



Dear Parents,

Welcome to the Christian Learning Center (CLC) of Prestonwood Baptist Church. It is our sincere desire that your association with our program will be a happy and rewarding experience for both you and your child.

It is our goal to partner with parents by providing age-appropriate learning in a loving, Christian environment. By working together, we can equip your child with a solid foundation both spiritually and developmentally.

Your children are a blessing to us! The Christian Learning Center Staff appreciates your sharing this special time in the life of your child with us. We hope that you find comfort in knowing that your child is in the care of a loving, professional Christian staff while you are away for the day. We thank you for giving us the opportunity to contribute to the early development of your child.

Please do not hesitate to contact us at any time if we can be of assistance to you.

In His Service,

Michelle Pinkston  
Global CLC Director

*I have no greater joy than to hear that my children are walking in the truth. —3 John 1:4*



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## **Our Purpose**

The Prestonwood Christian Learning Center is a ministry of Prestonwood Baptist Church. We are a weekday program for children ages 8 weeks to 5 years (or the year prior to kindergarten). We offer a well-rounded curriculum with a Christian perspective. We strive to provide a safe and nurturing environment that promotes the physical, social, emotional, intellectual and spiritual development of the child. We are committed to providing biblically based, age-appropriate experiences, which will allow each child to progress in these areas at his/her own level of ability while enjoying feelings of success.

## **Our Curriculum**

Our teaching staff is dedicated to making the Christian Learning Center program a positive learning experience for preschoolers. Our classrooms for older children are arranged into play/learning centers. Children can make choices and participate in small-group activities.

We have a well-planned curriculum that provides a teaching topic for each month. The activities are organized around these topics using learning centers that may include art, dramatic play, music, science/nature, fine motor skills, listening skills, cognitive skills, puppets, finger plays, rhymes and group time. The daily schedule also includes both vigorous and quiet indoor activities and playground time.

Each age group has a different curriculum that has been designed to meet the children's level of learning. Bible stories and Bible verses are integrated throughout all areas of our program.

## **Nondiscriminatory Policy Statement**

**The Prestonwood Christian Learning Center admits students of any race, color, national and ethnic origin to all the rights, privileges, programs and activities generally accorded or made available to students at the school. It does not discriminate on the basis of race, color, national and ethnic origin in administration of its educational policies, admission policies, scholarship and loan programs, and athletic and other school-administered programs.**





Tax ID # 75-1543546

**CLC OFFICE HOURS**

Monday – Friday  
8:00 a.m. – 5:00 p.m.

**WEBSITE**

[prestonwoodclc.org](http://prestonwoodclc.org)

**CONTACTS**

**Michelle Pinkston** – CLC Director

972-820-5346

[mpinkston@prestonwood.org](mailto:mpinkston@prestonwood.org)





# **CLC PROGRAM OVERVIEW**

## **CLC LOCATIONS**

CLC has two locations. Please register at the location where your child will be attending.

### **Plano Campus**

6801 W. Park Blvd.  
Plano, TX 75093  
972-820-5348

### **North Campus**

1001 W. Prosper Trail  
Prosper, TX 75078  
972-798-6743

## **PROGRAM TOURS**

The CLC Office conducts program tours on CLC days by appointment. This gives you an opportunity to meet us and see the program while it is operating. Please call a CLC Office to schedule a tour.

## **PROGRAM DAYS**

August–May (See calendar for specific start and end dates.)

Tuesday and/or Thursday  
9:00 a.m. – 2:00 p.m.

## **EXTENDED CARE**

CLC offers extended care to PBC employees and families who have children attending PCA. This allows them to pick up their CLC child closer to PCA dismissal time. Extended Care is at an additional cost and only for families who have older children who are enrolled at PCA. For more information and pricing, please contact the CLC Office.



# REGISTRATION OVERVIEW

Reenrollment of current students begins in January for the next school year.

Registration priority is as follows:

- Currently enrolled students and their siblings
- Children of PBC, CLC and PCA staff
- Children of PBC members
- Community children

Our currently enrolled students and their siblings are given an opportunity to register for the upcoming school year at the end of January. During the month of February, PBC, CLC and PCA staff may register their children. Registration is then available on designated registration dates to children of Prestonwood members, and then to the community.

After registration, remaining spots are filled on a first-come, first-served basis.

We will place a child's application on a class waitlist when a class has filled. A registration fee will not be collected for children on the waitlist until they secure a permanent class spot.



## TUITION PAYMENT SCHEDULE

On August 1, either the annual tuition or the first installment payment is due. Installment payments are due the first of each month August through May. The Supply fees are due on August 1 and January 1. If the initial August payment is not received by the 10<sup>th</sup> of the month, your child's class assignment may be issued to another child and your child will be placed on the waitlist.

### Installment Payments

The 10-month installment plan has been designed to allow you to spread out your tuition payments. **Please mark your calendar for the August payment.** We do not mail out billing statements; this will be your only notice.

## TUITION PAYMENTS

We accept cash, check or credit card to make your payment.

You may pay your monthly tuition by:

- Pay on the ProCare Connect App
- Call the CLC office
- Automatic payment with Tuition Express – See enclosed information
- Mail your payment to:

**Attention: CLC Office**  
Prestonwood Baptist Church  
6801 W. Park Blvd.  
Plano, TX 75093

## TUITION STATEMENTS

We do **not** mail tuition statements monthly. Monthly and year-end statements are available upon request. To request, please notify the CLC Office.

## LATE PAYMENT FEES

**A late fee of \$20 will be assessed after the 10<sup>th</sup> of the month on any account with an outstanding balance.** A late fee will be charged and assessed to your account unless prior arrangements have been made with the Program Director.

