friday) - \$825 monthly

Infant Before School Care - 7:00am - 9:00am

2 Days per Week (Tuesday and Thursday) - \$150 monthly

3 Days per Week (Monday, Wednesday, and Friday) - \$200 monthly

5 Days per Week (Monday - Friday) - \$250 monthly

Infant After School Care - 2:00pm - 4:00pm

2 Days per Week (Tuesday and Thursday) - \$150 monthly

3 Days per Week (Monday, Wednesday, and Friday) - \$200 monthly

5 Days per Week (Monday - Friday) - \$250 monthly

One Year Old to Five Year Old Fees

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3 Days per Week (Monday, Wednesday, and Friday) - \$140 monthly

5 Days per Week (Monday – Friday) - \$210 monthly

Tuition Fees



Yearly tuition is broken down into nine- twelve equal monthly payments (according to your child's enrollment). A \$15 late fee will be charged for any payments made after the 15th. Payment is expected for all children enrolled, whether present or not. We do not adjust your tuition if your child does not attend, nor will any refunds be given for missed days due to inclement weather or illness. Please remember that you are paying for the space reserved for your child, not your child's attendance. **Discounts or credits will not be applied during school or holiday breaks, as these breaks have already been accounted for in the updated monthly tuition rates.**

Tuition can be paid online on your ProCare app. You will receive an email to activate your ProCare account when your Yearly Supply Fee has been paid and your Enrollment Form has been submitted.

Sibling Discount

We provide a 10% discount on each additional sibling, with one sibling paying full price.

Registration

The Preschool at Church Eleven32 does not discriminate in enrollment or dismissals because of race, color, sex, religion, national origin, or handicap. If you are enrolled with a permanent position in the current school year, you will have priority in enrolling the next school year. Our currently enrolled students are given the opportunity to register their children for the upcoming school year at the end of January. At this time a new enrollment form must be completed, and a new yearly supply fee collected. Registration is then open in February on a first come, first serve basis. When classes are full, applicants are placed on a waiting list. Please note that current students and siblings placed on the waiting list are given priority. Children are placed in classes according to date of birth. Children are not moved into another room when they have a birthday. The group "ages" stay together throughout the school year.

Please note when creating our class lists, we do not place children in classes from parent requests for teachers, friendships, etc. You are welcome to make a request, but we cannot guarantee it will be granted.

Daily Policies and Procedures



Infant Policies and Procedures

Infant Feeding Instructions

Parents of infants who are not yet ready to eat table food must fill out and sign a new Infant Feeding Plan every 30 days. Parents will provide their child's own formula, milk, and/or snacks. We also have a private Mother's Room to come in and nurse your infant during the day if you desire.

Infant Nap Times

Infants will have as many naps as they need per parent instructions and State of Texas requirements. Per State Standards, children who are not yet walking will not be able to nap with a blanket or security item (this includes swaddle blankets, wubbanub pacifier stuffed animals, as well as amber teething necklaces). Please provide adequate/safe clothing to ensure comfort during naptime, such as fleece pajamas.

Infant Items to Bring to School

- Backpack or diaper bag large enough to hold multiple items
- 3 extra changes of clothes
- Enough diapers and wipes for the day, labeled with your child's first and last name (we cannot store large amounts of diapers and wipes in the classroom)
- Diaper creams, ointments or powders labeled with your child's name
- Enough bottles, formula and/or breastmilk for the day (Labeled)
- Age-appropriate snacks/finger foods (if applicable)

Preschool Policies and Procedures

Preschool Curriculum

We create our curriculum based on the TEKS (Texas Essential Knowledge and Skills) in our 3-4 Year Old and 4-5 Year Old Classrooms. We also supplement with Abeka (an advanced Christian based) curriculum and Pocket of Preschool. Our 4-5 Year Olds use Singapore Math curriculum in addition to Abeka and Pocket of Preschool. In our 1-2 Year Old and 2-3 Year Old Classrooms, we create our own curriculum that focuses on fine and gross motor skills, early phonics knowledge, and math concepts. We also implement aspects of the Montessori curriculum, values, and teaching strategies into our daily lesson plans for all age groups.

