**PARENT HANDBOOK 2025**



438 E Main St, Crowley, TX 76036

(682) 224-6497

opendoortoyou@gmail.com www.opendoortoyou.wixsite.com/nowuniversity

Mon – Fri 6:30am – 5:30pm

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# Welcome

Thank you for entrusting your child with N.O.W. University. It is our pleasure to serve your family’s childcare needs. Please keep in mind that this process is only successful when there is effective and consistent communication between the parent and the provider. The most important entity in this circle of influence is the child!

Visit us at www.opendoortoyou.wixsite.com/nowuniversity

**Our Mission**

To transition a child into a Champion!

## Our Philosophy

To impart essential knowledge that will cultivate our champions, inspire a creative space for our cultivators, and be a pillar of strength within our community.

## Hours of Operation

N.O.W. University is open year-round, Monday through Friday from 6:30am to 5:30pm.

All closings for holidays and staff development can be on the parent information board in the lobby

## Non-Discrimination Policy

Our policy at N.O.W. University involves the promise to avoid discrimination based on race, religion, gender (or the expression of), marital status, disability, military status, and/or sexual orientation. We will make every effort to support a cultivating environment for our champions, parents of champions, cultivators, volunteers, vendors, and community.

# Enrollment Information

## Admission Application and Paperwork

You must complete and submit the Admission Information Form provided by the Texas Department of Health and Human Services before your child attends care. If your child is less than 1 year, you must also complete and sign the Infant Feeding Instructions and Safe Sleep Policy. You must also read and sign the N.O.W. Parent Handbook. All forms and documents are available on our website (www.opendoortoyou.wixsite.com/nowuniversity) We are happy to provide a hardcopy upon request.

## Drop-Off and Pick-Up

Morning drop-off is from open to 8:00 am. If your child will be late or absent, please call at least thirty minutes in advance when possible. Your child must be dropped off no later than 8:00am. This allows your child’s schedule to flow consistently. Any child arriving after 8:00am may not be accepted for the day. We do understand travel times, major traffic congestion, unexpected delays, and/or bad weather conditions. However, please call us as soon as you are aware you will be late, so that we can work out a contingency plan. Pick-up time is either before 4:00pm or before 5:30pm, depending on your choice at enrollment. There is a $30 late fee if a child is picked up past the agreed pick-up time. *If your child is enrolled in the early bird tuition and is picked up after 4pm two days per week, you will automatically be enrolled in the champion tuition*

**Absences/Attendance**

We ask that you give us notice via phone call, text, email, or Brightwheel when your Champion will be absent for any amount of time. With a given notice from the parent, if the child will be out more than three days, the weekly fee will be $85 instead of their assigned weekly tuition. In cases of vacation or illness, the same rule applies but must accompany a doctor’s note when ill. For vacation, a two-week notice is necessary with no guarantee of the spot availability if longer than two weeks.

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## Tuition

|  |  |
| --- | --- |
| **Champion Tuition** (All Ages) | $185 |
| **Early Bird Tuition**  *Children who are picked up by 4pm* | $165 |
| **Drop-in** (per day) | $65 |
| **Sibling discount 10% towards the lesser tuition** (3 sibling max) |  |

## Fees

A nonrefundable, one-time enrollment fee of $60 is due at the time of enrollment. If there are multiple children, the fee is $100 per family. A supply fee of $40 is due upon enrollment and annually in August.

**Drop-In Care**

If you desire drop-in care for your child, we require an advance notice, at least 24 hours so that we are able to determine if we are able to accommodate your needs. If we do not hear from you and you bring the child to the center, keep in mind that you may not receive care that day. If you require multiple days and do not reach out to us IN ADVANCE, each day will be charged $65 per day accordingly.

## Payment Guidelines

Tuition is to be paid in advance on a weekly, bi-weekly, or monthly basis. Invoices are sent via email every Wednesday, and payment is due by Sunday at 6:00pm. Payments can be made in person via card or cash, and online using the link on the invoice via Brightwheel.

