



Parents' Handbook

IMMERSION LEARNING PROGRAM

Important Phone Numbers:

Director - 832.808.2562

Assistant Director - 832-808-2554

Accounting – 281-771-3354

INTRODUCTION

Welcome to Crossing Borders! We are happy that you decided to join our school family. We are looking forward to sharing our language immersion programs with you and your child. Our main goals are your child's bilingual education and well-being.

Please review thoroughly the information included in this handbook. It will provide you with a better insight about our policies and procedures so we can work together for the benefit of your child. It may appear to be a lot, but the care and education of a child is a big responsibility.

MISSION

Crossing Borders International Preschool is an elite school where we encourage students to meet academic challenges while developing multilingual children in a nurturing environment.

GOAL

Each student will develop an appreciation of the target language. The child will acquire their new language through many different modalities including music, written word, and verbal expressions.

OUR CURRICULUM

At Crossing Borders, we offer superior language programs that enable students to develop into confident, responsible, and independent children. We do this by combining language immersion strategies with stimulating educational activities developed specifically for different age groups, including infants (18 months to 2 years), toddlers (2 and 3 years) and young children (4 and 5 years).

The Crossing Borders International Preschool curriculum was developed in-house over 10 years of teaching children languages and continues to evolve with new and exciting activities to enhance the learning experience.

The Crossing Borders International Preschool program begins at 18 months and continues through kindergarten.

- Our curriculum is designed to immerse children in their target language using games, songs, and activities to help them participate, understand, and speak the new language. Language options are: Spanish, English, French, and Mandarin. *Language options vary by location.*
- Our curriculum teaches children reading and writing skills in addition to arithmetic and science – related activities.
- Children develop their fine motor skills through exercises and games in addition to acquiring vital social and communication skills.
- While the students study their new language, they discover traditions from around the world through their participation in activities that foster awareness and acceptance of other cultures.
- Crossing Borders Language Programs are taught by educated, certified native speaking teachers.
- Testing and evaluation for children, ages 3 through 6 is offered in all of our locations. Our program enables us to monitor our students' academic skills and development.
- To achieve our commitment to excellence, Crossing Borders has a full time Operations Support Specialist and an Academic Specialist involved in curriculum, lesson plans, and staff development.

GROUP ASSIGNMENTS

Children are initially assigned to a group based on the program, language of choice, age, skills, and overall level of development as evaluated by the Director and lead teachers involved.

DAILY SCHEDULE AND CALENDAR

The daily schedule is posted in each classroom for parents' viewing. It indicates lunch, snacks, naps, indoor/outdoor play, and activity times. We strive to provide activities that will be interesting and challenging for each child.

Students in our Preschool and Kindergarten program will receive a Calendar at the beginning of each academic year with the different activities your child will be participating in throughout the year. Please review it and keep it handy to be aware of the different events, holidays, scheduled trainings, etc.

Students in our Camp programs will receive notice of scheduled closings at least two weeks in advance.

COMMUNICATION

Good communication between the parent and the center is essential in order to provide quality service.

Your Lead Teachers are your first line of communication. If you have suggestions, ideas, or concerns, contact them and make arrangements to meet. Pick-up and drop-off are NOT good times to have lengthy discussions with teachers. Appointments for conferences can be made at any time. Please send a note or call the office to set up a scheduled time.

We will use email to send monthly newsletters and to communicate important information. Please make sure that we have your most updated contact information.

If you believe your ideas or concerns are not being addressed or you have other operational concerns, please contact your center director.

Questions about billing should be directed to: accounting@crossingbordersgroup.com (281-465-0899 X 104)

PARENT INVOLVEMENT

We encourage parents to visit their children any time, expected or unexpected; however, during these visits, we will continue to give the children our full attention. Please keep your visits short. Parents are always welcome; Crossing Borders is open to any concerns you may have. We often have special events during holidays where we include the student's family. We love to include grandparents.

Parents wishing to volunteer regularly with the program are required by the Department of Family Protective Services to undergo a comprehensive criminal background check which includes fingerprinting with the FBI.

CHILD CARE REGULATIONS

Crossing Borders abides by the Minimum Standard Rules for Licensed Child Care Centers as prescribed by the Texas Department of Family and Protective Services. In order to maintain full compliance with these standards, parents must complete the enrollment forms entirely and as necessary, update the information throughout the year. The center has posted copies of the Center's license, most recent licensing inspection report, and other required notices. A copy of the Texas Minimum Standards is available in the office. Parents may contact TDFPS at (800) 862-5252/ (713) 940-3009 or by visiting: www.dfps.state.tx.us.

