

TINY STEPS EDUCATIONAL CENTER 2017-2018
PARENT HANDBOOK Revised April 2017

Please maintain this fact sheet for your reference. There are a few policies that I must inform you of so that the operations of the program runs smoothly and so that you are informed in advance.

A. TUITION

Your child's tuition is due in full on the last Friday of each month for the upcoming month. Full payment is due regardless the number of days your child attends.

a. CREDIT CARD PAYMENTS

TINY STEPS EDUCATIONAL CENTER does accept credit card payments. The payments are processed on the card you place on file the last Friday of each month for the tuition amount only. You will receive a confirmation the day that your payment is made. If there are any additional charges for the month (i.e. Early Release days, All Day care, Holiday Care), the extra charges will have to be paid in either cash or check as needed. A \$10.00 convenience fee will be added to each monthly credit card charge.

b. LATE PAYMENT

Payments are due on the last Friday of the month for the following month. Payments not received by Friday at 6:30 PM will incur a \$20.00 late fee. An additional \$5.00 will be added each day for non-payment starting Monday at 6:30 PM. Late payments must be paid in cash, money order, or credit card. Please be sure to get your receipt. If payment is not received on Monday, your childcare services will be suspended until payment is paid in full.

c. HOLIDAYS

We are closed the following holidays: New Year's Day, Good Friday, Memorial Day, 4th of July, Labor Day, Fair Day (Friday), Thanksgiving (Thursday and Friday), Christmas Eve and Day.

d. INSUFFICIENT CHECKS

All NSF checks will be handled by Merchant Services. Merchant Services will electronically debit its customer's bank account for the amount of the check if the customer's check is returned for NSF or UCF and if applicable, to charge and collect from its customer's bank account, in addition to any fees the customer's bank may charge, an additional processing, service, or similar fee (the "Returned Check Fee") equal to the stated amount of such fee, but not to exceed the maximum fee, if any, permissible under applicable state law. TSEC will charge an additional \$25.00 for their NSF checks. TSEC's policy is after the second insufficient check you will need to make cash only payments.

B. ATTENDANCE ACCOUNTABILITY

Child Care Licensing requires that we show accountability for each child absent. If you do not notify us that your child will be absent, we must contact the school to find out where your child is. If we are unable to locate your child then we must contact you. PLEASE contact our staff and let us know if your child will not be attending.

a. SCHOOL AND NON-SCHOOL SPONSORED ACTIVITIES

If your child must leave our program or arrive late to our program, a designated person must sign them out or in. You must also complete a form letting us know who is responsible for your child while out of our program. If this is not done, your child will not be accepted into the program. Examples include but not limited to: library, choir, band, teacher's room, girl scouts and tutorials. If the child leaves the school's premises, they will not be allowed into the afterschool program

b. EARLY CLOSURES

If the school has a school-sponsored function during our hours in the gym and cafeteria we will close at the time the school function begins. This is for the safety of the children.

C. CLASSROOM SETTING

We have been provided the gymnasium and cafeteria. We set each room up to stimulate continual learning for all ages. There are times that the school will need one room so we have to make adjustments. Your understanding and flexibility to our changes are appreciated, not only by our staff but the school.

a. **HOMEWORK**

Homework is the parent's responsibility. To help the parents out we offer homework for one hour a day and provide assistance to each child as needed. The parent can request that we work on certain subject areas with their child. The staff will look over the homework and point out the ones that need to be rechecked but they will not check each and every problem unless the child does not understand the assignment. It is the child's responsibility to write down their assignments and bring their work. Each child should also bring paper and pencil and any addition tools necessary to complete their homework.

b. **CELL PHONES AND ELECTRONIC DEVICES**

The use of cell phones and other electronic devices that record audio and visual by children are not allowed in our program. Any of these devices that are brought in and become lost or damaged will not be the responsibility of TSEC or its staff.

c. **MOVIES**

Occasionally on early release or long bouts of rainy days we will show G or PG movies. The movies will be pre-approved by the director before showing to the children.

d. **PARTIES**

We celebrate all the holidays with the children. For each party, we will have a list for you to sign-up to bring goodies. For the children's safety, all items must be store bought. I am thanking you in advance for your support. The children have always enjoyed the treats that have been provided.

