



## *2017-18 Parent Handbook*

Holy Family School  
500 Throckmorton St.  
McKinney, Texas 75069

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## Welcome

Welcome to Holy Family School (HFS). This handbook contains information regarding our preschool/daycare program. It is very important that you read this handbook and keep it handy the entire time that your child is enrolled in our school. It will answer many of your questions about Holy Family School. Please feel free to ask if you have any additional questions or concerns. To provide you with the most up-to-date information on the policies and procedures at HFS, we will review this handbook, policies, and procedures annually. We will provide the latest version of our handbook on our website and in hard copy available in our office.

## Philosophy and Goals

Holy Family School was established in 1951 by Father Jose and Mrs. Maria Vega to provide quality, loving childcare for children of local farm workers. Mrs. Vega's goals included providing a safe and loving environment, preparing all children academically, socially, emotionally, and nutritionally for kindergarten and beyond.

Today Holy Family School recognizes the importance of these goals and continues to provide a safe, loving Christian environment for pre-school age children, focusing on families in need of scholarship assistance in the McKinney area. Children are encouraged to learn and explore as they develop interests. Our goal is to continue to meet the needs of the whole child and their family.

## Introduction

### *Holy Family School Administration*

#### **Head of School**

**Betsy C. Boyd**

Our Head of School is responsible for all aspects of HFS with focus on our quality early learning environment, communication with families and the greater community.

#### **Director of Operations**

**Jennifer Nichols**

Our Director of Operations oversees the budget, billing, staff scheduling and care of our building.

### *License*

The Texas Department of Protective and Regulatory Services – Child Care Licensing Division located at 550 E. 15th Street #120, Plano TX 75074, licenses Holy Family School. The offices can be reached at 800.582.6036 or at [www.dfps.state.tx.us](http://www.dfps.state.tx.us). We are inspected to ensure we are in compliance in areas of health, safety, and children’s development concerns. The most recent inspection and a copy of the Minimum Standards are available for review in the office. HFS participates in the Texas Workforce Commission.

### *Admissions*

Children 6 weeks through 5 years of age are eligible to attend Holy Family School. The afterschool program is available to students up to fifth grade if they have a younger sibling enrolled at HFS. **Along with completed and signed enrollment papers, a health statement from the child’s doctor, a copy of the most recent shot record and a vision/hearing screening for children 4 years and older are required.**

When classes are filled, a waiting list is maintained. A non-refundable \$75.00 registration fee (per family) and completed enrollment packet are required to place your child on the waiting list.

## **Hours and Days of Operation**

Holy Family School is open daily Monday – Friday from 6:30 am to 6:00 pm. Our preschool program is from 8:00 am to 2:30 pm. Childcare is also available before and after pre-school. A yearly calendar indicating days HFS will not be in session is distributed in September and January. A copy is also available online under the Parent/Family tab. Tuition is due in full throughout the year including designated holidays.

## **Tuition/Fees and Payment Policies**

### *Tuition/Payment*

Holy Family School is a full year school. Tuition is due each week regardless of the child’s attendance. Tuition can be paid by cash, check, and credit card or by PayPal in person or on the Holy Family School website. ([www.hfsmckinney.org](http://www.hfsmckinney.org)) Make checks out to Holy Family School. A current Tuition/Fees Chart can be found by the parent communication board. Account summary statements will be distributed to all families weekly.

### *Late Payment Fees*

Tuition is due by Wednesday of each week. Accounts not paid by 6pm on Wednesday will have a \$5 per day late fee. The fee will be added each morning until the account is paid in full. Accounts more than 10 days late will be suspended, requiring parents to find alternate care for the child.

### *Delinquent Accounts/Returned Checks*

If an account is 10 days past due, parent/guardian will be notified in writing and the child cannot attend school until the account is paid or arrangements have been made with the Board of Trustees. Failure to arrange for the payment of past due amounts may result in the account being turned over to a collection agency.

