

TLC Kids Way Parent Handbook

TLC KIDS WAY:

TLC Kids Way is a state licensed child care facility that is owned and operated by The Life Church. It is our goal to offer a positive and safe learning environment for your child to develop. This parent handbook is here to assist and inform you of our policies and procedures so that you can plan and partner with us to meet your child's needs. Please be aware that these policies are subject to change as state required Minimum Standards change, and as our administration deems necessary. Any changes will be provided to parents and staff in a timely manner. A 30 day notice of changes will be given when possible, unless the changes are in regards to a safety matter.

We are honored that you have chosen to join our school family. We look forward to working with your child/children to grow and develop physically, socially, emotionally, creatively and intellectually. We believe that this will happen when students are provided with a safe and loving faith based environment, and with caregivers who are dedicated to enriching children's lives.

DEFINITION OF TERMS:

This Handbook pertains to students of TLC Kids Way, preschool, after school care and summer camp. TLC Kids Way- This includes students in the preschool through school age. This program contains 3 parts:

1. TLC Preschool-Early education for children up to prek-4.
2. TLC After School Care-care for school age students for K-6th during the school year.
3. TLC Summer Camp-summer program for school age students

NON DISCRIMINATION POLICY

TLC Kids Way does not discriminate on the basis of gender, race, color, creed, age, disability, veteran's, marital status, religion, or national or ethnic origin in admittance, education, or other administrative policies and extends to all the rights, privileges, programs, and activities generally made available to students at the school.

REQUIRED POLICIES

TLC Kids Way program is licensed and regulated by the Texas Department of Health and Human Services. The following policies are required by Child Care Licensing per The Minimum Standards for Child Care Centers 746.501 and Minimum Standards for School-Age and Before or After-School Programs 744.101.

1. HOURS OF OPERATION

TLC Kids Way-Preschool classes will be open 7:00am-6:00pm, Monday-Friday, year round. A holiday schedule will be posted each new school year to advise families which holiday's TLC Kids Way will be closed. Full tuition is due for holiday weeks.

TLC Kids Way-After School Care will be open from 3:30pm-6:00pm, Monday-Friday, during the school year, excluding days the school (TLC Academy) is closed and early release days. Childcare options may be available on these days, information will be made available as necessary. We will follow the TLCA holiday and closing schedule. Full tuition is due for all weeks during the school year that the program is open to students. During the summer months TLC Kids Way will open from 7:00am-6:00pm Monday-Friday for Summer Camp.

2. RELEASE OF CHILDREN

Per Texas state laws, parents have a right to access their child at any time. However, we strongly encourage parents to drop off their children by 8:00am (for the Preschool and Summer Program) each day so that the child can take part in our full educational program. In the event that a parent is unable to pick up their child, they may authorize another legal adult to pick up. Children in the preschool will not be

released to a minor. Children in the school age program can be released to a minor with prior parent authorization on file. Authorized adults must be listed on the enrollment form to pick up and the authorized adult must bring a picture ID. Children will not be released to adults without a picture ID.

3. ILLNESS AND EXCLUSION POLICY

Children who are ill should not attend school. TLC Kids Way observes the standards set by the Texas Department of Health and Human Services for ill children. The most common standards for exclusion are:

- Illness that prevents the child from participating in child care activities, including outdoor play.
- Illness that results in a greater need for care than caregivers can provide without compromising the health, safety and supervision of the other children.
- Temperature of 100.4 degrees
- Symptoms and/or signs of possible illness such as lethargy, abnormal breathing, uncontrollable diarrhea (2 or more times), 2 or more vomiting episodes in 24 hours, uncontrolled coughing and other symptoms as determined by the Director to affect the safety of other children.

If a child becomes ill while in our care, we will contact the parent immediately. We will care for the child apart from the other children, as much as possible to maintain ratios, with proper supervision and give extra attention to hand washing and sanitation practices.

Parents need to pick up children within 1 hour of notification. If a parent is unable to come then the emergency contact will be called to come get the child. In the event of severe illness or injury, or if a parent fails to pick up their child within a reasonable amount of time, TLC Kids Way may call for an ambulance at the parent's expense.

If a child is sent home sick from our program, they may not return until the child is symptom-free for 24 hours without the use of medication. TLC Kids Way reserves the right to require a doctor's note stating that your child is not contagious before returning to the program.

4. MEDICATION

TLC Kids Way does not administer medication to children. With this in mind, you may want to inform your physician that your child is in a full-day program and that you prefer to give medications at home, morning and evening. Knowing this, many doctors will order longer acting medications. Limiting the medications that are dispensed away from home prevents medication errors. Please remember, TLC Preschool and Kids Way are designed for children that are well.

If oral medication needs to be administered at school parents will be asked to come and administer the medication to the child and then wait for 15 minutes to make sure there is not a reaction before leaving the child in the care of TLC Kids Way. Parents will also be asked to log with the school the medicine given and dosage. Do not leave medication in your child's backpack. This is a safety risk for your child as well as to other students in the school.

