



## **Parent Handbook**





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## **Section 1: GENERAL INFORMATION**

### **1.1 Heroland Preschool Vision Statement**

Heroland Preschool is a ministry that offers children the opportunity to grow academically and socially while teaching Biblical values and truth. We strive to be a safe place where a child and their family are embraced by God's love and caring teachers! We accomplish this through operating within the values of Trinity Fellowship Church and by serving, teaching, and nurturing each child's heart and spirit.

**I could have no greater joy than to hear that my children are following the truth.  
3 John 1:4 NLT**

### **1.2 Application and Enrollment**

All students must have completed the online application and enrollment process prior to beginning classes at Heroland Preschool. The link to apply can be found on our website at [www.tfc.org/preschool](http://www.tfc.org/preschool).

### **1.3 Heroland Preschool Hours of Operation**

Preschool Hours are Tuesday and Thursday 8:30 A.M. – 2:30 P.M.

Extended Care hours are Tuesday and Thursday beginning at 7:45 A.M. and ending at 3:45 P.M. If a child is not picked up by 2:45pm, they will be taken to extended care, and additional fees will apply. Extended Care services are billed separately from Tuition Dues each month.

### **1.4 Classrooms and Ratios**

We offer seven separate classrooms; each is divided by age to best meet the developmental needs of our students. Classroom placements are dependent on the student's age as of September 1<sup>st</sup>, as well as ability level such as potty training.

12 months – 17 months: 4 students to 1 teacher

18 months-23 months: 5 students to 1 teacher

24 months-2 years 5 months: 6 students to 1 teacher

2 years 6 months - 3 years: 6 students to 1 teacher

3 years 5 months (must be potty trained): 8 students to 1 teacher

3 years 6 months - 4 years: 8 students to 1 teacher

Pre-K: 4 years- 5 years: 10 students to 1 teacher

\*Due to large enrollment numbers, Pre-K is divided into two separate classrooms.

\*\*Ratios are subject to change at any time.

## **Section 2: TUITION AND PAYMENT INFORMATION**

### **2.1 Monthly Tuition Amount**

The monthly tuition total is \$225.00 a month for one student. We offer a 10% discount for a second student from the same household that is enrolled in our Preschool.

### **2.2 Extended Care Fees**

Extended Care Fees are billed separately from Tuition dues. The cost is \$5.00 for each time a student is checked into early care and \$5.00 for each time a student is checked into late care. **All students in Extended Care must be picked up no later than 3:45 P.M. If later than 3:45, an additional \$10.00 fee will be added to the Extended Care Fee for that month.**

### **2.3 Fees and Due Dates**

A \$100.00 registration fee and a \$30.00 supply fee is due upon enrollment and *prior* to any student's first day at Preschool.

The supply fee will be in lieu of each student bringing their own supplies to school; instead, Heroland Preschool will purchase the supplies needed for each classroom with this one-time fee.

The \$225.00 monthly tuition payments and Extended Care fee payments are due by the 15<sup>th</sup> of each month. Families will receive a Tuition invoice via email on the 1<sup>st</sup> of each month.

### **2.4 Late Fees**

Tuition payments that are received on or after the 16th of every month will acquire an automatic \$15.00 late fee. This \$15.00 payment will be billed separately from tuition and will need to be paid within 7 days of the late fee administration.

### **2.5 Payment Methods**

Registration and supply fees are paid online upon completing the enrollment process. Tuition Payments and Extended Care Fees can be paid online or in person by cash or check. Auto draft payments may be set up through a checking or savings account. Any payments made by a debit or credit card can only be paid online through Shelby Financials at

<https://sn.tfc.org/Financials/login.aspx?ReturnUrl=%2fFinancials%2fportal>

### **2.6 Unpaid Tuition**

Should any family that is currently enrolled in Heroland Preschool become behind in tuition payments by two months, this family will be withdrawn from our program after the 15<sup>th</sup> of the second missed payment, with no payment attempts having been made. The Preschool Director will remain in communication with families before proceeding with this measure.