There is a \$15 charge for any checks returned to HFS for non-sufficient funds. The NSF check and fee must be paid in cash or money order the following day or your child can not attend HFS until all is paid in full. After two non-sufficient checks have been received tuition payments will only be accepted in cash or money order.

### *Vacations*

Each family is allowed ten (10) vacation days per year from August 1 to July 31<sup>st</sup>. These days must be taken in increments of five (5) days at a time. HFS must be notified of vacation dates at least two weeks in advance. Tuition will not be charged during this approved vacation time.

### *Holidays*

Full tuition is due for any periods including holidays. Staff receive these days as paid holidays.

### *Registration Fee*

An annual, non-refundable registration fee of \$75.00 is due upon enrollment and every year on September 1<sup>st</sup>. A registration fee of \$25.00 is required for children attending HFS's Summer Program.

### *Supply Fees*

A \$100 per child supply fee is charged every year and can be paid in two increments: \$50 on September 1<sup>st</sup> and \$50 on January 1<sup>st</sup>. Children enrolling after March 1<sup>st</sup> will have a prorated fee of \$25. There is no supply fee for after-school care students.

### *Late Pick-up Charges: Daycare*

If a parent realizes that circumstances beyond their control are going to delay pick-up, a phone call is requested. This is important as many children fear they have been forgotten when parents do not arrive at their usual time. A late fee of \$1.00 per minute per child will be charged after 6:00pm.

### *Late Pick-Up Charges: Pre-School*

Pre-school ends at 2:30. A fee of \$10.00 per child per day will be charged for pick up past 2:45.

### *Tuition Assistance*

Holy Family School has a limited number of scholarships available to support families in a time of need. These scholarships are intended for short-term use and cover partial tuition for a semester. Please contact the office for an application form. Texas Workforce Commission's

Child Care Services provides tuition support to families who qualify. For more information, please see their website at <http://www.twc.state.tx.us/jobseekers/child-care-services>. We will be glad to help with any part of the application.

### *Withdrawals/Dismissal Policy*

Parents wishing to withdraw their child may do so at any time. A one-week notice, in writing, is appreciated.

As child may be dismissed from Holy Family School for any of the following reasons:

- Failure to complete /keep all records current;
- Failure to pay tuition/fees;
- Continued late pick-up;
- Ongoing disruptive behavior; or
- Other reasons as determined by the Head of School or Board of Trustees.

### *Inclement Weather*

On rare occasions, it may be necessary to close HFS due to poor weather conditions. We will make every effort to open our doors at the normal time. If circumstances should arise, we will follow the decision of McKinney Independent School District. All MISD school closings are posted on the MISD webpage ([www.mckinneyisd.net](http://www.mckinneyisd.net)) and broadcast on local TV news stations. On these occasions, regular payment is expected. When the school is closed we will post on our Facebook page and webpage.

## **Supervision Policies**

A major responsibility of the staff is to ensure the health and safety of each child entrusted in our care. The following procedures will ensure the safety needs of all children are being met.

### *Arrival/Departure*

Texas State Childcare Licensing requires an accurate daily tracking of all children's attendance. To ensure the safety of your child, s/he must be checked in using the keypad outside the front door. You will receive a code specific to your child to use on the keypad. To further ensure accuracy, we request you also sign your child in and out in the binder just past the front desk.

At arrival, all children must be walked into their classroom. Children may not be dropped off in the front of the building to walk into school alone. Please make sure the supervising teacher in the classroom knows your child has arrived for the day.

### *Late Arrivals*

Our preschool program begins at 8:30 am and our day is in full swing until lunch at 11:00 am. For children to be fully engaged in the day's learning, late arrivals will not be accepted after 10:00 am at school unless they have a doctor's note indicating an appointment.