SUSPECTED CHILD ABUSE

Crossing Borders takes child abuse very seriously and reports all suspected child abuse, neglect, and exploitation to Child Protective Services/Texas Department of Family and Protective Services. Reports of abuse and neglect can be made to TDFPS hotline at (800) 252-5400 or www.txabusehotline.org.

All staff involved in any reported incidents will follow the direction of Child Protective Services regarding procedures and completion of written reports. If the parent or legal guardian of the child is suspected of abuse, staff will follow the guidance of Child Protective Services regarding procedures and notification of the child's parent or legal guardian. Reporters of suspected child abuse will not be discharged for making a report, unless it is proven that a false report was knowingly made. Signs of suspected child abuse or neglect will be recorded in the staff's observation notes and maintained in the child's file, which will be kept in a confidential file located in the Director's office.

If a staff member is suspected of abuse, parents or legal guardians of suspected abused children will be notified by the Director immediately after contact with Child Protective Services. Parents or legal guardians of other children in the program will be contacted by the Director within 24 hours of contact with Child Protective Services, so that they may share any concerns they have.

Staff members who are accused of child abuse may be suspended or given leave, pending investigation of the accusation. Such staff may also be removed from the classroom and given a job that does not require interaction with children. However, no accusation or affirmation of guilt will be made until the Child Protective Services investigation is complete. Caregivers found guilty of child abuse will be immediately dismissed from this facility.

This policy is in effect and is applied whenever any staff member or authorized personnel has reason to suspect that any child on the premises of this child care facility may have been or is being abused or neglected by anyone. (See [Clues to and Risk Factors for Child Abuse and Neglect](#)). This resource, as well as other resources, is available in the office and are readily accessible to staff and parents.

Parents have the right to discipline their children, however, parents must refrain from using physical or corporal punishment while on school grounds.

Staff and volunteers will receive a written copy of this policy in their Orientation before beginning work. All employees attend annual training relating to awareness and prevention of abuse and neglect.

EMERGENCY INFORMATION

Our staff members have current training validation in CPR, First Aid, and rescue breathing. Every month fire drills and evacuation procedures are practiced with the children. The center is equipped with sprinklers, fire extinguishers and smoke alarms.

We have emergency plans in place in the event actual emergency situations arise. In the event an emergency occurs while children are in care, our first responsibility is to move the children to a designated safe area or alternate shelter known to all employees, caregivers and volunteers. The name and address of the shelter we will use if needed is noted on the emergency evacuation and relocation plan posted in each classroom, and on file at the center. If a child requires emergency medical attention, we will contact the parents and request immediate transportation through 911. (See "Emergency Medical Care Authorization" in the Safety Care package).

EMERGENCY PREPAREDNESS

Should an emergency arise, we will contact 911. We perform practice drills for severe weather situations according to licensing standards.

In the event of an emergency, all parents and guardians identified on the child's admission forms will be notified via email and text message of the type of emergency, sheltering location and any additional details specific to the emergency as soon as all children are safely sheltered. Additional notification will be sent when the emergency situation is remedied and sheltering precautions are lifted. For lock-downs, children will not be released until the area is deemed safe by local law enforcement.

When the conditions in the center warrant, or when indicated by the authorities, Center staff will evacuate and/or relocate the children as a group. Children under 24 months of age, who have limited mobility, or who otherwise may need assistance in an emergency, such as children who have mental, visual, or hearing impairments, will be personally escorted by a staff member by holding hands, pushing wheelchairs, or carrying if necessary.

In the event of evacuation, we will move the children to the playground area or the parking lot area until the authorities give us authorization to return inside the building.

If the relocation is due to a specific problem in the center, we will relocate first to the closest open business, or second closest business that is further than 50 feet from the building.

In the event that we must shelter in place, children will be moved to one room away from windows, if this is not possible, children will be instructed to gather in a corner of the classroom and to sit under the tables.

In the event of lock-down for danger inside the center, staff will move children to the nearest safe room, and all room doors will be locked, lights turned off, and windows will be covered. We practice four times per year for possible lock-down events.

In the event of lock-down for danger outside the center, staff will move children to the nearest safe room, all room and entrance doors will be locked and windows will be covered. No one will be authorized to enter the building unless indicated by the authorities.

Teachers carry with them the children's emergency contact forms, emergency medical authorization forms and that day's attendance roster at all times. In case of evacuation or relocation, they will also bring a first aid kit. Once everybody is safe, the Director will count the children and verify with the day's attendance roster that all children attending that day are present.

Main office will contact all parents to notify them about the evacuation or relocation and where they can go to pick up their children. The director or the designee will notify, and stay in communication with, appropriate local authorities and DFPS about the evacuation.

To contact the director during an emergency, please call:

- Rice Village: 832-808-2562 / 832-80-2554
- Main Office: 281-465-0899

KISS AND GO

Classes start at 9:00 a.m. for preschoolers. Please make sure the good-byes are short and outside the classroom, not disturbing a class that has already begun. Should your child not settle well we will call you and talk through any issues that may arise.

