



# High Hopes

DEVELOPMENT CENTER

Est. 1984

**Preschool Parent Handbook**

**2023-24 School Year**

301 High Hopes Court

Franklin, TN 37064

Phone: (615) 661-5437

[www.highhopesforkids.org](http://www.highhopesforkids.org)



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## WHO WE ARE

### **Mission**

High Hopes Development Center equips children, youth, and their families with the skills necessary to succeed through education, therapeutic services, and loving support.

### **History**

High Hopes Development Center was founded in 1984 by five Middle Tennessee families who recognized that their children's needs were unmet in local preschools. These visionaries were determined to create an inclusive environment that would benefit all children.

After 30 years of growth, High Hopes moved into a state-of-the-art facility with children's needs at the heart of every decision. After three short years in our facility, High Hopes experienced exponential growth, and we needed more space. In the Fall of 2017, High Hopes broke ground on expanding the building. The expansion doubled our square footage and has allowed us to reach more children and families in the Middle Tennessee area going from eight to 12 classrooms, including kindergarten, and adding more clinic treatment rooms and a multi-purpose room.

### **High Hopes is a Revenue Generating Non-Profit**

Although High Hopes generates revenue by charging tuition in the school and offering pediatric therapy services in the clinic, there is always a shortfall. Our student-to-teacher ratios are lower than state requirements because of our 60/40 model of children typically developing to children with special needs. This intentional decision doesn't allow High Hopes to generate the same level of revenue as other preschool programs with higher student-to-teacher ratios. Our clinic services operate at a loss due to low insurance reimbursement rates in Tennessee. However, the way we operate is aligned with our mission. High Hopes makes up for this shortfall through generous donations from individuals, corporations, event sponsors, and grants. Several fundraising events are hosted throughout the year that we encourage our families and staff to support by attending, helping at the event, and even making a financial contribution.

High Hopes, Inc. is a 501c (3) tax-exempt organization, IRS Section 170(b)(1)(A)(ii) and 509(a)(1) for both federal and state tax purposes. As a non-profit organization, we can better balance the needs of children and families when making programming and business decisions. If you are interested in learning more about our fundraising programs, please contact our Development Office at (615) 550-1437.

### **Philosophy**

High Hopes nurtures and educates children ages six weeks through kindergarten. The early childhood program provides inclusive education to children with and without special needs in a research-based, developmentally appropriate manner, while maintaining a ratio of 60% of children who are typically developing to 40% of children with developmental delays or special needs. Inclusion allows children with special needs to learn alongside typically developing peers, instilling the values of diversity, acceptance, and individuality. Each child is challenged to explore their environment and grow to his/her maximum potential.

Each classroom is designed to encourage age-appropriate, hands-on exploration and supports the development of social and emotional growth, problem-solving skills, physical development, and natural curiosity. Early learning is supported by opportunities for interactions with peers,

teachers, and the environment around them. We encourage growth through nurturing, positive relationships.

### HIGH HOPES CONTACT INFORMATION

Topic	Contact
School operations, early childhood and special education policies and procedures, curriculum, and classroom management	<p>Lindsey Smith, Director of Education  <a href="mailto:lsmith@highhopesforkids.org">lsmith@highhopesforkids.org</a>                      615-550-1444</p> <p>Meghan Coyle, Assistant Director of Education  <a href="mailto:mcoyle@highhopesforkids.org">mcoyle@highhopesforkids.org</a>                      615-550-1447</p>
Tuition and billing information	<p>Melanie Anderson, Operations Manager  <a href="mailto:manderson@highhopesforkids.org">manderson@highhopesforkids.org</a>                      615-550-1442</p>
General questions and school inquiries	<p>Linda Cairatti, School Administrative Assistant  <a href="mailto:lcairatti@highhopesforkids.org">lcairatti@highhopesforkids.org</a>                      615-550-1438</p>
Medical needs, medical records, immunization records, and admissions	<p>Taylor Robinson, RN, BSN, School Nurse &amp; Admissions Coordinator  <a href="mailto:trobinson@highhopesforkids.org">trobinson@highhopesforkids.org</a>                      615-661-5437 Ext. 203</p>
Therapy appointments and scheduling	<p>Debbie Carpenter, Clinic Administrative Assistant/Scheduler  <a href="mailto:dcarpenter@highhopesforkids.org">dcarpenter@highhopesforkids.org</a>                      615-550-1435</p>

## ADMISSIONS

High Hopes provides educational services to students of any race, color, national and ethnic origin and makes available all the rights, privileges, programs, and activities generally accorded or made available to students of the school. It does not discriminate based on race, color, national and ethnic origin in admission or education policies, scholarship, or other school-administered programs.

### Registration Fee

An annual, nonrefundable \$125 registration fee is due at the time of registration each school year. Each child must be re-registered annually.

### Enrollment Packet

Current enrollment packets must be completed and on file before the first day of the school year.

### Immunization Records

A current immunization record, completed on the Tennessee Department of Health Certificate of Immunization form, must be on file before the first day of the school year. A pediatrician's office can send the record via fax to 615-277-2838 or email to [admissions@highopesforkids.org](mailto:admissions@highopesforkids.org)

## TUITION

The 2023-24 school year attendance options are five days, three days (M/W/F), or two days (T/R) per week. Alternative schedules (one day or four days) are at the discretion of the administration and considered only when it does not prohibit another potential child from being offered a 5-day, 3-day, or 2-day spot.

Tuition is based on the number of days in session and accounts for days throughout the year the school is closed for holidays and professional development. Tuition can be paid monthly (12 payments) or weekly (50 payments). Tuition payment options, monthly or weekly, must be chosen at the beginning of the school year and remain the same for the duration. Refunds are not issued for weeks not used.

### Monthly Tuition

The first month of non-refundable tuition is due by July 20<sup>th</sup> for an August start date. Subsequent monthly tuition is due on the 20<sup>th</sup> of each month for the following month (i.e. August tuition is paid on July 20<sup>th</sup>).

For returning families, the 2023-2024 tuition rates are effective September 1, 2023- August 31, 2024. For new families, the 2023-2024 tuition rates are effective August 1, 2023- August 31, 2024.

Families are responsible for paying the full monthly tuition for each month their child is enrolled, even if the child is absent due to illness, vacation, inclement weather, natural disaster, pandemic, or other cause. High Hopes requires tuition to be paid via Tuition Express by bank draft or credit card (see financial policy and associated fees below). The Tuition Express Account form is included in the Enrollment Packet.

### Weekly Tuition

The first three weeks of non-refundable tuition is due by July 20th. Subsequent weekly tuition will be drafted every Thursday before the week of services rendered. The first weekly draft will be taken on Thursday, August 31.

For returning families, the 2023-2024 tuition rates are effective September 1, 2023- August 31, 2024. For new families, the 2023-2024 tuition rates are effective August 1, 2023- August 31, 2024.

