

THE REDEEMER'S CHILD CARE CENTER
8519 CRAIGHILL AVE
DALLAS, TX 75209
214-357-3679

PARENT HANDBOOK



OPEN YEAR ROUND
MONDAY - FRIDAY
7:00 AM - 6:00 PM



Dear Parents,

I bring you a warm welcome to The Redeemer's Child Care Center (RCCC). Founded in 1991, the child care center is one of the liveliest of the local preschools. I like to think of Redeemer's Child Care Center as a place that children and adults consider their second home.... A place where they are accepted and loved.... A place where laughter and play are cherished.... A place where children's rhythms are caught and given a warm response.

I hold special pride in the center's professional staff. Selected for their knowledge of child development as well as their strong interpersonal skills, they are the strength of our program.

On this final note, we at Redeemer's are happy you chose this center and look forward to a long and amicable relationship with you and your child.

Sincerely,

RCCC Staff

ORGANIZATION AND SPONSORSHIP

This child care facility will be referred to as The Redeemer's Child Care Center or RCCC. The facility is a non-profit center, sponsored and supported by J/Angel Ministries, Inc., for the purpose of providing a high-quality child care program.

PHILOSOPHY

The educational philosophy of RCCC is based on meeting the interest and developmental needs of the children. The program is planned to meet each child's emotional, social, cognitive, and physical needs.

PURPOSE AND PROGRAM GOALS

The RCCC is a program which strives to nurture children's growth and development and encourage self-esteem and confidence. We support the family in providing resources and referrals for the children.

CURRICULUM

At RCCC we utilize a monthly and weekly curriculum. There is a letter, number, shape, and color of the month. Also there is a monthly theme with weekly sub themes that relate to the monthly theme. Each staff member writes a weekly lesson plan that is posted in their classroom. The lesson plan includes books for the week, art activities, centers, fine and gross motor skills. Also special activities are included based on the theme. Resource books are used to develop the lesson plan each week. Staff is required to turn in lesson plans each week for approval. Parents are welcome to a copy of the lesson plan if they desire.

ENROLLMENT

The Redeemer's Child Care Center is licensed by the Texas Department of Protective and Regulatory Services for 102 children. The **Infant Class** is from six weeks to twelve months. The **Toddler I Class** is from twelve months to twenty-four months. The **Toddler II class** is for two year olds to three year olds. The **Pre-School class** is for three year olds to four year olds. **Pre-K** is for four year olds until the start of Kindergarten. We also have a class for **School Age** children.

RCCC operates year round with nine holidays which are posted by January 1.

The center hours are Monday through Friday from 7:00 am to 6:00 pm. All children must be in the center by 9:30 am. The only exception to this rule is for a doctor's appointment, which will require a doctor's note.

ADMISSION PROCEDURES

When a call or walk in from a prospective parent occurs:

A tour of the center will be given or scheduled by the Director or Assistant. Time will be spent answering any and all questions pertaining to child care. Information will be given regarding forms, immunization records, parent handbook, etc. to familiarize the prospective parent with the center's operational policies. Depending on the child's age if the center has a spot available the parents may continue with enrollment. At that time if the prospective family decides to enroll the child they may pay the registration fee. On the child's first day all forms must be completed and turned in along with a current immunization record. If immunizations are not current the family will be given one week to update and after that the child will not be able to attend until the child is current on immunizations. Also on the child's first day of attendance tuition is due. If the center does not have a spot available, the family may be put on a waiting list and contacted as soon as a spot becomes available.

Things to remember on your child's first day:

The child will need diapers if still using them

The child will need a change of clothes if not using diapers

The child will not need any toys, cups, blankets, or stuffed animals.

TERMINATION OF ENROLLMENT

Redeemer's Child Care Center makes every effort to provide a program that meets the needs of each child. However, at times it is impossible to meet the needs of a child and family. If, after working with the child and family, we do not believe it is in the child's best interest to remain at the center, we will ask the family to make other arrangements.