A continual problem of late tuition payments and/or NSF returned checks could result in your child's dismissal from the CLC program.

## RETURN CHECK FEES

**A \$35 fee will be assessed for any insufficient fund checks.** If an account has had two returned checks, that account will then be asked to pay by cash or money order.

## **DELINQUENT ACCOUNTS**

An account that is more than 30 days delinquent will result in withdrawal of the child/children, unless appropriate arrangements have been made with the Program Director.

## **WITHDRAWAL FROM THE CLC PROGRAM**

If a parent or guardian finds it necessary for a child to be withdrawn, written notice must be received and on file in the office. Any drop notification received prior to July 31, will receive a refund of any tuition. **The registration fee and supply fees are not refundable.** Any drop notifications received after July 31 will require a written 30-day paid notification.

If it is necessary to withdraw a child from a class at any time during the school year, the parent must notify the CLC Office **in writing (we cannot accept a verbal notification)** at least one month before the withdrawal date. You may either pick up a Withdrawal Form from the CLC Office to complete or e-mail the Program Director. If you e-mail your request, you will receive a return e-mail acknowledgement stating that we received your request. If you do not receive this return e-mail, then our office did not receive your request and you need to re-send. **We require a 30-day paid notification of withdrawal.**

Registration and supply fees are **non-refundable**. Any refund of monthly tuition is given only after the one-month paid notification has been met and any past-due balance has been paid.

For the safety of all children attending CLC, where CLC staff has reason to believe any circumstance impacting your child's presence at CLC may result in, lead to, or otherwise expose other children or CLC staff to harm of any nature, CLC, in its sole discretion, may dismiss your child from the program immediately.

## **TUITION POLICY**

Should CLC close for reasons beyond our control, the current month's tuition is non-refundable. The same is applicable should a class be required to quarantine. Parents must give a 30-day written notification, along with payment (prorated if notification is in the middle of the month), to withdraw from the program if they feel it is in the best interest of their family. Registration and supply fees are non-refundable.

# ATTENDANCE

## CALLING IN AN ABSENCE

CLC monitors children's absences.

We request parents notify the CLC Office as soon as possible if they believe their child has contracted a communicable disease after attending CLC.

To call in absences, please call the CLC Information Line:

Plano	972-820-5348
North	972-798-6743

When a child will be absent, please call the CLC Information Line before 9:00 a.m. and leave a message regarding the absence. Please leave the following information on the recording:

- Parent's name
- Child's name and classroom
- Reason for absence (If you are calling for a child who is ill, please leave a detailed message regarding symptoms and the date the symptoms began.)

We will attempt to contact you if you have not contacted us with the above information. If we are unable to contact you, there will be a "hold" placed at your child's classroom. A hold means you must visit with the nurse prior to your child being allowed back in the classroom.

# HEALTH/ILLNESS

## GUIDELINES FOR SCHOOL ATTENDANCE

The CLC requires parents not to send a child to school if he/she shows any signs of illness. This is not only for the protection of your child, but also for the protection of the other children and teachers.

Parents must inform the CLC Nurse if their child was given any type of medication prior to coming to school (including allergy, cold or cough medicine).

Families are encouraged to be considerate of other students and staff by not bringing ill siblings into the hallways and classrooms during drop-off and pickup times.

Please note that the following guidelines have been adopted by all Prestonwood Baptist Church children's programs. They will be strictly enforced.

**Please do not bring your child to school when any of the following symptoms exist:**

- Fever (must be free of fever (100° or more) for 24 hours without the aid of fever-reducing medicine)
- Vomiting and/or diarrhea (must be free of vomiting and /or diarrhea for 24 hours)
- Any symptoms of childhood diseases
- Chicken pox – all sores must be completely scabbed over and dry underneath
- Common cold – from onset through one week
- Sore throat
- Cloudy, green or excessive runny nose
- Persistent cough or croup
- Skin rash of any kind
- Difficult or rapid breathing
- Draining wound
- Any skin infection – boils, ringworm, impetigo, thrush, hand-foot-and-mouth disease
- Conjunctivitis or other eye discharge (All eye infections are contagious. The child must be on medication for 24 hours before returning to school.)
- Any communicable disease
- Head lice (must be nit free)

**CLC may find it necessary to modify the illness policies during flu or other similar related outbreaks.**

In some cases, a note from the doctor must be submitted prior to a child's returning to school from an illness. It is always prudent to obtain a note from the doctor and bring to the nurse prior to your child's return to school.

We also ask that any open wounds, large scrapes or cuts be properly covered with a bandage. We require all open wounds to remain covered while the child attends CLC.

Children cannot be kept in their classroom while their class is outside on the playground. If a child is too sick to go outside, he/she should be kept at home.



Upon arrival, teachers will visually check for any sign of illness as they greet the children. If there are any questionable symptoms of a contagious illness observed, the parent will be asked to take the child home. Please be aware that it is at the discretion of the CLC Director and/or the CLC Nurse to make the determination to send a child home due to illness. It is also at the discretion of the CLC Nurse to request receipt of a medical release letter from the child's physician prior to child's being readmitted to class.

Unvaccinated children will be required to stay at home in the event of an epidemic or other health emergency as determined by the Texas Commissioner of Health.

## **ILLNESS AT SCHOOL**

We have a nurse on our CLC staff. Either the nurse or a designated person will conduct a health check on your child if your child is showing symptoms of illness. If your child becomes ill during the day, he/she will be isolated from the group, and you will be notified to pick up your child as soon as possible. **Your child must be picked up within one hour of your notification.**

When children are sick, they want their parents, and it can become a very stressful time for them. It is very important that you keep the CLC Office updated with current contact numbers. Please notify the CLC Office if you need to update any information. Also, be sure to designate on the sign-in/sign-out sheet each day a phone number where you can be reached for the entire day.

