



PARENT HANDBOOK

School Year 2023-2024

WELCOME TO TARRANT COUNTY KIDS!

Thank you for choosing TCK Before and After School Programs. Good communication between your child, program staff, and the parents will ensure that each day is fun and rewarding. This handbook is designed to answer questions and to provide important information. Please take a few moments to read through this guide with your child. It will help familiarize you with our policies and procedures, as well as details about payments, and will also give you a better understanding of our before and after-school programs.

THIS HANDBOOK WAS REVISED October 20, 2023

ADMINISTRATIVE OFFICE

2820 Matlock Road
Arlington, TX 76015
Main: 817-468-0306
TCKids.org

Chief Executive Officer
Jennifer Limas

Chief Operating Officer
Suzana Delgado-Gray

Director of Tarrant County Kids
Lisa Dia, MSW

Tarrant County Kids Manager
Lauren Ward
Tiffany Alexander
Sergio Estala
Glenda Carrero

Accounts Manager
Hong Luong

For questions about enrollments and payments, contact the Tarrant County Kids Manager.

For questions, concerns, or comments about the programs, contact the Director of Tarrant County Kids.

PROGRAM LOCATIONS

*Require notarization and photos of authorized pick-ups

BEFORE & AFTER-SCHOOL

Corey	817-648-5864
*Farrell	817-223-4400
Little	817-688-2051
West	817-991-6105
Wood	817-266-5475

AFTER-SCHOOL ONLY

Adams	817-223-2208	Foster	817-739-4651
Anderson	817-201-4774	Hale	817-253-2689
Ashworth	817-253-2854	Hill	817-253-8867
Bebensee	817-253-1703	Johns	817-223-6681
Berry	817-223-9535	Kooken	817-223-2954
Bryant	817-266-5476	*Larson	817-253-6702
Burgin	817-223-8293	McNutt	817-253-4004
*Crouch	817-223-3135	Morton	817-223-1334
Crow	817-253-2818	*Patrick	817-223-5570
Ditto	817-253-8132	*Remyse	817-201-4936
Duncan	817-229-7968	South Davis	817-253-1874
Eastside	817-229-7937	*Starrett	817-253-3757
Ellis	817-253-4573	Thornton	817-253-1584
Fitzgerald	817-504-5792	Williams	817-223-5505

Sergio Estala Sestala@girlsinctarrant.org 817-201-1357	Lauren Ward Lward@girlsinctarrant.org 817-343-5899
Crow (6pm)	Bryant (6:30pm)
Ditto (6pm)	Burgin (6:30pm)
Hill (6pm)	★Corey (6:30pm)
Kooken (6pm)	Fitzgerald (6:30pm)
★Little (6:30pm)	Foster (6:30pm)
Rocketship Dennis Dunkins (6pm)	McNutt (6pm)
Rocketship Eastside (6pm)	Williams (6pm)
South Davis (6pm)	★Wood (6:30pm)

Glenda Carrero Mendez gcarreromendez@girlsinctarrant.org 817-223-1268	Tiffany Alexander Talexander@girlsinctarrant.org 817-201-9580
Adams (6pm)	Ashworth(6pm)
Anderson (6pm)	Crouch (6pm)
Bebensee (6pm)	★Farrell (6:30pm)
Berry(6pm)	Larson (6pm)
Ellis (6pm)	Patrick (6pm)
Hale (6pm)	Remyse(6pm)
Johns (6pm)	Starrett (6pm)
Morton (6pm)	★West (6:30pm)
Thornton (6pm)	

★Indicates schools with before and after school programming.

All questions regarding billing or enrollment status should be directed to Hong Luong, Accounts Manager at receptionist@girlsinctarrant.org or by calling 817-468-0306.

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ABOUT US

TCK is a childcare program affiliated with Girls Inc. of Tarrant County providing working families access to quality affordable childcare with academic enrichment and social emotional components. **We also provide all-day care during most school holidays and breaks.**

During the time spent in our program, your children will be engaged in educational and enriching activities that will allow them to have fun after a long day at school. A good after-school program choice can build a positive foundation that will last a lifetime for your child and give you peace of mind while you work!