Your child may be terminated from the program based on abuse and neglect of the parent's rules and guidelines. If you are found to be in violation of the rules and guidelines, the following procedures will be taken:

1. Notice to bring situation to your attention.
2. Written warning of suspension.
3. Suspension- the child may not attend for three days.
4. Termination from the program if the situation continues. A written notice stating the reason for termination will be given.

Major reasons for termination

- Unpaid fees
- Medical (not up to date as required)
- Behavioral (disruptive or abnormal, parent or child)
- Child continues to cry after four weeks of attending center

Also parent may choose to withdraw their child from the center; we ask that we get a written notice two weeks in advance of the last day of attendance.

PARENT ADVISORY GROUP

Parents have their in house conferences three times a year, the third Monday in December, and both Fridays before Mother's Day and Father's Day. These meetings are designated for RCCC to share information with the parents about existing programs and policies.

Parental Role and Influence:

The Staff at RCCC respect the role a parent plays in their child's life. It is a very large role and is one that is not taken lightly. Parents are the biggest influence that a child has in their life. The staff is here to be secondary to the parents and is willing to help in any way possible.

FINANCIAL ARRANGEMENTS

Tuition is set by the sponsor of The Redeemer's Child Care Center. Tuition is charged by the week. (See Policy and Tuition Agreement) We offer full day service for children six weeks of age through Preschool age. We also offer before and after school care during the school year and a summer program for school age children (5 years and up).

Infants (6 weeks through 17 months)	250.00
Toddlers I & II (18 months through 35 months)	145.00
Preschoolers (36 months through 47 months)	130.00
Pre-K (4 years through 5 years)	130.00
School Age (6 years through 12 years)	120.00
After School Care	105.00

Tuition is due in advance on Fridays prior to service. A \$20 late charge is added on Tuesday morning. Tuition reserves a space in class whether a child attends or not for any reason that week.

Registration fee of \$75 is a one time charge for continuous enrollment and is non refundable. This is due at time of registration.

The following activity fees are annual and cover costs of supplies, cooking materials, field trips, and special projects. These fees will be due each January or at time of registration.

SUPPLY FEES

INFANTS	\$10.00
TODDLERS	\$25.00
MULTI-AGE	\$35.00

A summer activity fee will be charged to cover extra costs of field trips, admission charges, special events and special programs when applicable. Tuition for full daycare will apply. We reserve the right to alter our fee schedule and policies with a two week notice.

Following every six months of continued enrollment, a child is eligible for one week tuition free vacation. This may accumulate up to two weeks in a year. **VACATION TIME MAY NOT CARRY OVER TO THE NEXT YEAR.** Vacation time not used will be forfeited yearly. Weekly fees are averaged over the calendar year and **NO REDUCTIONS** are made for holidays or illness.

There are no reductions if a child is ill (unless the child is hospitalized) or absent for any reason. There are no refunds if a child is withdrawn during the period for which payment has been made. There are no refunds without a minimum of one week's written notice prior to withdrawing a child – no refunds if a child is withdrawn or asked to withdraw.

ANY EXCEPTIONS TO THE FEE SCHEDULE AND POLICIES MUST HAVE PRIOR APPROVAL OF THE DIRECTOR.

A ten percent discount on tuition is allowed for siblings attending RCCC on a full time basis. The discount is made on the lowest applicable charge.

There is a \$25 charge for any returned checks. Cash or money order payment is required after the 2nd NSF check is received. Students whose accounts are eight days past due may be dropped from service solely at the discretion of the Director.

Drop off and Pick Up Procedures:

When children are being dropped off parents must sign their child in on the sheet for the child's class. The time and parent's initials should be signed next to the child's name. Then the child should be taken to their classroom or if the class is already eating breakfast then the child should be taken to the cafeteria.

When children are being picked up parents must sign their child out on the sheet for the child's class. The time and parent's initials should be signed next to the child's name. Then the child should be picked up from their classroom.

All children must be in the center by 9:30am. The only exception to this rule is for appointments such as doctor, dentist, food stamps, or WIC. If your child is going to arrive late for this reason we ask that the parent calls and informs us so that we can count the child in the lunch count.