In a non-life-threatening illness or accident, our first attempt will be to contact the parents. If we are unable to contact the parents, we will start contacting people on your emergency contact list. Please make all of your emergency contact people aware they may be called and expected to pick up your child in case of an illness or accident.

**Please Note:** A continual problem of not being able to reach a parent when a child is sick or hurt could result in the child's being withdrawn from the CLC program.

## **ACCIDENTS**

Either the CLC Nurse or a designated CLC staff person will render first aid to an injured child and then determine whether the parent should be contacted.

All accidents at CLC are required to be reported on an Accident/Illness Report form. This form is completed by the staff member who witnessed the incident. If a form has been completed on your child, the classroom teacher will review the form and ask for your signature. A copy of this form will be filed in your child's medical records in the CLC Office.

Your child's Classroom Director will inform you at pickup time if any minor accidents, bumps or scrapes have occurred while your child was at CLC. She will make you aware of how the incident occurred, what first aid was rendered, and any notable visible signs.

## **MEDICAL EMERGENCY PLAN**

In a serious or life-threatening emergency, the CLC Nurse or designated staff member will contact 9-1-1. The office will also contact PBC security so emergency personnel can be directed to the appropriate area of the church. CLC will contact the parents to instruct them to either come to CLC or the hospital. If a child is taken to the hospital via ambulance, a designated CLC staff member will accompany the child to the hospital until parents arrive.

## **EMERGENCY CONTACT**

On the application section labeled “Emergency Contact,” please list a person we can contact in case of an emergency. Each person you list should be someone with whom you are comfortable picking up your child from CLC, only if we are unable to contact you. The person listed on your application as “Emergency Contact” will be allowed to pick up your child *only in case of an emergency* unless otherwise indicated by you as an authorized pick up person also. Having that person’s name on the Emergency Contact list only does not allow him or her to pick up your child *at any other time unless you initialed as an authorized pick up person too*.

## **MEDICAL RESTRICTIONS**

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

## **ALLERGIES**

**CLC is a nut-free environment.** Please refrain from packing any nut products in your child’s lunches or snacks.

We face a growing number of children dealing with food allergies and specifically potentially life-threatening peanut and tree-nut allergies. Nut items would include, but are not limited to, the following: Brazil nuts, almonds, cashews, pistachios, walnuts, peanuts, pecans, hazelnuts, coconut products, coconut milk, almond milk and any type of nut butter (including soy or sunflower, which has the appearance of nut butter). Please check the ingredient label, if it states “may contain nuts,” please refrain from packing it in your child’s lunch.

If your child has severe reactions to insect bites, please be aware we have had problems in the past with anthills and wasp nests on the playgrounds. Although we strive to remove these immediately, they can appear unexpectedly.

## MEDICATION POLICIES

CLC's policy is to dispense medication to a child only in an extreme emergency. **Teachers are never allowed to administer any kind of medication (including vitamins, cough drops, and other over-the-counter drugs).** Only the CLC Nurse, or other designated CLC Office staff person is permitted to administer medication to a child—and ONLY with the proper releases (see below). Parents who have children with severe medical concerns should complete a Parent/Physician Request for Administration of Medication by School Personnel so emergency medication can be kept at school.

Do not send any medication to school in your child's backpack! This includes prescription diaper ointments. **Do not add any medication to your child's drinking cup and then bring it to school!** Please refrain from placing "gummy" vitamins in your child's lunch. This is for the safety of your child and the other children in the program.

Teachers are not allowed to apply sunscreen or bug spray as they are considered to be a type of medication. If needed, the parent will apply these prior to school. Do not put these products in your child's backpack.

## EMERGENCY MEDICATION KEPT AT CLC

**If your child has a known history of serious illness that requires immediate medication:**

- A Parent/Physician Request for Administration of Medication by School Personnel must be completed and turned in for all medication. This form gives us specific written information about what to do in case of an emergency. Please contact the CLC Office to request this form.
- Bring the form and the medication to the nurse in the CLC Office prior to the first day of school. It will be kept locked in the CLC Office. Please provide the appropriate dropper or dosage cup.
- Prescription medications will only be administered if they are in the original, labeled bottle from the prescribing pharmacy which lists the date of expiration, the doctor's name, and the phone number. The pharmacy label must identify the child for whom the medication is requested. Prescription medication requests that do not coincide with the printed dosage on the pharmacy label of the prescription bottle must be clarified on the completed physician form.
- Over-the-counter medications will not be given unless the child's parent/guardian provides the medication in the original container. They must be accompanied by the signed Parent/Physician Request for Administration of Medication by School Personnel. Your doctor must be specific in the dosing instructions on his form.
- Verify that the medication will not expire during the school year.
- Only the School Nurse, or designated office staff are permitted to administer medication to a child.
- The medication is accessible to the CLC staff only during CLC hours, for the child to whom the medication belongs. (If you are at church for another function or event, you will need to coordinate medication storage with the appropriate department and follow their procedures; other departments do not have access to our medications.)

- All medications are required to be picked up by a parent on the last day of school. Any medications left after the last day will be discarded.

## **GENERAL INFORMATION AND POLICIES**

### **CLC STAFF**

Our CLC staff considers it a privilege to teach your children.

- Each of our teachers has a personal relationship with Jesus Christ and considers teaching a ministry.
- All CLC staff members are required to complete staff development training every year.
- CLC staff is also trained every year on identifying suspected Child Abuse/neglect and mandated reporting responsibilities.
- All staff undergoes a criminal background check.