TLC Kids Way can administer nebulizer treatments to children if needed. Parents must sign in the medication and nebulizer machine to the office daily with instructions and times to be given. The prescription information must be turned into the office, in the original box, and must include the child's name, prescription name, date of expiration and dose to be given. Our staff is not trained to know when a child needs a nebulizer treatment. TLC Kids Way must have an Emergency Action Plan on file if your child has Asthma.

For children with severe allergies requiring an Epi Pens or medical treatment if exposed we will require an Emergency Action Plan from your child's doctor outlining what the allergy is and how to handle it if exposed to allergen.

Health forms are required to be completed at the time of enrollment showing any allergies, physical handicaps, a statement of general health, and a current immunization history. It is the parents'

responsibility to keep these updated and kept current.

5. PROCEDURES FOR HANDLING EMERGENCIES

In case of minor injury or accident, the staff will administer basic first aid. All injuries or illnesses not requiring immediate parental notification will be documented and reported to parents when the child is picked up at the end of the day.

In case of medical injury or illness requiring immediate professional care (emergency), the staff will call 911, give location and nature of emergency. As appropriate, the staff will administer CPR or first aid measures. Parents will be notified immediately. If parents are unavailable, those individuals designated as emergency phone contacts will be notified. All children must have an emergency medical release form on file in case of such an emergency.

If a child ingests or comes in contact with a poisonous substance the staff will contact the Poison Control Center 1.800.222.1222.

6. PARENT NOTIFICATIONS

Open communication with parents is very important to children's success. TLC Kids Way has multiple ways of communicating with parents. In some situations, parents may be asked to sign documents acknowledging that communication has taken place. Listed below are ways that TLC Preschool and Kids Way may communicate with parents:

- Written memos placed in your child's folder
- Verbal communication with the child's teachers and program Director
- Remind 101 text app
- Memos and notes left on the parent terminal and sign in/out station

7. DISCIPLINE & GUIDANCE POLICY

TLC Preschool and Kids Way staff members are trained to use a positive method of discipline and guidance that encourages self-esteem, self-control, and self direction. Just a few examples used in this situation are:

- Praise and encouragement of good behavior and choices instead of focusing only on the unacceptable or negative behaviors
- Reminding a child of behavior expectations daily
- Using clear and positive statements
- Redirecting behaviors

There may be times during the day when a supervised separation time is needed. This is a "time out" and is used according to the child's age and development and is limited to one minute per year of the child's age. TLC Preschool and Kids Way staff will never use corporal punishment or negative discipline that may hurt or humiliate a child.

Research has shown that positive guidance teaches children skills which help them get along in their physical and social environment. This aim is to develop personal standards in self-discipline, not to enforce a set of inflexible rules. Giving children understandable guidelines and redirecting their behavior helps them to develop internal control of their actions and encourages acceptable behavior. Positive cooperation is required from the family when dealing with disruptive behavior. We feel that consistency from all parties involved is the best way to handle these issues. TLC Kids Way reserves the right to terminate care for the child for discipline problems at any time, especially when behavior affects the safety or education of other children in our care.

8. MEALS/SNACKS

TLC Kids Way will provide breakfast each morning, times will be posted. Lunch is served at 11:00am. An afternoon snack is served after the rest period. If your child is not in attendance during the posted time for a meal or snack, you will need to feed your child before returning to the program. Menus are sent home at

the beginning of the month. Your child may bring an alternate meal or snack to the program but it must be eaten during the meal time provided on the schedule. Please advise the center of any allergies. If your child is not able to eat the food provided due to allergies, parents are required to provide an alternate meal/drink option. All of our classrooms pray before each meal or snack.

After School Care students are served a snack upon arrival to the program at 3:30pm. During the Summer Camp Program students will be provided a breakfast snack in the morning, lunch is served at 12:00-12:30pm (summer camp students may be asked to bring a lunch), and an afternoon snack. Times may vary depending on field trip activities. Menus are sent home at the beginning of the month. Please advise the center of any allergies. If your child is not able to eat the food provided due to allergies parents are required to provide an alternate meal option. All of our classrooms pray before each meal or snack.

9. IMMUNIZATION REQUIREMENTS

Immunization records must be current for all children enrolled in TLC Kids Way. A copy must be in the child's file at the preschool or on file at the child's school if school age. It is the parent's responsibility to ensure that your child's immunizations are current. Failure to keep children current on immunizations may lead to disenrollment.

From time to time TLC Kids Way may have children enrolled that have not received immunizations due to a personal belief or illness. A notarized affidavit must be on file for these children.

10. TUBERCULIN TESTING REQUIREMENTS

Based on local health department guidelines, proof of TB testing is not required in order to be enrolled in our program.

11. HEARING AND VISION SCREENING

Hearing and Vision Screening for possible vision and hearing problems is required by the Special Senses and Communication Disorders Act, Texas Health & Safety Code, Chapter 36, for children who are 4-years old. TLC Kids Way will schedule annual screenings at our school. Parents may also bring in screening proof from their local pediatrician. If your child is absent on this day, parents must provide proof of screening to the Director within 2 weeks to help maintain compliance with state regulations.

