



Parent Handbook

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Mission Statement

Texas Children's Academy is a family owned and operated center that is focused on providing a clean, safe, happy and enriching environment for all children. Our program is designed to enrich each child's life in the present with joyful, meaningful and purposeful experiences. We are committed to structuring a loving and happy environment in which each child has the responsibility and freedom to become whatever they want to be. We strive to provide the best quality childcare for your children as possible. We are glad to have you as part of our family, and we look forward to loving your children the way you do.

OPERATIONAL HOURS

Texas Children's Academy of Arlington is open Monday- Friday from 6:00am-6:30pm. We are closed for observance of the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, Day after Christmas. If a holiday is on Saturday, we will be closed on Friday for observation of the holiday. If the holiday is on Sunday, we will be closed on Monday to observe the holiday. Our center closes early at 3:00pm on New Year's Eve.

INCLEMENT WEATHER PROCEDURES

While closing due to inclement weather is extremely rare, Texas Children's Academy reserves the right to close at any time. Our Policy is that we follow the same guidelines as the Public School (**Arlington Independent School District**). If the ISD is closed we are closed, if they are delayed we would open at the exact same deferred time. If "icy" weather should start in the afternoon, please make arrangements to pick your child up as soon as you can so that everyone, including your child's teacher, can get home safely. We do not send our buses to pick up from Public Schools in "icy weather".

We will attempt to stay open during inclement weather; however we will make announcements of school closings, late openings or early dismissal on our center website and local news station, if available. Tuition **will not** be exempt or pro-rated due to inclement weather closings or if a state of emergency has been declared.

Public School Closures: If your child attends public school and the school closes for a holiday break, snow day, or for any other reason, an additional fee will be charged for staying the entire day or week at the center. Please see your Tuition Contract Agreement or Center Director for specific information.

TUITION AND FEES

***Registration Fee: Non-refundable** fee is due when you child's application is submitted. If you withdraw from our center and would like to return, a new enrollment form and registration fee must be submitted and an opening must be available.

***Your weekly tuition:** Accounts are billed on Wednesday for the following week, payments are due by Friday of the week billed. We reserve the right to refuse service for families who have an outstanding account balance at the end of the week. Full tuition is due for holidays observed by Texas Children's Academy.

***Annual Curriculum Fee** is due upon registration and each April for the next school year. Depending on the age of your child, the actual amount may be different from one year to the next. *In case of withdrawal prior to the start of Fall Academic Year, a cancellation fee of \$50.00 per child will be deducted from any refunded curriculum fees paid in advance.*

***Sibling Discount:** We offer a 10% discount on the oldest child's tuition fee. No additional discount will be applied to accounts receiving a sibling discount.

***Late Payment Fee:** \$15.00 will be charged if payment is not received by close of business Monday the week of service.

***Delinquent Accounts:** We reserve the right to refuse service for families who have an outstanding account balance at the end of the week. Delinquent accounts and all costs incurred in the collection process will be referred to a collection agency.

***Non-sufficient Funds (NSF) Fee \$30.00:** This fee will be added to your account when we are notified of NSF for either checks or electronic withdrawals. The amount of the original payment and the NSF fee MUST be paid with a money order or cashier's check immediately upon notification of the NSF. If we receive more than two NSF notifications, your account will result in being placed on a Money Order or Cash ONLY basis.

***Late pickup fee** of \$1.00 per minute/per child.

ADDITIONAL EXPENSES FOR SCHOOL-AGE CHILDREN

*There is an additional daily fee for school age children when school is out for teacher in-service or a daily holiday.

*When enrolled in our School-Age programs and school is out for an entire week during the school year, the FULL TIME rate will be charged or if the child does not attend during that week the account will be charged according to our Absentee Credit Policy of 40% absentee credit.(See missed days information)

* **\$15.00** non-notification of pick up fee will be assessed to your account if you do not notify the center that your child will not be riding the van/bus.

ABSENTEE CREDIT

*Absentee credit applies to **full-time enrollment only**. Texas Children's Academy doesn't offer free weeks on tuition due to vacation or missed days.

*Absentee credit is calculated as 40% off your weekly Tuition Charge. No additional credits such as family or promotional discount are included in the calculation of the absentee credit. Only One discount or credit at a time.

*Paid in Advance: An absentee credit requires you to fill out an Absentee Credit Request form and the discount tuition must be paid in advance if missed days.

*2 weeks per calendar year tuition will be reduced by 40% if your child misses three (3) or more days in the same week because of illness, an unforeseen problem, or pre-approved absentee credit.

*Holidays and In-service days are not considered "Missed Days" and are not included in the calculation of the number of missed days allowed.