Families with a current outstanding balance may not re-enroll in Heroland Preschool until the total amount due, including any late fees, is paid in full.

## **2.7 Insufficient Funds**

If any type of payment is returned for insufficient funds, the family will be contacted and Heroland Preschool Staff will request that a payment of the same, or any other method be made in full within 24 hours. Should sufficient payment fail to be made, a \$15.00 fee in addition to the amount currently owed will be assessed to the account. This fee will be billed separately and will be due within 7 days of the date administered.

## **2.8 Withdraws**

If a family needs to terminate their current enrollment in our program, we ask for a minimum of a two-week formal notice to the Preschool Director.

Heroland Preschool reserves the right to have immediate withdraw of a student if deemed necessary by the Director. Please see the Parental Agreements on pages 13-14 for a review of those listed reservations.

## **Section 3: HEROLAND PRESCHOOL GIUDELINES**

### **3.1 Drop Off and Pick Up**

Drop off: Classroom doors open at 8:30 AM. Parents/Guardians may check in their child at the available kiosks before heading to their classroom.

Please remain mindful that Morning Extended Care begins at 7:45 AM and ends at 8:25 AM and Classroom doors open at 8:30 A.M. Families may either check in to early class for the \$5.00 fee or wait with their child until classrooms are ready to receive students.

Pick Up: Pick up is at 2:30 PM. Students may be picked up anytime throughout the day up until then. If a student is not picked up by 2:45, the student will automatically be enrolled in Afternoon Extended Care for the day, and the \$5.00 fee will apply. **Please note that any pickups that occur later than 3:45, past the extended care closing time, an additional \$10.00 will apply to the extended care fee due for the month.**

Parents/Guardians will be issued a **Parent Key Card** on their first day attending Preschool. This key card must be shown to staff upon entry to Heroland for pick-up of a student. Any Individual picking up a child who does *not* have a key card must be able to provide the correct **student password** for the student they wish to pick up. These passwords are set up by the guardian upon enrollment of each student. If an individual does not have a key card or student password, they must be listed as an approved to pick up person on the student's enrollment information and provide a Driver's License.

### **3.2 Absentees, Delays and early Pick Ups**

Please communicate with staff on the days your child will not be attending or will be delayed. This will help with preparation for the day, and we also want to ensure the well-being and safety of your child. Please also communicate with your child's teacher if you plan to pick up your child early. Tuition dues will not be adjusted for any absences, delays, or early pick-ups.

### **3.3 Visitors and Volunteers**

If a parent plans to be in Heroland outside of normal drop-off and pick-up time, they must check in as a visitor upon arrival. If any individual who is outside of the approved persons (staff, students, parents/guardians) wishes to enter Heroland at any time, they must always check in as a visitor of Heroland.

### **3.4 Holidays & Special Days**

Heroland Preschool will close for the following holidays/days:

- Any CISD Student Holiday/Staff Development
- Thanksgiving
- Christmas & New Year
- Spring Break
- Summer School Break

Heroland Preschool will also celebrate multiple special days throughout the year. (Texas Day, Superhero Day Etc.) Communication will be sent home prior to the Special Day.

Student birthdays will be celebrated in their classrooms as well. Parents may send a pre-packaged, age-appropriate treat for the class to enjoy. Please make arrangements with teachers prior to sending a treat.

### **3.5 Closures and Delays**

In the event of any Preschool closures or delays, such as inclement weather or facility emergencies, parents will be notified no later than 7:00 AM of that same school day. Notifications will come through our classroom GroupMe Apps, as well as emails and postings on social media to ensure that communication is at its highest form. **Any inclement weather closures will follow both CISD & AISD. If either ISD closes, Heroland Preschool will also close.** Tuition dues will not be adjusted for these closures and school days will not be made up.

