



[Parent Handbook](#)

## New Horizons of North Texas

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## Welcome

Welcome to New Horizons of North Texas! We are excited to share our program with you!

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## Mission Statement

Our mission is to empower at-risk youth to reach their full potential through tutoring, mentoring, and faith-building.

## Vision Statement

We envision all at-risk youth completing high school with a plan for the future to become contributing members of society.

## Statement of Faith

Faith – we are more than our current story

Family – we are an extended family of belonging

Focus – we are people of grit, resilience, and determination

Finish – we will learn to take personal responsibility

## Program Goals

Students who participate in the New Horizons of North Texas will see growth in the following areas:

1. Growth in their faith- Students will learn about God in meaningful ways.
2. Reading improvement- Students will improve their reading and reading comprehension skills.
3. Math improvement- Students will improve their math skills.
4. Overall academic improvement- Students will improve their academic skills overall.
5. Engagement and communication- Students will learn meaningful ways to communicate and express themselves.
6. Participation- 75% attendance rate to maintain enrollment in our programs. (3x a week)
7. Student Social-Emotional Growth- Students will exhibit growth in coping skills, relational skills, and self worth.

## Hours of Operating

New Horizons of North Texas operates different sites throughout the metroplex. Each site has its own operating hours.

The administrative offices are open from 9:00 to 5:00 pm Monday through Friday.

Site locations:

- Uplift Triumph Campus
- Uplift Mighty Campus
- Uplift Heights Campus
- Uplift Wisdom Campus
- Uplift Pinnacle Campus

Site Hours: Monday through Friday 3:00 to 6:00 pm, with staff hours starting at 2:00 pm.

Additional sites may be added to the above list. This will be updated accordingly.

## School Calendar

We operate along the annual school calendar with a adjustments below:

- Start date within the first month of the first day of classes
- Four, nine-week quarters of program days, following the school calendars
- The end date will be one week before the final day of classes
- The summer program will fall between June and August.
- The holiday vacation days, which include:
  - Thanksgiving
  - Christmas
  - President's Day
  - Good Friday
  - Memorial Day
  - July 4
  - Labor Day
- The extended breaks, which include:
  - Fall Break
  - Winter Break
  - Spring Break
  - Summer Break
- Specialty Theme and Fun Days

## Emergency School Closing

New Horizons of North Texas reserves the right to close the program for emergencies or other unforeseen circumstances. In such an event, the families will be notified via email, text, or phone call of the closure.

Additionally, New Horizons of North Texas reserves the right to close the program for inclement weather. Closures for weather are for the safety of the staff and students. In case of a weather event, the families will be notified via email, text, or phone call.

New Horizons of North Texas is also subject to the closures of the individual site locations. If our site locations issue a closure, our program will be closed in that particular area. The families of New Horizons of North Texas will be notified via email, text, or phone call.

## Application and Enrollment Procedures

The following is the general admission process for New Horizons of North Texas.

1. New Horizons of North Texas will begin enrollment for after-school programs in July or the month before school begins. New Horizons of North Texas will begin enrollment for summer programming in late March. Marketing will be done through social media, in-person events, and other avenues.

2. The New Horizons of North Texas requires the completion and submission of the New Horizons of North Texas Application and Parent Handbook. The Application needs to be completed in its entirety to be considered for enrollment in the program with the signed acknowledgement of the parent handbook.
  - a. Submission will include a completed application with accurate information in each section.
  - b. Submission will include actual signatures.
  - c. Parent handbook must be signed by Parent/guardian
3. The New Horizons of North Texas Application process is the review of the Application by the Site Director, Program Director and Executive Director.
4. The Site Director informs the family of acceptance and provides additional program information.

### Financial Obligations of Student Families

New Horizons of North Texas is a tuition-free after-school program. It is open to any family that is affiliated with the schools partnered with NHNTX.

### Late Fees/Damage Fees

NEW HORIZONS OF NORTH TEXAS has the following fees:

Late Pick-Up Fee: This fee will be assessed if the Student has not been picked up from New Horizons of North Texas by the designated closure time of the site.

Damage Fee: This fee will be assessed if the Student willfully damages the property of New Horizons of North Texas.