COMMENTS

If you have any comments, suggestions, or complaints please contact Cindy Gifford (owner) at 281-762-TINY (8469).

Child Care Licensing required information to be provided to parents

1) **HOURS OF OPERATION**

AFTER SCHOOL CARE ONLY: TSEC is opened from the first day of school in August until the last day of school in June. Our hours are 2:30 till 6:30 p.m. Monday through Friday. On early release days we will open at LCISD designated release time.

BEFORE SCHOOL CARE ONLY: Kid's Resort is open from 6:00 AM – 8:00 AM. Breakfast is served. Van leaves at 7:00 AM.

KIDS RESORT SUMMER CAMP: is open during the months of June, July and August, Monday thru Friday from 6:00 AM - 6:30 AM.

You are welcome to visit the center at any time without prior approval.

There is a late pick-up charge per child for parents arriving after 6:30 PM. After 3 late pick-ups, your childcare will be suspended for one week. You will be charged for the week.

Late pick up fee charges are:

Up to 10 minutes - \$20.00, 11-20 minutes - \$30.00, 21 minutes and up - \$50.00.

2) **RELEASE OF CHILDREN**

Each day, the person picking up your child must sign out the date, time and their name. If it is their first time picking up your child please let them know that a picture Id. will be required. This is suggested by the State for the safety of your child. Your child will only be released to the people you have designated on their enrollment form. This includes teachers and coaches. A Sibling, under the ages of 18 picking up your child must be noted on the enrollment form.

3) **ILLNESS**

We are governed by the State that any child with fever, vomiting, and/or diarrhea may not attend childcare for the safety of the other children. Therefore, if you are called by the school that your child is ill, they will not be allowed to attend the after school program. If your child becomes ill during our care, you will be called to pick your child up.

4) **HEALTHY ENVIRONMENT**

Toys and equipment that are placed in children's mouths, or are otherwise contaminated by body secretion or excrement, to be sanitized before handling by another child.

5) **MEDICATION**

Medication is not administrated at our program. If the need arises, you must contact Cindy Gifford at 281-762-8469 for approval. Medications will then be accepted with proper paperwork only, and the form must be updated every 6

PLEASE KEEP THIS FOR YOUR RECORDS

months. Staff giving the medication will maintain documentation of dates and times given.

6) MEDICAL EMERGENCY

If there is a medical emergency with your child we will provide the necessary care and treatment while contacting emergency personnel. We will then attempt to contact the parents first, and then the emergency contact person on your list. We will explain the situation and medical emergency. At this time we will make arrangements to meet at the designated medical facility and if medical personnel are on site, you will be given the opportunity to talk to them. A staff member will remain with your child until you arrive, and will be available to the parent as long as necessary.

7) PARENT NOTIFICATION

All parent notification will be attached to your child's sign-out sheet. Please take the notes and read them for upcoming events and information. Parents will be notified of changes to our policies at the time they enroll for the upcoming school year or when the need arises by attaching a written notification to each child's sign out sheet.

DISCIPLINE & GUIDANCE

It is our policy to help children with their social skills. Each teacher is trained to help individual children, as needed. We provide an opportunity to discuss a situation that may arise with the child and will redirect their activities, if applicable. If it becomes necessary to sit your child out, they will be allowed to return to the group when they demonstrate they are ready to interact in a positive way. **If a child becomes violent with another child by striking, kicking, biting, or throwing objects at others, they may be removed from our program for the safety of themselves and the other children.**

8) SNACKS

Our menu is posted for your review in the state binder located by sign-out book.
A copy can be provided at your request.

9) IMMUNIZATIONS

All children's immunization records are kept on file at the school your child attends therefore not needed by TSEC.

10) TUBERCULIN TESTING

Not applicable to TSEC.

