



Gan Gani Plano

Core Preschool Day Program

Monday through Friday, 9:00 a.m. – 1:00 p.m.

Extended Day Programs (optional):

Early Care: 8:00 a.m. - 9:00 a.m.

After Care: 1:00 p.m. - 3:30 p.m.

Late Stay: 3:30 p.m. – 5:00 p.m.

Gan Gani Program Hours During COVID-19

Early Care

8:00 – 9:00 am: By appointment and approval only

Core Preschool Day Program

Monday through Friday, 9:00 a.m. – 1:00 p.m.

Extended Day Programs (optional):

After Care: 1:00 p.m. – 4:00 p.m.

Dates: August 13, 2020 – May 27, 2021

Location: Lang Chabad Center 3904 W. Park Blvd., Plano, Texas 75075

Phone: (972) 596-8270

Preschool Contact: Rivkah Block 214-403-1392 & Jacque Elewitz 214-924-8576

Email: connect@chabadplano.org | www.ganiplano.com

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Our Philosophy

Kavod The respect we feel each that child in our care deserves is reflected in the relationships cultivated between teacher and student.

We see each child as an inherently valuable and capable learner who will add to our school community and beyond.

We see children’s thoughts and emotions as a reflection of their inner being thus worthy of our utmost respect and care.

We both model and expect a respectful manner of speech and behavior be extended to everyone in our school community.

We respect our physical school space by using materials with care and maintaining a clean, orderly environment.

We show respect for G-d, the Torah and our traditions by learning and praying each day using the Torah as the guide in our daily lives.

Hatmadah - Effort and Grit - Failure can be our greatest teacher. Failure teaches us to take a step back, re-evaluate our vision, re-calculate our approach and galvanize our energy. As teachers guide us through this process we learn tenacity, stick-to-itiveness...grit. Failure gives us the opportunity to develop resilience as we persevere through disappointment and frustration.

Regesh - Empathy is the emotions of others evoking similar emotions in ourselves. Sharing in another’s emotion makes us available to accurately view a different perspective and respond in a way that is sensitive, relevant and productive. We believe that emotional acuity, can be fostered and developed by example and ongoing conversation. We believe that empathy lies at the heart of successful relationships with peers, community and with all whom we interact.

Licensing

Gan Gani is voluntarily licensed by the Texas Department of Family and Protective Services. The most recent licensing inspections are available to review in the preschool office upon request. A copy of the licensing standards is available for review in the preschool office and can be found by visiting <https://www.dfps.state.tx.us> or by calling Child Care Licensing 214-951-7902.

Gan Gani is inspected annually by both DFPS and the Fire Department.

For more information on licensing, to view Gani’s most recent inspection report and to report child abuse, parents may contact:

- The Local Licensing Office: 429-229-6900
- DFPS Child Abuse Hotline: 800-252-5400
- DFPS Website: www.dfps.state.tx.us

Our Staff

Our teachers have been selected for their nurturing nature, their understanding of children’s development and dedication to education. As a community, the teachers of Gan Gani respect every child’s need to express him/herself and to be heard, to be guided and encouraged, to be directed and redirected and of course loved. In addition to what they innately bring to Gan Gani, our teachers are required to undergo at least 24 hours of professional training each school year plus at least one training hour on recognizing the signs of child abuse and neglect; most teachers have First Aid and CPR certification. For teachers’ and families’ easy reference to information and resources regarding child abuse, our teacher training materials are included on pages 17-21 of this handbook.

Communications/Notifications

Teachers should clock in and out every day in the Remini app on their phone.

Classroom teachers communicate with parents via Remini. This app is a wonderful way to communicate topics such as:

- what is going on in the child's day
- upcoming events & schedules
- communication from the directors
- what supplies may need replenishing (i.e. diapers & wipes, an extra change clothes)
- images of a child enjoying his/her time at Gan Gani.
- If there is an outbreak of lice or any communicable illness in a specific group of children, parents of that group will be notified through Remini.

If a child becomes ill or injured, parents will immediately be called by the teacher or a director.

If Gan Gani undergoes any policy changes, parents will be notified through Remini.

Preschool Student Attire

Clothing:

Children should come to school ready to work and play. Clothing should be both easy for the child to run and climb in and easily managed by the child him/herself (especially in the bathroom) as a means of fostering self-help skills. An extra change of weather appropriate clothing (including socks) should remain at school. If your child uses this change of clothes, please send a new set (including socks) the next day.