TUITION, APPLICATION, CURRICULUM, AND ACTIVITY FEES

- **Tuition:** Tuition at Crossing Borders is outlined in the Pricing List. Your fee guarantees a space for your child in the program; therefore, tuition must be paid regardless of your child's attendance. Tuition is always paid in advance. There is no reduction in the tuition fee for holidays, closing dates, sickness, personal trips, severe weather, and/or emergency closings. All holidays and closing days were taken in consideration when the annual tuition fee was calculated.
- **Application:** A non-refundable annual application fee per student is due at time of enrollment, and thereafter on or before April 25 for each year your child is enrolled in the center. If the child is withdrawn from the program and later re-enrolled, a new application fee is due at that time.
- **Curriculum:** A non-refundable annual curriculum fee per student is due at time of enrollment, and thereafter on or before July 25 for each year your child is enrolled in the center. If the child is withdrawn from the program and later re-enrolled, a new curriculum fee is due at that time. This fee does not cover the cost of special events or uniforms.
- **Special Events/Programs:** Activity fees might be charged for some special events, such as special functions taking place at the school. We will post notices in advance, by email and postings in the classrooms. A signed authorization slip will be required. Payment is due one week before the event or program.
- **Deposit for Campers:** Students registering for a Camp are required to pay a non-refundable deposit, with the remaining balance due at least two weeks prior to the starting date. This deposit is non-transferrable.
- **Vacation:** Students in our Preschool program who were in attendance before January 15, will have the option to take a two-week summer vacation without paying tuition during the months of June, July and August. You must submit a 30-day written advance notice. These two weeks do not carry over from one year to the next. If a family chooses to remove the child from the Preschool program for the purpose of a longer vacation or time off, the family must continue to pay tuition fee to maintain their spot in the program.

FEE INCREASES

As costs increase, fees are subject to change on a yearly basis. A 60-day notice will be given before any changes are made. Always know that the smallest feasible increase will be taken.

HOURS OF OPERATION

Our center is open Monday through Friday from 7:00 a.m. to 6:00 p.m.

LATE PICK-UP

There is a late pick-up charge for children picked up after the agreed pick-up time. This fee is calculated in blocks of 15 minutes per child e.g. picking up between 6:01-6:15 p.m. = one charge, between 6:16-6:30 p.m. = additional charge, etc. This fee is due at the time of pick-up. Late Pick-Up charges are calculated to the time the child physically leaves the Center. The amount of the fee will vary depending on the program your child participates. Please review your Enrollment Agreement for details.

Per state licensing regulations, we may be required to contact local authorities after 30 minutes of the center closing time if you fail to notify us that you'll be late to pick up your child. Reoccurring late pickup may result in suspension/termination from the program.

TRANSPORTATION

You are responsible for transporting your child to and from the center.

TERMINATION OF ENROLLMENT

Enrollment will be considered terminated if:

- Your account is past due for 4 weeks.
- Parents or the student fail to comply with this Agreement, the Center's Handbook, or any other rules of the Center.
- Crossing Borders in its sole discretion, determines it is unable to meet the needs of the child or that it is not in the best interest of the Center or other children enrolled to have the child continue in attendance.
- The parent or the child has a serious illness.
- The parent or the child brings a weapon to the center.

- The child is not in attendance for 30 (thirty) consecutive days (excluding holidays and vacation period). However, for kindergarten students, tuition obligations remain binding.

WITHDRAWAL

In the event of a disaster - such as a fire, flood, or tornado - that affects an enrolled child or the center, an emergency termination will be accepted by the other party.

No advanced notice or fee will be required if you and/or your child develop a sudden and prolonged health problem and child care arrangements need to be changed.

Kindergarten students may withdraw from the program only if the family has to move more than 50 miles. A 30-day written notice is required. They may qualify for a refund of pre-paid tuition.

Preschool and After-school students may withdraw from the program at any moment with a 30-day written notice. They may qualify for a refund of pre-paid tuition.

ARRIVAL AND DEPARTURE

Children may not enter or leave the Center unless accompanied by an adult. Departing children will be released only to parents or other persons shown on the "Student Release Authorization" form. Any person not known to the staff must give a picture ID. A child will not be released to anyone who is not listed on the authorization form unless you notify us in writing that an additional person is picking up your child. The only person authorized to make changes is the person who signs the enrollment forms.