There is no change in tuition due to absences. If your child is absent, you are still responsible for making payment as agreed. In the case of vacation, two weeks’ notice must be given and an adjusted rate of $85 will be due per child. In the case of illness, an adjusted rate of $85 will be given only if a doctor’s note is provided.

## Late Payments

A $35 late payment fee (per child) applies for any invoice not paid by Monday at 6:00pm. Your child will not be permitted to return to childcare until both the invoice and late fee are paid in full. *Nonpayment or consistent late payment is the cause for termination without notice.*

*NO REFUNDS – NO EXCEPTIONS*

### Communication Policy

We ask that teachers and parents communicate directly. If you have any questions or concerns about your child’s day, routine, or needed supplies, please text their teacher. Your child’s teacher may text your reminders about supplies or events via the Brightwheel App for record keeping purposes. If there are any updates to your contact information, please use the Brightwheel app OR let us know in person or by text, telephone, or email immediately.

If you ever have any questions or concerns, you are welcome to reach out to our director by email (opendoortoyou@gmail.com) or by phone on (214) 690 - 7916.

### Uniform Policy

Champions aged 2 & up are required to wear uniforms.

Tops must be red, black, gray, or yellow/gold in color. Collared shirts are preferred but not required. The bottoms must be khaki, black, navy, or blue jean. Footwear must be enclosed and hard-soled; sandals and flipflops are not permitted.

# Operational Policies and Procedures

## Discipline & Misconduct

No physical discipline is ever used to redirect a child. Behavior will be addressed by the following:

1. The first occurrence will result in a verbal redirection.
2. The second occurrence will result in a verbal redirection and a verbal warning.
3. The third occurrence will result in the consequence as warned.

Cultivators may use three methods of discipline either alone or in combination. They may use a natural consequence, a correlated consequence, or a time-out. A natural consequence is a natural result of the child’s behavior (the child falls while running inside). A correlated consequence is a consequence that is related to and makes sense with the behavior (the child is not allowed to use markers after drawing on furniture). A time out is the child sitting in a designated spot for one minute per year of the child’s age (a time out allows the child time to cool down and reflect on their actions).

If a child is consistently misbehaving or is unable to be redirected using the allowed discipline, a parent conference will be requested to discuss the behavior and work on a resolution.

## Challenging Behavior Policy

N.O.W. University defines “challenging behavior” as a pattern of unpleasant actions that can interfere with *any* child’s optimal learning whether with a peer or with an adult. When a champion demonstrates inappropriate or disruptive behavior, it becomes necessary for staff to intervene. The following actions will be taken in addressing challenging behaviors at our center to ensure the safety of everyone.

1. The champion will be told that his or her behavior is inappropriate and unacceptable.
2. The cultivator will talk with the child about the behavior and try to guide the child into using more appropriate ways to communicate.
3. The child will be redirected and, if necessary, given a short time away from the rest of the class in the event that safety is a concern.

Conversations are executed to give clear guidelines of what is expected from both the parent and the champion according to our philosophy. Ongoing communication will be conducted for as long as the behavior continues and/or to communicate the child’s progress.

Any behavior that poses a risk of safety to other persons or risk of damage to property will not be tolerated. On the first occurrence, the child will be given a verbal warning and consequence, and the parent will be notified immediately. On the second occurrence, the child will be sent home immediately. If a child is sent home more than three times due to behavior, the child will be dismissed from care.

Behavior that is considered a risk to the safety of persons or risk of damage to property may include, but is not limited to, the following:

1. Throwing chairs
2. Throwing tables
3. Throwing shoes
4. Disrespect to cultivators (hitting, cursing, etc.)
5. Damaging property/furniture/equipment
6. Walking out of the classroom without permission
7. Spitting or biting

## Behavior Communication

Parents are kept informed of their champion’s progress via the Brightwheel app, quarterly assessments, emails, texts, phone calls, and face-to-face conferences. Any form of communication may be utilized as necessary and when possible. N.U. will make every effort to work with families to resolve unwanted behaviors with the Champions. If additional support is needed, we may require families to seek other care. Medical and developmental resources are located in the parent resource binder and parents will be given two weeks to find alternative care.