### *Departure*

When you arrive to pick up your child, you must check him or her out using the keypad and sign them out in the binder. If someone other than the parent is picking up your child, they must be **on the authorized list and over 18 years of age.**

### *CCS Client*

If you receive tuition assistance through **Child Care Services (CCS)**, a terminal much like a credit card terminal is available in the office for you to record your attendance. This is mandatory for CCS clients. If you miss a day, you must clock in for that previous day for recording purposes. If your child is absent, you must include the reason for the absence. If you have any questions, please see office personnel for assistance.

### *Release of a Child*

Staff of HFS will release children only to persons on the release form provided by the parent. If an emergency arises the parent must provide a written, signed note giving the person permission to pick-up their child. Staff will check ID's of anyone they do not recognize. Please let people know about this ahead of time so they bring a picture ID. The children's safety is our priority! Staff will not release children to anyone, including parents, who appear to be under the influence of drugs or alcohol. Emergency contacts will be called to transport the child home. Police will be notified if necessary.

### *Custody Agreements*

If there are custody issues involved with your child, you must provide the center with court papers indicating who has permission to pick up the child. The school will deny a parent access to their child without proper documentation.

### *Child Abuse Reporting*

All staff members are mandated reporters of child abuse. If staff have suspicions that a child is being abused or neglected, they **MUST** make a report to the local children's services agency. The safety of the children is always our first concern.



## Nutritional Information

Your child will be served breakfast, lunch, and an afternoon snack each day. Children may bring in a nutritional sack lunch or snack. Teachers sit at the table with the children to provide a good role model and encouraging conversation. Children are encouraged to eat a variety of foods but are never forced to eat something they don't want. Please note food service times

Breakfast	8:00 AM	
Lunch	11:00 AM	
Snack	2:00 PM	
Late Afternoon Snack	4:00 PM	(Children in afternoon daycare)

Holy Family School participates in the federally-funded Child and Adult Care Food Program (CACFP). This program guides us in the development of menus and preparation of healthy, nutritionally balanced meals and snacks for all our children. Breakfasts and lunches will meet all child-care state licensing requirements. Please let us know ahead of time if your child is not permitted to have any types of food due to allergies or religious beliefs.

### *Toddler and Two Years Old Extra Snack Policy*

A snack will be offered to the toddler and two's classrooms in the morning between breakfast and lunch and in the afternoons between snack and closing.

### *Menu Planning*

Our menus for breakfast, lunch and snack are planned monthly and are posted on the main hallway bulletin board. Menu planning is guided by the requirements of our food program, CACFP. Our lunch plate will always include

- Protein
- Whole grains
- Fruits- fresh as possible
- Vegetables-fresh as possible
- Milk/Water

We purchase our food locally and strive to include wholesome fresh produce served to the children in an inviting way. We encourage tasting new items and will provide opportunities for new foods to be introduced routinely.

### *Lunches from Home*

Parents are welcome to send a lunch to school with their child. Make sure your child's name is on the lunch and that the teacher knows of the lunch in case it needs refrigeration. In preparation of the lunch, please be mindful of good nutritional choices when selecting items for your child's home lunch. Because Holy Family School is supported by the CACFP program we are required to offer your child all meals.

### *Breastfeeding*

We encourage nursing mothers to continue to breastfeed their infants for as long as possible. Nursing mothers are welcome to nurse or provide breast milk for their infants. We will provide a quiet, comfortable place for nursing during school hours.

### *Birthdays*

A birthday is a very special event in the life of a child. You are welcome to provide treats or plan a party for your child at the school, please arrange these with their teacher.

## **Learning Environment/Curriculum**

Holy Family School's curriculum, Frog Street Press- Early Childhood Edition, is created to meet the developmental needs of all our children with a focus on social, emotional and early academic development with a strong emphasis on language development. Weekly lesson plans will be displayed and will include whole group, small group and individual learning activities for all children. While HFS is a mission of the Episcopal Church and the Diocese of Dallas, we welcome families of all faiths. Daily chapel including Bible stories and songs will build the concept of God's love in our children's lives.