## **Section 4: PRESCHOOL STAFF AND PARENT GUIDELINES**

### **4.1 Staff Requirements**

The following are strict requirements for all Heroland Preschool Staff members:

Employees are required to submit a Federal Background Check. Employees are required to complete annual training hours in CPR and First Aid as well as Child Advocacy Training. The Preschool Director and Administrative Assistant must be active members of Trinity Fellowship Church and a part of the Dream Team. Preschool Teachers are not required to attend Trinity Fellowship Church, but they must actively attend a local church, complete our Growth Track Classes, and must agree with Trinity Fellowship Church's statements of faith. All employees must present reliable references from previous employers and/or referrals from members of TFC Leadership. All employees must remain in compliance with all TFC Employee and Heroland Preschool Policies.

Heroland staff is required by Texas State Law to follow mandatory reporting laws of any suspected child abuse and neglect.

Heroland staff is required by Texas State Law to keep any medical and financial information of students and other staff members confidential.

### **Tobacco Policy**

All TFC campuses and facilities are tobacco free including the use of E-cigarettes. For the health of the children, families and staff, tobacco products of any sort are strictly prohibited on campus. This includes parking lots and all buildings and grounds.

### **4.2 Contacting Teachers**

If for any reason a parent needs to talk with their child's Preschool Teacher during preschool hours, we ask that they first contact our front desk at 677-1058. Any information will then be relayed to the child's teacher at a convenient time during their day. Given the opportunity, teachers may send out a text or Group Me message entailing classroom information, updates or pictures. However, if contacted via text or call throughout the day, please take into consideration that a teacher may not be available to respond within school day hours. If there are any issues that we need to discuss with a parent about their child during the Preschool day, we will contact them.

## **Section 4b: STUDENT GUIDELINES**

### **4b.1 Dress Code**

Children need to be dressed in clothes that are conducive for playing outside and doing messy crafts. Shorts should be worn under dresses and skirts. Shoes for running and jumping work best. Please try not to send your child in flip flops. Remember to pack a full change (or two) of clothes including socks each day.

### **4b.2 Outside Toys & Items**

We ask that you do not allow your child to bring any toys, trinkets, or movies to school. This tends to cause many problems and makes the drop-off process more difficult. If your child needs to have a special item to sleep with it must stay in their backpack until nap time.

### **4b.3 Curriculum**

Heroland Preschool has established age-appropriate academic objectives to be taught to each classroom. Various quality curriculum materials and resources are used to introduce and/or master these objectives. Our curriculum also includes monthly Bible objectives and teaches students about the Fruits of The Holy Spirit - love, joy, peace, patience, kindness, goodness, gentleness, faithfulness, and self-control - and how to operate in them daily, in all stages of development.

### **4b.4 Behavior Goals**

Heroland Preschool will implement positive behavior goals and character development in our students. This includes working toward learning essential, positive behaviors such as manners, respect, obedience, and honesty.

Spiritual growth within students is also a goal of our program. Our staff will partner with parents in stewarding each child in their foundational relationship with The Father, Jesus, and Holy Spirit.

The following behaviors exhibited by a student will be considered unacceptable:

Biting, hitting, spitting, kicking, throwing objects, yelling, bullying others, refusing to do what a teacher asks, using inappropriate language, pushing/shoving, scratching, pinching, pulling hair, treating toys and classroom furnishings with disrespect.

Although we realize that certain behaviors mentioned above primarily occur within certain age groups and are to be expected in various development stages of the children, our goal is to take all acceptable measures to guide the children in learning the appropriate positive behavior as opposed to the listed negative behaviors.

### **4b.5 Discipline**

The word “discipline” comes from the word “disciple”, which means “learner”. We believe that God has given parents first the ultimate responsibility in the training of their children. It is the goal of Heroland Preschool to *assist* in that process, teaching students to possess manners, respect, obedience, and honesty.