Families are responsible for paying the full weekly tuition for each week their child is enrolled, even if the child is absent due to illness, vacation, inclement weather, natural disaster, pandemic, or other cause. High Hopes requires weekly tuition to be paid via Tuition Express either by bank draft or credit card (see financial policy and associated fees below). cannot be made directly to High Hopes. The Tuition Express Account form is included in the Enrollment Packet.

Age Range	Number of Days	Monthly Tuition	Weekly Tuition
0-35 months	5	\$1,298	\$311.52
	3	\$795	\$190.80
	2	\$549	\$131.76
36 months - PK	5	\$1,216	\$291.84
	3	\$730	\$175.20
	2	\$505	\$121.20

### Drop-in School Day Fee

Drop-in school day requests are granted on a case-by-case basis, per child, and pending adequate staffing. \$70/day for the school day only. Extended care is managed and billed separately.

### Sibling Tuition Discount

A monthly sibling discount is available, offered in the following increments:

- Siblings attending 5 days per week receive \$30 off the lesser tuition
- Siblings attending 3 days per week receive \$20 off the lesser tuition
- Siblings attending 2 days per week receive \$10 off the lesser tuition

If siblings attend on different days, the discount will be applied at the lower increment level.



## Financial Policy

The High Hopes financial policy is agreed to annually in the enrollment packet. High Hopes strongly encourages families to pay tuition through Tuition Express and automatic bank draft. This is most economical for families as no additional fees are incurred. Should a family choose to make payment directly to High Hopes or with a credit card, additional fees will be incurred and appear on the next billing cycle. The following fees apply to tuition payments.

Payment Option	Monthly	Weekly
Tuition payment through Tuition Express tied to a bank checking or savings account.	\$0 fees	\$0 fees
<b>Katie Beckett families only:</b> Fee for payment made directly to High Hopes using credit card.	\$10 processing fee per use	Not available. Katie Beckett families must pay monthly.
Cash/check payment made directly to High Hopes, not using Tuition Express.	\$10 handling fee per check	Must use Tuition Express. \$10 handling fee if payment is made directly to High Hopes.
Credit card payments made directly to High Hopes or through Tuition Express or MyProcure	\$30 processing fee per use	Must use Tuition Express. \$7.50 processing fee if payment is made directly to High Hopes.

### Late Fee

A \$5 per day late payment fee will be assessed for tuition not received by the due date. This late fee will also be applied daily for automatic bank drafts that do not clear.

### Returned Check Fee

A \$35 returned check fee will be added to accounts when a check is returned for insufficient funds.

### Clinic Accounts

For families who take advantage of High Hopes' clinic and preschool services, a clinic account must remain in good standing. A clinic account is considered in good standing if the account balance is less than \$750 and regular monthly payments are being made per the patient statement mailed to the family monthly. Patients/caregivers can also contact the clinic office to make alternate payment arrangements for the account to remain in good standing. Please refer to "Enrollment Termination for Non-Payment."

## EXTENDED CARE

### Extended Care Options – Monthly Rates

	Number of Days	Monthly Rate
Early AM, 7:00 am – 8:30 am	5	\$225
	4	\$180
	3	\$133
	2	\$92
	1	\$50
AM, 7:45 am – 8:30 am 5% Discount off "Early AM" Monthly Rate	5	\$214
	4	\$171
	3	\$126
	2	\$87
	1	\$48
PM, 3:40 – 5:30 pm	5	\$260
	4	\$208
	3	\$156
	2	\$107
	1	\$62

### Drop-in Extended Care Requests and Fees

Drop-in extended care requests must be made 24 hours in advance via email to the director of education or assistant director of education. Requests are approved case-by-case, per child, and pending adequate staffing.

Before Care, 7:00 am – 8:30 am	\$55
After Care, 3:40 pm – 5:30 pm	\$65
Before and After Care	\$115

## HOURS OF OPERATION

<b>Early Before Care</b>	7:00 am – 8:30 am
Before Care	7:45 am – 8:30 am
School Day	8:40 am – 3:40 pm (drop off no earlier than 8:30 am)
After Care	3:40 pm – 5:30 pm

### School Day Hours and Late Pick-Up Fees

School begins at 8:40 am. Parents are allowed to the classrooms for drop-off beginning at 8:30 am. Children not enrolled in the morning before care program may arrive between 8:30 a.m. and 8:40 a.m. having had breakfast and ready to begin the day's activities. Parents who must drop a child off before 8:30 am must be enrolled in before care or follow the drop-in fee schedule.

A brief, loving drop-off time helps model healthy transitions. Parents should not linger. To provide consistent, quality care and education to all students, teachers will begin their structured,

academic activities at the start of the school day, 8:40 a.m. If a child will be late or absent, please notify the child's teacher via the Procure app as soon as possible.

School ends at 3:40 pm. Students must be checked out at this time. A five (5) minute grace period is given until 3:45 pm. Parents who do not pick their child up by 3:45 pm will incur a late fee starting at \$15 plus an additional \$2/minute for every minute late after 3:45 pm.

Children enrolled in the after care program must be picked up by 5:30 p.m. Please allow enough time to gather a child's belongings and exit the building by the stated time. Parents who do not pick up their child on time will incur a late fee starting at \$15 plus an additional \$2/minute for every minute late.

### 2023-24 CALENDAR, Six Weeks – PK

Day	Date	Definition
Monday - Wednesday <b>(No Students)</b>	August 7-9	Professional Development <b>(HH Closed)</b>
Wednesday	August 9	School Open House, 3 pm – 5 pm
Thursday – Friday <b>(No School)</b>	August 10 – 11	Teacher Break
Monday	August 14	First Day of School
Monday <b>(No School)</b>	September 4	Labor Day <b>(HH Closed)</b>
Friday (1/2 Day, Closing @ Noon)	September 15	Teacher Professional Development in PM
Friday <b>(No School)</b>	October 13	Fall Break
Friday (1/2 Day, Closing @ Noon)	October 27	Teacher Professional Development in PM
Wednesday – Friday <b>(No School)</b>	November 22 – 24	Thanksgiving Break <b>(HH Closed)</b>
Friday – Monday <b>(No School)</b>	December 22 – January 1	Winter Break <b>(HH Closed)</b>
Tuesday <b>(No Students)</b>	January 2	Professional Development Day
Wednesday	January 3	Students Full Day
Friday <b>(No School)</b>	February 16	Mid-Winter Break, Teacher Professional Dev.
Friday <b>(No School)</b>	March 15	Spring Break
Friday (1/2 Day, Closing @ Noon)	March 29	Teacher Professional Development in PM
Friday (1/2 Day, Closing @ Noon)	April 26	Teacher Professional Development in PM
Thursday	May 23	PK Graduation
Monday <b>(No School)</b>	May 27	Memorial Day <b>(HH Closed)</b>
Thursday – Friday <b>(No School)</b>	July 4 – 5	Independence Day <b>(HH Closed)</b>

### ARRIVAL AND DISMISSAL

Tennessee law prohibits individuals from leaving vehicles running unattended in any parking lot. Please turn off your engines before exiting your vehicle.