All children must be picked up by 6:00pm, any child left after 6:00 pm will be charged a late pick up fee. Parents are discouraged from being late to pick up children, should an emergency arise which would make a parent late, the parent should call the center immediately with an estimated time of arrival.

HEALTH REQUIREMENTS

All children must have a health record on file; this is required by the State of Texas and/or Dallas County.

These forms shall include:

- Well-child report signed by the child's physician
- Emergency phone numbers of parents and/or guardians
- Current immunization records
- Child's address and date of birth
- Documentation of past serious illness
- Documentation of allergies to food, medication, insects, pollen, etc.
- Documentation of physical disabilities.

IMMUNIZATIONS

Minimum State Vaccine requirements for Texas Children

Age	Vaccine with # of dose
Younger than 2 months	No shots
By 3 Months	DTaP1, HIB1, IPV1, HepB1
By 5 Months	DTap2, HIB2, IPV2, HepB2
By 7 Months	DTap3, HIB3, IPV3, HepB3
By 12 Months	HIB4, MMR1, Varicella
By 15 Months	DTaP4
By 36 Months	HepA1
By 48 Months	HepA2
Age 5	DTap5, IPV4, MMR2

The City of Dallas does not have a Tuberculin Testing Requirement. If an outbreak should occur, individuals are to be referred to the Dallas County Health and Human Services at 2377 N. Stemmons Freeway Dallas, TX 75207. You may also call 214-819-2059 for more information.

HEARING AND VISION

Children age 4 and older must have a vision and hearing screening every year. RCCC will provide a service each year for children. We recommend at the 4 and 5 year old physician visit that you have their doctor perform the test. This will allow you to catch any issues before major damage is caused.

ILLNESS POLICY

Each child's medical record shall be kept updated yearly and must be signed by a physician and the parent. An Immunization/Emergency Card shall serve as the "well child report" as required by the Texas Department of Human Services Minimum Standards for Day Care. All persons in the center shall be free of fever, rashes and/or communicable disease.

If a child runs a fever over 98.6 the parent may be called. In cases where the fever is above the normal range (100.4) and/or the child is exhibiting other symptoms (nausea, lethargy, congestion, rash, diarrhea, etc.) the parent will be asked to pick up their child immediately. The child must be picked up within one hour from the time the Center calls.

The child will be isolated from the other children until the parent arrives. In cases where a child is running a low grade fever (99-100.4) but is not complaining and no other symptoms are observed, the parent will be called to advise them of the situation. Depending on the circumstances, the child may remain at the center where his/her condition will be closely monitored. He/She may be isolated depending on the circumstances. If the child is running a fever, the parent will be called to pick up the child.

After a child has been "fever free" for 24 hours, he/she may return to the center. "Fever Free" means the child must have a normal temperature for 24 hours **WITHOUT THE AID OF ANY MEDICATION.**

Center personnel need to know the condition of all children. Parents will be required to provide a statement from a physician documenting diagnosis and/or whether or not the child's condition is contagious. The center needs to know, for the sake of the other children enrolled what diseases may be present. (Minimum Standards 800 Physical Health and Well Being)

ANY CHILD WITH DIARRHEA OR ANY CHILD WHO IS VOMITTING MUST BE PICKED UP IMMEDIATELY!!!

MEDICATION

Prescription medication (current date) will be given to the children. Parents must fill out a Medication Authorization Form when bringing the prescribed medication. If needed, medication will be stored in the refrigerator. Medication that does not need refrigeration is kept in the Infant classroom in a cabinet out of reach with a child proof lock. Medication is to be administered to a child only by the Infant teacher, Assistant Director, or Director.

Non-prescription medication (over the counter) will be administered at the center only with a physician's written authorization. This may be faxed from the doctor to the center.

Unused medicine will be returned to the parent. Unclaimed medicine will be disposed of at the end of the month. Tylenol, aspirin or other pain relievers will not be given. The exception is for teething pain (infants) or immunization shots with written instructions from the child's doctor. If we believe there is a question as to what is causing the fever, we maintain the right to refuse administration of the above stated medications (Texas Minimum Standards, 8200).