Daily Policies and Procedures



In our curriculum, we also include letters, themes, bible stories, and bible verses. Research has shown that young children learn best through active hands-on experiences. Preschoolers will choose from art, blocks, home living, music, puzzles, and manipulatives where activities have been planned to help teach the topic of study. Daily activities are designed to provide appropriate experiences in the following early childhood development areas; social development, getting along in groups, learning responsible behavior, respecting others, expressing feelings appropriately, providing experiences with math and science, and promoting children's curiosity by encouraging, observing, exploring, and experimenting. Our goal is to prepare children for the elementary school classroom and have them know what is expected of them in the school atmosphere.

All of our teachers meet or exceed what is required by the State of Texas to be a Child Care Employee. They are required to attend orientation, pre-service training, obtain continuous education hours, and be CPR and First Aid certified.

Snacks

Parents must provide a nutritional snack to be served at snack time. If your child is enrolled in Before School Care and/or After School Care, please provide an additional snack. Goldfish will be served if a snack is forgotten.

Lunch

The Preschool at Church Eleven32 does not supply children with lunches. Children need to bring their own lunch with a water bottle (or sippy cup with water). Please note food allergies on your enrollment form. Please send nutritious foods that do not need to be heated or refrigerated. Send a prepared lunch that your child can handle easily. Follow these simple rules when packing a lunch:

- We suggest that the lunch be made up of primarily finger foods that can be served with little assistance.
- Please cut up all foods that could be a choking hazard (i.e. grapes, hot dogs, etc.)
- Pack any utensils needed in their lunch (i.e. spoon, fork).
- Please be sure your child's name is on their lunch box, cup, and all other containers.
- We understand that children sometimes go through picky phases. Please do your best to pack healthy and nutritious foods to fuel your child during their day at preschool. Some suggestions include: rolled up lunch meat, cheese sticks, strawberries, grapes, carrot sticks, bell peppers, yogurt squeeze tubes, whole wheat crackers, toast, veggie chips, apple chips, etc.

Daily Policies and Procedures



Nap/Rest Time

All children will have a rest time. Children in the 4-5 Year Old class will have a quiet time to rest or nap if needed. 1-2 Year Old, 2-3 Year Old, and 3-4 Year Old Classes will have a nap time. If children are not able to nap, they may rest quietly or will be provided with quiet activities after one hour. Children need this time to restore their energy. Please provide a nap mat for your child, they can be found on Amazon. Nap mats will be sent home daily. If your child (18 months or older) has a security item he/she needs during rest time, please label it clearly.

Supplies Required

The Preschool at Church Eleven32 will provide all necessary materials for daily projects. All supplies are washable and non-toxic and will be used under the supervision of staff.

Items To Bring To School: Please make sure to label all items

- Backpack large enough to hold multiple items
- Nap Mat
- 2 Weather appropriate changes of clothes
- Jacket during cold weather months
- Diapers and wipes for children not potty trained
- Healthy Lunch
- Healthy Snack (2 Snacks for children enrolled in after school care)
- Water Bottle or Sippy Cup

Before and After School Care

We are so excited to be able to offer our families before and after school care options. Depending on enrollment, your child may start or end the day in a different classroom than their 9:00am - 2:00pm preschool class. Children enrolled in our before and after school care programs will have a fun activity, snack time, and free play time. Please be sure to pack your child an extra snack when enrolled in after school care.

Toys

The Preschool at Church Eleven32 cannot be responsible for lost or broken toys or games brought from home so we ask that personal toys not be brought to school. One soft toy for nap/rest time (for children over the age of 18 months) will be permitted but will be kept in the child's backpack until nap/rest time. No play guns or swords of any kind are allowed.

Daily Policies and Procedures



Jewelry

Your child's safety is our highest priority! Per State Standards, no jewelry is allowed on your child while attending The Preschool at Church Eleven32. This includes but is not limited to: teething necklaces, bracelets, anklets, hoop earrings, and pacifier attachments.

Birthdays:

We would love to share with you in celebrating your child's birthday! Please inform the Director or Administrator one week ahead of time if you would like to provide a special treat. We ask for one week's notice so we can inform parents of children with food allergies and/or dietary restrictions and give them an opportunity to send their child with an alternate snack for that time.

We welcome any treats you provide, but please make sure they do not have icing. Please send enough treats to share with all your child's classmates. Some ideas are: donut holes, cookies, or brownies.

Confidentiality

The Preschool at Church Eleven32 knows and understands the importance of trust between parents and childcare providers/Directors. Our door is always open to you and we encourage you to schedule a conference with the teacher or the Director should a situation arise that needs to be discussed. Should you need to schedule a conference please contact your child's teacher and/or the Director. Parents will be notified through email and postings in the classroom if any changes in policies are made.