### *Staff/Child Ratios and Maximum Group Size*

Holy Family School will not exceed the following state required ratios:

<b>Age of children in group:</b>	<b>The maximum number one caregiver can supervise:</b>
0 – 11 months	4
12 – 17 months	5
18 – 23 months	9
2 years	11
3 years	15
4 years	18
5 years	22
6-8 years	26
9-13 years	26

We desire to provide a higher level of quality care and will strive to maintain a lower caregiver-child ratio as required by the state of Texas, providing even more individual attention for all children.

### *Daily Schedules*

The children's daily schedule is flexible enough to provide adaptability when necessary but structured enough to provide predictability for the children. We want them to view their school as a safe and comforting place, where they know what to expect and when to expect it. A copy of each class's daily schedules will be distributed in September and January. In addition, a copy is displayed on the parent communication board.

### *Clothing Guidelines*

Your child should come to school dressed in comfortable, washable, and easy to manage clothing. Every child needs a complete change of clothing, including socks and shoes, in their cubbies. Please label all clothing, jackets, blankets, backpacks, etc. with your child's name. Footwear should be easy to manage yet sturdy enough for outdoor play and activity. Your child may have a sentimental toy or blanket they want to bring to school. Please talk with your child's teacher prior to sending the item to ensure it will not get lost or broken.

### *Rest Periods*

After a busy morning of learning and activity, a daily rest period is necessary and required by State Minimum Standards. Children should have a washable nap mat along with a small towel or blanket. These will be sent home each Friday for laundering. Please label nap mats and blankets with your child's name.

### *Transportation*

From time to time, the safe transportation of students is required using the Holy Family School van. To comply with all State and safety requirements, Holy Family School has a detailed transportation policy, a copy of which is always available at the HFS school office. The key points of the HFS Transportation policy include:

- HFS will only transport 4 and 5-year-old students for specific, school related trips.
- All children must be secured with seat belts into approved booster seats.
- All van drivers must be over 25 years of age and pass yearly state required transportation training.
- All staff are trained annually in transportation and emergency procedures.
- **No private vehicles** may be used to transport children on any HFS field trip or afterschool pick-up. The **exception** is a parent volunteer transporting **only** their own child in their private vehicle.
- School age children are picked up from their respective MISD elementary school following specific After-School Transportation Policy. All students must be secured into seat belts and use booster seats as needed.

### *Outdoor Play*

Research has shown that children stay healthier when they have daily outdoor play. Based on this information and State requirements, outdoor play will be included in our program daily. Toddlers will participate in 60-90 minutes per day of moderate vigorous activity. Preschoolers (3-5yrs) will participate in 90-120 minutes per day of moderate vigorous activity to include structured and free play. We will limit the amount of time outside when the temperatures are very warm or very cold. If the situation requires it we will also adjust outdoor time due to rain, threatening weather, ozone warnings, etc. On days that outdoor play is not provided due to these conditions, we will include a time for indoor gross motor activities. Please send your children with the proper clothing and footwear so they may be comfortable and safe whenever we are outside.

### *Video/Screen Time*

Any use of videos will be in conjunction with the curriculum. All videos shown will be rated G and will have been cleared with the Head of School or Director of Operations before being shown.

### **Pre-School (ages 3-5)**

Use of the computers will be in support of developmentally appropriate early learning skills. The Head of School or Director of Operations has approved the programs in use on the classroom computers. No devices of any kind (phone, iPad, etc.) may be used by children during rest times.

### **School Age Students (ages 6-11)**

Computer time will be limited to 30 minutes during the school year after school time of 3:30-6:00. School age students should not bring devices from home during the school year after school care time.

### **Summer/Vacation Programs - B.Y.O.D.**

School age students are invited to bring their devices from home during these programs with parent permission. This could include a phone, iPad or tablet. Students will store their devices with the teacher while not in use. Phones will not be used for calls or texting. Students will be limited to 30 minutes of supervised free-play on their devices during the school hours of 8:00 am to 2:30 pm. An additional 30 minutes will be allowed in the summer/vacation after care program time of 2:30 pm - 6:00 pm. During this free time, students should only access games that are rated "E" for everyone.