### Supplies & Clean Child Initiative

You are responsible for providing clothes, diapers, wipes, formula, bottles, infant water, ointments, lotions, etc. To eliminate confusion, only provide what can remain at daycare. Items provided will be marked with the child’s name and placed in the child’s cubby. Please replenish supplies every Monday.

## Backpack Procedure

For infants and toddlers, backpacks will be brought and sent home as needed. Backpacks will be sent home every Friday to be cleaned out and resupplied for the new week. Please check your child’s backpack each time it is sent home to ensure all dirty clothes, leftover snacks, etc. are taken out in a timely manner.

For older children, backpacks should only be brought when needed. Supplies will be placed in the child’s cubby and the backpack will be sent home at pick-up.

## Clean Child Initiative

Our Clean Child Initiative means that our goal is to send every child home with a clean face and wearing clean clothes. Your child will be changed any time their clothes are soiled with food, become wet, or if they have a potty accident. Please ensure that your child’s backpack contains five changes of clothes (shirts, pants, underwear), socks, and spare shoes (if possible).

### Toilet Training

Toilet training can be both motivational and rewarding if your child is psychologically and physically ready for training. Toilet training is a team effort, and we want to be assured that you are ready to prepare your child for pre-school and/or bathroom independence. Our goal is to have the child fully potty trained before they turn 3. However, we will stop potty training if it becomes evident that reinforcement is not happening at home.

### Screen Time

Champions under 2 years are not permitted screen time. For champions above 2 years, screen time is permitted on Technology Day (up to one day per week) and is limited to two hours. All content is pre-screened and includes educational and kid-friendly YouTube videos, nature documentaries, and educational apps.

### Meals & Nutrition

Children are served nutritional meals for breakfast, lunch, and snack. Infant formula and infant meals must be provided by you. Infants who are eating table food can be offered meals with parent’s consent on the infant feeding form. Cakes, cookies, and other “not so nutritious food” may be served during special occasions (birthdays, holidays, etc.). Due to parent feedback and concern, N.O.W. University no longer serves milk. Children are provided with water or fruit juice with each meal.

No outside food or drinks are allowed. In the case of allergies, a statement from the child’s physician is required before an exception will be made. Children are not allowed to bring sippy cups or bottles (except infants). If your child comes in at drop-off with any food, drink, or cup, we will ask that you take it before your child is accepted.

N.O.W. University is a nut-free facility.

## Breastfeeding

Mothers have the right to breastfeed or provide breast milk for their child while in care. N.O.W. University can provide a space for bonding upon request.

### Nap Requirements & Safe Sleep Practices

Children are provided with a two-hour rest period (1pm - 3pm). You are responsible for providing a blanket (for children between 1 and 3) or a cloth nap mat (for children above 3) – no pillows. Champions are not required to sleep, but it is highly encouraged. Children must remain on their mats during the rest period and may engage in a quiet activity after the first hour of the rest period. Blankets and nap mats are sent home to be laundered every Friday and/or when soiled.

## Safe Sleep Policy

Children under the age of 12 months will sleep in a play yard (i.e., Pack ‘N Play). The play yard will be free of blankets, soft toys, stuffed animals, etc., and will have only a fitted sheet on the mattress provided with the play yard. If the champion needs extra warmth, they will be dressed in footed pajamas.

### Field Trips & Transportation

N.O.W. University is not currently licensed for transportation. In the case of emergency, such as emergency evacuation, we will transport if needed.

Since we do not transport, we do not take field trips that require travel. We do occasionally take a field trip to Crowley House of Air located in our shopping center. A parent release form must be signed for participation.