Children are served a nutritious snack, allowed time to complete homework and offered a wide variety of activities to choose from to make their afternoons enjoyable. Some activities that they participate in include:

- Daily homework time
- Arts and crafts
- Sports and recreation
- Hands-on activities
- Stem
- Cultural Activities
- Girls Inc. curriculum programs



CURRICULUM GOALS

TCK's curriculum is catered to the child's development group to promote essential skills needed to be successful. Our curriculum highlights the following content areas.

- Social Emotional Learning
- Multicultural inclusion
- Science
- Math
- Creative Expression
- Character Development.

PROGRAM HOURS

When school is in session (August-May), the after-school program begins at the end of the school day and ends at 6:00pm or 6:30pm. The before-school program begins at 6:30am and ends at 8am.

- **Before-school** is offered at Corey, Farrell, Little, West and Wood elementary schools.
- **After-school program ending at 6pm** is offered at Adams, Anderson, Ashworth, Bebensee, Berry, Crouch, Crow, Dennis Duncan, Ditto, Eastside, Ellis, Hale, Hill, Johns, Kookan, Larson, McNutt, Morton, Patrick, Remyne, South Davis, Starrett, Thorton, & Williams.
- **After-school programs ending at 6:30pm** is offered at Bryant, Burgin, Corey, Farrell, Fitzgerald, Foster, Little, West, and Wood elementary schools.
- **Adventure Camp**, our all-day care, is offered during scheduled school holidays and breaks. Adventure Camp operates from 7:30am to 6pm.
Children will not be accepted prior to the scheduled session times.

STAFFING

Our programs are staffed by personnel who are screened and trained in accordance with state licensing requirements. All our employees are required to obtain the following items:

- Childcare Pre-Service Training (8 hours)
- Continuing child-related training annually (15 hours)
- Pre-employment criminal background check with Texas DFPS (every two years)
- FBI fingerprints
- Tuberculosis test (every two years)
- First Aid & CPR certification (every two years)

It is our expectation that staff members represent Tarrant County Kids in a positive and professional manner always. We are confident in our staff members and their ability to serve as role models and implement excellent programming. Both Texas Childcare Regulations representatives and the Director of Tarrant County Kids randomly and regularly inspect sites.

We are an equal opportunity agency. We do not discriminate based on race, sex, age, ethnicity, or religion. Tarrant County Kids is a subsidiary of Girls Inc. of Tarrant County.

ENROLLMENT POLICIES

ADMISSION

Rocketship Elementary Schools: Due to partnership and district funding from Rocketship ISD, Rocketeers will not be charged for attendance.

Arlington ISD & Other Tarrant County Elementary Schools:

Enrollment fees are as follows and are non-refundable:

- \$40 - First child
- \$35- Second child
- \$30 - Third child
- All children must re-enroll for each school year and/or each summer session.
- Enrollment forms can be submitted in person or electronically.
 - In person at our administrative office located at 2820 Matlock Road in Arlington
 - Electronically to receptionist@girlsinctarrant.org
- **Enrollments for Crouch, Farrell, Larson, Patrick, Remyse, Starrett, and West must have pictures of all authorized pick-up people and the Emergency Medical Release notarized.**
- Enrollment forms are available on our website at www.TCKids.org.
- Payment for the first week of programming, enrollment fees, and prior balances (if any) must be paid upon enrollment and prior to the first day of service.
- Your child is not considered enrolled until all required forms and payments are received, and therefore, may not attend the program.
 - Please verify that enrollment is completed prior to your child's first day.
 - Children who arrive for after-school program, but have not yet completed their enrollment, will be taken to the school office and the parent will be called to pick up the child.
- We will notify parents by email or written notification if there are any policy changes.