Additional use of devices will be to support discovery learning and research for projects and activities in the summer/vacation curriculum lead by the teacher.

### **Guidance Policy**

The Holy Family School Staff believes that helping the child grow emotionally and learn self-control is very important. Our focus is that each child will learn self-discipline through careful guidance, modeling and love. Your child will be treated with love and respect. If children are treated with respect, they in turn learn to respect the teachers and their friends. Our expectations will be kept within the child's developmental capabilities and the child will be made aware of these expectations. Positive reinforcement (commenting on children doing the "right" thing) and positive redirection (removing the child and giving them an appropriate activity) will be used. A child may be asked to sit for a short period of time to give the child a chance to regain control if they are having a difficult time. Time-outs will be age-appropriate in length (one minute per age) and done within the classroom. Staff will not impose punishments for failure to eat, sleep or toileting accidents. Under no circumstances will there be any spanking, physical abuse, verbal abuse, name-calling or isolation used as a form of discipline. This discipline policy applies to all staff and parents while they are at the center.

If a situation arises where a child's behavior is consistently endangering himself, peers or staff, the teacher will begin a process of communication/problem solving with the parents. All communication will be recorded in the teacher's communication log. The steps the teacher may take are:

1. Informal conversation to make parent aware and determine next steps. Work to form partnership with parent/guardian.
2. Telephone call to discuss situation in more detail such as a behavior management plan
3. Daily e-mail/notes home sharing progress
4. Separation of child from class into another approved space for a short, specific period. Parent will be notified of any time-outs or separation from class.
5. Removal of child from center for the day. Parent will be called.
6. Meeting with parents/including Head of School/Director of Operations

As a final step, if the behavior prevents us from being able to properly care for or threatens the safety of the other children, our only choice may be the permanent removal of the child from Holy Family School.

### ***Biting Policy***

Biting is a natural developmental stage that many children go through. It is usually a temporary condition that is most common between thirteen and twenty-four months of age. The safety of the children at Holy Family School is our primary concern. The school's biting policy addresses the actions the staff will take if a biting incident occurs.

The following steps will be taken if a biting incident occurs at Holy Family School:

- The biting will be interrupted with a firm "No...we don't bite people!"
- Staff will stay calm and will not overreact.
- The bitten child will be comforted.
- Staff will remove the biter from the situation. The biter will be given something to do that is satisfying.
- The wound of the bitten child shall be assessed and cleansed with soap and water. If it is determined that there was a blood exposure further steps may need to be taken.
- The parents of both children will be notified of the biting incident. Appropriate forms will be filled out (Incident Report). Note: If a bite requires medical treatment, a copy of the incident report must be mailed to the licensing consultant.
- **Confidentiality of all children involved will be maintained.**
- The bitten area should continue to be observed by parents and staff for signs of infection.

### **Continued Biting Incidents:**

- Parents will be contacted for a conference to set up a specific plan to eliminate the biting.

- The biting child will be carefully observed by staff to prevent situations that may trigger biting.
- Additional incidents - parents will be called. Child may be sent home. The child may return the next day along with a plan from the parent. The plan must be discussed with the teacher.
- Any biting incident that results in significant injury and requires outside medical treatment from a physician or emergency room may result in the immediate dismissal of the child from Holy Family School.

## Accidents/Emergencies

### *EMERGENCY COMMUNICATIONS*

If an emergency occurs during HFS daily operation hours:

- Do not drive to the school unless it is safe to do so and/or you have been directed by the Head of School/ Director of Operations to pick up your child.
- It may be difficult to get through to the preschool via telephone because of damage to phone lines or cell phone tower outage. Staff will contact parents as soon as possible.
- Tune to news media for emergency instructions.