### Indoor & Outdoor Active Play

N.O.W. University encourages physical activity with both indoor and outdoor activities that promote muscle movement and allow your child to improve gross motor skills. According to minimum standards, all children above the age of 12 months must engage in outdoor play for a minimum of 60 minutes daily, weather permitting. During summer, outdoor play is scheduled for the morning, and during winter, outdoor play is scheduled to the late morning or afternoon. We will use our discretion when deciding when to limit outdoor activity due to temperature and/or air quality. In general, outdoor play will be limited/cancelled if the outside temperature is above 85° or below 40° and/or if the Air Quality Index is above 100. We ask that you dress your child in clothing that is appropriate for the weather and provide a jacket/coat during the cooler months.

Because we have a concrete surface for the outdoor play area, we remind children to use caution when running and playing. Children have access to ride-on toys, sport balls, and outdoor toys/activities (chalk, bubbles, etc.). We also may take the children on a walk around the shopping center which takes about 15 minutes to complete. Children under two may be placed in a stroller. This does not require a release form, so please notify us if you would like your child to be excluded.

When outdoor play must be limited due to weather, we will do activities inside to promote exercise and movement. Activities may include, but are not limited to, stretching, basic exercises like jumping jacks, movement songs, and dance videos. We also have a small climbing structure for the two-year-old class and large foam climbing blocks for the toddlers.

Your child must wear enclosed shoes – no sandals, Crocs, Hey Dudes or flipflops.

## Water Play

During the warmer months, we often allow the children to have “splash day”. You will be notified at least one day in advance to allow you to bring appropriate supplies for your child. We ask that on splash days, you dress your child in light clothing or provide a swimsuit. Please bring a bag with a change of clothes, a towel, sunscreen if desired, and appropriate footwear. Keep in mind that our outdoor play area is concrete, so shoes should have good grip and not slide around when wet. Sandals that do not have a backstrap, slides, and flip flops are not permitted. If you provide sunscreen for your child, your child’s teacher will apply sunscreen to all exposed areas at least 15 minutes before going outside. Activities during splash day may include a sprinkler, water balloons, water shooters, bubbles and bubble wands, and sidewalk chalk.

## Illness Policy

To prevent the spread of illness and protect both staff and children, we ask that you please make other arrangements if your child is sick and respect our decision if we feel your child is too sick to participate in care. We are sympathetic to the difficulties of taking time off, so discretion will be used.

The symptoms of illness that may require exclusion include, but are not limited to, the following:

1. The illness prevents your child from participating comfortably in care.
2. Illness that results in a greater care need than can be provided without compromising the health and safety of other children in care. C. The child has any of the following symptoms:
   1. An infrared temporal (forehead) temperature above 100 degrees that is accompanied by behavior changes or other signs or symptoms of illness
   2. Symptoms and signs of possible severe illness such as lethargy, abnormal breathing, uncontrolled diarrhea, two or more vomiting episodes in 24 hours, rash with fever, mouth sores with drooling, behavior changes, or other signs that the child may be severely ill

D. A health-care professional has diagnosed the child with a communicable disease, and the child does not have medical documentation to indicate that the child is no longer contagious.

\*In order to return to care following an absence due to illness, the child must be symptom and fever-free for 24 hours or have a health care professional’s statement that the child no longer has an excludable illness\*

Further information about which illnesses require exclusion from care and readmission criteria can be found on the DSHS website (dshs.texas.gov)

## Employee Health

Employee preventative vaccinations are recommended, including pertussis (whooping cough), flu, and hepatitis A. PPE, such as gloves and masks, may be worn to prevent communicable diseases. Staff may be sent home to decrease the possibility of exposing other individuals. N.O.W. University will keep records of all health vaccinations as they are administered, including exemptions to the said policy. Failure to comply can result in reprimand according to severity of the violation.