WITHDRAWAL AND CONSULTATIONS

Please notify the center director at least two weeks in advance should it become necessary to withdraw your child from Texas Children's Academy. If it is necessary to remove your child from our center before two weeks, you will be responsible for paying 2 weeks of tuition. Unfortunately, tuition and fees will not be refunded. If

ever the need should arise to discuss any matter with the director or staff, please feel free to do so. Suggestions, comments and questions are welcome any time.

PARENT'S RESPONSIBILITY

Parents are required to complete an Admission Packet, along with updated immunizations, all required by law, before their child can start our childcare program. All students' general and medical information will be kept confidential and may be viewed by management or state licensing agency. It is also the parent's responsibility to keep the center updated with current information about the children and their families listed on their account.

OUR CURRICULUM

Texas Children's Academy firmly believes in balancing educational enrichments and artistic expression with creative play. The curriculum is thematic based, infused with character building. Lessons include a monthly theme, which is the general focus during that month and character values are incorporated into the lessons to promote positive character and self-esteem. These activities embrace the physical, mental, social, emotional and spiritual development the students need to help them learn. We also understand that all children are different and learn at their own pace, and we as caregivers are here to assist with their needs. When placing children in their elected classrooms, we take into consideration both age and their developmental progress, as well as the child's social, emotional and physical needs. Texas Children's Academy does not have scheduled water activities onsite at this time.

IMMUNIZATIONS

Parents are required to furnish the center with a copy of your current updated immunizations requirements by the state of Texas and a Health-Care Statement signed by a healthcare professional. The statement must indicate that the student has been examined within the past year and is able to take part in the day care program. All students' general and medical information will be kept in a secure location confidential and may be viewed by management or state licensing agency.

HEARING AND VISION

Children four years of age or older, who are enrolled in any facility for the first time, should be screened for vision and hearing within 120 calendar days of enrollment. If a child enrolled within 60 days of the date a facility closes for the summer, the child's vision and hearing must be tested by December 31st of that year. Children previously enrolled in a facility that is four or five years of age on or before September 1st must be screened for vision and hearing by December 31st.

ANIMALS

Texas Children's Academy does not have animals on premises.

MEDICATION

Texas Children's Academy will assist with administering your child's medication needs. Medication will be administered as described on the prescription or doctor's note. We do require that all the medication be logged in and out daily and be kept at the front desk to ensure the safety of all children.

PROVISIONAL MEDICAL CARE

Texas Children's Academy requires that their staff is trained on First-Aid/CPR. In the event of an injury or emergency the student parents' will be notified. Depending on the severity of the incident, parents may be notified immediately and advised if any further assistance is needed. For minor bumps, scrapes and cuts an accident/injury report will be filled out and you will be given a copy and required to sign it when your child is picked up. You will also be required to complete an Authorization of Emergency Treatment and Transportation waiver when you enroll your children. This is used in the event of an incident that requires immediate medical attention. TCA does not require their staff to obtain any immunizations.

DAILY ARRIVAL/ DEPARTURE AND RELEASE OF CHILDREN

Texas Children's Academy is committed to providing a safe environment of children, parents and employees. All persons on our property are expected to adhere to acceptable safety practices, standards and judgment.

For your child's safety, you are expected to keep him or her with you (preferably holding hands) in the hallways and deliver them safely to the classroom each day. Any adult exposing a child to danger may be dis-enrolled. Parents are required to sign their child/children in and out of the center at the front desk. In order to enter the school, you will receive a center code for ONLY parents or guardian. Please do not give this code to any other person. All other persons must knock on the door to gain entrance into the building.

We will not release your child to anyone without your consent and proper identification. A list of authorized adults is on the child's Admission Information Form. Please keep us updated of any changes to your information. We will validate permission for pick up by someone other than the parent or guardian and make a copy of their Driver's License or other ID before release. A release sticker will be given to the person after proper identification has been shown and copied to our office personnel. The authorization sticker will then be given to the child's teacher and placed on the class daily sign in and out sheets for record of the authorized pickup.

If there is an emergency that makes it necessary for an unauthorized person to pick up your child, you must notify the office personnel beforehand, in writing to make arrangements.

TRANSPORTATION AND FIELD TRIP SERVICES

Texas Children's Academy provides transportation to and from designated public or private schools and on prescheduled field trips. Each center bus/van is fully licensed, inspected and insured. Texas Children's Academy will only transport children on field trips using the center bus or van does not allow parent or staff vehicles to be used for the transportation of children enrolled in our center. School-age children who ride our bus/van to or from school are expected to report to the bus immediate after school is dismissed. You must complete written consent and permission slips in order for your child to participate in field trips. All field trips will be posted 48 hours prior to departure.