If you are divorced, please attach a copy of the portion of your custody papers indicating guardianship. We are required to release children to either parent unless there is a legal custody agreement stating otherwise. If one parent has legal custody, we need authorization from the custodial parent to allow the other parent permission to pick up your child(ren). If a problem results from any such situation, we will contact the local law enforcement agency and they will determine the outcome. In order to ensure the safety of your child and the other children in care, both parents will be expected to remain off the center's premises until the law enforcement agency arrives and resolves the situation. Persons appearing to be under the influence of drugs and/or alcohol will not be permitted to pick up children from the center. For the safety of the child(ren), parents are not to bring or consume drugs and/or alcohol on the premises.

Crossing Borders is required to maintain daily attendance records. Please be sure to sign your child "IN" and "OUT" each day on the "SIGN-IN & SIGN-OUT Electronic System". The attendance report is also used during evacuation drills to ensure all present are safe and accounted for. **There will be a fee assessed for each time the parent or guardian does not follow this procedure.**

EMERGENCY CLOSINGS

Crossing Borders will closely follow the calendar of the local Independent School District the Center resides in. We will follow the Houston ISD lead for closing for bad weather and other emergencies. We will not be able to have any make-up days for closures due to inclement weather. In the event of bad weather or other emergency during the day, please monitor broadcast TV stations, as Crossing Borders will close if the Houston ISD closes and children must be picked up immediately. The Center will re-open when the Houston ISD re-opens and it is safe.

HOLIDAYS

In order to provide your child with the best possible care, the staff must remain in good physical and emotional health. Center is closed and no services are provided on the following days:

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| • New Year's Day | • Labor Day |
| • Good Friday | • Thanksgiving Day |
| • Memorial Day | • Day after Thanksgiving |
| • Independence Day - July 4th | • Christmas day. |

Regular services will be suspended for a two-week winter break, generally following the Houston ISD's schedule. The exact dates for the applicable school year can be found in the School Calendar. In addition, we will close for staff development training, please check the School Calendar for details. A two-week advance notice will be given for the date of the trainings. The center may occasionally close early for staff development training.

A sign reminding you of scheduled closings will be posted on the door for your convenience.

You will be notified in advance of any holiday celebration activity. If for any reason you do not want your child to participate, you will have time to make alternate arrangements for care on the day of the activity.

ABSENCES

Crossing Borders must be notified by 9:00 am if your child will not attend the program that day. Please call the center's number or send an email to the director. Please remember to provide the child's full name, as well as yours, when reporting an absence.

Full tuition payments are due regardless of absences for whatever reason. Excessive absences may affect your child's advancement in the academic program.

NAPS

Nap or rest time will be provided for children under 5 years old in the early afternoon.

OUTDOOR PLAY

Outside play is encouraged, since children need sunshine and physical exercise to promote strong bodies, healthy minds, and, most of all, happiness. Outdoor play is scheduled twice per day. It is only cancelled in the event of rain or extreme heat.

PERSONAL BELONGINGS

Personal belongings from home should be limited to "show-and-tell" days. Children should not bring toys, candy, gum, electronics, money, or valuables. This will avoid lost possessions and hurt feelings.

The Center will make reasonable efforts to safeguard children's personal belongings and clothing, but will not be responsible for lost or damaged items. **Everything your child brings or wears to school should be permanently labeled.**

UNIFORM

Crossing Borders requires all students in our Preschool and Kindergarten programs to wear school uniforms during the academic school months – Mid-August through Late-May. During the summer months, street clothes are acceptable. Samples are on display in the Crossing Borders school office. Uniforms are available at Lands' End website. ONLINE: Go to www.landsend.com/school and create or sign in to your account. Include your student and school information in My Account (or find your school using the Preferred School Number Search: **900160714**).

- **Boys** must wear khaki pants or khaki shorts with Lands' End polo knit shirts (variety of colors), and Lands' End cardigans to be worn during winter months with uniforms. White turtlenecks are allowed under the knit shirts. Rubber soled shoes and socks are a must. Monogram required on all shirts and sweaters. Shirts and cardigans are sold by Lands' End. Khaki shorts or pants can be purchased elsewhere.
- **Girls** must wear khaki pants, skirts, dresses, or shorts with Lands' End polo knit shirts (variety of colors), and Lands' End cardigans must be worn during winter months with uniforms. White turtlenecks are allowed under the knit shirts. Rubber soled shoes and socks are a must. No flip flops or sandals are allowed! Monogram required on all shirts and sweaters. Shirts and cardigans are sold by Lands' End. Khaki shorts, skirts or pants can be purchased elsewhere. If wearing skirts or dresses bike shorts or bloomers must be worn as well.

Crossing Borders uniform is **easy for students to manipulate with minimal assistance** in order to encourage development of independent bathroom skills. A complete change of clothing (every item labeled) should be kept at the Center.

Crossing Borders cannot give you credit or refund your uniforms if your child is withdrawn from the program for any reason.

