

# NEW CHANGE EARLY LEARNING CENTER HOUSTON



***“TOGETHER MAKING A DIFFERENCE”***

## PARENT HANDBOOK & OPERATIONAL POLICIES

NCELC

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*“Behold, children are a heritage from the Lord, the fruit of the womb a reward.” (Psalms 127:3)*

Revised 080522

## Welcome to New Change!

Thank you for choosing New Change Early Learning Center Houston. We are extremely pleased that you have chosen us. Our staff is committed to utilize proven educational and developmental principles that will make the learning process fun.

Here at New Change, your child will be ministered to spiritually, academically, and physically. Your child will learn that they can do all things through Christ who strengthens them. [Philippians 4:16]

This manual has been created to increase your awareness and understanding of our policies & procedures and to explain why we use a different approach while making a dramatic difference in your child's learning.

At New Change, we meet the needs of the whole child socially, emotionally, intellectually, spiritually, and physically. We also value your family as now, a part of our family that we may become one reaching towards the same destination, goals and objective for our little ones. One of the most important goals to us is teamwork. Teamwork is important to us because it is important to our children. Teamwork expresses a lot to our children when they see their parents and teachers working together. Teamwork laid the foundation to Proverbs 22:6 and gives comfort in making that child feel loved. Teamwork also allows the opportunity to share, feel and get to the heart of challenging issues. So, let us always be mindful as a team that only WE together can make a difference in the lives of our children.

Please take this time to read the contents of this manual and feel free to direct any questions to the administrative staff.

Again, thank you for making such a quality choice by choosing New Change.



**We Accept All Children Regardless of Race, Color, or National Origin**

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*"Together Making A Difference"*

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## **Our Mission**

At New Change, our mission is to enhance character, train and mold our children's future, spiritually and academically, making a mark in their lives, and those in whom they come in contact with, making a mark that cannot be erased.

## **Operational Policies**

### **Hours of Operation**

6:30am to 6:30pm

Monday – Friday

January – December

### **Registration Procedure**

There is a \$60.00 registration fee per child. Each additional child is \$40. Upon paying the registration fee, you will be placed on our waiting list until space becomes available. You will then be given an enrollment package that will include application, the Operational Policies, and other forms that's required by the Texas Department of Human Services, which licenses our facility. All information obtained is essential to the well-being and safety of your child. Please completely fill in all areas of the enrollment package and return at the time of your scheduled parent orientation. A copy of your child's immunization record needs to be submitted to the center at the time of enrollment.

### **Holiday Closings**

The following holidays are observed, and the center will be closed:

- Labor Day
- Thanksgiving Day (Tues – Fri)
- Christmas Eve and Christmas Day; this will be determined by when the holiday falls during the week. Please refer to the school calendar.
- New Year's Day
- Martin Luther King's Birthday
- Good Friday
- Memorial Day
- Juneteenth
- Independence Day
- Election Day/Teacher workday

\*Any additional closings will be reflected in our annual calendar that will be given out at the time of enrollment and every July.

\*\*Holidays occurring on Saturday are observed on the preceding Friday while those occurring on Sunday are observed on the following Monday.

### **Admission**

New Change is available for infants – Pre-K 4, Mother's Day Out, before and after school and Summer Program. Children are enrolled on a first-come, first-served basis. Others are placed on a waiting list and are accommodated as space becomes available. Infant parents must sign a safe sleep form (see last page) and a feeding schedule (inside orientation packet).

## **Tuition and Fees**

Tuition is paid in advance and is necessary to care properly for your child through proper staffing and a safe facility. Therefore, if your child does not attend for any reason, tuition is NOT reduced. No reduction is given for unexpected closings, holidays, severe weather closings, absences, vacation, or domestic problems.

Weekly tuition must be paid on Monday by 6:30pm regardless of your child's enrollment status or your pay status. Tuesday morning an automatic late fee of \$25.00 is assessed to your account and \$5.00 per day thereafter. If tuition plus late fees are not received by Friday, your child will not be allowed to return to New Change and their enrollment will be terminated.