- Children should never be inside the building unattended.
- A sibling may not go to his/her classroom unattended by an adult while another child is being dropped off or picked up.
- Never drop a child off in the classroom or on the playground without making verbal contact with the teacher or staff member assigned to the class.
- Do not leave children unattended in vehicles.

### **Keypad Door Entry System**

The school wing is secured with a keypad door entry system for the safety of our students and families. Families may use their four-digit code issued upon enrollment to open the entrance door. High Hopes uses the Procure Parent Engagement app to track attendance. State regulations require children to be checked in and out of school by designated family members. High Hopes utilizes the QR code contactless check-in feature in the Procure Parent Engagement app. The QR code is unique to High Hopes, which allows parents to check their children in/out from their personal devices. The QR codes are outside each classroom.

### **Checking Students In and Out**

Nothing is more important than the safety of our students and taking full responsibility for knowing who is present at school and who is not. To ensure this, it is the parent's responsibility to check their child in and out every day using the QR codes are posted outside the classroom door on the wall.

Teachers will accept a child into their classroom when the adult dropping the child off shows on their device that check-in has occurred. Teachers may not check a child in, and parents are asked not to put a teacher in this difficult position.

### **Using the QR Code Feature to Check In and Out**

Download and open the Procure Parent Engagement app on a mobile device and click the QR code icon in the top right corner. Scan the QR code by focusing your device's camera on the code. Once the code is scanned, you will be prompted to input a signature and select done.

If a parent or individual authorized to pick up a child is not utilizing the mobile app, they will simply open their camera on their mobile device and scan the QR code. They will be prompted to open a specific URL, which will open in their browser. The parent/authorized pickup will enter their unique four-digit PIN. Follow the prompts to sign the child in/out.

### **Finding an Authorized Pickup Person's PIN**

In the Procure app, open the child's profile (bottom right). Scroll down to family and additional pickups. Select the name of the person whose PIN you wish to view. Please give each authorized pickup person their PIN before pick-up, so they are prepared.

### **Release of Children**

Children will only be released to persons you have been authorized in the enrollment packet. Authorized persons must be at least 16 years of age and be specified in writing. Children will not be released to anyone under age 16, even siblings, unless an authorized adult is present. Updates to emergency contacts or an authorized pick-up list are completed by the parent using the Procure app. Procure will notify High Hopes of changes to the emergency contact and/or pick-up list.

## **INCLEMENT WEATHER**

The safety of our students and staff is High Hopes' priority regarding severe weather and other emergency situations. Tuition cannot be refunded due to weather events beyond the control of High Hopes.

High Hopes is independent of Williamson County Schools and Franklin Special School District and closes at our own discretion. High Hopes monitors weather and emergency situations very closely and makes every effort to make closing decisions in a timely manner. Parents will be

contacted via the Procure app about school closures or early dismissals. If we cannot reach a parent/guardian, then the emergency contact(s) will be notified.

High Hopes may close at its own discretion regarding dangerous winter weather conditions that may impact the safety of our families or staff members.

## **CLOTHING AND SUPPLIES**

### **Daily Items Provided by Parents**

- **Clothing:** High Hopes reserves the right to determine whether a child is dressed in a way that inappropriately disrupts the operations of the school/clinic. A child should be dressed in comfortable play clothes. Clothing should withstand paint, glue, dirt, and other sensory play materials. Clothing should be appropriate for current weather conditions, and all jackets, hats, and mittens should be labeled.
- **Shoes:** Though it is not necessary for infants to wear shoes daily, once your child begins to pull up and cruise holding onto furniture, they must begin to wear shoes. Soft soles are permitted until your child is walking. Children may not wear flip-flops or slides as they pose several safety risks, especially on the playground.
- **Diapers/Pull-Ups:** Parents must provide a small package of diapers or pull-ups at the beginning of the school year. The child's teacher will notify parents as more are needed. Wipes are provided.

### **Extra Clothing**

In the event of a child having an accident, High Hopes does not provide nor retain spare clothing or undergarments. Families are responsible for providing 2-3 extra, seasonally appropriate, outfits for their child as they find necessary based on their child's habits. Extra clothing should be updated as the seasons change, and the child grows. Each item should be labeled and placed in a gallon-size Ziploc bag with the child's name clearly printed.

If an accident occurs, teachers may not permit spare clothing or undergarments of another child to be used. Not having a change of clothing and undergarments will result in parents being contacted and asked to immediately bring a change of clothing or take their child home.

Teachers will try to remind parents when extra clothing and undergarments have not been provided or when the child has outgrown what is provided; however, it is the parent's responsibility to monitor this. A change of clothing and undergarments may be kept in the child's cubby (labeled with the child's name) or in their backpack.

### **Preschool Supply List**

Below is a list of general items a child will need on their first day of preschool. Please label all items brought to school with the child's first and last name.

#### **For infants:**

- Bottles (one per feed), formula, or breast milk; any specific brands of water you prefer
- Baby food and sippy cup, if applicable
- For children under 12 months: Crib sheet and sleep sack, lightweight blanket for use outside of the crib

#### **For children 12 months and older:**

- Trifold nap mat. For proper storage purposes, mat may be no larger than 48" x 24" x 2". Parent may purchase or High Hopes will purchase and add a \$40 mat fee to monthly bill.
- Bentgo Box for lunch. Parent may purchase or High Hopes will purchase and add a \$35 Bentgo Box fee to monthly bill.
- Lunch and sippy cup(s). The parent must provide separate sippy cups for milk, water, and other beverages. If a child uses a cup without a lid, High Hopes provides those.
- Afternoon snack – labeled "Snack and child's name."
- Fitted sheet (usually standard crib sheets fit the nap mats) and lightweight blanket

**For all Children:**

- Diapers or pull-ups, and diaper cream, if not potty trained.
- Winter clothing and accessories for outdoor play (jacket, hat, gloves).
- Sunscreen for summer outdoor play.

**Optional Items for all Children:**

- Any medication to be given during school hours. Permission to medicate forms must be on file for all medication.
- Any special or hypo-allergenic soap, lotion, baby wipes, or other products.
- Pacifiers (without stuffed animal attachments), lovies, comfort objects.

## **MEALS, SNACKS, AND TREATS**

**Before Care Breakfast**

Children attending before care may bring breakfast. Breakfast will be served to all children simultaneously to ensure proper supervision. This will occur at 8:00 am. No breakfast will be served after 8:00 am. If arriving after 8:00 am, please serve breakfast at home.

**Lunch**

A nutritious lunch meeting USDA guidelines must be sent daily in a labeled Bentgo Box. The USDA guidelines state that lunch should include one serving each of meat (protein), fluid milk or milk substitute, grain, fruit, and vegetables.

For health and safety reasons, all children must eat at the same time in a classroom. If a child misses the scheduled lunch time due to being dropped off late or returning from a local appointment (pediatrician, dentist, etc.), the child must be fed by the parent/guardian before returning.

Lunch is a way to teach children self-help skills. Parents are asked to send foods a child can manage with minimal teacher help. Please do not send lunches that must be prepared, such as Easy Mac, Chef Boyardee, or frozen meals that require several minutes in the microwave, as these take the lead teacher or co-teacher away from the class for an unnecessary period.