Neither spanking nor physical punishment will be permitted at Heroland Preschool. Constructive techniques for managing behavior while maintaining a child’s self-worth will be applied. The purpose of discipline is to teach the child self-control and self-correcting techniques. If at any time a member of Heroland Preschool staff must discipline a child, it is always done in love and an effort to set healthy boundaries and set the child up for success.

Teachers and staff at HeroLand Preschool will follow this process of discipline and communication:

1. Verbal warning/redirection
2. Time-out, length being age appropriate. 2 minutes for 2-year-old, etc.
3. Teacher or Director will speak with the child separated from the rest of the classroom
4. Parent will be contacted by the director

Criteria for involving parents:

- If a teacher's instruction is hindered
- If the other children's experience is hindered
- If a child repeatedly responds poorly to authority
- If a child continually requires one-on-one attention
- If a child is showing aggression toward other children

#### **4b.6 Potty-Training**

Potty training will begin to take place in the 24 month – 3-year-old classroom, Barber Shop and Gas Station classrooms. We start introducing the potty to the children around the age of 24 months and a goal is for them to be comfortable with the potty process by the end of the school year. Both parents and teachers will need to support each other at this time for consistency. Please dress your child so they can easily get to the potty without wetting themselves. We recommend clothing such as elastic band bottoms, and/or dresses/skirts for girls.

Overalls, jumpsuits, pants with belts, and buttons are not easily handled by the children on their own and are not recommended during the potty-training stages.

Our definition of 'potty trained':

- Wearing underwear; no pull-ups, diapers, potty pants, or plastic pants (even during rest time)
- Goes to the bathroom without being asked
- No frequent accidents
- Cleaning and dressing with little to no assistance after toileting

All children enrolled in 3-year-old classroom and older, must be fully potty trained.

#### **4b.7 Naps and Rest Periods**

Preschool students from ages 24 months to 5 years will nap/rest on nap mats. Students aged 12 months- 23 months have the option of remaining in a crib for nap time.

The children in our Preschool classrooms will be expected to rest quietly or nap on their mats for the full duration of the classroom's rest period.

## **Section 5: HEALTH, MEDICAL AND NUTRITIONAL GUIDELINES**

### **5.1 Illness Policy**

Children with fever, unusual rashes, matted eyes, vomiting, diarrhea, colds and/or any other symptoms of illness will not be accepted.

- Fever (100 degrees or higher) - if your child has had a fever, their temperature must be normal (98.6) for 24 hours without the use of fever reducing medicine before returning to Preschool.
- Vomit or Diarrhea - your child must be free of vomiting and diarrhea without use of symptom reducing medication 24 hours before returning to Preschool.
- Should a child be suspected to have or diagnosed with head lice, the child's parent(s) will be notified by Heroland Staff right away and a general communication will be sent to all parents to prevent further spread. All children in the household will not be allowed to come back to the center until after a lice treatment has been performed and the head has been examined for lice.

\*Heroland staff reserves a right to send a child home for the day or longer if necessary if the child becomes ill while attending Preschool. A parent/guardian or emergency contact will be contacted and must pick up the child within one hour.

\*Students MUST be kept home if they have a contagious disease and Heroland Preschool must be notified. (Covid-19, strep throat, hand foot and mouth, infected ears and/or glands, measles, mumps, chicken pox, scarlet fever, lice, etc. are among those conditions categorized as "highly contagious") a written diagnosis by the child's physician may be required, stating that the child has been seen and has been approved to return to Preschool. The note will need to be reviewed by the Director before the child can be admitted into the classroom.

### **5.2 Allergy Policies**

Without a note from a physician, any child displaying symptoms of illness such as a runny nose, cough, congestion, or rashes will be handled as stated above in the illness policy. If a child's symptoms are diagnosed as allergies only and not being contagious, a written diagnosis by the child's physician will be required, stating that the child has been seen and has been approved to attend Preschool.