If the temperature is at or above 43 degrees *F children will be allowed outside to play. Please be sure your child has appropriate outer wear for such occasions.

Footwear:

We ask that children wear closed toe shoes to school as a means to protect their feet, reduce tripping and keep the playground wood chips out of their shoes which is painful, and interrupts play. Please DO NOT send your child to school in sandals, flip flops, Crocs or similarly designed shoes.

Morning Enrichment & Afternoon Enrichment from Outside Sources Temporarily Suspended due to COVID

Discipline Policy see p. 11 of this handbook

Preschool is a time when young children begin to learn independence, freedom of choice and the power of the spoken word. Gan Gani believes our role is to teach children how to deal with frustration and get needs met by making constructive, acceptable choices. Guiding children through this developmental process is the most effective form of discipline. Teaching children to develop self-control is an ongoing, even lifelong process. Guidance and encouragement build confidence and teaches children how to make positive choices without sacrificing self-esteem. Teachers should consider each individual child's abilities when creating a discipline plan.

The concept of guidance is not a substitute for boundaries and consequences when called for; productive discipline requires that children experience the consequences of their misbehavior. Clear cut boundaries are especially important when enforcing safety, acceptable social practices and appropriate use of materials.

If misconduct is severely disruptive, hampering the teacher's ability to teach and the children's ability to learn teachers will consult a director to determine if parents should be called to pick up their child from school. Of course, staff may never use physical punishment as a form of discipline.

Parents who have suggestions or concerns regarding their child's behavior are encouraged to speak with the teacher or director.

Biting Policy

Biting is an age appropriate behavior that usually appears between the ages of one and three years. Though it is expected, it is important to remember it is unacceptable behavior. Reasons children bite include: teething, exploring, experimenting with cause and effect, seeking attention, frustrated or do not have the language development to express their needs/feelings. Biting is not something to be blamed on children, parents or teachers.

There are a variety of techniques we use to prevent and stop biting; among them are:

- Getting eye level with the biting child and saying, "Stop biting. Biting hurts" in a firm voice.
- The biting child will be removed from the situation.
- As little attention as possible will be placed on the biting child, to avoid reinforcing the behavior.
- Appropriate first aid and comfort **will** be provided to the child who was bitten.
- An incident report will be completed.

Teachers will work with parents to gather information about the child's behavior and begin observations to determine why that child might be biting. Once triggers are identified, teachers will work on prevention strategies and start teaching positive behavior skills to replace the biting behavior.

Below are the steps the teacher will take to identify triggers and reduce/extinguish the biting behavior:

1. Look for physical, environmental and social conditions in which a particular child tends to bite.
2. Anticipate which children are most likely to be bitten and make every effort to keep them clear of any biting hazards.
3. Observe the child, to get an idea of why and when they are likely to bite. The teacher will work with the child who is biting to resolve conflicts and frustrations in more appropriate ways.

If biting continues parents may be asked to consult additional resources to help correct the behavior.

All information is confidential. Names of children involved in the incident are not shared with parents. In addition, biting is always documented on an Incident/Accident Report which is completed and signed by a teacher and parent. A copy is provided to the parent and the original kept in the child's enrollment file in the office.

If a child bites three times, that child will not be allowed back in school until a plan of action has been determined.

Enrollment & Financial Policies

All forms must be completed and payments made before the first day school. Children whose registration is incomplete or are missing payment **will not be admitted to school** until such requirements are met.

The administration reserves the right to reconsider the enrollment of any student if we feel the child's needs or level of functioning or behavior cannot be accommodated, or if the child's conduct limits his or her ability to participate in, or to benefit fully from, the programs and activities at Gan Gani.

Our School Day **See COVID Addendum**

Health Check Parents are to fill out their child’s COVID 19 Questionnaire on their Remini app every day before carpool drop off. Teachers will look to see the form as been filled out before taking the child from the car. If the questionnaire has not been filled out, the parent will need to pull out of the carpool line to fill it out. If a child temperature reads 100 F at school, parents will be called to come back and get that child.

Early Care begins Monday – Friday at 8:00 a.m. Children signed up for early care are to be dropped off upstairs, in the designated class room. Parents must wash their child’s hands at school BEFORE entering classroom. A teacher will be present to supervise the children and provide some simple activities (puzzles, blocks, coloring) until their own preschool teacher takes them to their classroom.