In times of emergency, information about the status of schools is communicated through a variety of media. The preschool requests that parents do not call their child's school or the church office in times of emergency as it is important to keep phone lines free for emergency communications. Circumstances may prevent parents from picking up their children or may require that children be picked up at a location other than the preschool facility.

The safety of children and staff is our first priority. Our second priority is the reunification of parents with their children. Parents should check the following sources for information and status reports:

- Local media
- The school website [www.hfsmckinney.org](http://www.hfsmckinney.org)

In times of emergency, general information will be shared with the community through major radio and television stations:

The staff of Holy Family School will strive to preserve and protect life, reduce emotional trauma, minimize personal injury, and cooperate with the local emergency preparedness agencies.

HFS has devised several procedures to follow in emergency situations while children are in the school's care. In the event of a fire or tornado, staff would follow the written instructions posted in each classroom, describing emergency evacuation routes and the procedures to be

followed to assure that children have arrived at the designated spot. To prepare children for the unlikely need to evacuate, the school does conduct monthly fire drills, and periodic tornado drills. Should we need to evacuate due to fire or weather conditions, or the loss of power, heat, or water to the school, our emergency destination is **St. Peter's Episcopal Church located at 400 N. College Street, McKinney**. Parents will also be contacted as soon as possible to come to pick up your child. If a parent cannot be reached, we will contact the emergency contacts as listed on your child's enrollment information.

In the unlikely event that there is an environmental threat or a threat of violence, the staff will

- Secure the children in the safest location possible
- Contact and follow the directions given by the proper authorities and
- Contact the parents as soon as the situation allows
- An incident report will also be provided to the parents.

There is always at least one staff member present that has received training in First Aid and CPR. In the case of a minor accident/injury staff will administer basic first aid and TLC. If the injury/illness would be more serious, first aid would be administered and the parents would be contacted immediately to assist in deciding an appropriate course of action. If any injury/illness is life threatening, the EMS will be contacted, parents will be notified, and a staff member will accompany the child to the hospital with all available health records. Staff may not transport children in their vehicles. Only parents or EMS will transport.

An incident/injury report will be completed, and a copy will be given to the person picking up the child, on the day of the incident/injury, if any of the following occur: the child has an illness, accident, or injury which requires first aid; the child receives a bump or blow to the head; the child must be transported by emergency squad; or an unusual or unexpected event occurs which jeopardizes the safety of the child. If a child requires emergency transportation, the report shall be available within twenty-four hours after the incident occurs.

## **Management of Illnesses**

HFS provides children with a clean and healthy environment. However, we realize that children become ill from time to time. If this is your child's first group care experience, it is possible that they may experience more frequent illnesses at the beginning before their immune system becomes more active. We observe all children as they enter the program to quickly assess their general health. We ask that you not bring a sick child to the center. They will be sent home! Please also plan and have a back-up care plan in place if you are not able to take time off from work/school.

**A child with any of the following symptoms will be immediately isolated and discharged to the parent or emergency contact:**

- Temperature of 100 degrees F - in combination with any other signs of illness
- Diarrhea (more than three abnormally loose stools within a 24-hour period)
- Severe coughing (causing the child to become red in the face or to make a whooping sound)
- Difficult or rapid breathing
- Yellowish skin or eyes
- Redness of the eye or eyelid, thick and purulent (pus) discharge, matted eyelashes, burning, itching or eye pain.
- Untreated skin patches, unusual spots or rashes
- Unusually dark urine or grey or white stools
- Stiff neck with an elevated temperature
- Evidence of untreated lice, scabies or other parasitic infestation
- Vomiting more than once or when accompanied by any other sign of illness
- Sore throat or difficulty swallowing

Please arrange to pick up your child within 30 minutes of notification of illness. Make sure that your authorized pick-up names are current. In addition, we will ask for name and phone number of family doctor and preferred hospital. Children must be well enough to participate in the normal daily routine of school. If they are not feeling well, please keep them at home to avoid spreading illness to the other children and staff.