- Food items such as grapes, hot dogs, etc., should be cut into small pieces and not be left in circles because of the potential choking risk.
- Please complete a Severe Allergy Action Plan if your child has severe food or environmental allergies,
- If your child is on a special diet or has a food allergy or sensitivity, please send snacks that are appropriate for him/her.

### **Afternoon Snack**

Parents provide one afternoon, balanced snack that is labeled “Snack” and the child’s name on it. The snack should be low in sugar, fats, and sodium. Examples include peeled fruit, crackers, cheese sticks, goldfish, etc. Please refrain from sending cookies, pastries, popcorn, etc.

### **Class Treats**

Notify teachers at least 24 hours before bringing outside treats (cupcakes, popsicles, etc.) for the class. This allows teachers to obtain consent from parents for each child to participate.

## **NAPPING**

Children are not required to sleep during nap time but must have an appropriate rest time on a suitable surface, as state regulations require.

- Infants under 12 months sleep in a crib while at school. Please bring a crib sheet and sleep sack.
- All children 12 months and older must sleep/rest on a mat during nap time. Each child should have a tri-fold mat (two inches thick), a crib sheet, and a lightweight blanket.

### **SIDS Awareness and Prevention**

The American Public Health Association and the American Academy of Pediatrics have written guidelines for childcare centers called *Caring for Our Children—National Health and Safety Performance Standards: Guidelines for Out-of-Home Child Care Programs*.

### **Infant Sleep Positions and Surroundings**

- Infants under 12 months of age are placed on their backs on a firm, tight-fitting mattress in a crib while sleeping. Unless a child has a note from a physician specifying otherwise, infants will be placed in a supine (back) position for sleeping to lower the risks of Sudden Infant Death Syndrome.
- Soft mattresses, pillows, and other soft surfaces are prohibited as infant sleep surfaces.
- Sleep sacks may be used in cribs; however, blankets/swaddle blankets may not.
- The infant’s bed is to remain uncovered during sleep.
- When infants can easily turn over from the supine to a prone position, they will be put down to sleep on their backs but allowed to adopt whatever position they prefer to sleep in.

## **CLASSROOM MANAGEMENT AND DISCIPLINE**

Teachers will establish classroom routines and expectations beginning the first day of school. Clear expectations are important to fostering a productive classroom with little wasted time. This way, children have the maximum time to grow and learn during school. Your child’s teacher may have specific classroom management strategies for their classroom.

Young children have strong feelings and sometimes need help learning to express them in an appropriate manner. Problems and conflicts are learning opportunities. Our goal is to partner with families and look for ways to help children manage their feelings and behaviors. If a child develops a pattern of negative behaviors, it may be beneficial for the teacher and parents to meet to discuss possible alternatives. We desire that each child be given the tools to get the most out of their school day.



## **Positive Discipline Strategies**

Clear consistent rules help children understand classroom expectations.

- Short, simple phrases or instructions.
- Predictable schedules and routines.
- Limit the number of choices, so children are not overwhelmed when making decisions.
- Help children understand natural consequences.
- Teach problem-solving skills.
- Address the child's feelings.
- Address the behavior, not the child, so children learn what is acceptable and not acceptable.
- Praise desired choices. When children realize their happy choices are being seen, they keep trying.
- Gentle redirection, such as distraction, humor, motivation, or novelty, keeps the focus positive and helps prevent power struggles.
- Ignore tantrums until the child can calmly talk through a struggle if the child's behavior does not put the safety of him/herself, other children, or a staff member at risk for injury.

### **High Hopes Staff will not:**

- Use threats or bribery
- Use physical punishment
- Belittle children, use sarcasm, or any tone that can attack a child's self-esteem
- Isolate children or make them feel unsafe
- Associate discipline with eating, diapering/toileting, or sleeping

## **Biting**

Biting is a distinct stage of development for many infants, toddlers, and on occasion, preschoolers. This can be troubling to parents and caregivers alike. Parents of the child who bit another child naturally want to determine what provoked him/her to bite, and parents of the child who was bitten want to understand how severe the bite was and what caused it.

Each child is different and bites for different reasons. When biting does occur, the focus will be on determining why it occurred and what can be done to extinguish the behavior. Biting can occur because of an array of reasons, including a lack of communication skills, sensory needs, or frustration. Determining what occurred before the bite is essential so that a plan can be implemented to limit this from becoming a habit. Communication between teachers and parents is a crucial component of this process. Immediate blame on the teacher and assuming proper supervision was not in place should not occur.

The following steps foster our commitment to providing quality care and a safe, encouraging environment for our students:

1. Modeling kindness and good behavior.
2. Redirecting student behavior.
3. Remove the child who bites from the situation.
4. Provide immediate first aid for the child who was bitten.
5. Complete an incident report for each family. Reports will be sent and approved by school administration to make them aware of the incident.

6. Maintain the confidentiality of all children involved.

Should biting become frequent, a meeting will be arranged between the school administration and teachers to discuss an action plan for that classroom. The parents will then be requested to meet with the administration and teacher(s) to review the plan to eliminate this behavior.

### **ABUSE PREVENTION AWARENESS**

The Department of Education requires all early childhood programs to make an abuse prevention awareness program available or to provide abuse prevention awareness information for parents at least once a year. This program shall include a child abuse prevention component, approved by the Department of Education, with information on the detection, reporting, and prevention of child abuse in childcare centers and in the home.

# Warning Signs of Child Abuse

Below are indicators of child abuse and neglect, please note that the signs in each category may pertain to one or more types of abuse or neglect. If you suspect abuse, please call the Tennessee toll free **Child Abuse Hotline** at **1-877-237-0004**.

## Signs of Sex Abuse

- Soreness or bruising, pain or itching in genital or anal areas
- Sexually transmitted diseases
- Nightmares or bedwetting
- Unexplained loss of appetite
- Becoming isolated or withdrawn
- Excessive masturbation or sexual play
- Abuses children, animals or pets
- Attaches very quickly to strangers or new adults in their environment
- Obsession with pornography or viewing sexually explicit photos
- Repeated runaway or suicide attempts
- Self-destructive behavior/self-injury/cutting, risky or delinquent behavior
- Substance abuse

## Signs for Sexual Exploitation of Minors

- History or presence of emotional, sexual, or other physical abuse
- Sexually transmitted diseases
- Evidence of homelessness; no identification and runaway
- Inexplicable appearance of expensive gifts, clothing, or other costly items
- Presence of an older boy-/girlfriend
- Evidence of drug use
- Possesses multiple phones and hotel room cards
- Repeated statement of urgent need to leave or get back home



## Signs of Physical Abuse

- Unexplained fractures or injuries
- Previous injuries in various healing stages
- Patterned injuries consistent with objects of abuse (cigarettes, belt, hands)
- Burns on extremities, buttocks or genitals
- Frightened of or shrink at approach of adult caregiver
- Emotional turmoil (anxiety, depressed, suicidal); developmental delays
- Self-isolation or undue aggression
- Fear of going home; many school absences
- Abuses animals or pets

## Signs of Emotional Abuse

- Anxiety, depression or humility
- Constant belittling, shaming, and humiliation
- Developmental delays; failure to thrive



## Signs of Neglect

- Abandonment or reports that there is no one at home to provide care
- Constant hunger or begs or steals food for money; signs of malnutrition
- Abuses alcohol or drugs
- Lacks sufficient clothing for the weather or clothes are filthy
- Neglected personal hygiene (body odor, matted hair)
- Consistent lack of supervision
- Untreated medical issues

**In Tennessee, everyone is legally mandated to report suspected child abuse and neglect.** For more information, please visit <https://www.sworps.utk.edu/children> or <https://www.tn.gov/dcs.html>  
*This project is funded through an agreement with the state of Tennessee.*

## COMMUNICATIONS

It is High Hopes' top priority to communicate in a concise and timely manner with our families. Families entrust their children to us each day. We want to keep families informed about their day and updated on other school news. See the information below about the best ways to communicate with our staff.