Monthly Tuition must be paid on the 1<sup>st</sup> of each month by 6:30pm regardless of your child's enrollment status or your pay status. A late fee of \$25.00 is assessed to your account on the 2<sup>nd</sup> and \$5.00 per day thereafter, but not to exceed 5 days. If tuition plus late fees are not received by that 5<sup>th</sup> day, your child will not be allowed to return to New Change and their enrollment will be terminated. Monthly tuition is calculated using the weekly fee x 4.33 (average number of weeks in a month during a fiscal year).

### **Full-time tuition: (more than 3 days a week)**

Infants 6 weeks to 17 months	\$210.00	\$903.00	*Drop-In rate \$75/day (24hr notice with required paperwork)
Toddlers 18 months to 23 months	\$200.00	\$860.00	*Late Pickup fee \$25 first 5 minutes; \$8/hr.
Preschool 2 years to 3 years	\$195.00	\$839.00	*(\$1.00 each additional minute)
Pre-K4 4 years old	\$185.00	\$796.00	
Mothers' Day Out	\$145.00	\$624.00	*M-F 8am-3pm
Before & After School	\$100.00	\$400.00	*M-F 6:30am-8:30am: 3pm and after
Summer Camp	\$100.00	\$400.00	*M-F 8am-6pm

### **Part-Time Tuition: (2 days or less a week) \*\*\***

Infants 6 weeks-12 months	\$160.00 weekly	\$688.00 monthly
Toddlers 13 months-28 months	\$150.00 weekly	\$645.00 monthly
Preschool 2 years-3 years	\$140.00 weekly	\$602.00 monthly
*Pre-K 4 years	\$135.00 weekly	\$581.00 monthly

Tuition is based on the classroom, and not child's actual age. We understand that birthdays come every year, and based on eligibility, availability and scheduled transition days. You will be charged the rate of the classroom your child is in.

### **Additional Fees:**

At the time of confirmation of placement, there will be a one-time nonrefundable registration fee of \$60.00 (\$40.00 registration fee for each additional sibling). Supply/ Book fees are for 2yrs-4yrs old classes only. The total amount of \$250.00 is due in September each year, with the option to pay \$125.00 in September and \$125.00 the following February.

\*\*\* Please see Director to discuss part-time openings.

### **Other Fees:**

Drop-in rate (24 hr. notice is required)	\$25.00
Late Pick up Fee	\$25.00
Return Check fee	\$35.00
Transportation fee	\$5.00/a day

### **Transportation**

Transportation is provided to and from nearby elementary schools.

### **Promotions**

Promotions and discounts are the sole discretion of the Owners. Promotions run during certain times of the year. Any special promotions/discounts given are on a limited basis and has an expiration date. At the expiration date, a new contract will be given.

**Summer Program:** Information will go each March. Please speak with the Director if you are interested in our summer program.

### **Financial Statements**

The end of the year statements will be provided after January 15<sup>th</sup> of each year.

### **Curriculum:**

New Change uses the Abeka Books as our faith-based curriculum.

### **Withdrawal/ Dismissal Policy**

We require a written two week notice of intent to withdraw a child from New Change permanently for any reason. It must be submitted two weeks in advance or two weeks tuition will be required upon withdrawal from the program. All tuition fees paid in advance will not be refunded without a two-week written notice. New Change reserves the right to dismiss any child if he/ she fails to participate within our policies and guidelines. Parents are expected to conduct themselves in a professional manner when entering the center. Disorderly conduct will not be tolerated on the premises. This offense may result in dismissal from our center.

### **Clothing**

Each child (6 weeks – 4 years) is required to have at least two complete change of clothing, clearly marked with his/ her name, in the center at all times. If potty training, 3 complete changes of clothing is needed. Children should come dressed in closed-toe shoes. No Crocs.