Discipline and Guidance Policy



Occasionally it becomes necessary to guide a child to more acceptable behavior, such as when the child is hitting another child, hurting himself/herself, or destroying property. When this happens, we will enforce class discipline by affirming positive behavior, keeping children aware of limits, and rerouting/re-directing a child's interest. Under NO circumstances will teachers or staff strike, spank, shake, verbally abuse, or use intimidation tactics with any child. Our classroom rules are: 1) Be kind to yourself and others; 2) Take care of the classroom; 3) Listen to the teachers. If a child is having continual discipline problems and is a threat to other classmates' safety, there will be a parent conference that will determine the child's enrollment. This will include biting problems.

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

Texas Administrative Code, Title 40, Chapters 746 and 747, Subchapters L, Discipline and Guidance

Discipline and Guidance Policy



Biting Policy

The bitten child will be calmed, held, prayed for, and loved. The area will be washed with soap and water. Ice will be applied if needed. If the skin is broken, mild antiseptic will be applied. Parents will be notified with an “Incident Report” and the date that the bite occurred. Children may bite because they are frustrated because their gums hurt and it feels good, or sometimes just by accident. The Preschool at Church Eleven32 will work with the child who is biting. A firm “no biting” will be spoken to the child and he/she will be removed from the incident. The teacher will handle each case individually and may ask for the parents to work alongside the school to help the child learn other ways of communication.

Attendance

Check in/Check Out Procedure: When dropping off your child in the mornings, you must check in your child on the iPad at drop off using the QR-Code. When picking up your child in the afternoon, you must follow the same procedure. If there is a technical problem, the teacher will have an alternative device and/or attendance sheet that requires your initials & the drop-off/pick-up times of your child. This is mandated by the State of Texas for licensing purposes.

Notification of Absence: Please call the school or update your child’s ProCare profile through the parent app by 9:15am if your child is going to be out of school and give the reason for their absence.

ProCare

ProCare is our online communication and administration tool. You will receive at least one picture per day, as well as a detailed description of the activities your child participated in that day. You can download the ProCare Parent App to be able to see all the pictures and lesson plans in one centrally located place, as well as update if your child is going to be absent on a particular day. You can also use ProCare to pay your child’s tuition and message your child’s teacher directly.

Health and Wellness



The Preschool at Church Eleven32 assumes and requires that parents do not send a child to school if he/she shows any sign of illness. This is not only for the protection of your child, but also for the protection of the other children and teachers. Sick children will not be accepted. If your child has a fever, diarrhea, vomiting or other types of symptoms, they need to be symptom and/or fever free (without medication) for 24 hours before returning to school. Please be aware that the classroom teacher and Director are responsible for making the decision to accept or turn away children due to illness.

Medical Plan Procedures

If a child becomes ill while in our care, we must:

1. Contact the parent to pick up the child. The designated person responsible for pick up will need to do so within one hour of the time called.
2. Care for the child apart from the other children.
3. Give appropriate attention and supervision until the parent picks the child up.
4. Wash and sanitize the classroom if the child has diarrhea or vomiting.

If critical illness or injury requires the immediate attention of a physician, we must:

1. Contact emergency medical services or take the child to the emergency room.
2. Give the child first aid treatment or CPR when needed.
3. Contact the physician identified in the child's record.
4. Contact the child's parent.
5. Ensure supervision of all other children in the group.

Please make sure that we have ALL emergency phone numbers on file.

Please notify the Director if your child has been exposed to a contagious illness such as chicken pox, pink eye, strep throat, head lice, Hand Foot Mouth, or COVID. Informing the office helps us keep other parents aware of the situation and lets them monitor their own children for early signs, which can lead to a quicker diagnosis and recovery. If an outbreak occurs of a serious contagious illness, we will post the outbreak, along with symptoms and treatment recommendations.

Procedure for Dispensing Medication

If your child needs medications administered at school, the following conditions must be met:

1. Prescription medication will be accepted only if it is in the original container and hasn't reached its expiration date.
2. Nonprescription medication may only be administered by following the manufacturer's recommendation on the label. Medication must be in the original container and accompanied by a copy of the information given to you by the pharmacy.
3. Before any prescription or nonprescription medication can be administered, we must have permission in writing from the child's parent or guardian. Please fill out the Medication Form and enter instructions into the Medications Log. Please bring a copy of the information given to you by the pharmacy if applicable.
4. Medication will need to be picked up after the last date that the medication is administered.