Your child's room is staffed with a Classroom Director and classroom teachers (based upon age of children and number of students). As a parent, your main contact will be the Classroom Director. She is responsible for greeting the parents and children as they arrive and leave. She will be the one with whom you communicate the most.

### **CURRENT INFORMATION**

It is extremely important CLC be able to contact the parents in case of an emergency. Therefore, it is the responsibility of the parents to notify the CLC Office of any changes in current information provided on the child's application. Please contact us immediately with any updates (e.g., address, phone numbers, pediatrician, allergies, etc.). Forms are available in the CLC Office to update any information.

### **PETS**

Pets are not permitted on the premises at any time. This allows us to maintain a safe, healthy environment for all of our children and staff.

### **CLASS ROSTER**

A classroom roster is available upon request from the CLC Office. This roster will include the names, phone numbers and addresses of the children in your child's class whose parents gave permission for their information to be published. This list is for personal use only and not for solicitation purposes.

## **HOLIDAYS**

Holidays and any other days off during the school year are listed on the CLC calendar. The CLC monthly e-newsletter will also include a calendar listing any days off or special events.

## **SPECIAL OCCASIONS AND CELEBRATIONS**

The children will celebrate certain holidays and special occasions in class. The Classroom Director will notify parents in advance of the plans for these events. A sign-up sheet may be made available for parents to bring items.

Parents will be invited to some of the celebrations. Check with your teacher.

We will have special school-wide events during the year in which all groups will participate (e.g., Noah's Ark Day, Let's Be Thankful, Be My Valentine Dad and Mother's Day Teas). The dates for these special days are listed on the Special Events Calendar.

We will schedule classroom parties and special event days on alternating class days to accommodate those who have children attending only one day a week. If your child attends only one day a week, we may allow him or her to attend certain special events if they fall on the day your child does not attend. You will be asked by the Classroom Director to bring your child during the time of the event. We ask that you remain in the building and pick your child up as soon as the party is over.

## **FIELD TRIPS**

CLC does *not* take field trips, and children will not be transported from the center unless there is an emergency.

## **WATER PLAY AND SPRINKLER ACTIVITY**

Classes participate in supervised water play as part of the curriculum. CLC has a Splash Day once a year including sprinklers and other water activities. A permission slip signed by the parent will be required in advance for your child to participate in this activity.

## **PARENT CLASSROOM VISITATIONS**

Parents are welcome to visit our school and observe their child's class at any time. We do ask, as a courtesy, that you call the office to arrange a time. If you wish to visit your child's classroom, you must check in at the CLC Office first.

The first few weeks of school are a very sensitive time while children are adjusting and adapting to their classroom environment. With this in mind, we ask that parents refrain from visiting the classroom during the first month of school.

Parents who visit the classroom may only observe. Parents may not disrupt or distract the children or interrupt the teacher during the observation. Please keep in mind that a visit from parents can be quite confusing for some younger children after the day has begun. At these impressionable ages, children may see a parent arrive and assume it's time to go home, disrupting their entire day.

## **SECURITY**

**We take your child's safety very seriously.**

All CLC families will receive CLC ID badges that must be worn for admittance into the Children's Ministry Building on CLC days. For security reasons, visitors to the Children's Ministry Building are required to wear their ID badges visibly the **entire** time they are in the Children's Ministry Building.

If you lose your badge, you may request a new badge from the CLC Office. For safety reasons, please keep your badge in a safe, secure place, as it grants entry into the Children's Ministry Building.

If you forget your badge, you must obtain a temporary badge from one of the security booths prior to entering the Children's Ministry Building. You will be asked to leave your keys in exchange for a badge.

Parents, please do not take offense to a staff member's asking to see your ID badge when you are in the building. Our staff is *required* to stop anyone who does not have a visible badge. This policy is enforced to protect the safety of all CLC children.

When visiting the CLC Program during the school day (from 9:20 a.m. to 1:40 p.m.), it is necessary for you to sign in and sign out at either the first- or second-floor security desk.

## **GANG-FREE ZONE**

The Texas Penal Code indicates that any area within 1,000 feet of a child-care center is a gang-free zone, where criminal offenses related to organized criminal activity are subject to a harsher penalty.

## **WEAPONS**

Firearms, hunting knives, bows and arrows, and other weapons of any kind are prohibited on the premises. Only on-duty peace officers who are trained and certified to carry a firearm may have firearms on the premises.

## **COURT ORDERS**

If CLC is notified of a court order impacting registered children, CLC staff will adhere to that court order **without exception**. However, CLC cannot adhere to any court orders that it does not receive. Please provide CLC with a copy of any court orders pertaining to children in CLC's care. For court orders, do not assume the court will notify CLC in a timely manner of its order. It is your responsibility to notify CLC of any order impacting your child.

## **INCLEMENT WEATHER/CLC CLOSINGS**

In the event of inclement weather (or other weather-related events), we will leave a recorded message on the CLC phone lines as soon as it has been determined we will be closed or delayed in opening for the day. We will also update our CLC Facebook page with the weather information.

On inclement weather days when CLC is in session, we ask our parents to closely monitor the weather throughout the day. If you hear that local public school districts are closing early, then you need to pick up your child from CLC early. If you are uncertain whether we are closing early, you may call the CLC Office; we will leave a recorded message of an early closing on the CLC lines. Teachers are unable to make personal phone calls notifying parents of an early closing.

**No credits or makeup days will be given for any emergency-related closings.**

## **POWER OUTAGES**

In the event of an extended power outage during the CLC day, CLC may determine to contact parents for immediate pickup.