Breast Feeding:

Here at RCCC we will do everything we can to provide a comfortable space for mothers that choose to breast feed their infant children. Human milk is the best source of milk, and supports optimal health and development of growing infants. If a mother chooses to send breast milk for their infant we will provide this to the child according to the parent's instructions.

SAFETY AND SECURITY

When a child at RCCC sustains a minor injury, the child's teacher and/or Assistant, or Director will wash the affected area with soap and water, apply ice to reduce swelling, and place a Band-Aid if necessary. The parents will receive written notification of the incident.

If an injury or illness is of a serious nature, the teacher will notify the person in charge (Assistant Director or Director). If center personnel in charge deem it necessary the parent will be notified for further action. In extreme cases, the Center Director or Assistant Director may request emergency medical attention.

All policies regarding safety of young children contained in the current Minimum Standards of the State of Texas shall be met or exceeded (Section 7100).

Smoking is not permitted anywhere inside or outside the Center or any of its buildings. This also applies in and around the vans used to transport children to and from the center.

Children may not be released to any person other than the parent or legal guardian unless RCCC has written permission (in advance) from the child's parent or legal guardian.

That written permission may include a description of the person picking up the child, type of vehicle the person drives, relationship to the child. A Texas driver's license is mandatory; a copy will be made and maintained in the child's file.

NO CHILD WILL BE RELEASED TO AN UNAUTHORIZED INDIVIDUAL

Gang Free Zone:

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

EMERGENCY POLICIES AND PROCEDURES

Fire drills are held monthly with a complete evacuation of the premises. Evacuations are made to 8518 Craighill Ave (across the street) in situations deemed necessary.

INCLEMENT WEATHER

In case of inclement weather, RCCC will be closed upon notification the Dallas Independent School District (DISD) closes the public schools. Appropriate notification will be recorded on the RCCC phone message by 6:00 am whenever there are changes in operating hours. The RCCC vans will not run if the Director deems the street conditions unsafe to transport children.

EMERGENCY PREPAREDNESS

In the event of an emergency, the children will be evacuated from the building to 8518 Craighill Avenue (across the street). Parents will be notified immediately using all available methods of communication. In the event that RCCC must evacuate the area we will relocate to 2408 Gilford Street, Dallas, TX 75235. Parents will be notified immediately using all available methods of communication. In order to notify parents the school's evacuation binder will be utilized and be with the Director at all times. The local police department will be notified of the current situation and the current location of the staff and children. RCCC vans and staff vehicles if needed will be used to transport children in a safe manner. In order to account for all children in attendance staff will have with them daily attendance sheets. Our phone number at the center is 214-357-3679.

MEAL SERVICE

The Redeemer's Child Care Center receives federal assistance to serve healthy meals to children. Meals served at RCCC must meet nutritional requirements established by the USDA'S Child and Adult Care Food Program (CACFP). The menus I through V detail meals served. (A copy of the menus is enclosed)

Meals are served at the following times:

Breakfast	8:30 am
Lunch	11:30 am
Snack	2:30 pm

Parents can always send their children food from home if they wish. Children with special diets must have a doctor's statement on file.

Please refer to "**Building for the Future**" on pages 21 – 22 for further questions.

CHILDREN REMAINING AFTER CLOSING OF CENTER

Caregivers, Assistant Director, or Director are to remain with any child who is not picked up after closing time. The person in charge will also make the decision when to call parents and/or the emergency numbers. Your current phone and emergency numbers must be provided to the RCCC as changes occur. Parents are **STRONGLY DISCOURAGED** from being late. If the parent(s) know they are going to be late, they are asked to call RCCC and inform them. A Late Pick Up Fee will be assessed to parents if the child is picked up late.