12. ENROLLMENT PROCEDURES

Upon selecting TLC Kids Way to meet your child's educational needs, all enrollment paperwork is required before the child can start our program. Incomplete paperwork will not be accepted. Paperwork required for enrollment includes:

- Enrollment form
- Authorization for Emergency Medical Attention
- Physician's' Statement of Health
- Tuition Agreement
- Auto Draft Form
- Immunization Records or Notarized Affidavit (preschool only)
- Discipline & Guidance Policy
- Custody Paperwork (if applicable)
- Field Trip Permission Slips (summer camp only)
- Permission to Transport
- Emergency Action Plan (if required)
- Signed Handbook Acknowledgement
- Any other forms needed by Director

13. TRANSPORTATION

Parents will be notified in advance of any field trips. Notes will be given and permission slips signed before any field trips.

State law requires:

- Vehicles transporting children shall be in safe operating condition and drivers shall have a current Texas Drivers License.
- Children shall be loaded and unloaded at the curbside of the vehicle, or in a protected parking area. A child shall not be taken on field trips unless a parent or guardian has signed permission forms.
- Students are not allowed to be dropped off or picked up from a field trip unless for behavior issues.

14. WATER ACTIVITIES AND SWIMMING POOL

Preschool children will have water activities including wading pools and sprinklers. School-age children will use a local public pool. A certified lifeguard will be on duty at all times students are present. Parents will be notified in advance of swimming and other water play activities.

15. FIELD TRIPS

TLC Kids Way Summer Program will provide several field trips during the summer months. A calendar will be given to parents at the beginning of the program. If your child is unable to attend a field trip for any reason your child will not be allowed to remain in the program for the day. Should your child exhibit behavior on a field trip that is deemed dangerous or inappropriate you will be asked to pick up your child at the field trip location.

16. ANIMALS

TLC Kids Way does not allow parents or students to bring their pets into our facility without proper vaccination paperwork on file with the school and permission from the Director.

17. QUESTIONS OR CONCERNS

If parents have questions or concerns about our program, we encourage you to have open communication with your child's teacher and the Center Director. Through open communication, we can ensure that all parties are well informed and work as partners in your child's care.

18. OPEN DOOR POLICY

We welcome parents at any time. TLC Kids Way is a privately owned and operated facility. We have the right to refuse service at any time to anyone.

19. PARENT PARTICIPATION

We encourage parent involvement, especially on field trips and helping with class parties. Invitations are not sent out for class parties due to the size of classrooms, but parents are always welcome. Also, if you have a concern, please schedule a time to meet with the classroom teacher and/or the director of the facility.

20. MINIMUM STANDARDS FOR CHILD CARE CENTERS

TLC Kids Way is licensed and regulated by the Texas Department of Health and Human Services and we follow the Texas Minimum Standards for Child Care Centers. Parents may review a copy of these standards in our front office or view the standards online at www.dfps.state.tx.us/Child_Care/Child_Care_Standards_and_Regulations/default.asp

21. COMPLIANCE HISTORY

TLC Kids Way encourages parents to view our compliance history with Child Care Licensing. Our most recent inspection is posted on our parent communication board or you may view this at www.dfps.state.tx.us/Child_Care/Search_Texas_Child_Care/ppFacilitySearchDayCare.asp. Parents may also contact our local child care licensing office at 325-657-7400.

22. GANG-FREE ZONE

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. TLC Kids Way is a GANG-FREE ZONE.

23. EMERGENCY PREPAREDNESS PLAN

Below is the Emergency Preparedness Plan designed for TLC Kids Way. Parents are encouraged to read this information carefully. In the event a parent is present in the building during an emergency, TLC Kids Way will ask parents to participate accordingly.

During any emergency the best course of action is for staff/parents to BREATHE AND STAY CALM, know how many children you have, and have your sign-in and out log and transition sheet in your hands. As staff, if you have children of your own in the facility, but in another classroom, trust that their teachers will take care of them just as you are taking care of the children in your care.

In all situations in this Emergency Preparedness Plan, "Director" refers to the Operational Director or Site Director. In the Operational Director's absence, the Site Director/Manager on duty assumes the role of Director and then designates another staff member to assume the responsibilities of the Assistant Director. In all situations in this Emergency Preparedness Plan, the Director or designated person in charge will notify Child Care Licensing and/or the Health Department and/or call 911 as each situation dictates. In all situations in this Emergency Preparedness Plan, the Director or designated person in charge may delegate any portion of his/her duties to other staff members, volunteers or emergency personnel as he/she deems necessary.

TORNADO/BAD WEATHER

Stay calm. Watch the kids, not the situation. Get your sign-in/out sheet. Grab your flashlight. For the Preschool, take all of your children to the main hallway of the preschool. ASC/Camp will take students to the downstairs hallway that separates the gym and bay area. Have the children sit as close together as possible, head to the wall, and then duck and cover their heads with their hands. Stay in this location and position until advised that the bad weather has passed. It can be helpful to quietly sing songs with the children to help them keep calm. The Director in charge will monitor local weather stations and the weather alert radio for updates.