Teachers arrive at 8:40 a.m. to prepare activities and the classroom for your child’s day. From 8:40 – 9:00 is a time when teachers are working in their classrooms but are not responsible for children until 9:00.

See COVID Addendum for Current Arrival & Dismissal Procedures

Preschool begins at 9:00 a.m.

Monday – Friday. Children should be dropped off in their classrooms at 9:00 a.m. Children must wash their hands at school before entering any classroom. If the child cannot wash by themselves a parent should assist them. Children arriving before 9:00 who are not signed up for early care must wait downstairs with their parent until the school day begins.

Preschool ends at 1:00 p.m. Children who leave at this time should be picked up from their classrooms. We ask parents keep in mind that this can be a hectic transition time to after care and nap; leaving without lingering helps the children get their afternoon off to a smoother start.

After Care ends at 3:30 p.m. Children who leave at this time should be picked up from either the designated classroom or the playground. Weather permitting the children may be playing outdoors.

Gan Gani has an open-door policy for our parents. We only ask families keep in mind their child’s ability to separate easily in addition to our scheduled nap time.

Nursing Mothers are welcome to use our library downstairs, the Edward S. Kraus Center for Learning and Reflection, where there is comfortable seating and a shade that can be drawn for privacy.

Gan Gani’s family visiting policy has been temporarily suspended due to COVID-19.

Health & Safety

Security

Safety of staff and students is of the utmost importance at Chabad. The following guidelines are in place to help ensure our security:

- DO NOT LET STRANGERS IN THE FRONT DOOR AT ANY TIME. Tell a Chabad or Preschool staff member if there is someone you do not know wanting into the building. If someone comes in as you are entering the building, let a staff member know so they can investigate.
- Do not share the security code with strangers.
- Check to make sure the front door has closed completely before you walk away. The door must be completely closed to lock.
- The upstairs door leading to the preschool should always be closed. Please close it as you walk both in and out.

- The upstairs door code is for preschool families only. Please do not share the code with people you do not know to be affiliated with the preschool.
- The only people upstairs should be part of Chabad/preschool. If you see a facilities worker waiting to enter the building or the preschool, tell a staff member so they can find out if Chabad was expecting someone.
- An electronic keypad code operates the elevator.

Emergency Drills

Fire, severe weather and shelter-in-place drills are conducted throughout the year to make sure that our staff and children are prepared for an emergency and that the building can be vacated or take cover in a minimum of amount of time. Protocols for these drills are at the back of this handbook.

School Closing

In the case of inclement weather, Gan Gani's closures will correspond with the Plano Independent school district or according to state government mandates.

Policy for Alternate or Emergency Release of Children

By completing a child's admissions papers, parents have submitted a written list of people to whom Gan Gani Plano is authorized to release their child/children in case of an emergency or change in the child's regular transportation. At least one teacher in each classroom and both directors are pediatric First Aid and CPR certified and can render aid at the school until family, the emergency contact or first responders arrive.

If a child is to be released to a person(s) other than those on the established list, parents MUST send a signed and dated note that includes their child's name, the full name of person picking them up and their relationship with the child. If a change in transportation plans occurs during the day, parents must call to notify the office (972-596-8270). People coming to pick up a child from school must show photo ID in order for the child to be released. School personnel will not release a child to anyone without prior authorization from parents.

Student Illness Policy See COVID Addendum

It is important to us that each child be healthy and happy at school. We cannot admit or keep in our care, any child whom has temperature of 100.0 or higher be sent home and cannot return the next day. A student must be 24 hours fever free (without fever reducing medication) before they return to school. In addition, if a child continues to have symptoms (severe coughing, sore throat, infectious runny nose, body aches) after the 24-hour fever free waiting period, they must remain home until the symptoms subside.

Children may also be sent home if they are vomiting or have diarrhea (more than one unusually loose stool) and may not return the next day to school. **A student must be 24 hours vomiting and/or diarrhea free (without symptom reducing medication) before returning to school.** Children who have had more than one incidence within a twenty-four-hour period should not return to school.

Children diagnosed with a contagious illness such as pink eye (conjunctivitis), strep throat, Fifth's Disease, or any undiagnosed rash, will not be allowed back in school until a pediatrician has confirmed in writing that the child is no longer contagious.

If your child exhibits these symptoms at school, we will contact you immediately. You must pick up your child immediately.