### **Procure Parent Engagement App**

High Hopes uses the Procure Parent Engagement App to communicate between parents and teachers. From the app, parents can see their child's daily activities and videos/photos from their school day and view school-wide updates and announcements. The message feature allows communication with a child's teacher and the administrative team. The Procure Parent Engagement App streamlines communication and other school information in the app for easy access and prompt notifications.

Teachers and parents should only use the Procure feature or email to communicate with each other. Texting using personal phone numbers regarding a child at school during school hours is prohibited by High Hopes. The teacher's email address is first initial, last name@highhopesforkids.org. Example: Jane Doe, jdoe@highhopesforkids.org.

### **IPP Meetings and Parent/Teacher Conferences**

Individual Preschool Plans (IPPs) are required in the fall for all students receiving therapy services through the High Hopes Clinic. Parent/Teacher Conferences for all other students will be scheduled upon request. Pick-up and drop-off times are not appropriate for conferences. Please do not engage the teachers in lengthy conversations, as this prevents staff from engaging with and supervising the children. Please schedule a conference with your child's teacher or the Director of Education if concerns require more than a brief question or comment. Likewise, a child's teacher may desire a meeting with parents and will contact them to schedule a convenient time.

## MEDICAL POLICIES

### **Immunizations**

Every child must have a current immunization record on file at the time of enrollment. Vaccination records must be submitted on the Tennessee Department of Health Certificate of Immunization. Your pediatrician's office can send the record via fax to 615-277-2838 or email to [admissions@highhopesforkids.org](mailto:admissions@highhopesforkids.org).

### **Permission to Medicate**

The Tennessee Department of Education requires written permission before any prescribed or over-the-counter medication is administered to your child. This includes diaper creams and sunscreen. Depending on your child's diagnosis and/or prescribed medication, specific instructions from your child's physician may be required. All medications must be in the original packaging and labeled with your child's name. Medications and permissions to medicate forms must be given to the school nurse to ensure they are stored and distributed safely.

## Medical Interventions

Medical interventions by staff are done between 8:40 am and 3:30 pm. Medical interventions may not be done before this time (before care) or after this time (end of school day and after care).

## Sick Child Policy

High Hopes takes the health of our children seriously, as some of our population is immunocompromised. We can never be too careful. Children may not attend school if they have any of the symptoms listed in the table below. The school nurse will notify parents if their child is sick. If a child is sent home sick, children must be picked up within one hour, and parents will sign a sick child form. The child will be able to return when the stated condition is met. Due to an illness outbreak, this policy is subject to change at the school nurse or administrator's discretion.

A generic doctor's note for return cannot be accepted and does not negate High Hopes' illness policy. The doctor's notes must indicate the specific symptoms child was seen and cleared for. If the child returns and signs/symptoms present again, the time the child remains out of school must start over.

Illness	Signs/Symptoms	Return When/With
Unwell Child	Unable to participate in classroom activities at normal baseline	
Fever	Temperature over 100 degrees F	30 hours fever free without use of medication
Diarrhea	Two (2) episodes	30 hours free from diarrhea
Vomiting	One (1) episode where cause cannot be determined	30 hours after last episode and able to tolerate regular diet
Conjunctivitis (Pink Eye)	Red, itchy eyes with discharge	30 hours after treatment or Doctor's Note
Rash	Rash or signs of skin infection that is undiagnosed by a medical doctor.	Rash free or Detailed Doctor's Note
Ring Worm, Impetigo, Scabies, Cold Sores (Herpes Simplex 1)	Rash and/or blisters anywhere on the body	Detailed Doctor's Note
Strep Throat	Fever, sore throat, blisters may be present	Detailed Doctor's Note
Head Lice	Lice, Nits	Once treatment has been administered and the child is free of lice/nits
Pin Worms	Anal itching, live worms present around rectum	Detailed Doctor's Note
Cough	Frequent, disruptive, visibly painful cough	When non-disruptive to classroom setting
Other:		

### **Medical Care During the School Day**

High Hopes has a full-time school nurse on staff during regular school day hours from 8:40 am-3:40 pm. The school nurse cares for all the medical needs of the children throughout the day. She trains the staff on how to care for the specialized medical needs of the children in the preschool in the event she is unavailable.

In the event your child is sick or injured at school, the school nurse will communicate with parents via a Procure app message or phone call. A sick child note will be sent home indicating if a doctor's note is required before returning to school.

### **Families with a Child with Special Needs**

Families will be contacted before the first day of school to schedule a meeting with the child's teacher and the school nurse to discuss the specifics of the child's medical care during the school day.

## **CURRICULUM**

Each classroom is designed and arranged to encourage age-appropriate, hands-on exploration and support the development of social and emotional growth, problem-solving skills, physical development, and natural curiosity. Early learning is supported by opportunities for interactions with peers, teachers, and the child's environment. We encourage growth through nurturing, positive relationships.

We believe in a holistic educational approach, ensuring each child's academic, social-emotional, and physical development needs are met through individualized instruction. Our thematic, literacy-based curriculum, developed by our education staff, is easily adaptable to each child's needs and aligns with the Tennessee Early Learning Developmental Standards (TNELDS).

As we support each child's social, emotional, physical, language, and cognitive development, these are some of the key elements:

### **Social and Emotional Development**

- Build strong trusting relationships between children, teachers, and parents.
- Provide an emotionally and physically safe environment that encourages exploration.
- Support children in positive conflict resolution and problem-solving.
- Provide structure through implementing daily routines allowing them to feel a sense of security and predictability.
- Encourage responsibility and independence by allowing choices.
- Help children understand feelings by acknowledging and labeling them.

### **Physical Development**

- Opportunities for gross motor play both indoors and outdoors.
- Frequent and varied activities to strengthen and challenge fine motor development.

### **Language Development**

- Encourage vocabulary growth through stories, songs, thematic activities, and group discussion.
- Encourage language development through rhymes and word games.
- Encourage an abundance of peer-to-peer conversation.