### **Hairstyles for girls**

We ask that the parents do not put beads in the child's hair. This is a safety hazard. The child may fall and hit their head and we want to prevent injury. Also, beads fallout and they are choking hazards that we want to protect all children from. If you choose to put your child in braids, you are taking responsibility for any injury that may occur. New Change will not be held liable resulting from beads in hair.

## **Immunizations**

Immunizations are required of all children attending childcare in the state of Texas. We understand that there may sometimes be a medical reason not to give an immunization at the scheduled time. However, unless we have a written note signed by your child's physician, we are not allowed to make any exceptions. If we do not comply with this requirement, we could lose our state license. Please talk with management if you have any concerns. The Health department is not requiring TB Testing at this time, but it could be required in the future.

You must provide a copy of proof of appropriate immunization BEFORE your child can attend our center.

Every child four (4) years of age or older is required to have a vision and hearing screening yearly. This can be done by your child's physician. We must have current record of this screening for your child to be in our care.

A certified affidavit signed and dated by a physician duly registered and licensed to practice medicine in the U.S., stating that the required immunization would be injurious to the health and well-being of the child or a member of the child's family or household. Unless a lifelong condition is specified, the affidavit or certificate is valid for only one year from the date signed by the physician and must be renewed every year for the exclusion to remain in effect.

Teachers are not required to by the county to be immunized with preventable vaccines such flu and pneumonia shots. Covid vaccines are not required as of now.

## **Personal Belongings**

We provide an ample number of toys, learning and educational materials to meet each child's daily need. No personal pets are allowed in the center or on the premises at any time. Please leave toys, candy, money, stuffed animals, etc. at home.

Nothing of value should be worn or brought to New Change (ex. Jewelry). We will not be held responsible for any lost, stolen, or damages items.

## **Medical/ Non-Medical Emergencies**

In the event of an emergency, we will notify the parent immediately. If the parent is unable to be reached, we will contact the emergency contact person. From there we will transport the child to the doctor or hospital on the enrollment form. In the case of extreme emergency, we will transport the child to the nearest hospital.

Parents, if you are notified to pick up your child from New Change for any medical or non-medical emergencies, note that your child is required to be picked up within (1) hour of the time you were contacted.

The following procedures have been put in place in case a child experiences injury while at our center:

The teacher will immediately advise the administrative staff. The administrative staff will determine the severity of the injury (i.e., scrapes, bumps, bruises, etc.). We will administer first aid and forward an accident report home with the person that picks up your child at the end of the day.

Please note that our Teachers and Center Staff are trained in CPR and basic first aid procedures. In case of a serious accident or injury, EMS (911) will be contacted first. Within the limits of their ability, the staff will administer first aid. We will make every attempt to contact you immediately. If we cannot reach you, we will release your child into the custody of the emergency paramedics to transport your child for immediate

medical care. Staff is prohibited from transporting an injured child. A staff member will remain with your child until you arrive.

Any medical bills that may arise from an accident are the responsibility of the parent.

### Medication

All medication must be prescribed. No over the counter medication will be administered unless prescribed by a medical doctor. For your child to receive medication while in attendance at New Change, the parent is required to sign a Medication Authorization form. All medication must be in its original container; labeled with the child's full name; labeled with date; include directions; how, when, and amount to be administered. All the above information must be legible. We house all medication in a secure place and out of reach of children. Refrigeration is available if needed. We maintain records of administered medication. Medication labeled for one child cannot be given to another child. Over the counter medication must be accompanied by a signed statement from the physician stating that the child must have that medication during the hours they are at school. If a doctor tells you over the phone to give your child over the counter medication; please note that New Change will not administer the medication without written instructions from the doctor.