## **EMERGENCY DRILLS**

CLC will conduct periodic fire, tornado and lockdown drills. Our CLC staff is trained for each of these emergency situations.

## **EMERGENCY PREPAREDNESS PLAN**

If the CLC Director or security officials find it necessary for CLC staff and students to evacuate the building and surrounding area due to a dangerous situation, all children will be transported to the emergency evacuation site within walking distance. Our remote evacuation site will be:

- For Plano, the **Prestonwood Sports & Fitness Center** located on the west side of the church property. Signs will be posted instructing you where to go. Teachers will have all contact numbers with them.
- For Prosper, **Reynolds Middle School Library** located at 700 N. Coleman in Prosper.

Signs will be posted instructing you where to go. Teachers will have all contact numbers with them.

Any student who may need assistance or have a special need will be personally carried or escorted by a CLC staff member or teacher during an emergency evacuation.



# ARRIVAL AND DEPARTURE

## PARKING AND ENTERING

Please be cautious in the parking areas. The use of cellphones is highly discouraged while entering and exiting the parking lots.

Please be aware it is considered neglect to leave a child unattended in a car. If a family needs assistance with drop-off or pickup, please contact the CLC Office for assistance. Due to the ages of the children in our program, we do not offer curbside drop-off or pickup. Therefore, a parent or guardian must walk a child to his or her classroom.

Parking is not allowed in the circular drives by order of the Plano Fire Marshall. Please do not park in the loading/drop-off zones or in the handicapped parking unless you have a handicapped parking permit. In the past, tickets have been issued to individuals.

## ARRIVAL

We open the main doors to the Children's Buildings at 9:00 a.m. These doors are closed until this time to allow our teachers time to set up their rooms, gather supplies, and have prayer time.

Parents are to walk children to their classroom door and check them in.

The Classroom Director will be at the classroom door to greet the children until **9:10 a.m.** At **9:10 a.m.** the Director will go into the classroom, close the door, and begin the class day. After 9:10 a.m., it is very important for all classroom teachers to be in the classroom, devoting their time and full attention to the children.

Classroom activities begin promptly at 9:00 a.m. Children who arrive late may miss activities and can be a disruption to their class. We will ask you to sign in at either the first- or second-floor security desks before proceeding to your child's class.

Please understand that if you arrive **after 9:10 a.m.**, the Director will already be in session with the class. Please have your child enter the room quietly. Another teacher will welcome the child and direct him or her to join the class. Please do not enter the room at this time; it can be very disruptive to the children in the classroom. If you have an issue or concern that you need to discuss with the Classroom Director and you have arrived after **9:10 a.m.**, either leave a note for the Classroom Director to call you at her earliest convenience, or come by the CLC Office and we will relay the message.

For privacy purposes, the Classroom Director has been instructed not to discuss any personal issues about a child at the door with parents or in front of a child. If a Classroom Director needs to discuss any issues with a child's parents, the Classroom Director will either set up a conference time or phone the parents at home.

## CHECKING IN CHILDREN

Thank you for partnering with us to keep each child safe here at CLC. Your cooperation is greatly appreciated.

When you arrive at the doors, you will display your ProCare Connect QR code to the greeter to either sign your child in or out. Any authorized pick up people will have a designated code that you provide them for checking in and out. **We ask that you remove infants from their car seat or any other type of resting device and personally hand them to the Classroom Director.**

## RELEASE OF CHILDREN

Children will be released only to their parents. Parents have the option of completing the section on the original CLC Application giving an authorized person permission to pick up the child. A parent can also complete a **Permission to Pick Up** form located in the CLC Office. This gives authorization by the parents for certain other people to pick up their child on a continual basis. The authorized pick up person must be 18 years of age or older. Parents must inform CLC of any changes to those individuals authorized to pick up their child, including providing any related documentation such as custody agreements and court orders, if applicable. In such event, CLC assumes no liability if a child is released to an individual, including a parent, who was previously authorized to pick up a child, but pursuant to custody agreement or court order is no longer permitted to do so.

**Parents must inform the CLC Office if anyone other than the child's parents will be picking up their child that day (unless the person is pre-authorized to pick up.)** We will need the person's full name, not a nickname (e.g., "Grandma" is not acceptable).

For *anyone* other than a parent to pick up a child, we will ask to see that person's **driver license** to verify the name, and we will write the driver license number on our sign-in/sign-out sheet.

**We will not release children unless we have received prior consent from a parent.**

HELP! We have had an increased problem with parents calling during the last 30 minutes of a school day to inform us that someone else will be picking up their child that afternoon. To avoid last-minute confusion, please do this at sign-in in the morning. If circumstances change during the day, please call us at your earliest convenience. Please leave a callback number where we can reach you to verify the information. Remember that this is for your child's safety.

## LEAVING YOUR CHILD

This can be an anxious time for some children *and some parents, too*. We have found it is best if you say your goodbyes at the classroom door, not inside the room. It is less stressful on the child if you make your goodbyes brief and cheerful.

At 9:00 a.m., the class day is beginning. The teachers are engaging the children in activities as others arrive. For this reason, we ask parents not to enter the classroom, but remain at the door. This allows our teachers to have each child's full attention from the start of the day.

Please, refrain from peeking in the door after you have dropped off your child and said your goodbyes. Not only can this be a distraction to the class as a whole, but it can also upset your child all over again if he/she sees you. If you are concerned about how your child is doing after drop-off or during the day, please call or come by the CLC Office, and we will gladly check on your child. (Please see "Separation Anxiety" section.)