COMMUNICABLE DISEASE OUTBREAK

All staff members will follow policies and procedures regarding, toileting, hand washing, food preparation and general common sense measures to prevent the spread of germs that cause illness. These policies will also include keeping surfaces clean, changing bedding, teaching children how to cover coughs and sneezes, etc. In the event of an outbreak, the Director, or person in charge, will notify the Health Department and Child Care Licensing to inform them of the situation and ask for instructions and guidelines to follow for specific illness or outbreak. The Director, or person in charge, will inform all staff members of instructions and guidelines and require them to follow the same. Any policy updates or changes regarding the outbreak go into effect without prior notice of changes.

The Director, or person in charge, will also notify all parents about the situation in writing within 48-hours as required by the Texas Department of Health and Human Services. All staff is to follow the school's confidentiality policies when speaking of the above outbreak. Any violation of the confidentiality policy is grounds for immediate termination.

LOCK DOWN

(INCLUDES WEAPON, HOSTAGE INCIDENT, INTRUDER, TRESPASSING, DISTURBANCE)

The Director, or person in charge, will announce to the classrooms, "Lock Down" or other discrete code and will call 911. The director, or designated person, will supervise the front desk or foyer at all times during the incident, if possible. Upon hearing this, or sooner if you are aware that an intruder has entered the building or immediate vicinity, say calmly to the children a discrete phrase, such as "Rabbits in the Hole"; the children will know what to do because you practice this every month. Get your sign-in/out. Close all your classroom doors and lock them if possible. Turn off the lights. If you have reason to believe

that no one else in the center is aware of the danger, and you can safely do so, use the intercom to calmly announce the secret code for "Lock Down". Whisper and remind the children that "we are to be very quiet." Do a name/face check silently. Keep the children and yourself safe, in place, and away from all interior and exterior windows. Watch the children, not the situation! If the intruder enters your classroom, do not argue with him. The Director, or person in charge, will ensure that all building entrances and exits are locked and that no unauthorized individuals leave or enter the building. Await further instructions from the Director, or person in charge, or emergency personnel.

ACCIDENT

Breathe and stay calm. Make sure all children are supervised. If you are alone, tell them to sit down near you. Comfort the child by speaking in a low, quiet voice. Apply first aid as needed. Call the office if you need further assistance and/or the Director, or person in charge to call 911. If the child is bleeding profusely, apply pressure to stop the bleeding. (In an extreme case, take off the child's shirt and use that.) If injury is to the head or face, report it to the office immediately, even if it is minor. Complete a written report, have the Director sign it immediately, and have the parent sign it when the child is picked up. Turn in the written report to the Director, or person in charge, before you leave on the same day. Keep the Accident/Incident Report confidential while in your presence. In the event of serious illness or injury involving an adult, contact the office and a Director, or the designated person in charge, will call 911 and/or the person's emergency contact.

EXPLOSION, CHEMICAL SPILL OR GAS LEAK

INSIDE the facility

See procedures for FIRE and OFF-SITE EVACUATION AND RELOCATION

OUTSIDE the facility

Close doors and lock if possible.

- Turn off the air conditioner/heater.
- Turn off lights, computers, TV, radio, CD player, aquarium pump or anything else that may cause a spark.
- Keep children seated on the floor and calm. Sing quiet songs or read stories.
- Be prepared to evacuate if told to do so by the Director, or person in charge, or emergency personnel. If you detect a strong odor, show the children how to lift up and breathe through their shirts. If told to evacuate, consider crawling to avoid strong fumes that are floating higher in the air. Ask for clarification, if time.

BOMB THREAT OR OTHER THREAT

Write down everything the person says. Ask where the bomb is. Ask when the bomb (or other threat) will "go off" or "happen". Write that down, too. Notify the Director, or person in charge, to call 911 immediately.

OFF-SITE EVACUATION AND RELOCATION

Your primary responsibility is to keep the children safe. Keep your sign-in/out sheet with you at all times. If time allows, gather children's backpacks and coats. Children will be evacuated by walking or in emergency vehicles if necessary. Depending on the situation, the city may send transportation vehicles. The Director is responsible for keeping a charged cell phone with him/her and overseeing and directing the evacuation process. She/he is the last person to leave the building. The Assistant Director is responsible for taking the emergency binder (of permission slips and parent contact information), the first aid kit, emergency medication (i.e. insulin, EPI pens, asthma medications), and a charged cell phone. They will then accompany the first vehicle to the evacuation site so that he/she can be in charge of the evacuation site.

The Director and Assistant Directors are aware of each cell phone number. Evacuation and relocation site for TLC Kids Way is 617 Alexander street, this is directly across from the school, unless directed elsewhere by emergency personnel. After all children and staff have been relocated to the evacuation site and are safe and have had all needs taken care of, the Director and Assistant Director will designate staff

to contact parents and notify them of the situation. Staff members will continue to supervise and take care of the children including entertaining them with songs, stories, games, etc. at the evacuation site. Watch the kids, not the situation. The Assistant Director will continue to supervise and take care of the needs of the staff. The Director will be the contact person for emergency personnel and parents. The center's usual verification process for allowing adults to pick up children from the center will be used at the evacuation site. (i.e, only persons listed on the child's enrollment form as authorized to pick up will be allowed to do so after showing photo ID.)