## Injuries & Medical Emergencies

Your champion will be provided with care in such a way as to prevent injuries, but accidents do occur. N.O.W. University staff have been trained in pediatric first aid and CPR. If an injury is minor (requiring only a bandage or cold pack), we will inform you during pick-up. If an injury is serious, you will be contacted immediately to suggest your child be taken to their doctor or the emergency room. If the injury is severe, we will call 911 for assistance prior to contacting you. If the attempt to contact you fails, we will call the emergency contacts listed on the Child Information Card.

## Medication Policy

N.O.W. University LLC does not administer or store medication at the center. This includes pills, oral suspensions, and breathing treatments. If your child needs medication, you may bring it and administer it to your child.

## Child’s Vaccinations

**2023-2024 Texas Minimum State Vaccine Requirements for Child Care Facilities** Children must be current on the following vaccinations to be in care: DTaP, polio, HepB, Hib, PCV, MMR, Varicella, HepA

*A full chart detailing the minimum vaccination schedule can be found on the Texas DSHS website.*

### Vaccine Exemptions

Texas law allows physicians to write medical exemption statements which clearly state a medical reason exists that the person cannot receive specific vaccines, and parents/guardians to choose an exemption from immunization requirements for reasons of conscience, including a religious belief. The original Exemption Affidavit must be completed and submitted to the center.

The law does not allow parents/guardians to elect an exemption simply because of inconvenience (for example, a record is lost or incomplete and it is too much trouble to go to a physician or clinic to correct the problem). Students with exemptions may be excluded from care in times of emergency or epidemic declared by the commissioner of public health.

## Hearing & Vision Screening

Children who are 4 years old or will be 4 years old by September 1st of the current year must have a vision and hearing screening within 120 days of admission. Additional screenings may be conducted as necessary and per minimum standards. Screenings can be performed by the child’s physician and a copy of the results must be submitted to the center.

## Health Checks

Please notify us of any current or new rashes or other health concerns so that we will be aware should your child show symptoms while in care (e.g., eczema, poison ivy, mosquito bites, etc.). If your child shows signs of persistent itch, bruising, or visible pain, a visual check for lice, rash, or injury may be conducted. If a child implies or states that he/she is in pain or is irritable due to pain, we may check the area of discomfort for signs of injury or rash. We will alert you if a health concern (rash, injury, etc.) is found to reach a resolution.

## Child Maltreatment – Prevention & Response

N.O.W. University staff members are required to have annual training and continuing education regarding child abuse including signs, reporting, and documenting. In Texas, anyone who has reasonable cause to believe that a child is being abused or neglected is legally obligated to report it. Professional reporters, including childcare workers, are required to report within 48 hours of becoming aware of the concern.

We have a resource binder in our lobby which contains more information about child abuse and neglect. Information includes warning signs and factors indicating a child is at risk for abuse or neglect, prevention techniques for child abuse and neglect, and actions parents can take if their child is or is suspected to be a victim or child abuse or neglect. Employees and parents are encouraged to familiarize themselves with the resource binder.

Reports of suspected child abuse may be directed to the

Child Abuse Hotline at 1-800-252-5400

**Emergency Preparedness**

N.O.W. University has an emergency preparedness plan in place to handle any potential emergencies. The plan has contingencies for various emergency situations, such as natural disasters (tornadoes), technological disasters (gas leaks), and/or security emergencies (acts of violence). Safety drills are performed each month to ensure children and staff are prepared for any potential emergencies. Our daily sign-in sheet will be used to account for all children and the emergency contact list will be used to contact parents/emergency contacts. For any emergencies requiring relocation to a safe distance, staff will escort all children to the Crowley post office, located at 200 S. Crowley Road, Crowley, TX 76036. Should an emergency require further relocation, we will collect them at the Walmart Supercenter located at 1221 FM 1187, Crowley, TX 76036. The director is the primary contact and will ultimately be responsible for making decisions based on any emergency procedures. Should the director be absent, responsibility falls to the assistant director. Parents are encouraged to stay tuned to local media for information during an emergency.