Table of fees and collection:

Fee Type	Amount To Be Charged	Due Dates	Notes
Late Pick Up	\$5.00	Next Day	\$5 per minute past 5 min after closing
Damage Fee	Cost of the Item Replacement	Next Day	

### Student Records

New Horizons of North Texas will keep all student records (incident reports, health reports, etc.) in a cumulative file. All student records are to be stored in a secure location and may be accessed only by the Executive Director, Program Director, Site Director, board members, and the student's parents.

Student Records will be reviewed on a monthly basis by the Site Director at which time verification of CCL compliance and up-to-date contact information will occur for the maintenance of an organized and correct record.

## Student Health Requirements

All students attending New Horizons of North Texas must have on record with the school either a current immunization record or an exemption statement, according to the Texas State code, before enrollment begins.

Any student with an allergy at New Horizons of North Texas must have an Allergy Record and Treatment Plan on record at New Horizons of North Texas. Additionally, copies of the Allergy Record and Treatment Plan need to be in a designated place in the classroom, indoor play area, and kitchen.

All student medical records are to be kept in the student files. Student files should be reviewed monthly by the Site Director or designee for accuracy and to be kept up to date.

## Hearing and Vision

To be in compliance with the Minimum Standards of the State of Texas Childcare Licensing regarding the screening of hearing and vision in children ages 5 and 6, New Horizons of North Texas will require vision and hearing screenings. Students who are enrolled at New Horizons of North Texas are required to have documented, signed screenings conducted by licensed professionals for hearing and vision in their student files.

Screening is good for one year from the date of the test.

## Communicable Disease

New Horizons of North Texas, in accordance with the Texas Department of State Health Services, shall exclude from attendance any child having or suspected of having a communicable illness. Exclusion shall continue until re-admission criteria for the illness are met. The conditions for re-admittance for each communicable illness are as follows:

- amebiasis--exclude until treatment is initiated
- campylobacteriosis--exclude until after diarrhea-free for 24 hours without the use of diarrhea-suppressing medications and fever-free for 24 hours without the use of fever-suppressing medications
- chickenpox--exclude until the lesions become dry or if lesions are not vesicular until 24 hours have passed with no new lesions occurring
- common cold--exclude until fever-free for 24 hours without the use of fever-suppressing medications
- conjunctivitis, bacterial and/or viral--exclude until permission and/or permit is issued by a physician or local health authority or until symptom-free
- coronavirus disease 2019--exclude and re-admit based upon guidance from the Department of State Health Services
- fever--exclude until fever-free for 24 hours without the use of fever-suppressing medications
- fifth disease (erythema infectiosum)--exclude until fever-free for 24 hours without the use of fever-suppressing medications
- gastroenteritis--exclude until diarrhea-free for 24 hours without the use of diarrhea-suppressing medications;

- giardiasis--exclude until diarrhea-free for 24 hours without the use of diarrhea-suppressing medications
- hepatitis A--exclude until one week after onset of illness
- infections (wounds, skin, and soft tissue)--exclude until drainage from wounds or skin and soft tissue infections are contained and maintained in a clean dry bandage; restrict from situations that could result in the infected area becoming exposed, wet, soiled, or otherwise compromised
- infectious mononucleosis--exclude until physician decides or fever-free for 24 hours without the use of fever-suppressing medications
- influenza--exclude until fever-free for 24 hours without the use of fever-suppressing medications
- measles (rubeola)--exclude until four days after rash onset or in the case of an outbreak, exclude an unimmunized child for at least 21 days after the last date the unimmunized child was exposed
- meningitis, bacterial--exclude until 24 hours after the start of effective treatment and approval by a health care provider
- meningitis, viral--exclude until fever-free for 24 hours without the use of fever-suppressing medications
- meningococcal infections (invasive disease)--exclude until 24 hours after the start of effective treatment and approval by a health care provider
- mumps--exclude until five days after the onset of swelling
- pertussis (whooping cough)--exclude until completion of five days of appropriate antibiotic therapy, or until 21 days have passed since cough onset, whichever is earlier
- ringworm--none, if the infected area can be completely covered by clothing or a bandage, otherwise exclude until treatment has begun
- rubella (German measles)--exclude until seven days after rash onset or in the case of an outbreak, unimmunized children should be excluded until at least three weeks after the onset of the last rash
- salmonellosis--exclude until diarrhea-free for 24 hours without the use of diarrhea-suppressing medications and fever-free for 24 hours without the use of fever-suppressing medications
- scabies--exclude until treatment has begun
- shigellosis--exclude until diarrhea-free for 24 hours without the use of diarrhea-suppressing medications and fever-free for 24 hours without the use of fever-suppressing medications
- streptococcal sore throat and scarlet fever--exclude until 24 hours from the time antibiotic treatment was begun and fever-free for 24 hours without the use of fever-suppressing medications
- tuberculosis disease (suspected or confirmed), pulmonary or laryngeal--exclude until antibiotic treatment has begun and a physician's certificate or health permit obtained
- typhoid fever--exclude until diarrhea-free for 24 hours without the use of diarrhea-suppressing medications and fever-free for 24 hours without the use of

fever-suppressing medications; and 3 consecutive stool specimens have tested negative for *Salmonella* Typhi.

The Site Director shall exclude from attendance any child having or suspected of having a communicable disease designated by the Commissioner of the Department of State Health Services (commissioner) as cause for exclusion until one of the criteria listed in a subsection of this section is fulfilled. Any child excluded for the reason of communicable disease may be readmitted, as determined by the health authority, by:

- Submitting a certificate of the attending physician, advanced practice nurse, or physician assistant attesting that the child does not currently have signs or symptoms of a communicable disease or to the disease's non-communicability in a school setting.
- Meeting re-admission criteria as established by the commissioner.

New Horizons of North Texas cannot be held responsible for the communication of any serious disease that was introduced to the program.

In the event of a communicable disease, New Horizons of North Texas will notify parents of the illness and the symptoms communication will be delivered by email and in written form as a note sent home with the student and via email. However, New Horizons of North Texas will respect confidentiality and will not reveal the names of students, faculty, or staff who are ill.

### Drop-Off and Pick-Up Procedures

The following guidelines are for drop off of all New Horizons of North Texas students:

1. Upon entering the New Horizons of North Texas program site, the students are to place their belongings in a designated area.
2. Students should check in with New Horizons of North Texas staff.
  - a. Staff will check the student's temperature
  - b. Use the sign-in sheet to record
    - i. Student's first and last name
    - ii. Student's time of arrival
    - iii. Student's temperature.
3. Students will be provided with the opportunity to wash their hands or use hand sanitizer.
4. Students will be instructed by staff on the next steps.

The following guidelines are for the pickup of all New Horizons of North Texas students:

1. Parents/guardians must provide the name, contact information, and driver's license number of each person who is permitted to pick up the student, a designated pick up list in writing.
2. Any requests for alternative pick-up, must be made in writing via email or text to the Site Director Email and/or New Horizons of North Texas main line before the student is picked up.

3. Without written permission from a parent/guardian, no student will be allowed to leave the premises with anyone other than those who are allowed to transport the child according to the designated pick-up list.
4. The Site Director has the discretion to deny the student means of transportation if they believe the student's safety may be at risk.
  - a. No proper car seat or seat belts
  - b. Concern of impairment (under the influence) by the driver.
5. Under no circumstances shall any New Horizons of North Texas staff provide transportation to students. New Horizons of North Texas has a contracted transportation company.
6. No third-party transportation agency (Uber, Lyft, taxi service, etc.) is permitted to be used as a solution for pick up of a student from the program. Under no circumstances will school personnel call or arrange for a third party to transport students.

### Transportation Procedures

The following guidelines are for use when NHNTX provides transportation:

1. NHNTX will secure a safe, vetted, insured, and background-checked third-party driving company for the pick-up of students.
2. NHNTX staff will be present in the vehicle on the trips to pick up the children from the designated site.
3. NHNTX staff will carry with them a TRANSPORTATION BINDER with the children's complete information: including full name, preferred name, child's picture, age, date of birth, school, grade, emergency contacts, legal address, medical information, and the necessary consents.
4. NHNTX will take attendance of the riders each day in the transportation binder.
5. Each child will be greeted upon entrance to the vehicle and then assigned a seat. The NHNTX will make sure that each child is in a proper seat/car seat for their age. NHNTX will make sure that all restraints are properly fastened.
6. NHNTX will monitor children's behaviors on the ride to the NHNTX site. No horseplay, getting up, jerking against the seat belts, distracting the driver, and no eating.
7. Upon arrival, the NHNTX will assist the children in exiting the vehicle, instructing them to line up in a designated spot. The NHNTX staff will do a visual sweep of the vehicle for left-behind belongings or messes. The NHNTX will take roll again and make sure all the children are accounted for before releasing the driver. The NHNTX staff will escort the children to the destination.

## Health and Safety Checks

Program staff will perform head-to-toe checks of students upon arrival. Program staff will perform temperature checks upon arrival. Additionally, temperature checks may be performed if a child begins acting ill or feels warm.

## Food and Nutrition

New Horizons of North Texas will provide an afternoon snack on a designated schedule. Food will not be served outside mealtimes without the consent of the Executive Director.

New Horizons of North Texas will provide healthy meals in compliance with CCL standards and the FDA-recommended guidelines. However, if a child has a food allergy the school needs to be alerted so that the school can supplement the food with another option. If the child has a food aversion, it is the parent's responsibility to provide another option for the child.

The New Horizons of North Texas menu will be set monthly and will be furnished to the parents for their review.

## Student Medications/Application of Sunscreen and Bug Spray

New Horizons of North Texas will not issue any medication to a student.

No medications can be stored in backpacks, bags, purses, etc. All medications must be locked in the Medication closet. Students are to turn in all medicines to the administrative office to protect other students from unauthorized use.

New Horizons of North Texas will not be responsible for the application of bug spray or sunscreen on the students.

## Hygiene Practices

Toileting: Staff should check the bathrooms for cleanliness before sending the students in, students should not be left unattended. One student per toilet. Staff should not assist unless requested by the student, and then gloves should be worn by the staff. Students must wash their hands after using the toilet.

Handwashing Procedure: Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails. Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice. Rinse your hands well under clean, running water. Dry your hands using a clean towel or air dry them.

## Campus Safety

New Horizons of North Texas prioritizes the safety of the students and program staff at the highest level. Therefore, the following safety measures and policies are in place:

- All visitors must sign in and be cleared for visit by the site administration.
- All faculty, staff, administration, volunteers, and regular visitors must have an active background check that is cleared.

- All volunteers must have the supervision of a faculty or staff member, no volunteer should ever be left alone with children.
- All inspectors (including CCL), repairmen, and campus visitors must be accompanied by a faculty or staff member.
- Any unauthorized visitors to the campus should be asked to leave the premises immediately and the church office should be notified.
- Authorities should be contacted if the party refuses and the Executive Director and the Board should be alerted.
- Students should be removed from outdoors and should remain in their designated areas in the event of an authorized visitor to the campus.
- Under the 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 a harsher penalty.

### Safety Drills

While New Horizons of North Texas does not anticipate a serious incident on our campus, we are keenly aware that unforeseen disasters can strike anyone, at any time, and anywhere. The following procedures are in place for the preparation of an emergent circumstance:

1. New Horizons of North Texas has four types of emergency drills, which are conducted regularly. These drills are timed and assessed by the Site Director for areas of improvement.
  - a. Fire drill conducted monthly.
  - b. Severe Weather Drill conducted twice a year.
  - c. Lockdown Drill conducted quarterly.
  - d. Evacuation Drill conducted bi-monthly.
2. New Horizons of North Texas will have emergency packs in each student area, with such items as contact binders, first aid kits, etc.
3. An adequate water supply is also preserved on campus, should the need arise for additional hydration.
4. In the event of an emergency, parents and guardians will be notified by email and/or cell phones, as long as these options are operational. Information on each child's emergency card will be used to contact the appropriate individuals, should a parent/guardian not be reachable.

### New Horizons of North Texas Commitment to Students

The Administration and Staff of New Horizons of North Texas is committed to providing students with a nurturing and inspiring learning environment where they feel valued, supported, and empowered to reach their fullest potential. New Horizons of North Texas makes the following commitment:

1. We will treat you with respect, kindness, and empathy, recognizing your unique strengths, challenges, and perspectives. We will create a safe and inclusive space where everyone feels heard, understood, and valued.
2. We will strive for excellence in my teaching practice, delivering engaging, relevant, and differentiated instruction that meets your diverse learning needs and fosters curiosity, critical thinking, and lifelong learning.

3. We will support and encourage you in your academic, social, and emotional growth, providing guidance, mentorship, and resources to help you overcome obstacles, achieve your goals, and develop resilience and confidence.
4. We will hold high expectations for your learning and behavior, challenging you to set ambitious goals, persevere through challenges, and strive for excellence in all that you do. We believe in your ability to succeed and will help you unlock your potential.
5. We will personalize your learning experience, recognizing your individual interests, strengths, and learning styles, and providing opportunities for choice, autonomy, and self-directed learning. We will help you succeed in your problem academic areas.
6. We will collaborate with you, your teachers, your families, and others to foster a strong partnership in support of your learning and well-being. We believe that together, we can achieve great things and make a positive difference in your life and the world around us.
7. We are committed to continuous improvement in my teaching practice, seeking feedback, reflecting on my practice, and embracing opportunities for professional growth and development to better serve your needs and aspirations.
8. We will model a love of learning and a growth mindset, demonstrating that learning is a lifelong journey filled with curiosity, discovery, and wonder. We will inspire you to become lifelong learners and responsible global citizens who make meaningful contributions to society.

### Student Commitment to New Horizons of North Texas

The students of New Horizons of North Texas will be subject to this Code of Conduct.

1. Students are expected to follow directions.
2. Students are taught to accept responsibility for their behavior by being held accountable by their teachers and the Site Director.
3. During group learning activities and specialty activities, the students listen to the teacher as a sign of respect for authority and listen to other students as a display of courtesy. NHNTX will use the raising of hand technique while in a large group.
4. Students may move about the room only by permission of the Staff.
5. Students shall refrain from any act of disrespect such as:
  - a. Mimicking others
  - b. Laughing at the mistakes of others
  - c. Back-talking or arguing with any teacher
  - d. Making facial or non-verbal expressions of disrespect/contempt
  - e. Whispering and/or passing notes in class

6. Profane, vulgar, and/or abusive language (such as name-calling) is prohibited.
7. The student is not to engage in horseplay to avoid accidental injury, misunderstood intentions, or conflicts. Pushing, shoving, punching, and cutting in line are not allowed.
8. Eating and drinking are permitted only in designated areas and at designated times.
9. Fighting will result in disciplinary action and a parent conference.
10. The student is to treat the property of the program and others with care. Vandalism and writing on desks, chairs, or walls are not permitted. Property that requires replacement results in higher costs to parents. The offender will reimburse the program and/or site location.
11. Use or possession of drugs, including alcohol and tobacco, is prohibited.
12. Kissing, hugging, holding hands, holding one another, and other public displays of affection are not permitted at the program.
13. Verbal threats or written threats of any kind will not be tolerated.

### Guidance and Redirection

1. Our focus in addressing problem behavior is to deal with the attitudes of the heart as we address outward behavior while teaching accountability and responsibility.
2. Parents will be apprised of all student behaviors and guidance measures.
3. The vast majority of behavior problems are to be dealt with at the program staff to student level. Staff should use the following techniques for age-appropriate discipline:
  - a. Verbal Redirection
  - b. Separation from the group
  - c. Separation from activity/object
  - d. It is never appropriate to use physical punishment or restraint on a child.
4. Love and forgiveness will be an integral part of the discipline of the student.
5. Administrative Intervention: Five basic behaviors will automatically necessitate discipline from the Executive Director or Program Director (versus the staff). Those behaviors are:
  - a. Disrespect shown to any staff member. The staff member will be the judge of whether or not disrespect has been shown.
  - b. Dishonesty in any situation while at the program, including lying, cheating, and stealing.
  - c. Rebellion, i.e. outright disobedience in response to instruction.
  - d. Fighting, i.e. striking in anger to harm the other student(s).
  - e. Obscene, vulgar, or profane language or actions.

6. During the Intervention, the Executive Director or Program Director will determine the nature of the consequence. The Executive Director or Program Director will also notify the parents.
7. If for any of the above, or other reasons, a student receives redirection from the Executive Director or Program Director, the following accounting will be observed within either semester of the school year:
  - a. The first two times a student is sent to Intervention for discipline the student's parents will be contacted and given the details of the events. The parents' assistance and support in averting further problems will be sought.
  - b. The third Intervention will be followed by a meeting with the student's parents, program staff, and the Executive Director.
  - c. Should the student require a fourth Intervention, a two-day suspension will be imposed on the student.
  - d. If a fifth Intervention is required, the student will be expelled from the program.
8. If a student commits an act with such serious consequences that the Executive Director and the Program Director deems it necessary, the Intervention process may be bypassed and suspension or expulsion imposed immediately. Examples of such serious misconduct could include acts endangering the lives of other students or staff members, gross violence, vandalism of site property, violations of civil law, or any serious verbal threats.
9. Should an expelled student desire to be re-admitted to New Horizons of North Texas at a later date, the Executive Director, Site Director, Program Director, and Board, will make a decision based on the student's attitude and circumstances at the time of reapplication.

### New Horizons of North Texas Commitment to Parents

The faculty and staff of New Horizons of North Texas make the following commitment to all the parents of the school:

1. New Horizons of North Texas recognizes the authority of the parents and will work in partnership with parents.
2. New Horizons of North Texas recognizes the trust that parents place in the program by enrolling their children, and will therefore strive to continuously maintain that trust through transparency, honesty, collaboration, and open communication.
3. New Horizons of North Texas is an "Open Door Campus" to the enrolled students' parents, granting parents to be present on the campus at any time.
4. Parents are encouraged to volunteer (with a completed and passed background check) at the school.

### Parent Commitment to New Horizons of North Texas

The following commitment is agreed to by parents enrolling their children in New Horizons of North Texas:

1. We have read and understand the program's mission, vision, statement of values and its program goals, and we are in agreement with the purpose and philosophy of New Horizons of North Texas.
2. We place our trust in New Horizons of North Texas to assist in the mentoring and development of our student.
3. We understand that New Horizons of North Texas is a faith based program. We understand that we can have our child opt-out of faith-based activities with written request.
4. We do hereby state that we have made a thorough investigation of the program's operations, discipline, behavioral expectation, etc., and we agree to make them our glad-hearted choice.
5. We understand that we are invited to be a part of the program's operations, however to become a volunteer of the program a background check is required.
6. We understand that the standards of New Horizons of North Texas do not tolerate profanity, obscenity in word or action, disrespect to the New Horizons of North Texas staff or volunteers and the site location personnel, or continued disobedience to the established policies of the site location.
7. We believe that redirection is necessary for the benefit of each student, and we give permission to the staff and administration to make and enforce school regulations in a manner consistent with New Horizons of North Texas procedures, and under the guidelines of Childcare Licensing of Texas.
8. We pledge that if, for any reason, our child does not respond favorably to the program, we will do everything in our power to cooperate with the program to help our child make the necessary adjustments. If these adjustments cannot be made, then we agree to withdraw our child.
9. We understand that if our student causes damage to school property, assessments will be made to cover damages to the school, including breakage of windows, book damage, and abuse of other personal property and it will be our financial responsibility to rectify the situation.
10. We will support the program by involvement in sponsored meetings and activities.
11. We give permission for our child to take part in all program activities, including specialty activities.
12. We, as parents of the student applicant, do sincerely give our pledge to the above items. We understand that failure of the parents or child to comply with the established regulations and discipline, parental commitment, or failure to meet any program obligations will forfeit the student's privilege of attending.

### Custody Dispute Procedures

In cases with custodial parents and non-custodial parents, the custodial parent must produce the court orders for New Horizons of North Texas to copy and place in the child's file.

- a. Custodial parent must indicate to the school the rights of the non-custodial parent, including authorization for pick up.
- b. If the non-custodial parent is not on the authorized pick-up list, a notation is made in the file. All program staff is alerted.