FIRE

When aware of fire or when alarm sounds, quietly say, "Fire drill, everyone line up." This should be familiar to them since you say it every month when you practice monthly fire drills. Your primary responsibility is to get the children safely out of the building. Do not attempt to put out the fire unless it is between you and a child or preventing exit. Get your sign-in/out sheet and keep it with you. Make a quick head count. **MAKE SURE YOU HAVE EVERYONE.** Proceed to the proper fire exit and exterior meeting place as designated on the floor plan in the classroom. This is the same spot you take the children each month during your fire drill.

Do a name/face check once you are outside and check it against your sign-in/out sheet. If anyone is missing, tell the Director, or person in charge, or a firefighter immediately, but never leave the children unsupervised. The children must be safe (out of way of emergency vehicles and the fire) and supervised at all times. Watch out for anthills, broken glass and other hazards. Watch the kids, not the situation. The fire department, Director, or person in charge will tell you when you and the children can re-enter the building or begin off-site evacuation procedures.

Management Responsibilities:

When aware of fire or when alarm sounds, the will sounds the alarm if necessary, thus alerting everyone and notifying the fire department. She/he then proceeds to each classroom to ensure that everyone is out of the building. When aware of fire, or when alarm sounds, the Assistant Director takes possession of the emergency binder proceeds to assist where needed.

24. CHILD ABUSE REPORTING LAW REQUIREMENTS

TLC Kids Way staff are **REQUIRED** by Texas State law and licensing requirements to report immediately to the police or Child Protective Services (CPS) any instance when there is reason to suspect the occurrence of physical, sexual, or emotional child abuse, child neglect, or exploitation. Our staff receive annual training on recognizing and preventing abuse and neglect, including sexual abuse.

The staff may not notify parents when the police or CPS is called about possible child abuse, neglect, or exploitation, except on the recommendation of CPS or the police when they are called.

Some examples of abuse and neglect are:

- Leaving a child unattended
- Not securing a child in a seat belt or booster seat
- Unexplained marks or bruises on opposite sides of the body
- Child hygiene issues
- Abnormal eating habits

If parents feel they need assistance with possible child abuse, neglect, or sexual abuse, we encourage you to get help. Please call the statewide Abuse & Neglect phone number is 1-800-252-5400 or visit www.helpandhope.org/find-help.html

25. WELL CHECKS

TLC Kids Way staff will do a visual check of the children upon arrival each morning. If a staff member notices anything unusual they are required to point this out to the parent at that time. If your child has an accident overnight, please inform staff members when dropping off so that we can assist in watching the child for side effects.

ADDITIONAL POLICIES

26. TUITION AND FEES

For the Preschool age children, a non-refundable registration fee is due for each child at the beginning of each academic year or upon admission to the program. Tuition is due on Monday of each week.

Automatic drafting of tuition is required by checking/savings account or credit card and will be processed each Monday (Tuesday if Monday is a Holiday) for the balance due on the account.

For the Summer Program, a non-refundable registration fee per family is due before the program starts in May. For After School Care, a non-refundable registration fee per family is due at the beginning of each academic year or upon admission to the program. Tuition is due on Monday of each week. Automatic drafting of tuition is required by checking/savings account or credit card and will be processed each Monday (Tuesday if Monday is a Holiday) for the balance due on the account.

Registration fees and tuition rates will be available by request or listed on separate notice upon enrollment.

A fee of \$25 will be charged for declined draft payment or returned checks. Multi instances of this will result in termination from the program. Failure to keep tuition paid for any reason will result in termination from TLC Kids Way. All payments are for the full week regardless of the child being here 1 day or 5 days in that week. Tuition rates are subject to change. Parents will be given a 30 day notice of any tuition changes.

27. EXTRA FEES

During summer programs and Graduation times there will be an additional fee to help cover the additional costs incurred by the school for additional activities. Parents will be notified of these fees in advance of charge.

TLC Kids Way may charge a supply fee as needed. These fees will be discussed with parents as needed before they are charged.

TLC Kids Way is only licensed by the Texas Department of Family and Protective Health and Human Services to care for children during these specified times. If you are late picking up your child, a \$1 PER MINUTE late penalty will be charged to your account. Late penalties must be paid to TLC Kids Way before the child can return to care.

28. ABSENT/VACATION CREDIT

TLC Kids Way does not offer a credit for any time that your child is absent for any reason. If your child will be absent from school or tardy we ask that you notify the front office before 8:00am each day. TLC Kids Way classroom instruction begins daily at 8:00am. Excessive call-ins for tardiness will result in termination from the program. Excessive can be defined as more than 2 times in a month. Tardiness is a disruption to the school and other classes.

There will be no refund or credit against the days the school is closed for a holiday. Please see the holiday list posted by the TLC Kids way.

TLC Kids Way Summer Camp only charges for weeks your child is in attendance (school age only). There will be a full week tuition charge if your child is in attendance for 1 day or 5 of that week. TLC Kids Way Summer Care begins daily at 8:00am. Consistent tardiness may result in removal from the program.

29. CONFIDENTIALITY

While your child is enrolled in our program, parents may come across confidential information about our program, our staff, and sometimes other children. All information received from TLC Kids Way must remain confidential at all times. Breaching confidentiality may lead to disenrollment.