EMERGENCY PREPAREDNESS PLANS

Our center has developed plans for emergency evacuations in accordance with your state requirements. All classes will practice routine fire and severe weather drills. Documentation of plans and drills are available in front office for viewing. Feel free to ask you Center Director for specific state requirements. In the event of an emergency, the alternate location below is a safe place if there is a need to move the children off property.

Walking Distance: 5724 Forest Bend Drive, Suite #D, Arlington, TX 76017

Driving Distance: The Children's Courtyard, 1865 Wimbledon Drive, Arlington, TX 76017 (817)468-5030

HEALTH CHECKS AND ILLNESS

To minimize the spread of illness and maintain the health of all children at the center, your child may not attend or participated in certain activities if he or she develops signs or symptoms of illness while at the center. Our policy is to keep children separated from the other children while the parents are being contacted to arrange to be picked up. In many cases, children are not permitted to return to the center until 24 hours have passed without any signs of symptoms. We may, if applicable, conduct health checks on the children prior to arrival or throughout the day at the center. A health check is defined as a visual or physical assessment of a child to identify potential concerns about a child's health, including signs or symptoms of illness and injury, in response to changes in the child's behavior since the last day of attendance. We will observe the child and look for signs of illness and parents will receive documentation on either the daily communication sheet or illness/accident/illness report.

The following is a basic list of illness and/or symptoms we will watch for. Please see your Center Director for specific pickup guidelines and state regulations concerning illness that may require them to not attend or participate in activities:

- Your child has a reportable condition that the local health department or physician has determined to be contagious. Your child may return with a doctor's authorized release note.
- Your child has a fever (oral 101 degrees, rectal 102 degrees, armpit 100 degrees) higher than the temperature allowed by state childcare licensing regulations.
- Colored discharge from the nose
- Constant, deep or hacking cough
- Sore throat with swollen glands or tonsils; white spot in throat or throat hurts when swallowing
- An undetermined rash
- Stomach ache accompanied by vomiting and/or severe cramping or diarrhea with two or more episodes in 24 hours
- Suspected redness or discharge from one or both eyes (*Signs of Conjunctivitis)
- Complaints of ear pain accompanied by fever
- Head lice and/or eggs

We value your child's health and recognize the importance of preventing infectious disease in a childcare setting. We will notify the families of other children in our center if a child is diagnosed with communicable diseases. Your Center Director has a list of reportable diseases by the state.

BITING

Biting is not uncommon among young children, especially during their early development when children are in their sensory development stage and explore the environment orally. In addition, children at a young age have not fully developed language skills and impulse control can lead a child to bite to let their needs be known. We do realize that biting can be a concern to families, and we do strive to minimize biting in our center.

If you have any concerns regarding a biting incident, please speak with your Center Director. We adhere to strict confidentiality rules concerning the children in our care, and therefore we do not give the names of children whom we may be working with their family as they go through this development stage.

CONSUMER PRODUCT RECALLS

Texas Children's Academy is committed to providing a safe environment for your child. If children's products are considered to be unsafe, it will be placed on a recall list conducted by CPSC (Consumer Product Safety Commission). These recalls may be accessed at www.cpsc.gov Recalls are issued as needed and usually there are new recalls posted on a weekly basis. The recall notices will include information on who to do next, who to contact and pictures of these items. You may sign up to receive email notifications from the CPSC by going to <https://www.cpsc.gov/spsclist.aspx>.

GANG-FREE ZONE

A gang-free zone is a designated area around a specific location where certain gang related activity is prohibited and is subject to increased penalty under specific state law. Most often this includes any gang-related criminal activity within 1000 feet of our center is a violation. Specific locations where certain gang related criminal activity are often not permitted and include but are not limited to, public schools, playgrounds, video arcade facilities and child care centers.

WEAPONS

Texas Children's Academy does not allow firearms or other weapons on our property and/or at events sponsored by the center. An exception may be made for sworn law enforcement officers if required by law. Please see your Center Director for details.

DISCIPLINE AND GUIDANCE

Acceptable behavior is encouraged by giving positive verbal rewards. This reinforces a child's good feeling about his/her behavior and serves as an example to the other children to act in such a way as they receive this praise. Asking a child to stop and think about his/her unpleasant behavior enables that child to work on self-control. Removal from the group for a period of time and redirection is the tactic used for child who continually demonstrates unacceptable behavior. This short time away is not punishment, but rather a time when the child may calm down, remember what behavior the teacher is asking for, and decide for him or herself when he/she is ready to rejoin the group with appropriate behavior, lasting no longer than a minute per the child's age. If the unacceptable behavior persists, the parent is asked to a conference with the teacher and the director to discuss what may be helpful in motivating the child to behave in an acceptable way. **Never** will a child be physically disciplined due to unacceptable behavior.