PARTIES

Birthdays are a very special time and we recognize each child's special day. If you are thinking about celebrating his/her birthday at the center, please let your child's teacher know so that both of you can coordinate his/her special time. Children may bring cookies, cakes, or something similar to share with their classroom friends at snack time. Please check with your teacher about dietary allergies of the other children before bringing snacks or party deserts. Crossing Borders is a NUT FREE FACILITY.

ANIMALS AT THE CHILD-CARE CENTER

No pet cats, dogs, or other live animals may be brought into the Center.

MEALS AND SNACKS

Families in our Preschool, Kindergarten, and Camp programs will have the option to participate in the Snack and Lunch program offered by Jason's Deli. Please see the Pricing List for details.

If you choose not to participate in the Snack and Lunch program or your child has special dietary needs, you must provide a nutritious lunch and two healthy snacks. If one day you forget to send it, Crossing Borders will contract Jason's Deli services for you. We will charge a fee of \$15 that must be paid the same day.

FOOD ALLERGIES

Crossing Borders is a NUT FREE ENVIRONMENT (including tree nuts), meaning that we do not serve or allow products containing or made with any type of nuts or made with any type of nut or nut products in our centers. If you choose to send your child with an afternoon snack, please make sure it does not contain nuts or nut products.

If your child has been diagnosed with a food allergy you must submit a Food Allergy & Anaphylaxis Emergency Care Plan no later than first day of attendance. Minimum standard rules for child care centers (Chapters 744, 746 & 747) specify the food allergy emergency plan is required for each child with a diagnosed food allergy. This plan must include a list of each food the child is allergic to, possible symptoms if exposed to food on the list and the steps to take if the child has an allergic reaction. Plan must be signed and dated by the child's health care professional and a parent/guardian. If the child's food allergies present different symptoms, levels of severity or different medications and dosages, consider separate plans.

The food allergy emergency plan will be posted in each room where the child may spend time. These plans will be accessible to all staff.

FIELD TRIPS

Crossing Borders will offer field trips only for students ages 8 and up participating in the English Summer Camp. Transportation will be provided by a company that complies with the State Minimum Standards. Field trip information will be given to you at least three days in advance. Parents will be required to sign the "Field Trip Transportation and Authorization" form. If you do not wish for your child to go on the field trip, your child will remain at the center with another class for the duration of the field trip.

NON-CROSSING BORDERS EXTRA-CURRICULAR SPONSORED PROGRAMS

In the event that your child participates in a school sponsored activity after school, we will provide After School Activity Forms to be completed. Example: dance, soccer, etc.

ASSORTED Don'ts AND "No-No's"

- No toy weapons of any kind.
- No glass containers.
- No hard candy, popcorn, or nuts, due to choking risk.
- No latex balloons.
- Don't leave medicine in a child's bag.

DISCIPLINE AND GUIDANCE POLICY

All members of the staff at Crossing Borders believe that children thrive on positive reinforcement and redirection. If a child's behavior becomes disruptive or hazardous to the safety of the other children in the classroom, an age-appropriate time out will be implemented. A parent notification will occur when there are repeated disruptions by the child.

■ Discipline must be:

- (1) Individualized and consistent for each child;
- (2) Appropriate to the child's level of understanding;
- (3) Directed toward teaching the child acceptable behavior and self-control; and
- (4) A positive method of discipline and guidance that encourages self-esteem, self-control, and self-direction, including the following:
 - (1) Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
 - (2) Reminding a child of behavior expectations daily by using clear, positive statements;
 - (3) Redirecting behavior using positive statements; and
 - (4) Using brief, supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age.

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

- (1) Corporal punishment or threats of corporal punishment.
- (2) Punishment associated with food, naps, or toilet training.

- (3) Pinching, shaking, or biting a child.
- (4) Hitting a child with a hand or instrument.
- (5) Putting anything in or on a child's mouth.
- (6) Humiliating, ridiculing, rejecting, or yelling at a child.
- (7) Subjecting a child to harsh, abusive, or profane language.
- (8) Placing a child in a locked or dark room, bathroom, or closet with the door closed.
- (9) Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.
- (10) Putting a child in a corner with their face facing the wall.

When the parent is present, the parent is responsible for the child outside the center door, but the child is under the supervision of the staff while inside the door. For this reason, we ask that the child remain with you until you leave the center's premises.

HEALTH

Each item you bring into the center should be labeled with your child's name. Proper hygiene is practiced routinely by teaching the children to wash their hands before eating and after using the toilet. In order to maintain a healthy and sanitary environment, we assist children during toilet training. Children who are proficient in using the toilet can go to the restroom on their own. Individual assistance will be available if needed; otherwise, children take care of their own individual needs. We teach and encourage the children to wipe and wash hands after toileting.