30. PARENT CODE OF CONDUCT

Please understand, young children are present in our building. Some adult language is not appropriate for young children. TLC Kids Way prohibits swearing or cursing on our property.

Threatening staff, children, or other parents will not be tolerated per Texas Department of Health and Human Services. TLC Kids Way has the right to terminate care in the event of disruptive behavior from a parent or guardian.

TLC Kids Way must follow particular rules on discipline and guidance as outlined in the Texas Minimum Standards for Child Care Centers. All adults, including parents, must follow these rules while on our property.

31. PARENT RESPONSIBILITIES

Children must be signed in and out by the custodial parent or adult person approved by the parent(s). Please understand that due to liability issues, staff of TLC Kids Way is not permitted to take children home from our center.

In order not to confuse school toys with a child's personal property, we ask that children not bring playthings from home. TLC Kids Way staff cannot be responsible for lost or broken toys. The only exceptions are a stuffed animal for use during naptime by full-day preschool children and items brought for Show & Tell purposes. You will be notified by your child's teacher if and when the class will have Show & Tell.

There are several ways you can help us maintain the best possible teaching atmosphere for your child:

- Communicate any concerns regarding our program or your child immediately to staff.
- Pick up and read the notices and information left for you in your child's folder, posted outside your child's classroom or around the building, on remind text or in an email.
- Sign up for Remind 101 messaging.
- Pick up your child's papers/projects daily. Their work is very important to them and provides another means of communication between parent and child and helps the parent share in the child's day.
- Please be aware of the scheduled meal times and snack times and make sure your child arrives in time to be included in those meals/snacks.
- Please do not allow your child to bring gum or candy to the classroom.
- If your child has a food allergy and is unable to eat what we are serving then parents will be required to provide a substitute meal or snack. In that case, we ask that you bring a note from your physician. Any food brought from home will only be served at the same time that the other children are eating and MUST be taken home at the end of the day.
- Periodically check on your child's supply of extra clothing. Please take home soiled clothing promptly.
- The Texas Department of Family and Protective Services do not allow smoking on the premises, either indoors or outdoors.

32. WITHDRAWAL/EXPULSION FROM PROGRAMS

Fourteen (14) day written notice IS REQUIRED for withdrawing a child from TLC Kids Way. If a family fails to give a fourteen day notice, TLC Kids Way has a right to draft the remaining weeks from the families bank account, savings account or credit card upon leaving. TLC Kids Way has a right to refuse service to any family for any reason.

If for any reason a child is terminated by management from TLC Kids Way, TLC Kids Way reserves the right to waive the 2 weeks notice and terminate effective immediately.

TLC Preschool and Kids Way reserves the right to expel a child from the program for:

- Behavioral issues that put other children's safety at risk.

- Continual disruption to classroom - Repetitive tardiness
- Delinquency in payment of tuition and fees
- Parents behavior and/or inappropriate dress code
- Disregards for Program Policies
- Any other reasons that cause health and safety risks to the facility or children
- Students not following dress code requirements

33. CUSTODY SITUATIONS

TLC Kids Way prefers NOT to get involved with custody disputes. TLC Kids Way will follow a court order exactly as written. If your family has a court order on file, please provide us with the most recent copy. PLEASE NOTE: PER STATE LAW, IN THE ABSENCE OF A COURT ORDER, BOTH PARENTS HAVE EQUAL RIGHTS. With this being said, it is imperative that all enrollment forms are completed with both parents information. A copy of a child's birth certificate may be requested at the Director's discretion. In the event that a custody dispute takes place on our property, the local police will be called and asked to handle the dispute. Our staff will not be placed in the middle of such disputes. If a custody issue creates a risk for our facility or staff, TLC Kids Way has the right to terminate care.

34. INCLEMENT WEATHER POLICIES

Please check local TV stations for announcement of TLC Preschool closings during inclement weather situations. You will also be notified through Remind 101 text messages from TLC Preschool.

After School Care will be closed on days TLC Academy are closed for inclement weather. In case of serious emergencies such as earthquakes, fire, storms, or loss of power/water, parents will be notified, if possible, and children will be cared for until parents or emergency contacts arrive.

35. CURRICULUM

TLC Preschool uses the Abeka and Mother Goose curriculum in our classrooms, <https://www.abeka.com/>. This curriculum is Bible based and has been successful in preparing children for entering Kindergarten. After School Care and Summer Camp programs use a Bible based curriculum. Weekly lesson plans are posted in each classroom.

36. DAILY SCHEDULE

TLC Kids Way classrooms follow a daily schedule designed specifically to meet the children's developmental, academic, social, emotional, and personal needs. All schedules are contingent on the needs of the children and may vary from day to day. Schedules are posted in each classroom.

37. CLASSROOM ASSIGNMENTS

Classroom assignments are based on each individual child's chronological age, developmental age, emotional age, and physical age. TLC Kids Way typically will transition children to new classrooms once a year, however from time to time we may request a transition sooner based on the individual child's needs.