### Illnesses

We follow precautions to protect the students in our care. Some children are likely to experience an increase in mild illnesses. The frequency and severity of these will vary from child to child. To minimize having to send children home and/ or spreading germs to other children and to Center Staff, please do not bring your child to New Change if healing has not yet manifested and/ or your child has one of the following symptoms:

- **Fever of 100 degrees or greater** (Children should stay at home at least 24 hours after a normal temperature is achieved without the help of fever-reducing medications).
- **Vomiting** (two or more times in a 24-hour period unless a non-communicable condition and the child cause vomiting is not in danger of dehydration).
- **Rash with Fever or Behavior Changes** (can return once a physician has determined the illness is not a communicable disease).
- **Diarrhea** (watery, bad smelling stools more than once in succession). Children may return when normal function returns – at least 2 normal stools.
- **Runny Noses** [green/ yellowish mucus] the child may return only after the color has cleared. No child will be accepted or allowed to remain with color nasal secretions with or without a doctor's note.
- **Difficulty in Breathing** to the point where child is extremely uncomfortable or unable to sleep normal.
- **Persistent pain in abdomen.**
- **Swelling, redness, or throbbing in an injured part of the body.**
- **Undiagnosed profuse rash or blisters on parts of the body.**

If a child becomes ill during the day, the parent will be contacted. Pickup must be within one hour of notification. Child must be free of illness 24 hours before returning to the center. If you are unsure about any symptoms your child may be experiencing, please contact is/ her physician. Upon returning, please bring in a doctor's statement stating that the child has been examined and the results of the examination. Your child will not be allowed to attend class without the above doctor's statement.

**\*No one should be in the center that knowingly has a contagious disease or present symptoms of fever/diarrhea.**

### **Communicable Diseases**

Parents will be notified if child has been exposed to a communicable disease. Written consent from pediatrician is required before a child can return upon being diagnosed with the following:

Measles

Mumps

Scarlet Fever

Streptococcal Sore Throat

Whooping Cough

Pink Eye

Chicken Pox

Skin Disorders (impetigo, ringworm or scabies)

Head Lice

Rubella

Tuberculosis

Covid - 19

### **Insect Repellent and Sunscreen**

During the summer months, parents are required to send insect repellent and sunscreen to school for their child to be applied by the teacher or they may apply it at home. If either one is forgotten the school will supply Babyganics Sun & Bug Duo Sunscreen & Insect Repellent.

### **Kid-Friendly Sprinklers**

During the summer months (June – August), we will bring out kid-friendly sprinklers for the children to participate in water activities.

### **Animals**

Animals of any kind are prohibited on the campus or inside of the school unless scheduled by a certified animal organization brought in by the Director.

### **Transportation**

Transportation is provided to and from the surrounding elementary schools. This falls under the before and after school care program. A separate fee is applied.

### **Inspection Reports and Minimum Standards**

New Change is governed by Family Protective Services and minimum standards for daycares. All inspections are available for review at

[www.dfps.state.tx.us/Child\\_Care/Search\\_Texas\\_Child\\_Care/ppfacilitysearchdaycare.asp](http://www.dfps.state.tx.us/Child_Care/Search_Texas_Child_Care/ppfacilitysearchdaycare.asp). Parents may also access the minimum standards at [https://www.dfps.state.tx.us/Child\\_Care/default.asp](https://www.dfps.state.tx.us/Child_Care/default.asp). Click on 'minimum standards.' Parents may also contact childcare licensing at 713.287.3238 or visit the main office at 1330 E. 40<sup>th</sup> St., 77022.



## **Emergency Preparedness Plan**

In the event of an emergency, operating procedures are in place to ensure the safety of children. **Please see our Emergency Preparedness Plan Packet for more detailed information.**

- All employees are responsible for moving children to the designated safe area. Parents will be notified.
- Emergency evacuation & relocation diagrams are in areas specified by DFPS & local authorities. (See evacuation plans in child's classroom).
- In some circumstances, parents will be contacted to pick up their child. Children will be given water and a snack while waiting for parents to pick them up.
- Each caregiver/ director/ assistant will have a list of all children that must be accounted for. Once in safe location we all will compare and verify that all children are present and safe.
- We will call local authorities needed at that time, such as, fire department, police, ambulance, poison control and/ or DFPS childcare licensing.