### **Cognitive Development**

- Base curriculum themes on children’s interests, current age and development, and naturally occurring phenomena.
- Help children develop their natural creativity, curiosity, and excitement in problem-solving, and abstract thinking.
- Plan enrichment activities such as music, science, math, literacy, and art.

### **Movies and Screen Time**

At High Hopes, our number one priority is the education of our students. We follow the strict guidelines established by the Tennessee Early Learning Development Standards (TNELDS). While there are benefits to using today’s technology in the classroom, we choose to limit the amount of time our students would be exposed to screens to the following scenarios:

- Supplemental educational videos that support the curriculum under 15 minutes in length are permitted to be shown on an as-needed basis and are relevant to the topic(s) being taught.
- Full-length movies must have two-step approval by the Director of Education and parents before being shown.
- Full-length movies will only be allowed under special circumstances, such as end-of-year celebrations.
- Alternate activities will be available for those who prefer their child not to participate in watching a movie.
- This policy applies to extended care as well. Education is our top priority, and we will not use movies as a babysitter.

## **SPECIAL EVENTS**

### **Class Parties**

Class parties occur on special occasions throughout the school year. The child’s teacher will communicate dates, times, and details of how parents can get involved and support class parties. Parents are welcome to plan/organize classroom parties, including requesting other parents/guardians to help and send items in for parties. If interested in being a “Room Parent,” please speak with the child’s teacher.

We encourage families to celebrate their child’s birthday at school. Please contact the teacher for helpful hints and tips for a school birthday party. When planning class parties or birthday parties, please consult the teacher about allergies in the classroom.

### **Family Events**

One of the best qualities of our school is our amazing families! A few times throughout the year, High Hopes hosts family events with the main goal of families building community and supportive relationships. With the generosity of our donors and community partners, these events are usually free or at a low cost to families. Event details will be communicated as they are finalized.

## **Graduation**

High Hopes hosts a yearly graduation celebration to send off our PreK and K students to kindergarten and first grade, respectively. The children grow and learn so much during their time in preschool, and we want to be sure we celebrate all their accomplishments. Preschool graduation is at the end of May. Parents will be notified of graduation details once a date, time, and location are set.

## **ENROLLMENT TERMINATION / WITHDRAWAL NOTICE POLICY**

### **Enrollment Termination for Non-Payment**

If a payment plan is needed, the finance department will work with your family to create a payment schedule. High Hopes Development Center reserves the right to terminate enrollment at any point should an account become overdue with no attempt to reconcile the debt. Due to the partnership with our therapy clinic, an overdue clinic account with no attempt to reconcile will also lead to preschool enrollment termination.

### **Enrollment Termination by the School**

The Preschool may terminate a child's enrollment if any of the following conditions arise:

- a. In the judgment of the Director of Education or the Executive Director, the child's behavior threatens the physical or mental health of other children, him/herself, or any staff member.
- b. In the judgment of the Director of Education or the Executive Director, the preschool is not equipped to handle the child's medical or behavioral needs.
- c. The parents/guardians fail to abide by the terms of the Enrollment Agreement or the High Hopes Parent Handbook.

### **Withdrawal by the Parent/Guardian**

A 30-day advanced notice of withdrawal in writing is required. Notice is officially made by completing a High Hopes 30-Day Withdrawal Notice form available at the front desk. If a 30-day advanced notice is not given, payment for the following month (four weeks) is required. During the 30-day notice window, no refunds will be made whether or not the child is in attendance.



## **EMERGENCY AND GENERAL EVACUATION PROCEDURES**

The Department of Education requires early childhood programs to establish and share our emergency plans with our families. A fire, severe weather, or intruder drill is completed and documented once a month as required. This emergency plan was written to provide a general plan of action in emergencies for children, parents, staff, and volunteers of High Hopes. This plan, written for our employees to execute in case of a stated need below, covers medical emergencies, natural disasters and occurrences, fire, and human-initiated actions. Each are described, as well as the appropriate response to the occurrence.

All administrative support staff and volunteers must know the suggested action plan during emergencies. Swift and correct action are necessary for the preservation of life and property.

All personnel and volunteers should become familiar with this emergency plan and focus on their work area for maximum effectiveness. Waiting until an event happens, such as a tornado warning that includes the immediate area, decreases the ability to act quickly and confidently.

The plan is comprehensive, but we realize that the emergency action possibilities are endless. Emergencies not covered by this plan will be handled as best as dictated by the circumstances. The Director of Education, with the help of all available staff, will direct all personnel in procedures not outlined in this emergency plan.

## **COORDINATION AND TRAINING OF EMERGENCY PROCEDURES**

The Director of Education will coordinate all emergency response efforts. Support staff will assist with the children. Administrative staff not assigned other duties will assist with the children. Staff is expected to stay with children until all children are returned to a parent or individual designated on their emergency pick-up list. No staff member should leave during an emergency, even one that affects his/her own child.

All staff members will receive training on this emergency plan. Once trained, practice exercises will be completed on a regular basis. Training will be documented in employee records. Regular drills will be performed to test our emergency preparedness.

## **EMERGENCY SUPPLIES**

### **First Aid Kit**

There are small kits in each classroom. A large, well-stocked first aid kit can be found in the nurse's office and near the playground. If evacuating, it will be the nurse's responsibility to retrieve and carry the large first aid kit.

### **Classroom Emergency Bags**

Small first aid kits, flashlights, wipes, parent contact information, and student medical information. If evacuating, each co-teacher will retrieve and carry the bag. Support staff will assist with children and bags.

### **Automated External Defibrillator (AED)**

There are two located in the school. One is located in the second pod near the playground, and the second is located at the front desk. A third AED device is located in the downstairs administrative lobby.

### **SHELTER**

If the building is habitable, all children and staff will remain, moving to secure locations with alternate heat/air sources. If the building is uninhabitable:

- Children will be taken on foot next door to Pinnacle Financial Services, 205 Miller Springs Court, Franklin, TN 37064. Parents will be notified to pick up there.
- If Pinnacle Financial Services is not an option, staff will transport children to the Church of the City, 828 Murfreesboro Rd., Franklin. Parents will be notified to pick up there.
- Emergency management personnel will determine whether to evacuate and where to go.
- Teachers will take their notebooks and iPads with contact information for contacting parents.
- Director will also take the emergency cards maintained for each child as a backup for contacting parents.

### **EMERGENCY PHONE NUMBERS**

Emergency phone numbers are posted beside the classroom phones and teacher office phones.

### **TRANSPORTATION**

If the need to evacuate the building should arise, staff will transport children under the direction of emergency personnel whenever possible. Each staff member will take a designated number of children according to their vehicle's capacity. If an emergency is so dire that it requires evacuation and transport, normal transportation regulations, such as car seats, do not apply.

Our designated location to transport to is the Church of the City, 828 Murfreesboro Rd., Franklin. Once the children are safely situated at the church building, we will contact parents to pick up their children.

### **INJURY**

Minor injury during an emergency situation will be handled by the nurse or other staff member trained in first aid procedures. For major injuries, a treatment area will be set up, likely in the clinic.