NON DISCRIMINATION POLICY AND COMPLAINT PROCEDURE POLICY STATEMENT

NON DISCRIMINATION STATEMENT

This provider, THE REDEEMER'S CHILD CARE CENTER, is in compliance with Title VI of the Civil Rights Act of 1964 (Public Law 88-352), the Age Discrimination Act of 1975 (Public Law 94-135), The Americans with Disabilities Act of 1990 (Public Law 93-112), and all amendments to each, and all requirements imposed by the regulations issued pursuant to these acts. In addition, this provider complies with Texas Health and Safety Code Section 85.113 (relating to work place and confidentiality guideline regarding AIDS and HIV). This is an equal opportunity program. No person, in the United States shall, on the grounds of race, color, national origin, age, sex, disability, political belief, or religion be excluded from participation in, be denied benefits, or be otherwise subjected to discrimination. If you believe you have been discriminated against because of race, color, national origin, age, sex, disability, political belief, or religion, you may lodge a complaint against the management staff of this provider and or write immediately to the Civil Rights Department, Texas Department of Human Services, PO Box 149030, Austin, TX 78714-9030, (512) 450-3630.

Complaint Procedure

1. Right to file a complaint: Any person alleging discrimination based on race, color, national origin, age, sex, disability, political belief, or religion has the right to file a complaint of the alleged discriminatory action with the management staff of this provider and/or the Civil Rights Department of the Texas Department of Human Services, PO Box 149030, Austin, TX 78714-9030. The provider will explain the complaint system to each individual who expresses an interest in filing a discrimination complaint and shall advise the individual of the right to file a complaint in either or both systems. All complaints must be filed no later than 180 days from the date of the alleged discriminatory action. Under special circumstances, this time limit may be extended by the Civil Rights Department.
2. Acceptance: All complaints, written or verbal, not handled by the TDHS Civil Rights Department, shall be accepted by the provider agency. Complaint information will be sufficient to determine the identity of the individual toward which the allegation is made. Anonymous complaints will be handled just as any other complaints.
3. Verbal Complaints: In the event a complainant makes an allegation in person or through a telephone conversation and refuses or is not inclined to put such allegation in writing, the person to whom the allegation is made must put the elements of the complaint in writing.

Provider Contact: Irene Beltran Title: Director

Address: 8519 Craighill Avenue City: Dallas State: Texas Zip: 75209

THE REDEEMER'S CHILD CARE CENTER

POLICIES AND TUITION AGREEMENT

The following agreement outlines the requirements for the children and parents at THE REDEEMER'S CHILD CARE CENTER. It will be kept as part of your child's records at the center. Please read it carefully prior to signing it. This document is required of all children enrolled at RCCC.

MEDICATION:

Should your child require medication while in our care, the staff will only be able to administer the medication when it is signed in by the parent. All medication will be stored in a locked child proof cabinet. Please do not send medicine in your child's back pack or diaper bag. All medicines are to be handed directly to the appropriate staff member. Prescription medication will be administered only if the medication is in its original packaging and only if it has been dispensed with the child's name on it by his/her physician. All over the counter medication must be in its original container and be labeled with the child's name and date. A signed and dated statement with instructions on how to administer the medication will be required. All medication must be taken home on a daily basis.

ILLNESS:

In order to protect all children enrolled at the center, your child must be kept at home if he/she exhibits any of the following symptoms:

- An under arm temperature of 99.4 degrees or higher
- Intestinal disturbance accompanied by diarrhea or vomiting
- Any undiagnosed rash
- Sore or discharging eyes or ears
- Profuse nasal discharge

If your child develops any of the above symptoms while at RCCC we will isolate him/her and contact the parent to arrange for pick up. If your child is sent home from RCCC ill, we ask that he/she not return until 24 hours after the symptoms have diminished. This measure is necessary in order to curtail the spread of infection.

FOOD AND REST:

RCCC will meet your child's nutritional needs for the part of the day which he/she spends in the center by providing breakfast, lunch and an afternoon snack. There will be a quiet time each afternoon for all children. Depending on their age, children are expected to rest quietly or engage in quiet activities allowing those who need to sleep an opportunity to do so. In order for your child's rest time to be as pleasant as possible a small blanket with his/her name on it should be provided.

OUTDOORS:

Outdoor activities are a meaningful part of our program. We will expect your child to participate unless we have a written statement from your child's physician indicating he/she is unable to participate.