Please do not send medicine in your child's backpack.

Insect Repellent and Sunscreen

Sunscreen and bug spray may be applied before recess if provided by the parent. If bug spray or sunscreen is provided, please label it with your child's first and last name.

Accident/Incident Report

Normal bumps and bruises will occur as a child is learning to develop new skills and his/her curiosity and courage increases. However, incidents in which first aid (cuts, scrapes, etc.) was administered will be documented in writing ("Accident/Incident") and given to parents to sign then placed in your child's personal file.

Hand Washing

Children and staff will wash their hands with antibacterial soap and warm water several times throughout the day to prevent the spreading of germs which could lead to illnesses or communicable diseases. Hand washing will take place before lunch, after diapering and toileting, and when coming in from outdoor play (and as necessary in the interim).

Change of Clothes

Dress your child in appropriate clothing. Please select clothing that is washable and free of complicated fastening. When girls wear dresses or skirts, they **MUST** wear shorts underneath (not bloomers or other types of panty cover-ups). Please always keep a change of clothes in their backpack (just in case) which is appropriate for the season.

Health and Wellness



Diapers and Diaper Changing Routines (Infant Room, 1-2 Year Old Class and 2-3 Year Old Class ONLY)

Parents must supply all disposable diapers, wipes, diaper rash creams, ointments, or powder to be used at the time of diaper changing. Please make sure each item is labeled with your child's full name. Pack only what your child will need for that day of class, we are unable to store large supplies of diapers and wipes. Some 2-3 Classes may be held in a room without a changing table and will only be able to have children who are potty trained. A survey will be sent out to all 2-3 Year Old parents one month before the start of the school year to see who is potty trained, and that may determine your child's class placement.

Toilet Training Procedures (1-2 Year Old Class and 2-3 Year Old Class ONLY)

The Preschool at Church Eleven32 will continue to assist children (in the 1-2 year old class and 2-3 year old class) who are in the process of toilet training at home while in our care. Parents must provide a sufficient amount of undergarments, pull-ups, and training pants in the event more than one set is needed throughout a day. Please speak with your child's teacher for concerns or ways to help your child be successful while trying to accomplish this task.

All children entering the 3-4 year old class and 4-5 year old class **must** be potty trained. The Preschool at Church Eleven32 will not be able to change diapers or pull-ups in these classrooms as it takes teaching time away from the other children. A child that is not potty trained upon entering these classes will be asked to leave the program and no refund will be given for fees or tuition.

Labeling

Please make sure everything your child brings is clearly labeled with their first and last name. That includes backpacks, lunches, mats, coats, hats, cups, water bottles, etc.

Immunization Records

The child's immunization record must be always kept current. If your child goes to the physician and receives another required immunization, you must resubmit the most current records. Your child must have a current immunization record or notarized State of Texas Affidavit of Exemption to begin class. Please contact the Director if you have any questions regarding this policy.

Hearing and Vision

The Special Senses and Communication Disorders Act, Texas Health and Safety Code requires a screening or a professional examination for possible vision and hearing problems for children in our 4-5 Year Old class. Most pediatricians will perform a hearing and vision screening at your child's well-check, just be sure to request it.

Safety Procedures



Entering the Building

For safety reasons, please park in the parking lot and walk your child into the building.

Automatic Door Locks

The State of Texas is currently not allowing any unauthorized personnel in the building. The safety of our children on campus is of the utmost concern. The main doors to our classrooms in both buildings stay locked at all times. If you are late dropping off your child or need to pick them up from school early, please check in at the Front Desk Office Door and they will notify your child's teacher to walk them out.

Drop Off and Pick Up Time – School Day

Our classrooms open for the school day at 8:55 am. Teachers are preparing their classrooms and participating in a teacher huddle prior to that. If you happen to arrive before 8:55 please feel free to wait in the courtyard until the appropriate time. Pick-up time is 2:00 pm, a \$25 late fee will apply for anyone who picks up after 2:15 pm. You will be notified of this late charge on ProCare on the next scheduled class day. This fee applies to your account regardless of the designated pick-up person. Habitual lateness will result in a meeting with the Preschool Director.

Drop Off and Pick Up Time – Before and After School Care

Drop off time for Before School Care is 7:00 am, and pick up time for After School Care is 4:00 pm. The same late fee process applies to After-School Care as well.