## Lockdown Procedures

N.O.W. University has a front door equipped with a magnetic lock as well as an interior foyer door that remains locked at all times. We take your child’s safety seriously and want to employ all available measures to ensure their safety. Should a lockdown be required or enacted by local authorities, children and staff will relocate to a windowless, interior room. Parents will be notified of an “all clear” via call or text.

## Severe/Inclement Weather

In cases of severe or inclement weather, all outside activities will be postponed. Children will remain inside and be given other opportunities for movement and exercise. We will follow the decision of Crowley ISD regarding delayed openings or closures due to inclement weather. In cases of severe weather such as tornado watch/warning, children and staff will relocate to a windowless, interior room and remain there until it is safe to exit.

## Emergency Communication

Emergency services will be contacted in case of emergency. If there is an emergency involving your child, we will attempt to contact you and then proceed through the emergency contact list. Incident reports will be completed, and copies given as necessary, including to parents, law enforcement, emergency medical services, health departments, and/or the local licensing office.

## Pandemic Measures

In cases of pandemic, we will follow CDC, federal, state, and local guidelines, including directives given by the Texas Childcare Licensing Division and its affiliates. Temperature checks will be performed prior to entry and parents will not be allowed in the building.

## Local First Responders

Crowley Fire Department

201 E. Main Street, Crowley, TX 76036

(817) 297 - 1638

Crowley Police Department

617 Bus. FM 1187 W., Crowley, TX 76036

(817) 297 – 2276

Tarrant County Constable (Precinct 6) John H. Siegel

Southwest Sub courthouse, 6551 Granbury Road, Fort Worth, TX 76133

(817) 370 – 4510

## Release of Children

Children will only be released to the parents and individuals listed on the child’s Authorized Pick-up Form. Any individual, other than the parents, are required to show their photo ID when picking up your child for the first time. A copy will be made and kept in your child’s file.

It is important that we protect your child by ensuring that your child does not leave N.O.W. University with an unauthorized individual. Please inform us when someone other than yourself will be picking up your child to ensure that they are listed on the Authorized Pick-up Form. In order to release your child to a person not listed on the Authorized Pick-up Form, you must send an email (opendoortoyou@gmail.com) and call the center to notify us, as we cannot check emails throughout the day. If an individual is not listed on the Authorized Pickup Form and you have not emailed us stating that they can pick up your child, your child will not be released to them, even in emergency situations.

We assume that both parents can pick up your child unless you provide a copy of a court order stating otherwise. We will need to discuss how we should handle the non-custodial parent who arrives to pick up your child. Without a copy of a court order, we cannot refuse a parent.

It is important to N.O.W. University that your child arrives home safely. If the person who arrives to pick up your child, including you, appears intoxicated or otherwise incapable of bringing your child home safely, we will contact the other parent or the listed emergency contact to request their assistance. If the situation occurs a second time, it will be grounds for terminating care of your child.

All children must be transported to and from childcare in a car seat or child restraint according to the age/weight of the child and safety specifications. We will not release your child if the person picking up your child does not have a car seat/safety device or valid driver’s license.

### Withdrawal & Termination

If your child must leave childcare due to unforeseen circumstances, you are to inform the center in writing, two weeks prior to their final day in care. All personal belongings are cleared out and returned at the end of the term. You will receive any work that your child was given during enrollment.

You must give two weeks’ written notice and two weeks tuition to terminate your child’s enrollment in childcare, regardless of whether your child is present. If two weeks’ notice is not given, you are still financially obligated for two weeks of tuition and any fees, regardless of whether your child attends childcare during the two weeks.

N.O.W. University reserves the right to terminate a childcare agreement at any time according to policies outlined in this agreement or should circumstances arise that would cause a conflict with continued, successful childcare.