In order to maintain a healthy environment, the center, the toys, and the equipment the children use are regularly sanitized. As per TDPRS minimum standards, we will not allow toddlers to walk around or sleep with sippy cups. Due to the age of children for whom we provide care in this facility, we will need all sippy cups to be labeled very clearly. Cups must have caps to them or we cannot use them. The caps need to have your child's initials on them as well.

MEDICAL REQUIREMENTS (*as required by the Department of Family and Protective Services – DFPS*)

Physical Exam. State law requires that every child in a child care setting have an up-to-date physical exam within 12 months prior to enrollment. It is very important that we have this written statement from your child's physician as soon as possible but not later than 12 months after admission.

Immunizations. An up-to-date immunization record must be submitted prior to first day of attendance or we will not be able to accept your child in the program. Children require frequent boosters and immunizations, please provide an update at least once a year.

If your child has not received his/her immunizations for religious or medical reasons, you must furnish supporting documentation before first day of attendance and update as required.

For school age children participating in our Camp programs, they only may provide the information of the Texas school where the records are in file.

Vision and Hearing Screening. The Special Senses & Communications Disorders Act, Texas Health & Safety Code, Chapter 36, requires a screening or a professional examination for possible vision and hearing problems for first-time enrollees who are four years of age or older and all children enrolled in programs who are four years of age by September 1st of each year. Children enrolled in childcare are required to be screened for possible vision and hearing problems prior to completion of the first semester of enrollment or within 120 calendar days of enrollment, whichever is longest, or present evidence of screening conducted one year prior to enrollment. Crossing Borders requires that the parent furnish the facility with a current screening upon enrollment. The screeners must be certified as required by TDPRS, Texas Health & Safety Code, 36.011. The center must maintain current and accurate records for each child that states an individual vision and hearing screening has been conducted.

Please attach a copy of your insurance card to the Emergency Consent Form in the Enrollment Packet. This will help to speed treatment if any emergency occurs and treatment is needed.

Crossing Borders does not require its staff any specific adult immunization where it is not required by a city government. All staff are required to complete First Aid and CPR and Blood Borne Pathogen trainings. Universal precautions are required.

MEDICATION

Prescription medication will not be administered in our centers.

ARRIVAL HEALTH CHECK

Each day, when a child arrives at our program, their teacher will greet the child and adult as the child is signed in. Before the adult leaves the premises, staff will look to see if the child has signs or symptoms of a communicable disease, if the child has been well for the last 24 hours, and if there are visible, new injuries. Significant observations will be noted in the program's Illness and Injury Log by the staff member making the observations.

ILLNESS

Children who are ill CANNOT be brought into the center! If a child appears ill while at the Center, parents will be contacted and asked to pick up the child immediately.

Children who become ill or show symptoms of illness or communicable diseases will be kept isolated until they are taken home. If your child is vomiting, has diarrhea, a fever of 100° F or greater, you will be called and expected to pick up your child immediately. Children who are sent home for diarrhea, vomiting, and/or fever must be free from signs and symptoms for 24 hours before returning to care. This means that your child cannot attend group care at the center for 24 hours after the last episode of diarrhea, vomiting, and/or fever.

If your child has to be taken to a physician, a statement from the physician indicating that your child is able to return to group care must accompany your child in order for your child to re-enter the program. It will be at the center's discretion whether your child is accepted back into the program after an illness. If we feel it is in the best interest of your child and/or the other children in care, we may require your child to remain out of care for additional time. If your child is exposed to a communicable disease while at the center, you will be notified. All communicable diseases are reported to the Health Department as per state laws and re-admittance into the center will be as per the guidelines established by the Health Department.

The Center cannot admit any child appearing to be sick without a written statement from a doctor or registered nurse certifying that no contagious disease is present.

Children should be kept at home when they meet the following exclusion criteria:

Illness-Alphabetized	Early Signs	Readmission Requirements
Bronchitis	Continually dry cough may be accompanied by fever.	After 24 hours from time antibiotic treatment has begun and fever has subsided.
Chicken Pox	Fever and a rash consisting of blisters that may appear on the head first and may spread to the rest of the body.	After 7 days from the onset of the rash and only with a physician's note.
Common Cold	Fever, runny nose, mucus discharge, cough.	After 24 hours and when fever subsides.
Conjunctivitis (Pink eye)	Red eyes with some discharge or crust on eyelids.	24 hours after antibiotic treatment has begun and only with a physician's note.
Fever	Oral temperature of 100.4° F or higher	After 24 hours and when fever subsides.
Fifth Disease	Redness of cheeks and body (slapped face appearance).	24 hours and only with a physician's note.
Head Lice	Itching and scratching of scalp, head, ears, and/or the nape of the neck, pinpoint white eggs or nits attached to hair shaft.	24 hours after one cycle of medicated shampoo treatment has been given. Second shampoo/lotion treatment is recommended after 7 days; a physician's note to say child is under his/her care is required.
Impetigo	Blistering rash that dries up and forms a gold crust.	After 24 hours from the time the antibiotic treatment has begun and after the fever has subsided.
Infectious Mononucleosis (Mono)	Fever, fatigue, swollen lymph nodes, and/or a sore throat.	Based on physician's decision.