**Inclement Weather** In the case of inclement weather, New Change will follow along with the Cy-Fair ISD closure dates and times. If they are closed, we will be closed too. If they delay school, so will we. A text message will be sent to all parents by the Director.

## **Keeping Files Current**

If there are any changes in your profile status, we ask that you immediately come by the office to update your information. It is the responsibility of the parent/ guardian to ensure that their child's records are updated with the most current information. [Emergency contact information, telephone number, address changes, immunization, place of employment.]

## **Parent Participation/Visitations**

Parents, grandparents, etc., are more than welcome to participate in the operations and activities of the school. They may visit the center at any time during our hours of operation to observe their child. Everyone must sign in at the front desk.

## **Menus**

Snack Menus are provided weekly and can be picked up from office or viewed in child's classroom.

## **Meals**

New Change will serve one snack in the morning (9:30am) and one in the afternoon (3pm). Lunch will be served between 11:30-12:00pm, depending on the classroom. Parents must provide their child with lunch every day. Please no soda water, candy, PEANUTS, or choking hazards fruits such as grapes or carrots. We will not hold meals for your child. If your child is not at the center when meals are served, he/ she will not be able to bring their food in with them. Please plan for your child to be fed prior to arrival if it is after serving time. We are not able to prepare meals for children based on their preferences. Everything must be ready to eat.

\*If a child is allergic or sensitive to a particular food, a physician's note is required, which must state which food(s) are to be avoided.

Infants are served their meals/ formula/ breast milk whenever they are hungry or according to a desirable feeding schedule from parents. A comfortable chair will be provided in our infant room or any mom wanting to come in and breastfeed their child. Cover-ups or blankets can be provided.

### **Authorized Pick Up**

Your child's safety is of the utmost importance; therefore, no child will be released to anyone who has not been previously authorized to pick up the child by the parent/ guardian. Everyone who picks up the child must have a valid picture ID. **Phone or verbal authorizations are not acceptable. If an emergency comes up and a family member/friend that is not on the pickup list needs to pick up a child for the parent, a safe word must be given to them in order for the child to be released in their care.**

### **Arrival to Center**

Please make sure that you are escorting your child into the building and/or to his/ her classroom, and out of the building at pick-up/ drop-off time (other parents are arriving to pick-up/ drop-off their children). Please do not leave your child unattended. Please do not allow your child to run in the hallway or lobby or sit in the lobby by themselves. In addition, it's imperative that you sign your child in/ out daily through our Kangarootime App. For safety reasons, we cannot allow children to enter or exit the center unless accompanied by an adult.

### **Curriculum**

New Change utilizes the Abeka Book Curriculum.

### **Kangarootime App**

We utilize the Kangarootime App for each classroom. Parents are able to "view" what their child does in his/her classroom daily. Parents can also pay tuition fees and download end of the year statements.

### **Suspected Child Neglect or Abuse**

Physical abuse is physical injury that results in substantial harm to a child or great threat of substantial harm from physical injury to a child.

Signs for physical abuse and neglect but not limited to frequent injuries such as bruises, cuts, black eyes, or burns without adequate explanations; frequent complaints of pain without obvious injury; burns or bruises in usual patterns; lack of reaction to pain; aggressive, disruptive behavior; fear of going home or seeing parents; obvious malnourishment; lack of personal cleanliness; torn or dirty clothes; stealing or begging for food; child unattended for long periods of time. Please refer to the DFPS website for more information at

[https://www.dfps.state.tx.us/Child\\_Protection/Child\\_Safety/report\\_abuse.asp](https://www.dfps.state.tx.us/Child_Protection/Child_Safety/report_abuse.asp)

If a parent suspects child neglect or abuse, Texas law requires caregivers to report suspected child abuse or neglect to the Texas DPRS or law enforcement. They may call 1-800-252-5400 to make confidential reports, or email [www.txabusehotline.org](http://www.txabusehotline.org). Failure to report suspected abuse or neglect is a crime.