Runny Nose Policy

A runny nose is an unavoidable fact of life for people with allergies, winter colds and children in preschool. The question is when should a child with a runny nose stay home or be sent home from preschool? **In the absence of other**

symptoms, a child with a runny nose should remain home or will be sent home if, regardless of the color of the nasal discharge, the child is unable to participate normally in daily activities or if tending to the runny nose or keeping the child and the classroom toys clean compromises the teacher's ability to supervise the class. More information about runny noses and children in child care can be found at the back of this handbook.

Teachers will sanitize toys weekly. Any toy that is seen a child's mouth will be collected and cleaned before it is made available in the classroom.

In the case of molluscum, all open blisters must be covered with bandages and the area covered by clothing.

In cases of lice, children must be treated for lice, with a repeat treatment one week later, and remain home for 24 hours after treatment. In addition, parents should inform the school so the class can be informed of a lice case. The school will check heads of all children in the affected class and if nits are found, parents will be called to pick up their child immediately to treat the child as soon as possible.

We appreciate your cooperation in advance as this helps us keep all our children and staff healthy.

Parent Notification in the Event of Illness

In the event a child becomes ill and needs to go home, either the lead teacher or a director will call to notify parents and isolate the child (supervised) until he/she is picked up.

Administering Medication

All prescription and non-prescription medication given to a child at school require a written authorization form filled out from the parent. Medication must be handed directly to the teacher. In addition, the medication must be in the original bottle or container with prescribed instructions on administration, including times, dosage, and length of time medication is to be given. School staff will only administer medication as it is prescribed on the bottle.

Sunscreen and Insect Repellant

Unless notes otherwise by parents, teachers can apply sunscreen and insect repellant to children as needed and as directed on the dispenser. Products used for children will be products formulated or recommended for children.

Emergency Medical Care for Students

In the case of accidental injury, we will make every attempt to contact a parent, guardian or emergency contact. If a responsible party cannot be reached and emergency care is necessary, we will call an ambulance to transport the child to the hospital. Until arrival of parent or guardian, the Director or designated Director will make all decisions concerning your child. Families are responsible for incurred medical.

Chabad of Plano/Gan Gani Plano cannot enroll any child whose parents do not sign a written consent form agreeing to these terms.

Immunization Requirements & Documentation

Licensing Standards in the state of Texas require dictate that each child enrolled in our facility be immunized according to the Center for Disease Control; children are required to be up-to-date on their vaccinations. An updated copy of your child's immunization records should be on file in the preschool office. A family may choose to not have their child vaccinated or follow an alternative vaccination schedule for a medical reason or reason of conscience, including a religious belief. To claim an exemption, the person applying for the child's admission must meet criteria specified by the Department of State Health Services (DSHS) rule at 25 TAC §97.62 (relating to Exclusions from Compliance).

Children are not required to be tested for TB prior to attending day care or camps.

Children four years of age and older must have a record of hearing and vision screening to put on file.

Food Service Practices

Breakfast

Gan Gani does not serve breakfast and requires children eat breakfast before they enter the building. Children are not permitted to eat or finish breakfast in the preschool. The mid-morning snack is the first food of the day eaten in the preschool.

Snacks **Due to COVID -19 Snacks are not served at Gan Gani**

Lunches

Families are asked to send dairy or parve lunches. We ask all food items be prepared and packaged so that children can feed themselves independently.

Birthday Celebrations See COVID Addendum

Families who would like to recognize their child's birthday in the classroom may bring Kosher Parve goodies in for a special treat (coordinating date and time with the teacher). Kosher Parve baked goods can be purchased at the Tom Thumb located at Campbell/Coit. When having something special ordered, you must specify you need Kosher Parve and the Kosher Parve seal on the box must be unbroken when brought to school. While the classroom is a fun place for a birthday snack it is not the place for a complete birthday party; visitors can include immediate family/household members unless a director has consented. Party plates, napkins and balloons are welcome provided balloons are taken home when parents leave. We ask that NO GIFTS be brought/exchanged at school.

Additional Info:

- At no time will students of Gan Gani Preschool be transported off campus or participate in swim activities.
- Parents will be notified, in writing, if or when animals will be present on the premises.
- Chabad of Plano is a **Gang Free Zone**. Under Texas Penal Code, any area within 1000 feet of a child-care center is a gang-free zone, where criminal offenses related to organized criminal activity are subject to harsher penalty.