Illness-Alphabetized	Early Signs	Readmission Requirements
Meningitis	Vomiting without diarrhea, drowsiness, irritability, headaches, refusal to drink, temperature above 100°F, weakness or loss of coordination, reluctance to bend head forward.	Based on physician's decision.
Pneumonia	Fever, temperature above 100°F, shortness of breath, thick gray or greenish yellow phlegm, continuous cough.	Must be under physician's care. May only return with a note from the student's physician.
Runny Nose	Mucus is greenish in nature and continually dripping. Lethargic behavior or crankiness. Fever may accompany nasal drip.	Without a fever a student may return after 24 hours. With a fever, the student must be under a physician's care.
Scarlet Fever	Sore throat, fever, and a fine raised red rash that feels like sand paper. Rash appears on neck, chest, elbows, and inner thighs.	After 24-48 hours from the time antibiotic treatment has begun and after the fever has subsided.
Stomach Virus	Diarrhea and vomiting.	At least 24 hours or when symptoms subside.

Children may be brought into the Center if they have only a slight fever, a mild cold or allergy, an allergic rash, diaper rash, prickly heat, a loose bowel movement, or dietary- or medication-induced diarrhea. Children with a diagnosed bacterial infection may return 24 hours after beginning treatment with antibiotic medication if they are able to participate normally in the program.

While we regret the inconvenience caused by strict adherence to these guidelines, our concern for all the children dictates a very conservative approach when dealing with health matters. Because of conflicting medical opinions about the advisability of re-admitting children who are receiving treatment but who still appear ill, the Center will err on the side of safety when making such decisions and ask for your tolerance and understanding.

Should your child contract a contagious illness, please notify the Center immediately so other parents can be alerted to the possibility of exposure.

Parents are encouraged to administer medication outside the Center.

In the event of an injury or medical emergency, trained staff will immediately administer first aid and notify a Director if further assistance is needed. If we believe the situation may call for parent involvement or professional medical attention, the Center will attempt to contact a parent or other authorized emergency contact. If the condition is serious, the Center will call 911 for an EMT.

Staff are also required to follow the same illness exclusion policy as the children.

ACCIDENTS/INCIDENTS

If your child is involved in an accident and/or incident at the center, you will receive a report with information describing what happened and what actions were taken. We will ask that you sign the report. A copy will be given to you and a copy will be placed in your child's file. If you should have any questions at any time regarding an accident and/or incident, please call the center Director and she will be glad to assist you.

PARKING AREA

During hours of operation, you may walk in at any time. To help maintain the appearance of our center, trash and ashtrays are not to be disposed of in the parking lot or grounds area. To prevent accidents, parents should enter the parking lot with caution, at a slow rate of speed. Car motors should be turned off, keys removed, and the emergency brake applied. Due to insurance stipulations, we cannot push or jump start vehicles.

TRANSPORTING CHILDREN

Policy strictly prohibits employees of Crossing Borders from transporting children to or from the facility for clients of the center.

BABYSITTING

It is a policy violation for employees of Crossing Borders to provide child care services to clients of the center. It is our goal to provide professional, quality child care to you and your family. Therefore, we ask that you do not compromise this policy by asking employees to provide child care outside of the center.

RECORDS

Parents will be required to update their children's records at least once every 12 months or as policies and laws mandate. If TDPRS requires changes in record keeping, we will require parents to update their child's forms and/or complete new forms.

CHANGES TO THE PARENT HANDBOOK / POLICIES

Crossing Borders, at its discretion, may change any policy contained in the Parent Handbook. Parents will be notified of any changes by email.

As procedures are changed or improved upon, we will have you read the changes and acknowledge by signing the change. We will place a copy of the new policy or procedure with your signature in your child's file and give you a copy to read and keep for your records.

DAMAGES

The children are expected to take care of the toys, equipment, and furniture that they use while in care.

Parents are responsible to pay for any damages to the center's property caused by their child or themselves such as broken windows, deliberate destruction, damage to automobiles, etc. This does not apply to breaking small toys that the children routinely play with.

CONFIDENTIALITY

All information received by the center, while caring for your child, concerning individual persons and their families will be kept strictly confidential with the exception of suspected abuse. In order to ensure confidentiality, we will not release any information concerning our clients or students over the telephone. We will follow a verification procedure to verify parental knowledge and inform you of any inquiry about your child.