ENROLLMENT STATUS

Children are enrolled as **one** of the following statuses:

- **FULL-TIME:** Your child will regularly be attending three or more days within a week.
 - **Rocketeers may be signed out after 4:45pm.**
- **DROP-IN:** this status is reserved for families who require occasional care. Drop-in slots will be limited to 10 per location. (Rocketeers ineligible)

ENROLLMENT REQUIREMENTS

All enrollment forms must be filled out *completely* to include:

- Complete doctor's information including address and phone number.
- Current addresses and phone numbers for parents and emergency contacts.
- Current school year lunch letter showing free or reduced lunch rate (if applicable).
- Current immunization and hearing & vision records. If your child's records are on file at his/her current school, you must provide the name, address, and phone number of the school. TB exams are not required by the City of Arlington or Tarrant County Health Department now; the TB exam record is not required.
- Current photographs of every authorized pick-up person (**Crouch, Farrell, Larson, Patrick, Remyse, Starrett, and West**).
- Notarized enrollment forms (**Crouch, Farrell, Larson, Patrick, Remyse, Starrett, and West**) For your convenience, forms can be notarized at our administrative office for free.

All changes to contact information, including addresses and phone numbers, must be immediately communicated to our administrative office at 817-468-0306.

After-School Program

Tuition Fees 2023-2024

****Rocketeers & ESSER scholarship students will not be billed for tuition during afterschool programs**

FULL-TIME WEEKLY RATE

Regular Lunch	\$66- First child \$61- Second child \$56 - Third child and any subsequent
Reduced Lunch*	\$56 - First child \$51 - Second child \$46 - Third child and any subsequent
Free Lunch*	\$46 - First child \$41 - Second child \$36 - Third child and any subsequent

DROP-IN DAILY RATE (for families who need occasional care)

Regular Lunch	\$31 per day - First child \$29 per day - Second child \$27 per day - Third child and any subsequent
Reduced Lunch*	\$27 per day - First child \$25 per day - Second child \$23 per day - Third child and any subsequent
Free Lunch*	\$23 per day - First child \$21 per day - Second child \$19 per day - Third child and any subsequent

BEFORE-SCHOOL CARE FEES

\$31 per week
\$15 per day (for families who need occasional care)

ENROLLMENT FEES (non-refundable)

<u>First child</u>	<u>Second child</u>	<u>Third child</u>
\$40	\$35	\$30

*** All lunch rates are based on the current school year. We must have a copy of the reduced/free lunch letter on file in order for your child to receive the correct rate.**

All changes to contact information, including addresses and phone numbers, must be immediately communicated to our administrative office at 817-468-0306.

School Year Adventure Camp

Tuition Fees 2023-2024

FULL-TIME WEEKLY RATE

Regular Lunch \$116 - First child
 \$106 - Second child
 \$ 96 - Third child and any subsequent

Reduced Lunch* \$106 - First child
 \$ 96 - Second child
 \$ 86 - Third child and any subsequent

Free Lunch* \$ 96 - First child
 \$ 86 - Second child
 \$ 76 - Third child and any subsequent

DROP-IN DAILY RATE *(for families who need occasional care)*

Regular Lunch \$38per day - First child
 \$35 per day - Second child
 \$32 per day - Third child and any subsequent

Reduced Lunch* \$35 per day - First child
 \$32 per day - Second child
 \$29 per day - Third child and any subsequent

Free Lunch* \$32 per day - First child
 \$29 per day - Second child
 \$26 per day - Third child and any subsequent

ENROLLMENT FEES *(non-refundable)*

First child
\$40

Second child
\$ 35

Third child
\$ 30

*** All lunch rates are based on the current school year. We must have a copy of the reduced/free lunch letter on file in order for your child to receive the correct rate.**

PAYMENT POLICIES

PAYMENT SCHEDULE

Rocketship ISD & ESSER Scholarship Students: payments for any penalty fees accrued will be due the Monday after the fees have been added to your account.

Arlington ISD & Other Tarrant County Schools:

Children enrolled as **FULL-TIME** will be charged the weekly rate.

- Payment is due no later than 6:30pm on Wednesday the week prior to attendance.
- Children will not be accepted into the program if payment is not reflected in their account on Monday.

Children enrolled as **DROP-IN** will be charged the daily rate for each day attended.

- Payment is due no later than 12:00 pm on Monday of the week services are to be rendered, failure to pay may result in your child being sent to the school's office.
- The Accounts Manager must have notice of attendance.
 - A minimum of 2 hours' notice is required for last-minute attendance needed with payment in full.
- Children are only billed the daily rate, accounts will not be prorated to full-time tuition rates.
- Children who are enrolled but do not attend at least once a month will be removed from the program.
- Drop-in slots are limited to 10 per campus location.