Late Arrivals

Our class starts at 9:00 am so when a child is late, he/she misses out. Late arrivals can be a disruption to other students, teachers, and the overall learning environment. We ask that parents do their best to have their child to class no later than 9:15. Any drop-offs later than 10:00 am will result in a \$25 late fee unless we have been notified of a doctor's appointment or other legitimate reason. If you are going to be late, please communicate it to your child's teacher or the Director.

Checking In Children

You must check in your child on the iPad at the front doors of the building their classroom is in with your QR-Code. When picking up your child in the afternoon, you must follow the same procedure. If there is a technical problem, the teacher will have an alternative device and/or attendance sheet that requires your initials & the drop-off/pick-up times of your child.

Safety Procedures



Leaving Your Child

Parents, this can be an anxious time for some children. We have found that it is best if you leave and pick up your child at the classroom door. It is also less stressful on the child if you make your “goodbyes” brief. If you are concerned about how your child is doing after dropping off or during the day, you may call or message us and we will gladly check on your child.

Dismissal of Children

The Preschool at Church Eleven32 dismisses for the day at 2:00 PM. Picking up your child on time should be a top priority. Late fees may be applied in cases of habitual tardiness. If your child is enrolled in After-School Care their pick-up time is no later than 4:00 pm.

The Preschool at Church Eleven32 will only allow individuals the parent authorizes to pick up the child. The authorized individual must check in with the child’s teacher and must have picture identification (i.e.: driver’s license). If a parent has sole custody, a copy of the court order **MUST** be on file in the office showing the other parent is legally **NOT** authorized to pick up the child. The parent or authorized individual must sign the child out of his/her classroom.

Emergency Procedures

Parents are responsible for keeping current emergency numbers on file at the school. Please keep these records current.

In an emergency, The Preschool at Church Eleven32’s first responsibility is the safety of the children. They will be moved to a designated safe area where staff members will supervise them until their parents are notified. To ensure that our school is a safe place for all children, we have adopted the following policies and procedures:

1. Staff members are responsible for the children in their care at all times.
2. Each classroom is equipped with a battery-operated flashlight. An attendance list is posted close to the door and should be taken by a staff member when evacuating the children.
3. An emergency evacuation plan for fire and severe weather is posted in each classroom.
4. The Preschool at Church Eleven32 has a fire drill every month and severe weather and lockdown drills every three months.
5. The Preschool at Church Eleven32 will follow all directions required by the Allen Fire Dept. regarding appropriate evacuation procedures.
6. The Director will be responsible for calling the appropriate emergency personnel. Our Facilities Operator will turn off any needed gas, electricity, or water lines.

Parents may obtain a copy of the Emergency Preparedness Plan from the Director.

Safety Procedures



Relocation Plan

In the event of an emergency requiring evacuation of our building, we will take all children and staff to The Academy building, 700 Rivercrest Blvd Suite 3100, Allen, TX, 75002. Each teacher will be responsible for bringing medical release forms, parent contact information, and student roster. Children will walk next door and the teachers will take a head count before leaving our building and upon arrival at The Academy building. Staff cell phones will be used to contact parents.

Bad Weather

If Allen ISD is not in session due to inclement weather, The Preschool at Church Eleven32 will NOT have school that day. If Allen ISD has a delayed start of 2 hours, then The Preschool at Church Eleven32 will NOT have school. You can check online at allenisd.org or the Allen ISD Facebook page to see the status of school closures. The Director will also send out a message to all families through ProCare notifying of our closing. We will not refund tuition on school closings or delayed starts. It is our policy NOT to make up bad weather days.

Reporting Child Abuse

Texas State Law and Licensing requires us to report immediately to the police or Child Protective Services (CPS) any instance where there is reason to suspect an occurrence of physical, sexual, or emotional child abuse. Our staff receives annual training on recognizing and preventing abuse and neglect.

The staff may not notify parents when the police or CPS is called about possible child abuse, neglect, or exploitation, except on the recommendation of CPS or the police when they are called.

Some examples of abuse and neglect are: leaving a child in a vehicle unattended, not securing a child in a seat belt or booster seat, unexplained marks or bruises on opposite sides of the body, and child hygiene issues.

If you suspect a child is being abused or neglected, please report it by calling the Texas Abuse and Neglect hotline at 1-800-252-5400. The website is www.dfps.state.tx.us. Parents may obtain a copy of the Child Safety Policy from The Preschool at Church Eleven32 Director.