### Parental Involvement

Parents are required to serve one (1) hour per month at the center as part of the Cultivating Coalition. If an hour cannot be given, you will be asked to provide snacks for thirty-five (35) students. If neither obligation can be met, a $15 fee will be added to your tuition at the end of the month. Parents are required to attend parent/teacher conferences every six months to assess their child’s progress. Assessments are completed every quarter for each child and shared during that time but are available for discussion at any time a parent chose. Effective communication is crucial for the success of your child in childcare. N.O.W. University encourages parents to be actively involved in their child’s care. You are always welcome to come and observe our daily activities during normal business hours. Please text or call-in advance to ensure that we can accommodate you.

Notice of events, closings, policy changes, or other necessary information will be communicated in writing via email. We also post notices on our front door at least three days in advance of any closings or events.

If you ever have any concerns or questions, please reach out via email

(opendoortoyou@gmail.com) or call (214) 690 – 7916 to speak to our director.

### Community Involvement & Resources

The resource binder is in the lobby and contains information about local businesses and resources that parents can utilize.

* N.O.W. University strives to create a community for our parents and children. We host several events each year to celebrate the community that we are creating. Parents of current and past children are always welcome. Event information can be found in our monthly newsletters or posted on the front door.
* Childcare centers are in partnership with ECI (Early Childhood Intervention). Early Childhood Intervention (ECI) is a statewide program within the Texas Health and Human Services Commission for families with children from birth to 36 months with developmental delays, disabilities or certain medical diagnoses that may impact development. ECI services support families as they learn how to help their children grow and learn. [Early Childhood Intervention Services | Texas Health and Human Services](https://www.hhs.texas.gov/services/disability/early-childhood-intervention-services) We implement CDC.gov (<https://www:cdc.gov/ncbddd/actearly/concerned.html> when completing our assessments for our children, but we have been introduced to Ages and Stages (ASQ’s) which is part of the TRS program which gives an in-depth view of your child’s progress in their educational journey. Please see a staff member for more information. MHMR-Help Me Grow North Texas offers help for a child of any age and can be accessed by : <https://www.mhmrtarrant.org/>
* Children who receive CCMS scholarships that has a developmental delay, disability, or diagnosis may be eligible for CCMS’ Children with Disabilities (CWD) program. If you would like and Inclusion Assistance Rate packet or have questions please contact the CCMS office at (817) 831-0374 and request an Inclusion Mentor.

**Developmental Milestones**

Depending on the child’s assigned class, developmental milestones are assessed differently. We assess the child every three months and hold parent conferences every six months to discuss the child’s progress. Parents are able to request conferences at any time via in person, over the phone, Zoom, or the Microsoft Teams application. These tools should *not* be used as a diagnostic screening to detect developmental delays or are they used as standards for a Champion’s development. Milestones are simply a communication tool and will be shared with parents to identify the need of additional screenings/concerns.

**Accommodations for Parents**

We encourage partnerships with our families, vendors, and/or communities by providing space to accommodate sessions for specific therapies if it is needed while the child is in care. We will participate in all comprehensive care meetings if/when needed, and provide materials and resources in parent’s/child’s primary language. Our center provides opportunities for cultural inclusiveness by hosting cultural throughout the year depending of availability of staff to present to carry out the event. If necessary, we will complete supporting documentation form authorized medical professionals for any accommodations related to the Champion’s physical/developmental needs.

### Texas Department of HHS Minimum Standards for Child-Care Centers

You are entitled to review a copy of the rules and regulations for childcare centers set forth by the Texas Department of Health and Human Services Commission, referred to as *Minimum Standards for Child-Care Centers.* You have a right to view the childcare center’s most recent licensing inspection report. We have a digital copy of the minimum standards for your review, and they can also be found on our website.

You may visit the Department of Health and Human Services website at: https://www.hhs.texas.gov

If you wish to file a complaint, the local licensing office is located at:

Child Care Licensing

1501 Circle Drive Suite 310

Fort Worth, TX 76119

(800) 582 - 8286

(817) 321 – 8604

Under the Texas Penal Code, any area within 1,000 feet of a childcare center is a gang- free zone, where criminal offenses related to organized criminal activity are subject to a

harsher penalty.