### **EARLY WARNING SYSTEMS**

High Hopes relies on several sources for warnings regarding weather or other emergencies. High Hopes will rely on local news media accessed by personal devices for weather emergencies. In the event of an extended power outage, we have a crank-powered portable radio on site. We will listen for National Weather Service watches and warnings.

If possible, information will be relayed to classrooms using our intercom or paging system. In some emergencies, it would not be prudent to update classroom staff by public announcements. In this situation, administrative staff would communicate with classroom staff by personal devices.

We will rely on emergency management agencies and media to notify us of other potential dangers that could cause us to lock down the facility or evacuate entirely.

## EVACUATION PLAN

There are some non-emergency situations when the building could have to be evacuated, such as a power outage unrelated to weather, a plumbing or other water-related issue requiring the water to be shut off for a prolonged period. In these situations, the following guidelines will be followed.

- When the order to evacuate is given, parents will immediately be notified.
- Parents should quickly retrieve their children and go immediately to their vehicles.
- No child will be released to anyone other than a parent or individual specified on his/her emergency pick-up list.
- Staff will remain on the premises until the children have been picked up and the building secured.

For emergency evacuations, Franklin Fire, Franklin Police, or the Emergency Management Coordinator will give notification when to vacate the premises. High Hopes personnel will fully cooperate with all recommendations and orders given by emergency personnel. The High Hopes staff **will not** make the final decision to stay or evacuate.

- Emergency personnel will indicate the need for an evacuation from the site either on foot or by transport.
- If evacuating on foot, teachers will take all children to the Infant/Toddler playground meeting area. Teachers will do a head count to confirm that all of their children have safely exited the building.
- If the headcount is not confirmed as correct, administrative staff will sweep the building to find any child(ren) who may be missing or hiding.
- Teachers will have emergency notebooks and iPads with contact information for each child in their classroom.
- Once the headcount is confirmed, children will be safely escorted to Pinnacle Financial Services, 205 Miller Springs Court, Franklin, TN 37064.
- Upon arriving at Pinnacle Financial Services, teachers will again do their head counts. Once the head counts are confirmed, teachers, support staff, and administrative staff will contact parents for pick-up.
- No child will be released to anyone other than a parent or individual specified on his/her emergency pick-up list.
- Teachers will take a headcount upon arrival to safe area. Teachers will notify administrative staff immediately if headcount is not correct so that emergency personnel can be notified.
- Count must be correct BEFORE children are allowed to leave with parents.
- No one is allowed to go back into the building until the "All Clear" is given.
- All staff must remain with classes until they are safely returned to the classrooms or released to parents.
- Parents should not attempt to get their children. They must wait until their children are brought to them.

## **EMERGENCY SITUATION PREPAREDNESS**

### **Severe Thunderstorm/Tornado**

Tornadoes are valid threats for this area. Directions should be prompt and not taken lightly. Director of Education or a designated staff member will issue tornado preparedness orders. Personal devices will be used to monitor severe weather. Staff members should encourage calm, quick movement as needed in their areas.

- Remain calm and act quickly.
- Staff will escort their children to an inner room with no windows. The safest shelter is a storage room or office with no exterior walls.
- If this situation occurs during departure time, the parent, guardian, or authorized caregiver will be asked to remain at High Hopes until the tornado warning has been lifted.
- Staff will notify when danger has passed, and it is safe to move about.

### **Fire**

Fire extinguishers are in the main school and clinic hallways, the IT room, and the staff workroom. In case of a fire, an alarm will be heard throughout the building. All occupants should leave the building through the closest door to their location and move to the assembly area (fence along the Infant/Toddler playground). After all children and staff are accounted for and if necessary, the Director will authorize evacuation.

- Teachers quickly and calmly instruct children to line up at the door or gather children together as quickly as possible.
- Count the children before leaving the classroom and take attendance sheet and emergency notebook.
- Teachers and co-teachers will place infants and small children in beds and push beds out of building. Toddlers will walk out or be placed in rolling beds or buggies to exit.
- Teachers will close doors and turn out lights as they exit the classrooms.
- Lead children to a designated safe area away from the area of the building that is on fire and out of the path of emergency vehicles entering the parking lot.
- Teachers will take a headcount upon arrival to safe area. Notify administrative staff immediately if headcount is not correct.

### **Contacting Emergency Personnel**

- If an alarm sounds, our monitoring service immediately receives a signal and will dispatch emergency personnel.
- In the event that emergency personnel do not arrive within 5-7 minutes, the Executive Director or a designee will call 911.

### **Medical Emergency**

High Hopes' medical plan involves only the first few minutes of an emergency and involves the expertise of our nurse. The plan does not include diagnosis, testing, or treatment, other than minor symptoms and injuries. Major injuries or severe symptoms indicate the need to call 911 immediately. The plan covers only first aid treatment needed to sustain an individual until emergency help arrives.

- Remain calm. Do not leave the victim.

- Coordinate all emergencies through the nurse, nearest supervisor, or support staff. This individual will notify the appropriate emergency services and/or medical unit. Contact parents/emergency contacts of victim.
- Unless medically inappropriate, move victim to a quiet location.
- Take emergency equipment to the victim, not the victim to equipment.
- Take appropriate measures to protect from biological contamination, such as wearing gloves.
- Quickly assess symptoms. Urgent symptoms are severe chest pain, shortness of breath, decreased consciousness, visible injuries, or weakness on one side of body with difficulty speaking or severe headache.
- Determine when symptoms started by noting time and how injury occurred. Ask another staff member to get the individual's file to check for known medical conditions.
- If the victim becomes unresponsive and does not have a pulse, initiate CPR, direct another staff member to call 911 and have a third staff member bring the AED

**If an emergency creates a situation of mass injury:**

- Specific staff members are trained in CPR and first aid.
- Administrative and clinic staff will locate the injured. If an evacuation is necessary, those with serious injuries will be moved first.
- Minor injuries can be treated in classrooms or pods.
- A treatment area for major injuries will be set up in the multi-purpose gym.
- If front entrance is unobstructed, an emergency check-in station will be set up there.
- Staff is trained to handle children with special needs in any emergency.

**Earthquake**

Upon the first indication of an earthquake, teachers should direct students to DUCK, COVER and HOLD. Place younger children under tables or covered surfaces. Follow the procedures listed below for all earthquake events.

- Avoid glass and falling objects. Move away from windows, heavy suspended light fixtures, and other overhead hazards.
- When the shaking stops, the Director of Education will announce to the classrooms an evacuation action. Use prescribed or safe routes and proceed directly to the designated assembly area. Teachers will notify the Director of Education of the headcount and any missing children.
- Warn all personnel to avoid any fallen electrical wires
- Teachers will check for injuries and administer appropriate first aid
- If the assembly area appears safe, children will remain until a Fire/Rescue unit inspects the building and gives permission to re-enter the building. If it is determined that the assembly area should be evacuated, children will be moved to a safe location.
- The Director of Education and other designated staff will notify parents.

### **Utility Failure (water, electricity, gas, sewer, telephone)**

Contact the appropriate utility department. If the utility failure is a non-emergency, staff will notify parents of the need to close and pick up their children. If the utility failure is because of an emergency, the evacuation plan will be followed.