New Change partners with Cy-Hope in the community. Cy-Hope offers many resources including counseling for those that need counseling with abuse. Parents can visit <http://www.cy-hopecounseling.org/> for more resources.

## **Health and Wellness Checks**

Teachers are required to inspect each child daily for bruises, cuts, scrapes, etc., on arms, legs backs and head. If anything is found and to be of concerned, the teacher will report it to the Director. If the Director suspects child abuse or neglect, she will report it to DFPS. She does not have to inform the parents.

## **Gang Free Zone**

Under the Texas Penal Code, any area within 1000 feet of a childcare center is a gang-free zone, where criminal offenses related to organized criminal activity are subject to harsher penalty.

## **Grievances**

Our daycare has an open-door policy at all times. Any grievances that may arise, please bring them to the Director so that a resolution may be reached. If a conference with the teacher needs to be set, the Director will set up a time with both the teacher and parent that best fits each schedule.

## **Confidentiality Policy**

All information will be kept confidential except for any investigation or request made by DFPS childcare licensing.

## **Policy Changes**

Any change to the Policy and Procedures/handbook for New Change will be given to the parent/guardian in writing in the form of an "Addendum." This change will require a signature of acknowledgement from the parents and will remain on file.

## **Discipline Policy**

New Change's discipline is individualized and consistent for each child and age appropriate. Discipline is directed toward teaching the child acceptable behavior and self-control. In the event that a child should display misconduct – to use foul or abusive/ profane language, a repeated bitter, refusal to obey safety rules that can cause him/her or other children harm such as standing in chairs, on tables, jumping off tables or chairs, fighting, placing objects in nose, ears, mouth or leaning back in chairs or disrespectful attitude towards the New Change staff, will result in the following disciplinary actions:

1. Warning – Verbal communication with the child
2. First Occurrence – Redirection. Verbal communication with the Parent.
3. Second Occurrence – Age-appropriate time out. Director/Parent Conference.
4. Third Occurrence – Child sent to Office. Parent must pick up child for the day.
5. Fourth Occurrence – Child sent to the Office. Suspension (2) days or more
6. Fifth Occurrence – Dismissal from New Change.

New Change reserves the right to suspend or dismiss a student immediately due to inappropriate behavior such as: hitting, biting, cursing, kicking, spitting, fighting or refusing to obey instructions when given by the teacher, such behavior will not be tolerated in the center. If there is no improvement in the child's behavior following suspension, the child will be dismissed from New Change. We believe that proper education of children can take place in an atmosphere of order. Discipline should be coupled with love and forgiveness as

God commands. It is imperative that the children always exhibit Christian behavior and respect for authority and respect for the rights of others.

### **Biting**

In even the best preschools, periodic outbreaks of biting occur among infants, toddlers, and sometimes even preschoolers. This is an unavoidable occurrence in the groups of young children. Although it is normal behavior of preschool aged children, it is unacceptable behavior here at NCELC – Houston.

Children bite for several reasons: simple sensory exploration, panic, crowding, seeking to be noticed, or intense desire for a toy.

Our policy for handling biting is as follows:

- The Biter is immediately removed from his/ her group and redirected. Parent will be notified.
- The Bitten child is comforted with lots of love and attention. Parent will be notified.
- The Bitten area is cleaned with soap and water, then ice is applied to prevent swelling.

### **Drop-off & Pick Up Dress Code for Parents**

We ask that parents be mindful with their attire when dropping off and picking up their child(ren). Please no revealing clothing, pajamas, booty shorts, etc. Please wear shoes. As a school we have a standard of excellence in all areas and we want not only our kids to reflect that excellence but our parents as well. If an issue does arise, please know a conversation will be had with the Director.

Thank you for choosing New Change Early Learning Center!