Children will be readmitted to HFS when they have been **fever and symptom free for at least 24 hours**. If they are not symptom free, a doctor's note will be required stating that the child is not contagious. Please notify the school when your child has a communicable illness so that we may alert other parents of symptoms to look out for.

### *Medications*

HFS will administer medications to a child under the following conditions:

- A medicine authorization form must be filled out and signed for both prescription and non-prescription medication.
- All (prescription/over the counter) medications must be in original containers and clearly labeled with your child's name, dosage and times for dosage (i.e.) one tablespoon three times a day, or teaspoon four times a day).
- Non-prescription medication must have the correct dosage for your child's age and or weight (i.e. 2-3 yr. of age 2 tablespoons, etc.). If your child does not meet the age and/or weight requirement we cannot give the medication to your child without a signed doctor's statement.

Please do not send medication in a backpack. Always give medication to the morning daycare staff or your child's teacher who will ask you to complete a medication form. Medication



requiring refrigeration will be stored in the refrigerator in its own separate container strictly for medication and discarded if the date has expired.

### *Allergies*

As with any other medical condition, please discuss any allergy problems your child may have with the Director of Operations and your child's teacher. If your child has any food allergies, we are required to have a doctor's statement on file. Please give the Director of Operations and the teacher any special instructions concerning the care of your child so that necessary precautions and procedures can be initiated to ensure your child's health and safety.

## **Parent Participation**

Parents are encouraged to participate whenever possible in the activities and celebrations at HFS. Parents may wish to attend fieldtrips, class parties, and special luncheons or simply stop in to join the daily fun. Throughout the year, HFS schedules activities for the entire HFS community. They include:

- Back to School Ice Cream Social
- Halloween celebration
- Thanksgiving Feast
- Christmas Program and Lunch
- Valentine's Day Party
- Easter Egg Hunt
- Cinco de Mayo Picnic

We will keep you posted on times and dates through our Parent Newsletter, on our website, and signs in your child's classroom. We hope you can join us!

### *Teacher Conferences*

Teachers are available to discuss a child's progress or needs. However, due to staff responsibilities and schedules, parents are asked to make appointments with staff when it is necessary to engage in any lengthy conversations. Teachers want to be able to focus on you and your child at these times.

If parents have any concerns or questions at any time it is recommended that the following chain of command be used until an answer or solution is found.

1. Your child's teacher
2. Director of Operations (issues concerning billing, schedules, building)
3. Head of School (staff concerns, curriculum)

Employees with concerns are asked to follow the same chain of command, starting with the administrator.

Please feel free to bring concerns up when they occur, often they can be addressed when they are little problems, before they grow into bigger problems. The philosophy of HFS is that the needs of the children are best served when a cooperative partnership exists among parents, staff and families.

### *Communication*

Monthly parent newsletters are sent home by the first week of each month. Weekly schedules, lesson plans, and menus are posted on the large bulletin board in the main hall. Reminders concerning specific classes will be posted outside each class. Additional information with pictures of HFS highlights will be posted on the Holy Family School Face Book page.

It is essential that parent/family contact information be kept up to date. Any changes could mean we could not get in touch with a parent in an emergency. Please use the Parent Contact Update form to let us know of any changes in contact information or authorization for pick-up. This form can be found in Parent Handbook's appendix, on our HFS website or additional copies on the HFS parent communication board.

### *Community Resources*

There are many resources in the McKinney community that can support families in a variety of situations. Some of those agencies are:

LIFEPATH SYSTEMS

ECI (Early Childhood Intervention)

Collin County Homeless Coalition

Child-Care Services/ Texas Workforce Commission

<http://www.twc.state.tx.us/jobseekers/child-care-services>

We have brochures of many of the services available in our community located in the main hallways under our parent communication board. Please feel free to ask our office staff for help in locating information on a specific agency or program or search online at [hfsmckinney.org](http://hfsmckinney.org) under our resources tab.

*Contact Us*  
*Holy Family School*  
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