## DEPARTURE/PICK UP TIME

Pick up time can be a very confusing time at the classroom door. At this time, the Classroom Director's main responsibility is to ensure each child leaves with the appropriate parent or guardian. For this reason, we ask parents to refrain from entering into the classroom. The Classroom Director will be at the door ready to greet you and call your child to the door.

For the security of the children, we ask when you arrive at your child's classroom in the afternoon, please:

- Wait outside if the door is closed. The Classroom Director will open the door once class is finished.
- Pick up your child's backpack and nap mat from their bin.

Once a parent or other authorized person has picked up a child, he or she is then solely responsible for the supervision of the child.

## LATE PICKUP

If you have multiple children to pick up, we suggest that you begin early so that the last child can be picked up by 2:00 p.m.

A \$5 late pickup fee is charged for each child picked up after 2:05 p.m., and for every minute after 2:10 p.m., an additional \$2 per child will be charged. The fee will be assessed and a statement will be mailed to you. Late pickup fees are payable within one week of the occurrence.

**Please contact the CLC Office when you know you will be arriving late. This allows us to notify your child's classroom teachers. Please understand this does not relieve you of a late fee.**

# CLASSROOM INFORMATION

## LUNCHES/SNACKS

Each student is to bring a LABELED water bottle or sippy cup with water in it every CLC day. These bottles or cups should contain only water and will be used throughout the day.

CLC is a nut-free environment. Please do not bring any items to school containing nut products. (Please refer to the Allergy Section to see a list of nut items.)

It is important for each child to bring a well-balanced, nutritious lunch to CLC since parents are responsible for meeting their child's daily nutritional requirements. All lunches must be ready to eat.

### For infants:

- **Reminder: Almond milk is a nut product and cannot be brought to CLC.**
- Parents of children in the infant classes must complete an Infant Feeding Schedule monthly until the child is on table foods.
- LABEL! Please make sure all food items and bottles are labeled.
- Please send plastic baby bottles with the child's FULL name written clearly on each bottle. **NO GLASS BOTTLES!**
- Parents are to pre-measure all formula. Pre-measured formula is to be in bottles or in containers specifically designed for formula. We cannot accept formula in any other type of container. This will help us avoid errors. Formula cannot be in Ziploc<sup>®</sup> baggies.
- Please keep all pre-mixed formula or breast milk in an insulated container with an ice pack to keep the bottles cold.
- Infants (classes under 12 months) will only be fed foods provided by their parents. If and when a classroom of children all reach the age of 12 months or older, a permission form will be signed by each family regarding provision of a snack for the class.

### For children in classes more than 12 months old:

- Please remember we are a nut-free facility. We cannot allow nut products of any kind, including peanut butter, soy butter, almond butter, or any other peanut butter-type product.
- Each child needs to bring a lunch to CLC each CLC day. We suggest the lunch consist of primarily finger foods that can be served with little assistance.
- **Cut up all foods that could be a choking hazard (examples: uncut grapes, uncut hot dogs, hard candy, large fruit chunks, large cheese chunks, etc.)**
- Pack any utensils needed (e.g., fork, spoon). NO knives are permitted (including plastic).
- The water your child brings to CLC will be served at every snack, mealtime and after active play.
- LABEL! Please be sure your child's name is on his/her lunchbox, cup and all other containers.
- We are unable to heat or refrigerate lunches.
- No carbonated drinks.

## BACKPACKS/NAP MATS

Your child will need a mat for naptime and backpack to carry items to and from CLC.

- Both the backpack and the nap mat must be taken to and from school each day.
- Make sure your child's backpack and nap mat are clearly marked with their name.
- Additional diapers/Pull-Ups should also be included, if applicable.
- Pack a complete change of clothing (labeled with child's name), and include underwear and socks in his/her bag every day. Please remember that accidents are not always potty-training related. In case of an accident, your child will be changed and the soiled items will be bagged and sent home.

**Important:** Please check your child's backpack **daily** for information from the CLC and empty papers and projects out of their backpack daily.

## CLOTHING

Here are some items to consider when preparing for school:

- If your child can use the bathroom on his/her own, we request that you dress your child in clothing that will allow him/her to go to the restroom with little assistance from the teacher.
- Select clothing free of complicated fastenings.
- Washable play clothes are recommended for school days. We have a lot of fun at CLC, so please keep the dress clothes at home.
- Remember your child may be painting at school. We do use washable paint, but stains can happen.
- For all students' safety, shoes must be worn at all times at CLC. Children are required to wear tennis shoes or other similar closed-toe, rubber-soled shoes. **Cowboy boots are not allowed.** Sandals, clogs, crocs, flip-flops and jellies make it very difficult for a child to play safely; therefore, they are strongly discouraged. We want all children to be able to run and play in shoes that are comfortable. Velcro-fastened shoes are great for little ones.
- Remove all jewelry prior to attending CLC.
- Pack a jacket or coat during cooler weather. Children love to go outside. Our classes generally go outside every day—even in the cool weather.
- Again, please **LABEL** all items.

## PLAYGROUND/OUTDOOR TIME

All ages will go outside during the CLC day, weather permitting. Our playground areas are enclosed and gated.

## **REST TIME**

In late morning or early afternoon, all classes (except Pre-kindergarten) will have a rest time. After a busy day, preschoolers need this time. For the older classes, the duration of the rest time is left to the discretion of the Classroom Director. Do not ask your child's teacher to keep your child awake. If rest time is stressful for a student, the CLC Director may consult with parents and decide together to have their child picked up prior to naptime.

It is against CLC policy for a child to lie down with a bottle.