Questions or Concerns

We welcome any questions or concerns about policies and/or procedures of our school. Parents are able to speak, text and email with a Director to review and discuss matters at any time. Please call the office or send us an email to alert us to your thoughts and/or concerns.



OPERATIONAL DISCIPLINE AND GUIDANCE POLICY

Purpose: This form provides the required information per minimum standards §744.501(7), §746.501(a)(7), and §747.501(5).

Directions: Parents will review this policy upon enrolling their child. Employees, household members, and volunteers will review this policy at orientation. A copy of the policy is provided in the operational policies.

DISCIPLINE AND GUIDANCE POLICY

Discipline must be:

- 1) Individualized and consistent for each child;
- 2) Appropriate to the child's level of understanding; and
- 3) Directed toward teaching the child acceptable behavior and self-control.

A caregiver may only use positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction, which include at least the following:

- 1) Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
- 2) Reminding a child of behavior expectations daily by using clear, positive statements;
- 3) Redirecting behavior using positive statements; and
- 4) Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age.

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

- 1) Corporal punishment or threats of corporal punishment;
- 2) Punishment associated with food, naps, or toilet training;
- 3) Pinching, shaking, or biting a child;
- 4) Hitting a child with a hand or instrument;
- 5) Putting anything in or on a child's mouth;
- 6) Humiliating, ridiculing, rejecting, or yelling at a child;
- 7) Subjecting a child to harsh, abusive, or profane language;
- 8) Placing a child in a locked or dark room, bathroom, or closet with the door closed or open; and
- 9) Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

ADDITIONAL DISCIPLINE AND GUIDANCE MEASURES (ONLY APPLIES TO BAP/SAP PROGRAMS THAT OPERATE UNDER CHAPTER 744)

A program must take the following steps if it uses disciplinary measures for teaching a skill, talent, ability, expertise, or proficiency:

- Ensure that the measures are considered commonly accepted teaching or training techniques;
- Describe the training and disciplinary measures in writing to parents and employees and include the following information:
 - (A) The disciplinary measures that may be used, such as physical exercise or sparring used in martial arts programs;
 - (B) What behaviors would warrant the use of these measures; and
 - (C) The maximum amount of time the measures would be imposed;
- Inform parents that they have the right to ask for additional information; and
- Ensure that the disciplinary measures used are not considered abuse, neglect, or exploitation as specified in Texas Family Code §261.001 and Chapter 745, Subchapter K, Division 5, of this title (relating to Abuse and Neglect).

Emergency Preparedness Plans

Each classroom has an evacuation plan posted by the doorway. Each child under 24 months of age, those with visual, mental or hearing impairments and children with limited mobility (wheel chair, crutches, leg brace, etc.) will each have a staff member assigned to them during emergencies. Gan Gani will make every effort to keep our children safe.

Gan Gani conducts monthly fire drills in addition to quarterly severe weather and shelter-in-place drills; each classroom has an evacuation plan posted near the doorway.

- In the case of a lockdown, teachers will bring their children into the nearest classroom all of which lock from the inside requiring a key to enter. Children will be moved out of any window's line of sight, seated and encouraged to be quiet.
- In the event of any evacuation teachers will conduct a name to face roll call upon children exiting the building and once again upon reaching the evacuation site to ensure all children are removed from the premises and arrive at the evacuation site safely.

Evacuation routes and relocation sites correspond with students' and teachers' location at the time of the emergency in addition to the location of the emergency in the building.

- Individuals in the east most upstairs classrooms (3-year olds & Pre-K) will evacuate using the east staircase and the corresponding door. Students and teachers will walk east using the Willow Bend Learning Center's sidewalk closest to their building, continuing until reaching the grassy area near the entrance of the Life Care Center of Plano. Evacuation Relocation Site: 3800 West Park Blvd, Plano, TX 75075 Life Care Center of Plano
- Individuals in the west most upstairs classroom and office (two-year olds) will exit down the front staircase to the lobby and out the front door. Students and teachers will walk west, through Chabad's parking lot and proceeding beyond the gray brick wall on to the sidewalk in front of The Corner Vet. Evacuation Relocation Site: 1820 Coit Road Unit #105 Plano, TX 75075
- Persons in the large northwest upstairs classroom (toddlers) will exit down the outdoor back staircase. Students and teachers will walk west, through Chabad's parking lot and proceeding beyond the gray brick wall on to the sidewalk in front of The Corner Vet. Evacuation Relocation Site: 1820 Coit Road Unit #105 Plano, TX 75075

In the event of severe weather, all classes will exit their classroom and proceed down the main staircase and gather in their assigned areas:

- Early twos will gather in the downstairs women's bathroom
- Twos will gather in the downstairs men's bathroom
- Threes will gather in the storage room located behind the library
- Pre-K will gather in the kitchen

Emergency contact phone numbers: Rivkah Block 214-403-1392, Jacque Elewitz 214-924-8576

Emergency contact names numbers, and updated lists of all students will be kept with the director and staff members. Staff members will conduct headcounts throughout the process. Once children are relocated to safety parents will be contacted.