TRANSPORTATION:

Parents are responsible for escorting their child to the front door upon arrival each day. If you wish someone other than those persons listed on your Emergency Information Sheet to pick up your child, please notify RCCC beforehand. Your child will not be released to any unauthorized person without your written permission or verified phone call. Parents are requested to inform the center if their child is not going to ride the van. Van transportation may be provided for children to and from home. There is a \$25 per child weekly charge for this service. This service is limited to a 3-mile radius from the center. Age appropriate car seats are provided during transportation. Transportation is arranged in advance of enrollment.

FIELD TRIPS:

Field trips and nature walks (weather permitting) are considered an integral part of our program and will be taken periodically to places of interest. Only two field trips may be planned for the 4 and 5 year olds, i.e. the Dallas Zoo and Dallas Arboretum. These trips are only in conjunction with EFS requirements. Parent authorized forms will be completed 48 hours prior to the field trip. Field trip information will be posted 48 hours prior to the trip. At the Director's discretion, these field trips may be cancelled, i.e. inclement weather, etc.

CLOTHING:

Please dress your child in comfortable clothes. Children's garments should be clearly marked with your child's full name. A complete set of extra clothes should be available in your child's bag. We also ask that you anticipate weather conditions and dress your child accordingly. Since outdoor activities are a part of the daily schedule we ask that appropriate footwear be worn. RCCC will not be responsible for loss of garments that are not marked with the child's full name.

VISITATION:

We invite you to visit the center at any time. However, if your visit disrupts your child and/or activities you will be asked to refrain from direct visitation of your child. Continued disruptions at the center by either a child or parent may lead to termination of enrollment of the child, after counseling at the Director's discretion. Counseling will be scheduled with both parents whenever possible. Please consult with the Director should any problems arise concerning your child in the center. We invite your ideas and suggestions and hope you will share with us often.

THE REDEEMER'S CHILD CARE CENTER practices a policy of open enrollment. Children are admitted to our center as space allows without regard to race, religion, or national origin.

DISCIPLINE:

THE REDEEMER'S CHILD CARE CENTER's only discipline is "THINKING TIME". Thinking Time means the child will be relieved from his/her activities only after being warned verbally and redirected at least three times. The child will be on time out for one minute for every year of their age. After the child is on Thinking Time three times in one day, the director will counsel with him/her. Continued disruptions requiring the Director's counseling may lead to parental counseling which may lead to the child's disenrollment.

TUITION:

Tuition is due in advance on Fridays. A \$25 late charge is added on Tuesday morning. Tuition reserves a space in your child's class. We reserve the right to alter our fee schedule and policies with a two week notice. Following every six months of continued enrollment, a child is eligible for one week tuition free vacation. This may accumulate up to two weeks a year. There is no year to year accumulation.

Weekly fees are averaged over the calendar year and no reductions are made for holidays. There are no reductions if a child is ill (unless the child is hospitalized) or absent for any reason. There are no refunds without a minimum of one week's written notice prior to withdrawing a child. No refunds are given if a child is withdrawn or is asked to withdraw.

ANY EXCEPTIONS TO OUR FEE SCHEDULE AND POLICIES MUST HAVE PRIOR APPROVAL OF THE CENTER DIRECTOR.

SPECIAL CHARGES:

There is a \$25 charge for all returned checks. Cash or money order is required after the 2nd NSF check is received by RCCC.

Students whose accounts are eight days past due may be dropped from service solely at the discretion of the Center Director. The child may be re – enrolled only by the permission of the Director.

FAMILY PARTICIPATION

Families are always encouraged to participate in the child care centers operations and activities. Families are notified in writing of all activities.

QUESTIONS AND CONCERNS

Parents are always encouraged to voice their concerns about Redeemer's Child Care Center's policies and procedures. The center has an open door policy for parents. Concerns should be addressed in writing and submitted to the Director. However, the Director is always available to hear any and all parental questions or concerns by calling the center or speaking to the Director or Assistant.

When a problem arises parents are encouraged to take the following steps to solve the issue:

- ✓ Talk with the teacher in the classroom
- ✓ If that doesn't solve the issue talk with the director about the problem
- ✓ When you feel your problem need further attention please talk to the President of J/Angel Ministries, Inc. The phone number is 214-350-1072.