Miscellaneous



Withdrawal/Dismissal

Following a thirty-day notice, parents may withdraw their child from our program at no penalty. Written notification must be provided to the Director thirty days prior to the date of withdrawal. If a thirty-day notice cannot be given, a month's tuition fee will be assessed and applied to your account. All balances are considered due and payable upon withdrawal. Monthly tuition is not refundable and non-transferable. The Preschool at Church Eleven32 will not accept student withdrawals after April 1, 2024. Any withdrawals submitted after April 1, 2024 will be subject to payment for the full month of May. The Preschool at Church Eleven32 reserves the right to dismiss a child for serious behavior problems, non-compliance with our policies, or nonpayment of fees. Written or verbal communication will be given before a dismissal notice is issued. All necessary means will be pursued to resolve the problem before any child is dismissed from the program.

Parent Information Changes

Anytime there is a change of address, email address or telephone number at home, work or cell, the parent needs to notify The Preschool at Church Eleven32 immediately. Any change of information on the child's original paperwork must be done by the parent only.

Parent Notifications

Open communication with parents is very important to a child's success. The Preschool at Church Eleven32 has multiple ways of communicating with parents. In some situations, parents may be asked to sign documents acknowledging that communication has taken place. Listed are ways that The Preschool at Church Eleven32 may communicate with parents: email notifications from preschool@churcheleven32.com, through ProCare, written memos placed in your child's folder or lunch box, verbal communication with the child's teacher and/or director, and phone calls.

Special Needs

It is our desire to meet each child's special needs. Every effort will be made to provide for each child. Prior to enrollment, the parent, Director, and teachers will assess The Preschool at Church Eleven32's ability to meet any special needs while providing a quality preschool experience for the entire classroom.

Water Activities

The Preschool at Church Eleven32 will not have water activities.

Miscellaneous



Transportation/Field Trips

We will not go on field trips and we will not provide transportation to or from our school.

Breastfeeding

The Preschool at Church Eleven32 will provide a comfortable place with a seat that enables any mother to breastfeed her child.

Staff Immunizations

Staff at The Preschool at Church Eleven32 are not required to provide an immunization record.

Gang Free Zones

Under the Texas Penal Code, childcare centers are required to inform parents that the center is in a gang-free zone. A gang-free zone is any area within 1000 feet of a child-care center, where gang-related criminal activity or organized crime is a violation of the law and is therefore subject to harsher penalties under state law.

Infant Safe Sleep

We follow all the requirements and procedures found in the Texas Childcare Center Minimum Standards 746.501(9) and 747.501(6) for infant safe sleep. If your child is under 18 months old upon enrollment you must have a signed copy of the “Operational Policy on Infant Safe Sleep” on file.

Sex Offenders

Persons who are on the Texas Sex Offender Registry may not be in The Preschool at Church Eleven32 area, attend school functions or participate in school events during school hours. Please plan for an alternate person to drop off and pick up your child.

Texas Minimum Standards

The Preschool at Church Eleven32 is licensed and regulated by Texas Department of Family and Protective Services and we follow the Texas Minimum Standards for Child Care Centers. Parents may review a copy of these standards as well as a copy of our most recent Licensing Inspection at our front desk in Building B or in the hallway of Building A. Parents may also view the standards online at

https://www.dfps.state.tx.us/Child_Care/documents/Standards_and_Regulations/746_Centers.

If you have any concerns, you may also contact the local Licensing office at (469) 229-6900 Ext 6901. The Texas Abuse and Neglect Hotline can be accessed at 1 (800) 252-4500.

Child Abuse Policy and Reporting Procedures



All Preschool at Church Eleven32 Staff are required to take 1 hour of training annually in prevention techniques and the recognition of symptoms of abuse and neglect as well as the responsibility and procedure for reporting suspected abuse and neglect. All Preschool at Church Eleven32 Staff are responsible for knowing and following The Preschool at Church Eleven32's Policy regarding services for the prevention of abuse, neglect, and exploitation of children and recognizing the signs and the steps for reporting cases of abuse, neglect, and exploitation of children.

Information appearing in boxes is taken from the Texas Department of Family and Protective Services (DFPS) website.

What is Child Abuse?

To help prevent child abuse, you need to understand what it is. It's any mistreatment of a child that results in harm or injury. There are four basic types of child abuse, though children often experience more than one kind of abuse.