Babies will be in baby beds for rest time. Once a child begins to walk or reach 18 months (whichever is first), he will switch from a bed to a nap mat.

CLC cannot use any type of swaddling device or blanket which constricts an infant's arms. Infants will be placed on their back to sleep. If they are old enough to roll over on their own, they may sleep on their stomachs. Infants 12 months and younger may only have a pacifier in the bed with them. They may not have a blanket, lovey, pacifier holder or clip-on. Infants may wear a sleep sack as long as their arms are free and nothing may cover their face.

Please do not send a special "blanket" or "lovey" to school that is irreplaceable. As much as we try to prevent it, items can be misplaced or go home with another child. We do not want your family to have a sleepless night over a lost item.

## **TOILET TRAINING**

We want to support your child in his/her toilet training. However, we request that your child be successful at home (with no accidents) for a minimum of two consecutive weeks prior to attempting potty training at school. Please communicate with your Classroom Director after this time period so she can assist with the process at school.

A student is considered completely toilet trained when he/she is able to communicate the need to the teacher, pull down and pull up his/her own pants and anticipate the urge to use the toilet, and control the urge until he/she gets to the toilet.

For health and sanitary reasons, if you are potty training and your child continues to have accidents at school (two accidents within a two-week period), we may ask that your child wear a diaper or a Pull-Up at school until he/she is more confident in using the bathroom.

It is very common for a child who has recently been potty trained at home to have accidents at school. As frustrating as it can be, this is a very common and natural occurrence we see frequently at CLC. Often, a child will forget since there are many distractions at CLC. Or the child just doesn't want to be pulled away from active play with friends to go to the bathroom. So, be patient; it will happen.

Our younger classrooms are not equipped with a child bathroom. Children who are potty training in these age groups may be required to wear a Pull-Up while at school.

On occasion, teachers will use aerosol air fresheners in the classrooms. Please notify the office staff if your child has a condition that would prohibit the use of aerosol sprays in the classroom.

## **DIAPERING**

Pack all disposable diapers, wipes, diaper ointments (over-the-counter) and other items that your child will need during the CLC day. Be sure to label all items with your child's name.

NOTE: It will be assumed that any diaper ointment or creams (non-prescription) in your diaper bag may be used on your child. Therefore, please remove any items you do not want used on your child from your diaper bag. We *cannot* apply prescription ointment unless prior approval has been given by doctor (see "Medication Policies" for instructions.) In these cases, only the CLC Nurse may apply prescription ointments.

## **PERSONAL TOYS**

We recommend you leave your child's toys at home or in the car except for a naptime security item, except in infant cribs. Other children find it difficult to understand why the child who brought a toy to class does not have to share his/her toy.

Play guns and weapons of any kind are not allowed at CLC.

We cannot be responsible for any personal toys, special blankets or irreplaceable items that could get lost, so please refrain from bringing these to school.

## **SOLICITATION**

It is a policy of Prestonwood Baptist Church not to allow the distribution of advertising flyers (examples: for sample sales, camps, etc.). Selling personal items in the Children's Ministry Building or in the Atrium is not permitted. Refrain from placing any kind of advertising in the classroom bins or on the classroom check-in tables. These types of items will be removed immediately.

## **STROLLERS**

Parents may park their strollers for the day in the stroller parking room located in the lobby of the Saunders Children's Building. Strollers or other items are left at your discretion; CLC is not responsible for any lost or stolen items. We cannot allow any strollers to be left in the hallways or stairwells as they are considered a fire hazard.

## **CHILDREN'S BIRTHDAYS**

We love to celebrate birthdays here at CLC. Please check with your Classroom Director in advance about how she plans to celebrate children's birthdays. Some classes will allow you to bring birthday treats and celebrate individual birthdays while other classes celebrate birthdays with one big class party. Check also with the Director regarding specific allergies in the classroom.

If you are having a party outside of school and want to send invitations home with the children from school, please make sure **all** children in the class are included.

Balloons and candles are prohibited at CLC. This will be strictly enforced.



# COMMUNICATION

Parents are encouraged and welcome to discuss any issues or concerns with either the Global CLC Director or the CLC Program Director. You are highly encouraged to contact either director as soon as a concern arises regarding your child. You are welcome to either schedule a meeting or request a return phone call.

## COMMUNICATION WITH PARENTS

We use several different forms of communication to relay important information to our CLC families. Take time to do the following so you can stay informed:

- Read all information that is sent home with your child on a CLC day.
- Check the door at your child's classroom. We will post some notices at the door.
- Some notices will come through ProCare Connect.
- Check the entrance doors to the children's buildings when you enter.
- Read the monthly e-newsletter sent from the CLC Office.

## CLC OFFICE

The CLC Office is located on the first floor of the Children's Ministry Building. Our Office Staff is here to assist you. Please do not hesitate to come by the office if you have any questions, concerns or suggestions.

## PARENT/TEACHER COMMUNICATION

If you need to talk to your child's Classroom Director, please coordinate a conference time (telephone or personal). For your privacy, the Classroom Directors have been instructed *not* to discuss any issues or concerns at the classroom door. This is for your privacy so that others, including your child, will not overhear.

Our teachers are not allowed to receive personal calls or texts from parents during the CLC day. This allows them to have their complete focus on the classroom. If you have a concern, please contact the office. We will be happy to pass on a message or check on your child.

## PROCARE CONNECT

CLC uses the ProCare Connect app. You may download the app on your iPhone, iPad or Android device. Teachers use this app to record and track daily events and activities in the classroom. Parents receive private, real-time updates on their child delivered to their mobile device throughout the day.