### **Missing or Abducted Child / Elopement**

A quick and coordinated response to a missing or abducted child is necessary for a positive resolution. Urgently deal with a missing child using all available staff, including administrative and clinic staff.

#### **Missing Child/Elopement**

- During operating hours, notify the Director of Education. Telephones and intercoms will be used to notify all other personnel to check their areas immediately. All staff will coordinate a search in their areas. All doors will be locked or guarded.
- Staff should systematically check all restrooms, classrooms, offices, kitchens, storage areas, and hallways until the child is found.
- Other children should remain in their classrooms with the doors closed.
- Call 911 if unable to find the child once all locations have been checked.

#### **Confirmed Abducted Child**

- Call 911 immediately. Give all information necessary to the dispatcher such as location, child's name, child's clothing description, suspect description, suspect's vehicle description, and last known direction of travel.
- Lock or guard all doors immediately.
- If the child is thought to still be on the property, coordinate effort to assist law enforcement in locating the child.
- Other children should remain in their designated classrooms with doors secured.

### **Hazardous Materials**

High Hopes will depend upon the emergency services of the City of Franklin Fire and Police and the Williamson County Emergency Management Agency to handle a hazardous materials emergency. The Franklin Fire Department and EMA will indicate the need to remain inside the building or evacuate the site, and these instructions will be transmitted to staff using telephones and intercoms.

- Remain in Building. Unless the material is of an airborne nature and actively making people sick, occupants should be encouraged to remain inside the facility. The High Hopes staff should encourage this but not use force. The Franklin Fire Department will make the final decision whether to remain in the building or evacuate.
- Shut down ventilation system as directed by the emergency personnel.
- Move out of classrooms with windows into halls or interior rooms, shutting doors when exiting rooms.
- Do not leave the building unless given permission or directed to do so by the proper authorities.

### **Terrorism**

High Hopes must be prepared in the unlikely event of terrorism directed at the area or the facility. Terrorism can take many forms including weapons, explosives, chemical and biological agents,

or hostage situations. Terrorism can be at the hands of militants or disgruntled or mentally unstable citizens.

Staff should be alert of unusual situations during school hours or public events, such as an open house, and always aware of individuals in the parking lot or near the playground. Alert the Director of Education and call 911 if needed.

- Restrict access to the facility during school and clinic hours.
- Do not allow suspicious persons inside the building through a secured door.
- Have all visitors sign in and out. Validate visitors by asking and documenting information from a photo I.D.
- Be vigilant for anything that seems odd or out of place:
  - Person(s) wearing a heavy, bulky coat, particularly in warm weather.
  - Person(s) acting nervous, belligerent, or found in unusual places.
  - Unusual packages or boxes left at door or found in unusual places.
  - Vehicles left in parking lot for days or frequent visits by a vehicle with no apparent purpose. Be very aware if a vehicle pulls close to the building for no apparent reason.
  - Secured areas found open or unlocked.
  - Anything that seems odd or out of place should be immediately reported to the police.

### **Intruder**

An intruder announcement will be made using telephones, intercoms, and personal cell phone devices. All classrooms will go into immediate lockdown.

- Call 911 immediately. As detailed as possible, provide a description of the subject.
- All interior doors shall be locked.
- Turn off lights inside the classrooms and remain calm.
- To remain out of site, adults and children should move into their designated lock-down area.
- Evacuate the hallway and lock-down areas until the “all safe” is given.
- All entryways will be locked, and no admittance to the preschool will be permitted until the “all safe” is given. The hallways will remain clear.
  - All children will be directed into the nearest classroom, and doors will be locked and guarded by a staff member.
  - Children will remain supervised in designated lock-down areas until the “all safe” is given.
  - Staff will wait for directions from the administration.
  - Return to normal **only** as directed by emergency personnel.

### **Bomb Threat**

- Call 911 immediately.
- Remain calm
- **DO NOT USE CELL PHONES OR PORTABLE RADIO DEVICES.**
- Initiate evacuation of building immediately. Pull nearest fire alarm and evacuate building using the fire plan.
- Do not announce bomb threat to children.
- Follow the directions of the fire department to make the building safe again.

### **Call recipient instructions**

- **REMAIN CALM**
- Listen carefully for clues—type of bomb, location, number of bombs, how it explodes, components and any other pertinent description. Telling the caller that the building is occupied may encourage the caller to give more information. If possible, a second person should also listen to the conversation.
- Complete the checklist for bomb threat calls below while talking or immediately after hanging up and making the appropriate 911 call. Write down conversation immediately.
- Call 911 immediately after hanging up if not already done.
- Initiate building evacuation, if not already done, or follow specific orders given by the police.



### Bomb Threat Checklist

Person receiving call: _____ Time: _____ Date: _____			
Caller's identity:	<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Adult <input type="checkbox"/> Juvenile	Approximate age _____
Origin of call (if you can tell or ask):	<input type="checkbox"/> Local	<input type="checkbox"/> Long distance	<input type="checkbox"/> Internal (from within building)
Vocal characteristics:	<input type="checkbox"/> Loud <input type="checkbox"/> Soft <input type="checkbox"/> Pleasant <input type="checkbox"/> Harsh	<input type="checkbox"/> High pitch <input type="checkbox"/> Deep <input type="checkbox"/> Raspy	<input type="checkbox"/> Intoxicated <input type="checkbox"/> Other:
Speech:	<input type="checkbox"/> Fast <input type="checkbox"/> Slow <input type="checkbox"/> Distinct	<input type="checkbox"/> Distorted <input type="checkbox"/> Nasal <input type="checkbox"/> Slurred	<input type="checkbox"/> Stutter <input type="checkbox"/> Lisp <input type="checkbox"/> Other:
Language:	<input type="checkbox"/> Excellent <input type="checkbox"/> Good	<input type="checkbox"/> Fair <input type="checkbox"/> Poor	<input type="checkbox"/> Foul <input type="checkbox"/> Other:
Accent:	<input type="checkbox"/> Local <input type="checkbox"/> Not local	<input type="checkbox"/> Regional <input type="checkbox"/> Foreign	<input type="checkbox"/> Other:
Manner:	<input type="checkbox"/> Calm <input type="checkbox"/> Angry <input type="checkbox"/> Emotional <input type="checkbox"/> Laughing	<input type="checkbox"/> Rational <input type="checkbox"/> Irrational <input type="checkbox"/> Belligerent <input type="checkbox"/> Righteous	<input type="checkbox"/> Coherent <input type="checkbox"/> Incoherent <input type="checkbox"/> Other:
Background Noises:	<input type="checkbox"/> Machinery <input type="checkbox"/> Trains <input type="checkbox"/> Street <input type="checkbox"/> Office machines	<input type="checkbox"/> Quiet <input type="checkbox"/> Music <input type="checkbox"/> Voices <input type="checkbox"/> Party	<input type="checkbox"/> Bedlam <input type="checkbox"/> Animals <input type="checkbox"/> Other: