

*Magnolia Bible*  
**PRESCHOOL**

**Parent Handbook  
2022-2023**

31611 Nicolas Sawmill  
Magnolia, Texas 77354

## Operating Schedule

MBP classes are held Monday – Friday of each normal week that school is in session.

MBP offers three school day schedules:

- 2 Day Program – Tuesday and Thursday
- 3 Day Program – Monday, Wednesday, and Friday or Tuesday, Wednesday and Thursday (Pre-K4 only)
- 4 Day Program (Pre-K4 only)-Monday-Thursday
- 5 Day Program – Monday – Friday
- All School Day Programs are: 8:30 am – 2:30 pm
- Extended Day Programs are available to extend hours up to 7:00am – 6:00pm

These programs are in session August – May. Actual dates will be published each school year via our school calendar. Summer Camp programs begin when the school year ends and ends 3 school days before the next school year begins.

Doors will open for School Day Programs at 8:15 am. Parents will sign their child in at a computer station before proceeding to classroom using their unique Brightwheel assigned number. Doors will lock at 9:15. Any student arriving after doors are closed will be escorted to class by a MBP staff member. Doors will open for pick-up at 2:25 pm. Children not picked up at 2:35pm will be placed in our after-school care program at a drop-in hourly cost to parents. Cost is calculated at an hourly rate and not prorated or discounted. One minute into a clock hour will be charged for a full hour. Please see office staff for the current drop-in after school rate.

### Extended Day Programs

These programs provide opportunities for children to learn and play before and after school in a safe and nurturing environment.

*These programs are only available to students who are enrolled in one of MBP's school day programs.*

**Rise and Shine** program starts at 7:00 am and continues until class starts at 8:30 am. Parents may bring a prepared breakfast their child. Breakfast brought from home will be served from 7:00am to 8:00am. If you arrive after 8:00am your child should have already eaten breakfast.

**Stay N Play** program starts at 2:30 until 6:00 pm. Afternoon snacks will be served. A monthly menu will be posted.

### Summer Programs

Your choice of programs is the same as in the fall – MWF, T/Th and M-F. The school day is 8:30am – 2:30pm, with an option for extended care from 7:00 am - 6:00 pm. We accept children who are 18 months by May 1st up to children entering 4th grade. Summer Camp Program information will be available each Spring.

## School Calendar

MBP yearly school calendar lists school holidays and special events. Our calendar is posted on our website [magnolia.church](http://magnolia.church) each school year. Each classroom has a copy posted on the classroom information board.

If it becomes necessary to close school, have early dismissal or late arrival due to inclement weather, the closing policies of Magnolia ISD will be used as a guideline. Magnolia ISD closures will be followed.

# Registration Procedures and Fees

Our registration process starts with a school tour. Your child is welcome and encouraged to join the tour. Enrollment information will be given at the conclusion of the tour. To enroll your child a completed enrollment intent form and registration fee must be submitted to MBP office. If space is available in the program requested a start date will be scheduled. A complete enrollment packet containing all forms required by the State of Texas must be completed and submitted before the first day of school. **No exceptions.**

If necessary, your child will be added to our waitlist. As space becomes available the next name on the list will be contacted. When contacted the parent has 24 hours to respond to MBP with enrollment acceptance. If MBP does not receive a response within 24 hours, the next name on the waitlist will be contacted.

## **Registration Fee**

Registration fees are non-refundable and are non-transferrable.

## **Tuition Fees**

Tuition fees are due on the first day of each month. Tuition is considered late on the 5<sup>th</sup> day of the month. If tuition is not received by the 5<sup>th</sup> day of the month a \$40.00 late fee will be assessed. If tuition and late fee is not received by the 10<sup>th</sup> of the month your child may be disenrolled from the program.

## **Forms of Payment Accepted**

Tuition can be paid electronically through our Brightwheel system. Checks and money orders are also accepted. There is a \$45.00 return check fee.

## **Discounts**

Families with more than one child will receive a 10% discount on for each additional child's tuition. The youngest child is considered child one. Discount is applied to each child after child one. Discount is applied to tuition only.

## **Refunds**

No refunds will be given for illness, inclement weather days, absences or school closings due to reasons beyond our control.

## **Late Pick-up Fee**

The building opens at 7 a.m. and closes at 6 p.m. every weekday with the exception of special holiday hours, as stated on our school calendar. Late fees are charged if a child is picked up after our building closes:

First 10 min after closing: \$20

10+ min after closing: \$50 with additional charges after 6:15pm per every five minutes

## **Withdrawal**

In the event that your child needs to be withdrawal from MBP:

We require written notice 30 days prior to the next tuition EFT in order to cancel tuition your payment.

# Arrival and Departure

## Arrival Procedure

Staff members will be in the lobby greeting families as they arrive each day. At this time the parent should inform staff if the child is on medication or if someone other than the parent is picking up the child. Parent must fill out and sign appropriate forms. Requests for drop-in extended care may also be made at this time. Children must remain with their parents until they have been taken to classroom. At no time can children be left unsupervised.

Parents have been assigned an individual ProCare code. This code will be entered by you into a computer at one of MBP kiosks located in the lobby. **Please do not allow your child to enter the code.** Friends or family on your authorized pick-up form will be issued their own ProCare code the first time they pick up your child. Please have them go to the office where we will verify their identity, make a copy of their driver's license and issue their code.

## Departure Procedure

Lobby doors will be unlocked at 2:25. Enter your ProCare code into a computer and proceed to your child's classroom. Parents may take a moment to discuss their child's day. Please keep this conversation brief due to the teacher's obligation to other children still in the classroom. If you find the brevity of this exchange leaves unanswered questions and/or concerns, call the office to schedule a conference. Help your child gather their belongings and tell classmates good-bye.

## Release of Children to person other than parent or guardian

In the event that the person responsible for picking up your child is unable to, please call the school office and let us know who will be picking up your child. Please note: this person **must** be listed as a *Persons Authorized to Pick Up* on your child's enrollment forms. Authorized person must go to the office and show a form of legal identification. A staff member will then bring your child to the office. It is the parent's responsibility to provide appropriate car seat for transporting.

Changes to the *Persons Authorized to Pick Up* list must be in writing, signed by parent, and dated. Emails and phone calls will not be accepted.

These strict policies regarding the release of children are in place to ensure the safety of all children at MBP.

# Medications

Medications (prescription *and* over the counter, including diapering creams/ointments) dispensed at MBP are subject to the following guidelines:

- No medications are to be sent with a student or in his/her backpack.
- An **Authorization for Dispensing Medication** form must be completed, by the parent, for every medication. These forms are available at the front desk.
- Prescription medication must be in the original container and labeled with the child's full name, the date medication was brought to MBP, dosage directions and physician's name.
- Non-prescription medication must be in the original container and labeled with the child's first and last name and date the medication was brought to MBP. The parent or guardian must provide all non-prescription medication. Any medication requiring a "consult" for the dosage level will need to have a written doctor's order stating child's name, date, dosage directions and physician's name.
- If the parental authorization is for long-term, as-needed medications for periodic and recurring

medical problems (i.e., headaches, asthma attacks, allergic reactions), “authorization to administer medication expires on the first anniversary of the date the authorization is provided,” as per the Minimum Standards for Child-Care Centers, 746.3803-b.

- Sample medications require a doctor’s written prescription.
- MBP cannot administer the first dose of a new medication (e.g., the child has never taken the medicine). Exceptions would be emergency medications (i.e., EpiPen) that a student requires but has not received in the past.
- Medication can only be given in amounts and time intervals according to package directions or as amended by physician.
- Medication is dispensed at approximately 11:30 a.m. and 3:30 p.m. Your child’s medication must be scheduled to meet these times. An authorized staff person will administer the medications as stated on label directions.

### **Sunscreen and Insect Repellent**

The container must be labeled with the child’s name. The parent must log the product into the book labeled Medication Log, which is located at the front office. It will be kept in the locked cabinet in the child’s classroom and the teachers will use it as needed. The product will not be applied after its expiration date and will be either disposed of or returned to the parent.

## **Illnesses**

If your child is ill, please keep him/her home from school. We want our classes to have the healthiest environment possible. The best way to prevent illness is to prevent exposure. A child who appears ill upon arrival will not be admitted to school. Parents will be notified immediately when a child becomes ill or injured. Parents or designated person will be asked to pick up a sick child immediately. If your child exhibits any signs of fever, discharge from eyes, ears or nose, sore throat, earache, a cold, upset stomach, diarrhea, or rash **please do not bring him/her to school**. You **must** keep your child at home if he/she has had any of the following symptoms within 24 hours prior to class: Diarrhea, vomiting or fever (without medication). We are not licensed health care professionals, so we do not do health checks beyond checking fever and comforting your child.

Children may not attend class if illness or unusual behavior prevents the child from participating comfortably in school activities including outdoor play. Request to have a child remain inside during outdoor play will not be possible as we are not staffed to meet individual requests. If a doctor recommends staying in, please bring written instructions from the doctor to the office and Director will make decisions on a case-by-case basis.

Notify the school when your child is ill regardless of how minor the illness may be. State law requires information pertaining to the incidence and incubation of contagious diseases be passed on to other parents. Confidentiality is assured.

## **Emergency Medical Procedures**

In case of the onset of critical illness or injury, we will make an immediate attempt to contact a parent. Parents must keep all phone numbers in their child’s file current. The child will be taken to the emergency

room (as authorized in the enrollment packet) by emergency vehicle. The director or assistant director will follow the emergency vehicle to the facility and remain with the child until the parent arrives.

In the case of a minor injury such as a bump or scratch, the injury will be treated according to prescribed methods of first aid and report describing the incident will be documented in the Brightwheel app. A copy of the incident report will be kept in the child's file.

**All Incident Report forms must be signed by the parent or guardian of the child.**

## Immunizations

The Texas Department of Family and Protective Services requires that we have a health statement signed by the physician and a copy of your child's up-to-date immunization record *before admission*.

Exclusion from immunizations for reasons of conscience, including a religious belief, must be submitted on an original, notarized "Exemption from Immunization for Reason of Conscience" document issued by the Texas Department of State Health Services.

This form is required before the first day of attendance.

Information on required immunizations for childcare facilities as well as the exemption from immunizations can be accessed at [www.dshs.state.tx.us/immunize](http://www.dshs.state.tx.us/immunize)

### Tuberculin Testing Requirements

At this time, the Texas Department of State Health Services does not require TB testing for children attending or employees working in a licensed childcare center. Magnolia Bible Preschool will not require TB testing at this time, leaving the decision to the parent/guardian and the child's health care provider. In the event of a change in this policy, all parents will be notified.

## Vision and Hearing Screening

The Vision and Hearing Screening Program, chapter 36 of the Health and Safety Code, requires that children enrolled in private or parochial school in Texas be provided with a vision and hearing screening. MBP will provide screening for students who are four years old by September 1 of the current school year.

## Lunch and Snacks

Parents must provide a lunch, a water bottle/spill proof cup (labeled with child's name), and a morning snack. MBP is not responsible for your child's nutritional value or for meeting your child's daily food needs. The State of Texas requires MBP ensure that each parent understands that we are not providing any portion of your child's daily nutrition. Parents are responsible for meeting their child's daily nutritional needs. Children are encouraged but never forced to eat their food. If a child enters our care who cannot eat solid foods, we will work with the parents to develop an eating plan.

### Lunch

When making your child's lunch try and choose from the five basic food groups, keeping nutrition in mind. Candy and carbonated drinks are **not** permitted. If candy is sent in lunches, it will be sent home with a note reiterating our policy. Lunches from home should be able to be eaten as is. We do not have a microwave available for heating up food or refrigerator to keep lunches cold.

If your child forgets his/her lunch a staff member will call you to bring a lunch. In case you cannot be reached, MBP will provide a lunch from our **limited** food pantry, and you will be billed \$5.00. It is the parent's responsibility to provide a nutritional lunch daily.

You may breastfeed or provide breast milk for your child while in our care. We provide a comfortable place with a seat that enables a mother to breastfeed her child.

### **Morning Snack**

Your child will require a daily morning snack. Label **snack with child's name**. It is the parent's responsibility to make sure their child has a healthy nutritional snack.

### **Stay N Play Snack**

Children enrolled in Stay N Play will be served an afternoon snack. A monthly menu will be posted, or you may send a second snack for the afternoon.

## **Clothing**

The following are clothing guidelines to keep your child safe and comfortable:

- Dress your child in comfortable, washable play clothes, free from complicated fastenings. Clothes that children can easily put on and take off for toileting purposes are best.
- Select winter outerwear that is washable. Please label these items with your child's name.
- Let your child know it is okay to get dirty. Often, children refuse to take part in painting, sand, and water play, because they are afraid to get their clothes messy.
- Children should leave a change of clothing at MBP, clearly labeled with their name, and stored in a Ziplock bag.
- Children are required to always wear enclosed footwear to ensure their safety. Examples of footwear that are not allowed are flip-flops, sandals, Crocs or rubber rain boots. Sneakers are the best for all-around play. Parents will be notified to bring appropriate shoes if these safety guidelines are not met. Cowboy boots are allowed on Texas celebration days only.

## **Diaper Changing Procedure**

Proper diapering procedures are posted at each changing table. Changing tables are impervious, non-absorbent surfaces. The changing area is never located in food preparation areas and is never used for the temporary placement of food. A closable, foot-pedal operated, plastic-lined trash receptacle is used in every diaper changing area for contaminated diapers, pull ups, wipes, and liners.

**Parents must provide a sufficient supply of daily diapers and wipes. Teacher will send a note home when supplies are low.** Teachers check diapers and pull ups regularly and change soiled or wet diapers and clothing immediately. Teachers prepare diapering area with diapers, disposable wipes, and disposable bags. A non-absorbent changing surface is covered with paper liners. Staff wears disposable exam gloves when changing diapers, and gloves are changed between each child.

While safety straps on changing tables are not used (to avoid contamination), staff members always have one hand on the child during diaper change.

Used diapers and wipes are disposed of in a plastic bag. If necessary, soiled clothes are placed in a plastic

bag to be sent home to parents. A clean diaper is placed on the child.

During diaper change, caregivers talk with and relate warmly to children. The child is carefully removed from the changing table. Child's hands are washed at a sink with soap and running water. The changing paper liner is disposed of, and the changing table is disinfected after each use. The staff member washes his or her hands after each diaper change with soap and water for 20 seconds and uses a paper towel to turn off the faucet.

## Toilet Training Procedure

Parents are responsible for providing a sufficient supply of disposable diapers and wipes for children not yet toilet trained. When children are ready for toilet learning, teachers request that children graduate to training pants or wear the easy-open-sides, pull-up training pants. The new pull ups have a moisture-sensitive strip that helps a child tell when they are wet. Several changes of clothing and shoes are needed. Supplies should be checked periodically by the parent and replenished as needed.

**Children need to be fully toilet trained before moving to Preschool I class (3 yr. old).**

## Nap/Quiet Time

Children in the Full Day and School Day programs are provided with mats to lie down on for naptime. Texas law requires that children 18 months or older who are in childcare for five or more consecutive hours should have rest or quiet time. Each child is assigned with his/her own personal resting mat that is labeled with his/her name. There is ample walking space between mats. Children are placed head to feet, side by side, as well as lengthwise head to feet to avoid transmission of germs while coughing. Mats do not block entrances or exits to the area or room. Mats are not placed next to or near doors, closets, or cabinets. Children are always within sight and sound of a qualified caregiver. We understand that not all children will nap, however they are required to be able to lay down or rest without disturbing the other children in the classroom. If a child is consistently unable to nap, we might need to consider transferring to a no nap program or do enrichment activities.

## Physical Activity and Outdoor Play

Research has shown that physical activity opportunities are important to the overall development of your child. We will offer both unstructured play and structured play opportunities utilizing our campus gym, our children's gathering area and our specials classrooms for daily physical activities indoors. Each class will be assigned an outside play time once a day for a minimum of thirty minutes in the morning and for those staying for Stay and Play, they will have a second thirty minutes assigned. On days with extreme weather (including heat or cold) we will have built in play time within our campus gym. We encourage closed-toe shoes and comfortable clothes so our children may run and play safely.

### **Outside Guidelines (adjusted 3/15/23)**

According to weather.com we will make outside time guidelines as follows daily.

#### **Heat Index**

less than 90	30 minutes
90-95	15 minutes in the sun, then up to 15 minutes of shade play
95-100	5 minutes in sun, then up to 25 minutes of shade play
over 100	Shade play only, limited to 10 minutes

#### **Wind Chill**

Over 55	30 minutes
50-55	15 minutes
45-50	5 minutes
under 45	no outside time



## Visitors

At MBP we have an open-door policy for all parents. When you visit MBP and enter our building, you are required by the State of Texas to sign in at the front desk and receive a visitor's badge. This maintains the security of our building. Visitor's badges are not necessary at drop off or pick up.

## Emergency Preparedness Plan

### Fire

An evacuation map showing the primary and secondary exits as well as the meeting site outside the facility is posted inside the door of each classroom and all common areas. Classroom teachers will take the class list and lead the children from the building walking to the designated area. Teachers will take radios, classroom backpack and personal cell phones (to contact parents), if possible, with them as they evacuate. Children will be supervised by classroom teachers at all times. Those with limited mobility will be assisted and extra teachers or administration will be assigned classrooms to assist. Students are counted as they leave the building and attendance taken when class reaches the designated evacuation area. As soon as attendance is taken teachers will hold up a green flag to indicate all children are accounted for and a red flag if a child is not accounted for. Administration is notified immediately of any red flags. The director ensures building is completely evacuated before leaving building. When returning to class students are counted when entering the building and attendance is taken when back in classroom. Binders containing child emergency contact information are carried out of the building by administrative staff as they evacuate. This fire procedure is practiced every month at different times of the day to familiarize children with the procedure.

### Natural Disasters

The director will assess the weather conditions or situation from the National Weather Service. The evacuation area is posted inside the door of each classroom and all common areas. In the event of threatening severe weather, the teachers will immediately lead the students into their designated evacuation area. Teachers take clipboards, flashlights, classroom emergency bags, radios and personal cell phones, if possible, with them as they evacuate. Students are counted before and after evacuation. We practice a severe weather drill a minimum of once every three months.

### Ice, Blizzard, and Flood

The director will assess weather conditions based on information from the National Weather Service. Parents are encouraged to check MBP local news channels for updates.

### Building Emergencies: Evacuation

If evacuation is necessary MBP will relocate to: Magnolia Trails Senior Living Lobby 31511 Nicolas Sawmill, Magnolia Texas 77355. We will follow evacuation plans and walk there by foot. Parents will be notified by one or more of the following: phone call, text, and notice on school door.

### Threatening Incidents

Our staff trains on the lockdown procedure a minimum of four times a year. Lockdown procedures are internal and shared only with ~~stf~~

## MBP is a Weapon and Violence-Free School

Texas and Federal law prohibit intentionally, knowingly, or recklessly causing bodily harm or injury to another. Exhibiting, using, threatening or possessing any firearms or illegal weapons on school property, parking lot, or any passenger transportation vehicles is prohibited.

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 harsher penalty.

**Carrying a firearm or dangerous weapon on our school property or at a school-sponsored function is prohibited.**

Those who hold concealed weapons permits are also subject to this prohibition.

## Communication

### Print and Published

Newsletter and announcements are sent home on a regular basis to keep parents informed of the various happenings at MBP. Please refer to our website [magnolia.church](http://magnolia.church) for announcements, calendars, and newsletters. Teachers of toddlers send home daily notes to inform parents of their child's everyday experiences. Preschool and Pre-K teachers will send home a weekly newsletter via email. The office will publish a monthly newsletter that contains information about events, activities and more. Each student has a weekly folder that will be sent home once a week to ensure that parents receive their child's notifications in a timely manner. Every effort will be made to notify you in advance of any staff changes in your child's class. Parents are also encouraged to look at the announcement monitor located our lobby.

It is the parents' responsibility to read the notices and keep them handy for reference. State Licensing requires a parent or guardian's signature on **Incident and Behavior Reports**. Please help us meet this requirement by signing and dating the notice immediately and returning it to the teacher.

### In Person

MBP teachers may conduct Parent/Teacher conferences during the Fall Semester. You will have the opportunity to sign up for a time that is convenient for you and your family.

You are welcome and encouraged to meet with your child's teacher and or Director whenever needed. Please contact the school office to schedule a conference.

Drop off and pick up time conversations need to kept brief and pertain to your child's day. Please keep all other conversations for a time when MBP staff can give you their undivided attention.