# Appendix

**Revision History**

June 2018:

1. Inclusion of parent/teacher conference availability.
2. Updated curriculum goals.
3. Inclement weather procedures.
4. Separation procedures for students who transition out of care.
5. Inclusion of our philosophy, mission, and vision statements.
6. Reminders of fees, center closures, and drop-off, pick-up and summer closing procedures.
7. Discipline procedures.
8. Screen time during childcare.
9. Refund policies.
10. Guidelines for supplies that are needed.

September 2018

1. Kroger Marketplace physical address had to be added as a relocation site.
2. Safe sleep practices, health test conducting, and contact information to discuss concerns were added.

October 2018

1. Preventative vaccinations and declination for employees were added to the handbook.
2. Health tests and health checks defined for clarity.
3. Walking field trips including documentation necessary to initiate.
4. Safe sleep practice for infants that require a physician statement.

January 2019

1. Added a Table of Contents
2. Updated Medication Policy: We no longer administer medications of any
3. Clean Child Initiative: Informs parents to bring a change of clothing.
4. Screen Time: Is only available for children ages 2 years old and up and we allow them to bring tablets and cell phones on Monday and Friday.

August 2019

1. Inclusion of “gang free” zone information.
2. Updated vaccination information for employees and children via the webpage link.

December 2019

1. Lock-down procedures added.

May 2020

1. Pandemic Measures and 10% discounts for siblings.

September 2020

1. Manual Revised

January 2021

1. Manual revised

August 2021

1. Tuition Pricing
2. Indoor/Outdoor Activities plan of action

December 2022

1. Tuition Pricing

July 2023

1. General revision and update to all sections
2. Rearranged sections
3. Added
   1. Admission paperwork section
   2. Community Involvement section
   3. Appendix

January 2024

1. Manual reviewed and revised for 2024

1. Uniform section added
2. Backpack policy updated
3. Changes to Meals & Nutrition section
4. Tuition increase & late pick-up fee change
5. Increase supply fee

October 2024

1. One hour of serving
2. Increase in registration and supply fees
3. Inclusion of ECI resources
4. Developmental milestone screenings

January 2025

1. Drop-In requirements

May 2025

1. $30 late fee
2. Location of center closures is found in lobby not in handbook
3. Challenging Behavior Addendum
4. Accommodations for families

* ECI—Early Childhood Intervention
* CCMS—Child Care Management Services
* CWD--Children with Disabilities
* MHMR—Mental Health and Mental Retardation

# Helpful Links

**N.O.W. University Website**

https://opendoortoyou.wixsite.com/nowuniversity/

**N.O.W. University Parent Page**

https://opendoortoyou.wixsite.com/nowuniversity/parents

**Texas Department of Health and Human Services** https://www.hhs.texas.gov

**Minimum Standards for Child-Care Centers**

https://www.hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/providerportal/protective-services/ccl/min-standards/chapter-746-centers.pdf

**Texas Minimum State Vaccine Requirements for Child-Care Facilities** https://www.dshs.texas.gov/immunization-unit/texas-school-child-care-facilityimmunization/texas-minimum-state-vaccine

**ECI—Early Childhood Intervention**

[Early Childhood Intervention Services | Texas Health and Human Services](https://www.hhs.texas.gov/services/disability/early-childhood-intervention-services)

**Ages and Stages Questionnaire**

[Home - Ages and Stages](https://agesandstages.com/)

**Acknowledgement of Parent Handbook and Operational Policies**

I acknowledge that I have received a copy of the N.O.W. University Parent Handbook and Operational Policies. I understand that it is my responsibility to read the handbook. I understand that failing to follow the policies outlined in this handbook is grounds for my child being dismissed from care. By signing this form, I agree to abide by all policies set forth by N.O.W. University.

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| --- | --- | --- | --- |
| Parent’s Signature |  |  | Date |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Caregiver’s Signature |  |  | Date |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

\*This manual is updated periodically. Changes will be sent via email to review & sign\*