If a custody dispute occurs while a student is enrolled at New Horizons of North Texas, the program staff will furnish records only at the request of the court.

## Process for Dispute and Grievance

New Horizons of North Texas will seek to use biblical guidelines for the resolution of disputes and grievances in the operation of the school.

### **Students/Parents to Faculty/Staff:**

1. All concerns about the program must first be presented to the staff by the parents, or if the student is mature enough, by the student himself. If the student presents a concern, a respectful demeanor is required at all times.
2. If the problem is not resolved, the parents or student may bring the concern to the Executive Director. If the student brings the concern, he must have permission from his parents to do so.
3. If the problem is still not resolved, the parents should appeal the decision by requesting a hearing from the NHNTX Board.

### **Parents to Administration:**

1. If parents or guardians have a grievance or dispute about the general operation of the program, they should bring their concerns to the Executive Director.
2. If the situation is not resolved, they should request a hearing from the Board of Directors.

## Special Activities and Field Trips

### **Field Trips**

New Horizons of North Texas does not sponsor field trips.

### **Water Activities**

New Horizons of North Texas does not participate in water activities.

## Abuse, Neglect, Exploitation, and How to Report

New Horizons of North Texas seeks to provide a loving, safe, nurturing environment for children. New Horizons of North Texas seeks to prevent child abuse of any form to students.

**Abuse:** an action that intentionally causes harm or injuries to another person. This can refer to physical abuse, psychological abuse, mental abuse, and sexual abuse.

**Exploitation:** occurs when a person intentionally, knowingly, or recklessly causes the exploitation of a child.

**Reasonable suspicion:** is credible evidence or a discrepant or inconsistent history in explaining a child's suspected abuse. A report based on reasonable suspicion does not require proof that abuse or neglect has occurred or that the reporter witnessed the incident in question. Reporting is not a determination that child abuse or neglect has occurred; rather, it is a request for an assessment of the condition of a child.

Because we believe children are our most important concern, New Horizons of North Texas has adopted the following guidelines for reporting:

1. Treat each allegation of child abuse seriously.
2. Attempt to assure the safety and protection of persons who have been harmed
3. Immediately begin documenting all procedures observed in handling the allegation.
4. Immediately notify the Executive Director. The Executive Director will, along with the reporting staff member, immediately report allegations to the Department of Children and Family Services.
5. Immediately notify the parents if it is not known that they have previous knowledge of the allegations, and allegations are not currently against them.
6. If the accused has assigned duties within the life of the program, that person must be immediately relieved of his/her duties until the investigation is concluded.
7. New Horizons of North Texas should extend whatever care and resources are necessary. In providing care to the principals (alleged victim and the accused) and their families. New Horizons of North Texas and its staff should under no circumstances be drawn into a discussion of the truth or falsity of the allegation which could contaminate an official investigation. Do not assign blame or take any steps that involve establishing or negating the allegation.
8. It is appropriate to show care and comfort for the alleged victim. This should be the objective from the moment the allegation is received or otherwise made known.
9. Observe confidentiality for both the alleged.
10. Do not confront the accused until the safety of the student and all the students and staff is secured.
11. Treat the accused with dignity and support.
12. If the media or other parties contact you about a pending allegation of child abuse, they should be referred to the Executive Director and Board of Directors. Only program authorities or their designees should make comments about the allegations, using a prepared public statement to answer the press and to convey the news to staff members and school personnel. The prepared statement shall be made only after consultation with the program's attorney and will include the steps the program has taken to protect children, such as the development and implementation of this manual, and the care and concern the school has for all parties involved. The privacy and confidentiality of all involved shall continue to be of primary concern.

In this role the Handbook is created in supporting our members. We appreciate your support and responsibility in abiding by our New Horizons parent/student handbook. We take great pride and responsibility in caring for your child and are excited to have them join our New Horizons afterschool program!

This Handbook provides a general overview to support and guide acknowledgement and expectations of our facility. Our goal is to provide our members with a safe and nurturing environment in order to enrich and grow them through our NH program.

*I have read and acknowledged the agreement of responsibility and expectations set in place for NHNTX.*

\_\_\_\_\_ Date: \_\_\_\_\_

**Parent or Legal Guardian Signature**