Sanitization Process for Surfaces

§746.3409 What does Licensing mean when it refers to “sanitizing”?

Sanitizing requires a four-step process. For the sanitizing process to be effective, you must follow these steps in order:

- (1) Washing with water and soap;
- (2) Rinsing with clear water;
- (3) Soaking in or spraying on a disinfecting solution (at least two minutes). Rinsing with cool water only those items that children are likely to place in their mouths;
- (4) Allowing the surface or article to air-dry.

Spray tables with soap solution in spray bottle.

Spray tables with sprayer containing clear water.

Spray aerosol disinfecting spray or use disinfecting wipes on table and allow to air dry.

Teacher Training on Child Abuse

What is Abuse?

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

What is Neglect?

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

Recognizing the signs of child abuse

Children deserve to be safe and secure. The best way of helping to achieve this is to know what to look for and be sensitive to the signs when they occur. Recognizing the symptoms of abuse can be difficult but you should remember that where minor injuries are inflicted, more serious injuries could follow.

Victims of abuse can be any age and from any social background. The younger the child, the more vulnerable he or she is and the more serious the damage can be if it is not stopped.

When child abuse is suspected, ask yourself the following questions:

- Was this an ordinary accident?
- Is the child being properly cared for?
- Are the explanations acceptable?

Be curious - if the explanations you hear are inconsistent be keen to get more information.

Symptoms of Child Abuse

There are many signs, some or all of which can suggest that abuse is taking place or in danger of happening. All these signs may be due to ill treatment.

Watch out for:

- Unexplained cuts, fractures or bruises, including black eyes
- Burns and swellings
- Repeated minor injuries
- Children appearing cold, undernourished or unkempt
- A change in facial expression or general attitude
- Unexplained absences from school, playgroup, or
- Lethargy, tiredness or aggressive tendencies.

You should also look out for family signs which may lead to children being harmed:

- A history of domestic violence, or excessive drinking
- A mother who shows post-natal depression and may have failed to form the normal mother-child bond
- The attitude of parents if they are unfeeling or mechanical in their approach to children
- Social or financial difficulties which may lead to family breakdown, or
- Failure to seek medical help for an obvious injury.

Remember: The most important thing is to make sure the child is safe and free from danger.

Reporting Child Abuse and/or Neglect

Before reporting any suspected child abuse or neglect, consult with a Director.

Child abuse and neglect are against the law in Texas, and so is failure to report it.

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

What if you are not sure?

If you have reason to suspect child abuse, but are not positive, consult with a Director. If you have any doubts about whether or not it is abuse, call the hotline; they can advise you on whether the signs you have observed are abuse. Better to be safe than sorry!

How do you report Child abuse?

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

Reports by People Who are Hearing Impaired, Speech Disabled

A person who is deaf, hard-of-hearing or speech-disabled and wishes to report abuse, neglect, or exploitation of a child or to report abuse may use Relay Texas to contact the Abuse Hotline (Statewide Intake). Relay Texas can be accessed by dialing 711 or 1-800-735-2989. The caller uses a TTY to type conversations to a relay agent who then reads the typed conversation to a hearing person. The relay agent transmits the hearing person's spoken words by typing them back to the TTY user. Statewide Intake's phone number is 1-800-252-5400, or a report may be made by use of the Internet at <https://www.txabusehotline.org/PublicMain.asp>

Will the person know you have reported him or her?

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

Collin County Abuse Community Resources:

Texas Department of Family & Protective Services

550 E. 15th ST Suite 120, Plano, TX 75074
Phone: 469.229.6906
Abuse/Neglect 1.800.252.5400
Help For Parents / Hope For Kids <http://www.helpandhope.org/index.html>
Main website www.dfps.state.tx.us
Reporting/Info <http://www.dfps.state.tx.us/Training/Reporting/reporting.asp>

Dallas Police Department Victim Assistance

The Dallas Police Department Victim Services office is located in the Jack Evans Police Headquarters of the Dallas Police Department Crimes Against Persons Division (CAPERS), 1400 S. Lamar, 5th Floor, Dallas, Texas, 75215.