### Parent Questions and Concerns

If a parent has a question or concern about MBP's policies and procedures, or any other issue, please contact the office to schedule a conference. All Parent/Director conferences are strictly confidential.

### Policy Change Notification

Parents will be notified of any policy changes via our ProCare Family Portal and in print via student's weekly folder.

# Opportunities for Parent Involvement

There are a variety of ways for parents of enrolled children to participate in activities at MBP. It is our belief that working closely with parents is the most effective way to ensure a successful experience for children.

Below are good ways to get involved as a parent at MBP:

- Participate in classroom parties when we celebrate special days throughout the school year
- Volunteer (please look for a volunteer sign-up sheet that will come home with your child)
- Visit your child's classroom to share your profession, culture or to be a guest reader
- Join our Parent's Club

## Preventing and Responding to Abuse and Neglect of Children

Our staff receives one hour of training annually on recognizing and preventing child abuse and neglect. Texas law requires ~~caregivers~~ to report suspected child abuse or neglect to law enforcement or the Texas Department of Family and Protective Services. To report child abuse or neglect, call 1-800-252-5400 or go to [www.txabusehotline.org](http://www.txabusehotline.org).

Employers are prohibited from retaliating against caregivers who make reports in what is considered "good faith." Causes for reporting suspected child abuse or neglect include but not limited to the following:

- Unusual bruising, marks, cuts on the child's body
- Severe verbal reprimands
- Dropping off or picking up a child while under the influence of alcohol or illegal drugs
- Failure to attend to the special needs of a disabled child
- Obvious malnourishment
- Lack of personal cleanliness
- Need for glasses, dental care, or other medical attention
- Difficulty in sitting or walking

Child abuse is a community concern. An excellent resource for strategies to reduce and prevent child abuse and neglect can be found at [www.helpandhope.org](http://www.helpandhope.org). The following are a few of the topics you will find:

- Helping families in stressful times
- Reaching out to children in your community
- Being an active community leader
- Getting to know your neighbors
- Keeping your neighborhood safe with a National Night Out Plan or Neighborhood Watch
- Recognizing and reporting signs of child abuse

If you feel you need assistance with possible child abuse, neglect, or sexual abuse, we encourage you to get help. Please call the National Parent hotline at 1-855-427-2736.

The Texas abuse and neglect phone number is 1-800-252-5400

# Discipline and Guidance Policy

Discipline must be:

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

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

- Using praise and encouragement of desired behavior instead of focusing only on unacceptable behavior.
- Reminding children behavior expectations daily by using clear, positive statements.
- Redirecting behavior using positive statements; and
- Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age.
- If reasonable concern about a child's behavior arises, this will be documented and made aware to the director
- **Behavior Reports** are sent home when an incident occurs at school. These reports are evaluated, and when necessary, accompanied by a parent-teacher conference with the director or assistant director to discuss the issue

**There must be not harsh, cruel, or unusual treatment of any child.**

## Dismissal Policy

While it is always unfortunate to dismiss a child from MBP, there are times when such action is necessary. MBP reserves the right to dismiss a child if necessary.

Some situations requiring expulsion include, but are not limited to the following:

- Non-payment of tuition.
- Continual tardiness on the part of the parent to pick up a child at the designated time.
- Inappropriate behavior of the child and/or parent that violates the rights of others and that shows no improvement after corrective steps are taken to modify behavior.
- Inability of a child to participate in classroom routines and learning activities after steps are taken to acclimate the child to classroom environment.
- Biting, while age appropriate in the younger ages, will be consider a reason for dismissal if biting becomes habitual.

If attempts to correct any situation named above are unsuccessful, dismissal notification will be made by the Director directly to the parent. Failure to comply with policies and procedures as stated in the Parent Handbook will be cause for immediate dismissal.

## Texas Department of Family and Protective Services

Magnolia Bible Preschool is under the supervision of the licensing requirements of the State of Texas. This department oversees our quality of services based on the Minimum Standards for Child-Care Centers. Their information and our Licensing inspection reports can be found at <https://hhs.texas.gov>. Our most recent inspection report is also posted at MBP office. Our local licensing office phone number is 713-287-3238. To contact the Department of Family and Protective Services, you may also call 936-756-1551 for the local area office. If you suspect neglect or abuse, their hotline number is 1-800-252-5400.