11) ENROLLMENT PROCEDURES

Child Care Licensing requires that a complete enrollment form must be filled out before childcare services can be rendered. Every line must be filled out. When this form is complete it must be returned with the registration fee for child care to begin. You must register your child to attend the after-school program each year. Registration for the following year occurs between March 1 and the Friday before Spring Break begins. If we have not received a new rate sheet with your registration fee, childcare may not be available. We open registration to those not enrolled the Monday we return from Spring Break.

12) TRANSPORTATION

Not applicable to TSEC.

13) WATER ACTIVITIES

Not applicable to TSEC.

14) FIELD TRIPS

Not applicable to TSEC.

15) ANIMALS

Not applicable to TSEC.

16) ABUSE AND NEGLECT

Tiny Steps Educational Center requires preventing and responding to abuse and neglect of children, including: (A) Required training for employees; (B) Methods for increasing employee and parent awareness of issues regarding child abuse and neglect, including warning signs that a child may be a victim of abuse and neglect; (C) Methods for increasing employee and parent awareness of prevention techniques for child abuse and neglect; (D) Strategies for coordination between the center and appropriate community organizations; and (E) Actions that the parent of a child who is a victim

of abuse or neglect should take to obtain assistance and intervention. We are required by law to report suspected child abuse.

17) POLICY AND PROCEDURES

Parents may contact Cindy Gifford with any questions or concerns about the policy and procedures of operations.

18) PARENT VISITS

Parents are welcome to come in at any time and observe their child, the child care center's operation, and program activities, as long as they limit time to 15 minutes in a class. This is to ensure the safety of all the children and help the teachers maintain the schedule and stay on task with their curriculum. A parent may not bring food or drinks into the center, nor give a child permission to leave the classroom.

19) PARENT PARTICIPATION

We would love to have our parents participate in our special events. Please let the staff know if you would like to come so that they can give you all the details. If you would like to participate in the daily activities it is required by Child Care Licensing that you meet certain requirements. Please contact Cindy Gifford at 281-762-8469 for more details.

20) PARENT'S RIGHTS

You have a right to review a copy of the minimum standards and our most recent licensing inspection report. This document as well as other parent information can be found posted in the lobby.

21) PHONE NUMBERS

CHILD CARE LICENSING: 713-940-5200

PROTECTIVE & REGULATORY CHILD ABUSE HOTLINE: 1-800-252-5400

PROTECTIVE & REGULATORY SERVICES WEBSITE: WWW.TDPRS.STATE.TX.US

22) EMERGENCY PREPAREDNESS PLAN

TINY STEPS EDUCATIONAL CENTER has an emergency preparedness plan for each site. Please see Attachment 1 that is posted in the state binder by sign-out book to fully understand where your child's school will be relocated in case of an emergency.

23) HEALTH CHECK

A visual or physical assessment of each child will be made 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 date of attendance.

24) VACCINES FOR EMPLOYEES

TINY STEPS EDUCATIONAL CENTER does not require employees to get vaccines for preventable diseases.

25) CHILDREN'S PRODUCTS

At TINY STEPS EDUCATIONAL CENTER I certify that there are no unsafe children's products in the center except for the following: A products that is an antique or collectible children's products and is not used by, or accessible to any child and/or An unsafe children's product that is being retrofitted to make it safe and the product is not used by, or accessible to any child. Our products are reviewed each time a recall alert is sent via-email from CPSC recall website.

26) GANG-FREE ZONE

All of TSEC's facilities are gang-free zones. There is to be no such gang-related criminal activity or engagement in organized criminal activity within 1000 feet of any of the TSEC's facilities as this is a violation of the law under House Bill 2086 and therefore will be subject to increased penalty.

27) LCISD PLAYGROUND

The outdoor playground does not meet Child Care Licensing's safety guidelines. Please be advised that your child will be playing on this equipment unless notified in writing by the parent.

IT IS MY GOAL THAT OUR PROGRAM PROVIDES AN ENVIRONMENT THAT PROMOTES EMOTIONAL,
EDUCATIONAL AND SOCIAL SKILLS THAT WILL ENHANCE YOUR CHILD'S LIFE.

PLEASE KEEP THIS FOR YOUR RECORDS