38. CHILD TO STAFF RATIOS

TLC Kids Way exceeds the minimum requirements for state ratios in our classrooms. From time to time, we may follow state ratios, but will never be non-compliant unless under emergency situations.

39. NAP TIME

Supervised rest periods are provided for all children who remain at TLC Kids Way for six or more hours a day, and for all other children who show a need for rest time. Any bedding used for nap times will be sent home weekly for washing. You may also bring in a special blanket, pillow, or stuffed animal if desired, but they must be able to fit in your child's cubby. The rest time is limited to 2 hours. If your child is not able to sleep after 45 minutes of resting, they will be given a book or puzzle for the remaining time the class is sleeping.

40. CLOTHING

TLC Preschool children must have a complete change of clothing, clearly marked with the child's name,

left at TLC Preschool. This does not need to be a uniform. TLC Preschool children need to be dressed for the weather. Caps, mittens, and warm clothing must be worn during the cooler seasons for the daily outdoor playtime. Accidents can happen, even for the older preschoolers, or if they get wet on the playground. Shoes must have a closed toe and heel or heel strap, sandals and flip flops are prohibited.

41. PERSONAL BELONGINGS

We use washable crayons, markers and paint during art time, but the children's clothing may get stained from just being kids! TLC Kids Way is not responsible for stained or torn clothing.

Please leave all valuable items at home since TLC Kids Way cannot be responsible for broken or lost items.

42. OUTDOOR PLAY

Outdoor play is a regular part of the daily routine. Children should be prepared to play outside some part of every day. Please do not request that your child stay indoors. Per the Texas Department of Health and Human Services, children too sick to go outside should not be at school. Children may not wear flip flops due to the danger these shoes may cause on the playground.

Be advised that TLC Kids Way (School Age Kids) will be using the playground for the TLC Academy school facility. This playground does not meet the safety standards as outlined in the Minimum Standards for School-Age and Before or After School Programs.

43. BIRTHDAYS

Most children enjoy celebrating special events with their preschool friends (birthdays, new babies, and holidays). Parents may send a "unopened, "store bought" treat to share with the class. Please make arrangements with the teacher several days in advance.

44. SCHOOL SAFETY POLICIES

Parents need to personally escort their child(ren) inside the building to sign in and out when their children enter and leave the facility. Parents are welcome to visit the center any time during the day to observe their child without prior approval. However, if you would like to stay and spend time with your child during activities, please see the office so we can do a proper criminal history check, as required by the Texas Department of Health and Human Services.

You will be notified of any incidents other than minor scrapes or bumps with a phone call. We will also give you a written report at pick up time. First aid will be applied to minor incidents. In the event medical attention is required, we will notify you immediately. Parents are responsible for all medical fees.

45. CAMERAS/AUDIO RECORDING

TLC Kids Way has closed circuit cameras in all classrooms. These cameras are capable of video and audio recording and monitoring. A monitor is located in our office. The privacy of the children is very important to us. For this reason, the cameras are not available to parents or over the internet. This policy is intended to make you aware if you are being recorded with audio at all times.

46. PHOTOGRAPHS

TLC Kids Way believes in the benefit of using real life pictures in our educational program. Photos taken of the children will only be used in our program. If parents choose to take pictures of events held at our program, they may only photograph their child, unless written permission is given by the other parent. Please note: during certain parent events, such as Pre-K graduation, Christmas programs, and Easter Picnic, photographs may be taken. If you wish for your child to not be photographed, you may want to remove them from these events.

47. OUTSIDE EMPLOYMENT

Employees of TLC Kids Way are prohibited from outside employment with parents of the organization. This includes, but is not limited to, babysitting and/or nanny type jobs.

48. CYBER IDENTITY/SOCIAL NETWORKING WEB SITES

Cyber identity and social networking is very exciting these days. However, please understand that employees of TLC Kids Way are prohibited from participating in social networking with parents and children while enrolled/employed and after enrolled/employed. This includes, but is not limited to, Facebook, Twitter, Instagram or any other site.

49. CELL PHONES

Proper parent communication is imperative when working with young children. It is difficult to communicate when cell phones are in use. The Texas Department of Health and Human Services passed regulations prohibiting the personal use of cell phones in classrooms. Please end all calls prior to entering the building.

50. UNIFORM REQUIREMENTS/DRESS CODE

Infants and Toddlers:

Children age 2 and under are not required to wear uniforms. Their clothing must fit properly. Any shoes must cover their toes and have a strap on the heel or cover the whole foot. Parents must provide diapers, pull up's and wipes as needed. Extra clothes need to be brought or replenished as needed. Dirty clothes will be sent home to be washed, TLC Kids Way will not launder students' clothes.

Preschool Students:

Children that are enrolled in the 3 and 4 year old preschool program will be required to wear uniforms during the school year. No uniforms are required in the summer. Summer dress code notes will be given at that time. All students are required to attend each school day in uniform. Students will be sent home or parents will be required to bring a uniform to school for students not following the dress code.

Uniform requirements are listed below:

Boys: Navy Polo Khaki pants or shorts

Girls: Navy Polo Khaki pants, capris, shorts, jumpers or skirts

Tennis shoes, boots, or closed-toe sandals with heel strap

Friday's Uniform is School Spirit Shirt and jeans or shorts.