CHILD ABUSE AND NEGLECT

Texas Children's Academy trains employees on the prevention, recognition and reporting requirements for child abuse situations. This training is required to be completed during their first 90 days of employment and each subsequent year of employment. The training includes opportunities for feedback and a written questionnaire to insure an understanding of the information presented.

We will inform parents of information on child abuse and neglect prevention methods as well as warning signs of abuse for our employees and parents through the following methods: memos, monthly newsletters, and on the center website, Facebook. The information provided might include local child advocacy websites that give extensive information for preventing and /or detecting abuse.

Parents of children who are/have been victims of abuse or neglect should contact the local child advocacy center, child protective services or law enforcement to obtain assistance and intervention. A list of your community child advocacy websites or other information on child abuse can be obtained from your Center Director.

PARENT COMMUNICATION AND VISITATION

Parent participation for events such as class parties, class activities, and school events is communicated through postings in the building, classrooms, newsletters, monthly calendars, emails, parent handouts, school website and our Facebook page. If a parent would like to volunteer for any childcare services such as reading to the children or helping around the center on a frequent basis, they will be required to obtain a Criminal Background Check and FBI Fingerprint. A copy of the State Minimum Standards is located at the front desk for review. Our local office For the Department of Family and Protective Services/Childcare Licensing is located at 1501 Circle Drive, Suite 310 Fort Worth, Texas 76119. The abuse hotline for Texas Department of Family and Protective Services is 1-800-252-5400.

EMPLOYEE RESTRICTIONS

All employees are required to maintain integrity and credibility. Employees cannot be friends with our clients, customers and/or their children. Employees may not post pictures of the center's children past or present to their personal web pages and social media sites.

MENU AND NUTRITION

Texas Children's Academy is dedicated to teaching children to eat and snack in a healthy way. While we think sweets are enjoyable in moderation, the normal diet provided while in care will meet the guidelines set forth by CACFP. Breakfast will be served at 6:30am – 8:00am, an Am morning snack served at 9:00am-9:30am, Lunch will be served at 11:15am-11:45am and Pm snack is served at 3:00pm. Parents are responsible for notifying the center of any allergies or religious dietary needs that should be taken into consideration and may be required to provide a letter from a doctor or clergy.

APPROPRIATE ATTIRE

Children are encouraged to wear play clothes and tennis shoes. Daily activities include active and messy play, and the children should feel comfortable enough to enjoy themselves without worrying about their clothes. Please provide a complete change of clothing, including underwear and socks. Each item should be marked clearly with the child's name. If the child is in diapers, please provide disposable diapers and wipes for the full day. Children partially potty trained should wear diapers or disposable training pants until they are fully trained.

TOYS

No personal toy, books, stuffed animals; etc may be brought from home unless they are for nap time security. This practice eliminates sharing and sanitation challenges. The center is not allowed to have shooting or exploding toys, such as water guns or toy weapons. Show-N-Tell items or toys are acceptable ONLY on Fridays or designated days.

PERSONAL ITEMS

Texas Children's Academy is not liable and/or responsible for any personal items that are lost, stolen or misplaced by children, parents or staff.

CELEBRATION AND BIRTHDAYS

Parents are encouraged to make your child's birthday a special event. Parents are welcome to bring a special treats for the class on that particular day. If you choose, you may provide party favors for all the children. Please see the center director about details.

PHOTO AND INTERNET MONITORING

Texas Children's Academy will obtain in writing the approvable or disapproval to photograph their child/children. These photographs will be used for classroom projects, marketing materials such as internet, brochures, and albums as Texas Children's Academy deems property. Parents do reserve the right to view the photographs and relinquish all rights, titles and interest in the photograph and negatives. However, a copy of the photographs may be given to the parents if available.

Texas Children's Academy offers an internet monitoring service, Watch Me Grow to enrolled families. This internet monitoring services is viewed and accessed by their families 24 hours a day.

RIGHT TO BREAST FEED

Parents have the right to breastfeed or provide breast milk for their child while in care. Comfortable seating will be provided in a private room at any time.

REST TIME

All children enrolled at Texas Children Academy observe a rest period in the afternoon. A favorite blanket or pillow will often make the rest period easier for some children. We will provide a non-absorbent mat for your child to use at rest time. The parents need to provide a washable cover or blanket for their child. Please take home rest items on a weekly basis for cleaning and to keep the spread of germs down. Please mark all bedding with your child's name.

Acknowledgement of Receipt

I have read and fully understand the policies and procedures set forth in the Texas Children's Academy Parent Handbook and I have received a copy of the handbook for my personal reference. Texas Children's Academy reserves the right to modify or change any policies, procedures or tuitions with at least a two week written notice. Thank you for choosing Texas Children's Academy as your childcare facility.

Parent Handbook Acknowledgement

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Enrolled Student: _____

Parent Signature: _____ Date: _____

Director Signature: _____ Date: _____