Please do not send messages to your teachers via Connect as they are restricted in communicating during the CLC day. This allows them to focus fully on the classroom.

## NEWSLETTERS

Please read the newsletters and other information sent home from CLC. They contain important information, upcoming events and classroom information.

- **CLC e-Newsletter** – The CLC Office publishes an e-newsletter monthly and it will be e-mailed on or about the first day of the month.
- **Class Newsletter** – Your Classroom Director will email the class newsletter on a monthly basis. The class newsletter will keep you informed about what your child is learning at school during that month. This will give you an opportunity to share in your child's week by asking questions about things that he/she is learning at school.

# **SPECIAL CONCERNS**

Children enrolled in the program must be able to participate in the normally planned activities for their age group. This includes participation in indoor and outdoor activities, learning activities and social interaction appropriate for their age group. The safety and the welfare of the class will have priority over an individual situation. CLC reserves the right to determine if the program is not able to provide adequate care for a child.

## **SEPARATION ANXIETY**

It is common for some children to experience sadness and crying due to separation from their parents, but most will calm down after a few weeks. Most children may cry for just a few minutes and then settle in to their classroom routine. For heavy crying that continues for an extended period of time (30 minutes or more), the Classroom Director will contact a parent to discuss the situation. We might ask you to come and pick up your child. In some cases, we will ask parents to gradually ease their child into the program by bringing the child for initially short periods of time, and then work up to a full day. We have found that in most cases, this method has worked the best.

If your child is crying when you leave him or her at the door, we ask that you not stay at the classroom doorway. A glimpse of you will only make the crying last longer.

If you are concerned about your child's crying, we suggest you come to the CLC Office and ask one of us to check on your child. You may also call the CLC Office at any time, and we will be happy to check on him/her.

## **BITING AND HITTING**

Many preschoolers will go through a stage of biting or hitting. They might bite or hit because they are frustrated, because their gums hurt or sometimes even by accident. Please understand that this can be a common occurrence among younger children. These types of problems are handled on an individual basis. We will attempt to work with the child and the parent, but safety is always our first concern. We must consider what is best for the classroom as a whole. In more serious cases, a parent may be called and asked to pick up a child early. If this behavior continues, the child could be suspended from attending until the behavior is under control.

An Accident/Incident Report is written for all involved children. Parents will sign this report and be given a copy. The office monitors and retains a copy in the children's files. We will never release the name of the child who is biting or hitting. This is kept confidential.

## **DISCIPLINE**

In all classrooms, positive methods of discipline and guidance that encourage self-esteem, self-control and self-direction will be used. The methods will be appropriate to the child's level of understanding, individualized and consistent for each child. Classroom rules will be made clear to the children. Children thrive when they know that they have boundaries and limits. When a child does not follow these guidelines, he/she will be reminded and redirected. Multiple reminders may result in time away from an activity.

In situations where repeated means of discipline have been tried and the child is still uncooperative or uncontrollable, the parents will become involved in an effort to work together to correct the inappropriate behavior. We always attempt to work with the child and his/her parents when a problem arises, but we must also consider what is best for the classroom as a whole. The safety and welfare of the class will be a priority over any individual situation. Please remember that we do not have a 1:1 student-to-teacher ratio in any classroom. Each child deserves the same amount of attention from a teacher.

Please note: Dismissal of a child from the program at any time for disruptive behavior is at the discretion of the CLC Director.

## **EARLY INTERVENTION**

Early intervention can be a vital tool in assisting children with possible learning differences. It is during the early years that a trained specialist can assess and assist a child with certain special learning needs. CLC reserves the right to make the request to a parent to arrange for his or her child to be evaluated by either a public or private specialized service. We reserve the right to terminate enrollment if a parent refuses to arrange for an evaluation or if it is determined that our program is not able to meet the needs of the child while providing a quality experience for both the child and other children in the program.

## **REPORTING OF SUSPECTED CHILD ABUSE**

As child care professionals, the staff at CLC is required by law to report any suspected abuse or neglect of a child to the Texas Department of Family & Protective Services. Our CLC staff is required to receive a minimum of one hour of training each year on prevention, recognition and reporting child abuse.

Any person having cause to believe a child's mental or physical health or welfare has been adversely affected by abuse or neglect is mandated by law to report such concerns to the Texas Department of Protective and Regulatory Services. For more information or to make a confidential report:

Child Abuse Hotline: 1-800-252-5400

## **CHILD ABUSE**

Child abuse is defined as doing or failing to do something that results in harm or risk of harm to a child. There are four types of abuse: physical, sexual, emotional and neglect. While physical abuse may be the most visible, other types of abuse leave deep and lasting emotional scars. Early intervention is key to helping abused children heal.

### **Physical Abuse**

Physical abuse is physical injury that results in substantial harm to the child, or the genuine threat of substantial harm from physical injury to the child. The physical injury (ranging from minor bruises to severe fractures or death) can result from punching, beating, shaking, kicking, biting, throwing, stabbing, hitting, burning, choking, or otherwise harming a child. Such injury is considered abuse regardless of whether the caretaker intended to hurt the child.

#### **Suspect Physical Abuse When You See:**

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

### **Neglect**

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

#### **Suspect Neglect When You See:**

- Obvious malnourishment
- Lack of personal cleanliness
- Torn or dirty clothing
- Stealing or begging for food
- Child unattended for long periods of time
- Need for glasses, dental care, or other medical attention
- Frequent tardiness or absence from school

## **Sexual Abuse**

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

### **Suspect Sexual Abuse When You See:**

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

## **Emotional Abuse**

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

### **Suspect Emotional Abuse When You See:**

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

Additional resources may be found in the CLC Office.