Uniforms must be clean. Girls must wear shorts under skirts or dresses.

During colder months, long sleeved shirts and leggings may be worn under uniform shirts, skirts, etc.

No hats, caps can be worn inside the building.

Nonconforming hairstyles, which may include Mohawks, are not allowed. Hair must be kept neat and clean.

For boys, hair length should be no longer than at the collar, and eyebrows must be visible.

No excessive colors or styles for boys or girls, hair must be of a natural color.

School items or supplies must not display inappropriate or scary images

After School Care Dress code will be the same as the TLCA required dress code during the school year.

Summer Care Program::

Tennis shoes, boots, or closed-toe sandals with heel strap, no open toe shoes allowed. Girls must wear shorts under skirts No hats, caps, etc. can be worn inside the building. Nonconforming hairstyles, which may include Mohawks, faux hawks or fade designs, are not allowed. No dyed hair colors or hair paint for boys or girls, hair must be of a natural color. Girls- one piece bathing suit or tankine for swim days, must not show tummy area, Boys need to wear swim shorts. No spaghetti straps or halter tops. All clothing must be modest and cover all appropriate areas. No scary or inappropriate images/graphics on clothing or supplies. Dress code issues are subject to the Director's approval.

51. Nursing Mothers:

TLC Kids way will provide a private room for mothers that choose to breastfeed their child at the school.

52. Safe Sleep Policy:

All parents of infants under 12 months of age at TLC Kids Way must complete a Infant Safe Sleep form before their child is allowed to be dropped off. This document is meant to inform parents of our practices and policies regarding their child sleep positions and environment.

53: Infant Feeding:

TLC Kids Way will provide all families in our infant program with an infant feeding fom. This form will need to be updated monthly to ensure that your child is receiving the proper nurturing needed for growth and development. This will also help us to be aware of your child's needs and care requirements.

54: Sunscreen/Bug Spray:

It is the policy of TLC Kids way that we will not apply any type of Bug Spray to your child. If you feel your child needs to be protected from mosquitos and other insects by repellent, please apply before coming to school. We will provide and apply sunscreen as needed during the summer months. More information on this and permission slips to be able to apply sunscreen will be provided in the summer info packet.

55. WAIVER

If TLC Kids Way fails to require that you comply with any term of this Agreement, then TLCKids Way will not be deemed to have waived its right to demand compliance and TLC Kids Way may later require that you comply with such terms after notifying you that it will require compliance.

We, at TLC Kids Way, know that you trust us with your most valuable treasure, your child, and we strive to serve our families the absolute best in education and childcare. We believe that excellent early childhood development is the foundation for a bright future for our children at TLC Kids Way.

Parents Handbook Acknowledgement
Policies included in the TLC Kids Way Parent Handbook:

- | | |
|--|--|
| 1. Hours of Operation | 2. Release of Children |
| 3. Illness and Exclusion Policy | 4. Medication |
| 5. Procedures for Handling Emergencies | 6. Parent Notifications |
| 7. Discipline & Guidance Policy | 8. Meals/Snacks |
| 9. Immunization Requirements | 10. Tuberculin Testing Requirements |
| 11. Hearing and Vision Screening | 12. Enrollment Procedures |
| 13. Transportation | 14. Water Activities and Swimming Pool |
| 15. Field Trips | 16. Animals |
| 17. Questions or Concerns | 18. Open Door Policy |
| 19. Parent Participation | 20. Minimum Standards |
| 21. Compliance History | 22. Gang-Free Zone |
| 23. Emergency Preparedness Plan | 24. Child Abuse Reporting Law Requirements |
| 25. Well Checks | 26. Tuition and Fees |
| 27. Extra Fees | 28. Absent/Vacation Credit |
| 29. Confidentiality | 30. Parent Code of Conduct |
| 31. Parent Responsibilities | 32. Withdrawal/Expulsion Procedures |
| 33. Custody Situations | 34. Inclement Weather Policies |
| 35. Curriculum | 36. Daily Schedule |
| 37. Classroom Assignments | 38. Child to Staff Ratios |
| 39. Nap Time | 40. Clothing |
| 41. Personal Belongings | 42. Outdoor Play |
| 43. Birthdays | 44. School Safety Policies |
| 45. Cameras/Audio Recording | 46. Photographs |
| 47. Outside Employment | 48. Cyber Identity/Social Networking |
| 49. Cell Phones | 50. Uniform Requirements/Dress Code |
| 51. Nursing Mothers | 52. Safe Sleep Policy |
| 53. Infant Feeding | 54. Sunscreen/Bug Spray Policy |
| 55. Waiver | |

I have been given a copy of "TLC Kids Way Parent Handbook."

I have read the "TLC Kids Way Parent Handbook."

I understand the policies outlined in "TLC Kids Way Parent Handbook."

I have been given the opportunity to ask questions about the policies outlined.

I agree to abide by the policies outlined in "TLC Kids Way Parent Handbook."

Printed Name of Parent _____

Childs Name _____

Parent Signature _____

Date _____

Director Signature _____

Date _____