Physical Abuse - Physical abuse includes actions such as beating, burning, or punching a child.

Emotional Abuse - Emotional abuse may involve criticizing, insulting, rejecting, or withholding love from a child.

Sexual Abuse - Sexual abuse includes rape, touching or fondling, or involving a child in pornography.

Neglect - Neglect includes failure to provide for a child's basic physical, medical, emotional, or educational needs. Leaving a young child home alone or failing to provide needed medical care may also be considered neglect.

Know the Signs of Abuse

Children who are abused may show physical and behavioral signs, or they may show sudden changes in their behavior or school performance. These signs don't prove that children are being abused, but they could be a signal that the children or their families need help. When children talk about being abused, take them seriously. Take steps to get help!

General Signs of Abuse

Abused children may seem:

- Nervous around adults or afraid of certain adults
- Reluctant to go home (coming to school early or staying late, for example)
- Very passive and withdrawn or aggressive and disruptive
- Tired a lot or they may complain of nightmares or not sleeping well
- Fearful and anxious

Child Abuse Policy and Reporting Procedures



Signs of Neglect

- Missing school a lot
- Begging for or stealing money or food
- Lacking needed medical or dental care
- Being frequently dirty
- Using alcohol or other drugs
- Saying there is no one at home to take care of him or her or

Signs of Physical Abuse

- Unexplained burns, bruises, black eyes, or other injuries
- Apparent fear of a parent or caretaker
- Faded bruises or healing injuries after missing school

Signs of Sexual Abuse

- Difficulty walking or sitting, or other indications of injury in the genital area
- Sexual knowledge or behavior beyond what is normal for the child's age
- Running away from home

Signs of Emotional Abuse

- Acting overly mature or immature for the child's age
- Extreme changes in behavior
- Delays in physical or emotional development
- Attempted suicide
- Lack of emotional attachment to the parent

Reporting Abuse, Neglect, or Exploitation

Any Preschool at Church Eleven32 personnel suspecting neglect or abuse of any child enrolled in our program are required to report concerns to designated Team Leaders and the Director. If children talk about being abused, take them seriously and take steps to help. The law requires any person who believes that a child is being abused, neglected, or exploited to report the circumstances to Texas DFPS in one of two ways:

- 1 (800) 252-5400
- www.txabusehotline.org
- For life threatening or emergency situations, call your local law enforcement agency or 911 immediately, and then make a report to DFPS.

If you are have trouble or questions about making a report on the website, call (512) 929-6784 or 1-800-252-5400 for help.

Child Abuse Policy and Reporting Procedures



Additional Reporting Requirements Apply to Teachers and Other Professionals

A professional must report a suspected abuse or neglect of a child within 48 hours of suspecting the child has been or may be abused or neglected. (Texas Family Code Chapter 261.101 (b)) A professional cannot delegate this duty to another person to make the report. Reporting suspected child abuse makes it possible to protect the child and for a family to get help.

Resources and Methods for Prevention of Abuse and Neglect

- All Preschool at Church Eleven32 Staff should know the stages of child development and appropriate age and developmental expectations for children in their care.
- Preschool at Church Eleven32 Staff should establish and maintain open communication with parents regarding the care of the children at our center. It is important to have an understanding of the home environment and any specific health or developmental challenges that may affect a child in our care.
- All Preschool at Church Eleven32 Staff will receive training in classroom management techniques, which focus on reinforcing appropriate behavior and encouraging children to make good choices.

The Staff is responsible for establishing clear and consistent classroom expectations and natural consequences for inappropriate behaviors. Staff will implement the following techniques following The Preschool at Church Eleven32's Discipline and Guidance Policy:

- Establish clear and concise classroom expectations following the developmental age level in each classroom.
- Establish a caring and consistent relationship with each student and create a safe and fun age-appropriate learning environment in the classroom.
- Redirect children.
- Assure each classroom has enough resources and equipment to actively engage all students.
- Maintain required teacher-student ratios at all times.
- When necessary implement a 2-5 minute time-out and discuss positive alternatives with the student who is acting out.
- Request additional staff support if a student acts out physically and puts children or staff at risk.
- Work with parents to form a plan to encourage and develop a pattern of appropriate classroom behavior and implement an adequate form of communication to ensure staff and parents work together to ensure the child learns the social skills to participate in the classroom setting.
- Provide support and resources to educate parents regarding the prevention of child abuse and neglect.