Parents will be kept informed of policy changes through memorandums and Parent Handbook updates.

TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES

We strive to provide quality care at all times and if at anytime you have a problem please talk to the director about the issue. If you feel the issue was not resolved or that you can not talk to the staff feel free to call TDFPS at 1-800-252-5400 and ask them for assistance. They will come out and visit the school and check for any standard violations. Your name will never be disclosed to the center. When the licensing representative visits they will address any issues with the director. The minimum standards and the current inspection reports can be found in the Director's office. Parents are welcome to review all minimum standards document at anytime. If you would like to learn about specific regulations please don't hesitate to ask.

For more information on Texas Childcare, review the minimum standards, or to see Redeemer's Child Care Center's reports please visit the website at <http://www.dfps.state.tx.us> . You may also contact the local licensing office at 8700 North Stemmons Freeway Dallas, TX 75207, 214-951-7902.

REPORTING CHILD ABUSE

Child abuse and neglect are against the law in Texas, and so is failure to report it. If you suspect a child has been abused or mistreated, you are required to report it to the Texas Department of Family and Protective Services or to a law enforcement agency. You are required to make a report within 48 hours of the time you suspected the child has been or may be abused or neglected.

What is Abuse?

Abuse is mental, emotional, physical, or sexual injury to a child or failure to prevent injury to a child.

What is Neglect?

Neglect includes (1) failure to provide a child with food, clothing, shelter, and or medical care; and/or (2) leaving a child in a situation where the child is at risk or harm.

How do I make a report?

1. Call the abuse and neglect hotline at 1-800-252-5400
2. When you make a report, be specific. Tell exactly what happened and when. Be sure to record all injuries or incidents you have observed, including dates and time of day and keep this information secured.
3. Reports should be made as soon as possible but no later than 48 hours before bruises and marks start to fade. It is important for the investigator to be able to see the physical signs.
4. Give the agency person any information you have about the relationship between the child and suspected abuser.
5. Please provide at least the following information in your report.
 - Name, age, and address of child
 - Brief description of the child
 - Current injuries, medical problems, or behavioral problems
 - Parents names and names of siblings in the home

Will the person know I've reported him or her?

Your report is confidential and is not subject to public release under the Open Records Act. The law provides immunity from civil or criminal liability for innocent persons who report even unfounded suspicions, as long as your report is made in *good faith*.

Finally, err on the side of caution. If you have reasons to suspect child abuse, but are not positive, make the report. If you have any doubts about whether or not it is abuse, call the hotline. They can advise you if the signs you have observed are abuse.

Let us assure you that we will do our best to provide your child with a safe physical environment and an atmosphere where he/she can feel both secure and free to grow at his/her own pace. Please remember this is a child care center.

December 2014

Building for the Future

This child care center receives Federal cash assistance to serve healthy meals to your children. Good Nutrition today means a stronger tomorrow!

Meals served here must meet nutrition requirements established by USDA's **Child and Adult Care Food Program**

Questions? Concerns?
Call USDA at **1-866-873-2263**

or

Food and Nutrition at **1-800-TELL-TDA**
(835-5832)

or

Your child care center at

Redeemer's Child Care Center

8519 Craighill Ave. Dallas, TX 75209

USDA is an equal opportunity provider and employer.

Construyendo Para El Futuro

Este guardería infantil recibe asistencia monetaria del gobierno federal para server comidas nutritivas a sus niños. ¡Buena nutrición hoy significa un mañana más saludable!

Comidas servidas aquí deben de seguir los requisitos nutricionales establecidos por el programa “Child and Adult Care Food Program” del Departamento de Agricultura de los Estados Unidos (USDA por sus siglas en inglés).

**¿Preguntas? ¿Inquietudes?
Llame gratuitamente a USDA al 1-866-873-2263**

o

**Alimentación y Nutrición al 1-800-TELL-TDA
(835-5832)**

o

Centro de cuidado de niños de su hijo al

Redeemer’s Child Care Center

8519 Craighill Ave. Dallas, TX 75209

USDA es un proveedor y empleador que ofrece oportunidad igual para todos.