- 1.) Seasonal Allergies. A student displaying allergy induced symptoms may be permitted to stay in our care with a note from a physician, stating that the child has been approved to attend Preschool.
- 2.) Environmental Allergies. For any student with an allergy to items such as cleaning products, hand sanitizers, or any other specific products, the parent/guardian must provide a written plan disclosing each allergy and the necessary treatment. If immediate medication is required for this allergy, the medication must be left in the care of the director each day.
- 3.) Severe Allergies. For any student with a severe allergy, such as bee stings or nuts, that requires an epinephrine pen or prescription allergy medication, the medication must be left in the care of the director or administrator each day.
- 4.) Food Allergies. For any student with food allergies and dietary restrictions, parents/guardians must provide a written plan disclosing each allergy and the necessary treatment, as well as provide a written form listing any non-permissible foods and permissible alternatives.

\*For all required prescribed allergy medications parents/guardians must fill out a “Child Allergy or Medical Alert & Medicine Administration Form” The required dosages and administration instructions must be specified.

\*For all dietary and/or environmental restrictions, parents/guardians will be required to provide their own alternative products for their child.

### **5.3 Nutritional Guidelines**

Heroland Preschool will provide one light morning snack each day. We ask that your child’s breakfast from home not be brought into the Preschool.

Parents/guardians are required to provide their child’s lunch each day. We recommend that this lunch be healthy and nutritious, offering a portion of the days required nutrients including grains, fruits and vegetables, dairy, and protein.

Please pack food that is ready to eat, along with any utensils that may be needed. We are not able to heat lunches in our classrooms.

We ask that parents do not send any soft drinks, red drinks, yogurt or lunches that require extra assistance with packaging and assembly, such as pizza lunchables. Please limit sweets, as the children lay down for rest periods shortly after lunch. Lunch boxes and beverage containers must be labeled with the child’s name.

### **5.4 Medical Guidelines**

#### **Medicine Administration**

If a child needs to take a *prescription* medication, parents will need to leave the medication with the Director. A form must be filled out giving staff permission to administer the medication to a child while under our care.

Heroland Preschool does *not* administer any over-the-counter medications. If a child is in need of any over-the-counter medications such as pain relievers or mild allergy medicine, those will need to be administered prior to being dropped off. If additional doses are required, the parent/guardian must return to the Preschool to administer the proper dosage at the time it is needed. Please *do not* leave medicine in a child’s backpack, lunch box, or nap bag. This is for everyone’s safety.

## **Section 6: SAFETY GUIDELINES**

We take the safety and well-being of all our children and staff very seriously; therefore, drills are necessary for adequate preparation for an actual emergency.

At Trinity Fellowship Church Hollywood Road, we have an Emergency Response Team that remains on campus during business hours. This team oversees the campus at all times as well as all of Heroland's safety drills and procedures. In the event of an emergency, 911 will be contacted and will take over the situation if necessary.

### **6.1 Drills and Procedures**

**Fire Drills:** Fire drills are to be held monthly at various times during the day as required by State Law. The teachers and other staff will acquaint the children with the proper procedures to be followed during a fire drill.

**Tornado Drills:** Tornado drills are held quarterly. All children are to proceed to the nearest marked location with all interior walls.

**Lockdown Drills:** A Lockdown drill will take place quarterly. We have established policies and procedures in the event of a "campus lockdown." Teachers will take their students to the nearest room that is able to be locked and secured.

**Lock in Drills:** A Lock-In Secure drill is in place as a procedure that teachers will follow as a precaution in the event of a nearby disturbance that does *not* require a full Hollywood Road Campus lock down. Teachers and students will remain in their classrooms until an all clear is received.

**Evacuation and Relocation Drills:** Heroland Preschool keeps a plan in place to be prepared in the event that our facility needs to be evacuated for any reason (such as chemical spills, leaks, or any other unsafe environment) teachers and students should immediately proceed to the Student Ministry Center on the North part of the Hollywood Road campus.