Victim Services – (for victims of homicide, sexual assault, aggravated assault, aggravated robberies, and traffic crimes).

Pat Leal Keaton – Victim Services Coordinator – (Spanish Speaker) 214-671-3587 (Mon–Fri.)
Krisi Boulom – Victim Advocate - 214-671-3588 - (Mon – Fri.)
Sue Kelly – Victim Advocate - 214-671-3669 (Tues & Wed.)

Family Violence Contact: (for victims of domestic/family violence)

Sylvia Paige - Family Violence Counselor 214-671-4325
Petra Tamez – Family Violence Counselor – 214-671-4307

Child Exploitation: (for child victims of sexual assault)

Dorine Fernandez – Caseworker 214-671-4211

The Dallas Police Department Victim Services serves a dual function of assisting victims of violent crimes and assisting detectives who investigate crimes. Our primary purpose is to alleviate the psychological and emotional trauma experienced as a result of violent crime. Our services provide information & referral, crisis counseling regarding normal reactions to trauma, and a contact person for the victim or family survivor. Addressing these needs will in turn reduce the short term and long term effects of the trauma while helping to facilitate the victims' willingness and ability to cooperate with the Criminal Justice System in the investigation and prosecution of crimes. This office also assists victims and family survivors with the process of filing for Texas Crime Victims' Compensation funds to aid qualifying victims and their surviving families with expenses incurred as a result of a violent crime. Our goal is to assist people who are victimized by violent crimes in a professional, compassionate, and helpful manner.

Child Abuse Hotline

1-800-252-5400

The Child Abuse Hotline is staffed 24 hours a day, 7 days a week with professional crisis counselors who, through interpreters, provide assistance in 170 languages. The Hotline offers crisis intervention, information, literature, and referrals to thousands of emergency, social service, and support resources. All calls are anonymous and confidential.

"We believe in the health of our community by providing preventive Public Health Services to the residents of Collin County. We are dedicated to protecting Collin County by providing quality health care services through qualified staff."

Heritage Behavioral Center of Plano

2222 W. Spring Creek Pkwy. Suite 116
Plano, TX. 75023
(972) 964-3214

Our caring staff of seasoned professionals has been providing behavioral health and substance abuse counseling to citizens and employees of Collin County, northern Dallas County, and Denton County since 1986, when doctors Rebecca S Jones, Ph.D. and Cynthia Jane Morrison, Ph.D. created Heritage Behavioral Center (HBC).

The Turning Point Rape Crisis Center

P.O. Box 866754 Plano, TX 75086
Phone (972) 985-0951 Crisis Line (800)886-7273

For the past 30 years, our agency has provided FREE services in North Texas to treat and prevent BULLYING, SEXUAL HARASSMENT and SEXUAL ASSAULT. We achieve this through COUNSELING, EDUCATION, and ADVOCACY. Our 24 Hour Crisis Hotline provides resources for survivors to turn before, during and after an assault. Our As our community experiences record breaking population growth, the need for our services expands, too.

Family Compass

4210 Junius St.
Dallas, TX 75246
214-370-9810
info@family-compass.org
www.family-compass.org

Family Compass Hours are:

Monday through Friday, 9:00 a.m. to 5 p.m.

The mission of Family Compass is to build healthy families and a strong Dallas community by preventing child abuse and neglect. We implement proven effective programs, so that parents can be equipped and empowered to raise healthy and productive children.

Children's Advocacy Center of Collin County

2205 Los Rios Blvd.
Plano, TX 75074
Phone (972) 633-6600

Every day children victimized by abuse come to the Children's Advocacy Center of Collin County where they find caring professionals and community partners who dedicate themselves to helping them through the nightmare of abuse and neglect. The Center provides a friendly environment where children can safely tell their story and receive the support they need. Within the Center, families find support, resources, and most importantly a place where healing begins.

Family Services of Plano

2600 K Avenue # 140, Plano, TX 75074
972-578-2802
<http://www.cfsplano.org/>

Monday-Friday 9:00 a.m. to 5:00 p.m. Times are flexible for counseling services.