HANDLING PARENT CONCERNS

If a problem exists, the Center wants it corrected as quickly as possible. This can only be achieved if it is identified immediately. Parents are asked to refrain from discussing their concerns with other parents, instead following the procedure below.

- Parents with concerns should first discuss them with the Lead Teacher of their child's class. Other staff is to avoid discussing any concern with a parent that has not been addressed by the classroom Lead Teacher.
- If the classroom Lead Teacher cannot resolve the concern independently and to the satisfaction of the parent, within 24 hours the Lead Teacher should bring the matter to the attention of the Director.
- If the Lead Teacher is unable to arrive at a solution, the Lead Teacher should ask the parent to schedule a conference with the Director.

WATER PLAY "SPLASH" DAYS

We will offer light water play during the summer months. Light water play consists of wading pools less than 2' of water, sprinkler play, water table, splashing with garden hose, or water balloons. On these days you will be responsible for providing a swim suit, a towel, and sunscreen for your child. Label everything!

NON-DISCRIMINATION POLICY

Crossing Borders does not discriminate. Children and staff of all races, nationalities, and religions are welcome. The Center respects cultural diversity and incorporates it into the daily curriculum.

Crossing Borders is an Equal Opportunity Employer.

Crossing Borders supports inclusion of all children, regardless of their abilities. If you believe you have been discriminated against because of race, color, national origin, age, sex, disability, political beliefs, or religion, you may lodge a complaint against this center. Call or write immediately to the Civil Rights Dept., P.O. Box 149030, Austin, TX 78714-9030 or call (512) 438-4313. USDA, Director, Office of Civil Rights (202) 514--3831.

WHEN THINGS AREN'T GOING WELL

You may find yourself displeased about something at the facility. Talk about these issues with the facility director. If you feel you need further assistance, please do not hesitate to contact the Home Office at any time at (281) 465-0899. There may be a misunderstanding that can easily be resolved. If the situation is not resolved and you believe that

minimum standards are not being met, call the local care licensing office. They will handle your call discreetly. The local TDPRS # is (713) 940-3009. Please remember your child is what is most important. If you don't feel comfortable with your child care situation, you should change it. We are always available to assist you with your child care concerns.

CHILDREN'S PRODUCT CERTIFICATION

As required, Children's Product Certification and or recall notices posted in the parent information area (form 2885). For additional information, you may contact the US Consumers' Product Safety Commissions 1(800) 638-2772.

GANG-FREE ZONES

As required by TDPRS, Crossing Borders provides information to parents and other concerned parties regarding Gang-Free Zones.

RECEIPTS AND TAX INFORMATION

Payment history reports and End-of-Year tax statements will be send by email by January 31 for the previous year. Please keep your information on file current. If you have questions about charges, please contact accounting@crossingbordersgroup.com. Please note that some request may take 3-4 business days to process. The tax ID of our center is 45-5111582.

FOR YOUR INFORMATION

This material was compiled to benefit the children, the parents, and the center. This handbook is yours to keep and review periodically. Please read each topic carefully and make note of anything that you might have questions about. Please be assured that we have your child's best interest at heart and will strive to do our best to provide a safe, happy, and healthy environment. We look forward to the time your child will spend with us and view it as an adventure and privilege.

PLEASE BE SURE TO READ THESE POLICIES CAREFULLY, AS WE OPERATE THE CENTER UTILIZING THESE POLICIES

WITHOUT EXCEPTION. Parents will be required to update their child's enrollment forms once or twice a year. Policies and procedures regulated by TDPRS that mandate changes will routinely be updated as the need arises. Parents will be required to complete new packets and/or read and sign updated information. The center reserves the right to update, change, and/or amend these policies and the tuition schedule at the same time. It is the desire of Crossing Borders to maintain up-to-date and accurate records. We apologize in advance for any inconvenience this may cause and thank you in advance for your cooperation.

Failure to enforce these terms does not constitute a waiver.

Parents' Handbook Acknowledgement

Updated on April 2017

This handbook for parents has been prepared to provide information concerning philosophy, policies, and procedures of **Crossing Borders**. Please read it carefully so that you will better understand the role we all play in making this experience a special time in the life of your child. If you have any questions regarding any part of the handbook, please feel free to call the Director and we will be happy to help you.

There is a statement in the Safety Package where the parent/guardian acknowledges that he/she has read and understood all parts of this handbook and agrees to abide by the policies set forth in the handbook.

Student attendance constitutes agreement from the parent/guardian to follow all policies and procedures outlined therein.

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Employees and volunteers must sign this page of acknowledgement.

Signature

Date

Full Name