\*We ask that in the event of any emergency, such as a lockdown or Fire Alarm, parents do not come to the school to pick up their child. This is for the safety of our children, Heroland staff, church staff, and parents. Safe classroom release procedures will resume as soon as an 'all clear' has been issued from our campus Emergency Response Team or Law Enforcement, and parents have been contacted by Preschool Staff communicating the 'all clear' and special instructions to pick up their child from the facility.

## **Section 7: Parental Agreements Review**

7.1 The following is a review of all parental agreements that are required to be digitally signed by a parent/guardian upon enrolling a student in Heroland Preschool.

### **Parent Handbook Acknowledgement and Agreement**

I acknowledge that I have received and read the Heroland Preschool Handbook and agree to abide by the policies and procedures disclosed therein.

### **Medical Consent Agreement**

I hereby authorize Heroland Preschool staff to obtain emergency medical care and to transport my child in the case of an accident or acute illness and to arrange for necessary emergency medical and/or surgical care, in the event I am not immediately available. It is understood that a conscientious effort will be made to notify me (the parent or guardian) before such action is taken. Any qualified physician called by Heroland Preschool staff may treat and do whatever is necessary for the health and well-being of my child.

\*I agree to accept full responsibility for all costs of any above-mentioned medical/surgical service.

### **Discipline Agreement**

I will follow these guidelines this school year.

- Partnering with Preschool Teachers in prayer and communication.
- Making every effort to respond to phone calls, emails, or messages in a timely manner,
- Being attentive for any parent/teacher conversations or meetings,
- Promptly arriving at the school if and when intervention with my child is required.

Teachers at Heroland Preschool will follow these guidelines:

The purpose of discipline at our Preschool is to teach a child self-control and self-correcting techniques.

\*Neither spanking nor physical punishment will be permitted at Heroland Preschool.

\*If necessary, parents will be communicated to as soon as possible to ensure any behavioral issue is made aware of and is addressed with the student by a parent.

\*With each behavioral incident that is addressed, a Behavior Report will be documented and sent home for review of the parents. Behavior Reports may include but are not limited to: aggressive and unsafe behavior, disrespectful language, classroom disruption, etc.

\*Heroland Preschool reserves the right to require a parent/guardian to return to the Preschool to address a behavioral issue with their own child as they see fit. In this event, we may ask that parents take the child out of the Heroland vicinity to handle the situation in private.

\*Heroland Preschool reserves the right to set up a mandatory parent-teacher conference to discuss a resolution if a child's behavior hinders normal function of the classroom.

\*Heroland Preschool reserves a right to send a child home for the day or longer if necessary if extreme or repetitive circumstances of misbehavior continue to occur and cause significant disruption to the teachers and other students.

\*Heroland Preschool also reserves the right to have immediate withdraw of a student from the program if extreme or repetitive circumstances of misbehavior from that student continue to occur.

### **Tuition Agreement**

I agree to uphold my commitment to pay my child's tuition of \$225.00 by the 15th of every month.

\*I understand that tuition payments received on or after the 16th of every month will acquire an automatic \$15 late fee.

\*I understand that should I fall behind in tuition payments by two months, my student(s) will be immediately withdrawn from the program.

\*I understand that families with a current outstanding balance may not re-enroll in Heroland Preschool until the total amount due, including any late fees, is paid in full.

\*I have read the Heroland Preschool Handbook, including the disclosed policies listed above, and agree to abide by these policies listed therein.

### **Liability Agreement**

I release HeroLand Preschool and Trinity Fellowship and their employees from any and all claims, causes of action, and liability relating in any way to my child's participation in or attendance at HeroLand Preschool.

### **Media Release Agreement**

I understand that throughout the school year my child may be photographed, or video recorded. With my consent, photograph or video may be used on any online platform advertising or communication by Heroland Preschool or Trinity Fellowship Church such any TFC Website, Facebook, Instagram, etc.

Thank you for your review of this Parent Handbook!

We hope that this answers many questions about our program. We look forward to having your family as a part of our Preschool this school year!

\*This handbook is subject to change at any time. Parents will be notified of any amendments made.