Your balance must be paid **in-full and on-time** or you will be charged a **\$15 Late Payment Fee**.

- Failure to pay in full by the Friday of the week of payment will result in your child being removed from the program.
 - Your child will not be accepted the following week until payment has been confirmed with the Accounts Manager. Office hours are Monday-Friday 9am-5pm, payment cannot be confirmed outside of these hours.
- Children removed from the program must be re-enrolled and will be subject to fees per enrollment policies.

METHODS OF PAYMENT (All Participating schools)

- **Credit card payments:**
 - May be made online at www.TCKids.org
 - In person at our office,
 - By calling us at 817-468-0306.
- The administrative office has a mail slot for payment drop-offs after business hours.
- Your child's name must be written on all checks and money orders.

PENALTY FEES

- **\$15 Late Payment Fee** - This fee will be applied if you do not pay **in full and on-time** per the payment policies listed above.
- **\$10 Failure to Notify Fee** - This fee will be applied if you do not notify Tarrant County Kids in advance of your **FULL-TIME** student being absent from the program. **DROP-IN** students are not subject to this fee. Applies to school year programs only.
 - This fee must be paid in full in addition to your weekly tuition by the following Wednesday no later than 6:30pm.
- **\$10 Late Pick-Up Fee** - This fee will be applied for each 15-minute increment after 6:30pm that your child has not been picked up.
- **\$25 Chargeback Fee** - This fee will be applied for all credit card chargebacks. After two chargebacks, you will be required to pay by money order or check.

PARENTAL NOTIFICATIONS

We strive to keep all parents informed regarding program/policy changes or other important information affecting your child or your account as they occur. Parents are notified of these changes either by posted notice at the program site, written notice given to the parents at the program site, or phone calls and emails from our administrative office.

PARENT CONFERENCES

Our programs do not have scheduled parent conferences, but we welcome ongoing communications to support your child's learning and development. Appointments may be scheduled by contacting the TCK Manager over your student's campus.

WITHDRAWAL FROM SERVICES

You are required to call or email the administrative office prior to withdrawal if your child is no longer going to attend the program. Re-admission will require an enrollment fee per enrollment policies. You will continue to be charged until we have received notification. Any applicable refunds are approved and processed at the administrative office.

For adding or changing any information contact our administrative office at
Phone: 817-468-0306 or Email: receptionist@girlsingarrant.org

BEFORE & AFTER-SCHOOL PROGRAM POLICIES

SIGN-IN PROCEDURES & NOTIFICATION OF ABSENCE

The children are responsible for going to Tarrant County Kids immediately upon dismissal from school, where the site supervisor will sign them in with the current time and their initials.

Parents are required to call the site cell phone before 3pm if their child is going to be absent during after-school program that day.

Children in before-school care must be brought to the program entrance by one of the contacts listed on the enrollment form. The site supervisor will sign the child in with the time, their initials, and the full name of the person dropping the child off.

Any children arriving without an adult will not be admitted into the program.

EXTRACURRICULAR ACTIVITIES

Children participating in extracurricular activities after school will not be signed into the program until their activities are complete. This includes school clubs, tutoring, testing, and assisting teachers. An **Extracurricular Activities Authorization** form must be on file if your child participates in extracurricular activities.

If your child does not arrive approximately 15-20 minutes after the arrival time specified on the form, you will be called to ensure the safety of your child. If the child has been picked up without notifying Tarrant County Kids, this will result in a **\$10 Failure to Notify Fee**. Tarrant County Kids is not responsible for children who do not arrive to the after-school program after the activity.

SIGN-OUT PROCEDURES

Children may not leave the after-school care program without being signed-out by:

- An authorized person on the enrollment form (must have ID).
- A person (not on the enrollment form) authorized by emergency pick-up verification procedures (see below).
- Pick-up personnel must be 18 years of age or older. Otherwise, an **Authorization for Minor Pick-Up** form must be completed by the primary contact.
- Children will not be released to any person without verification of identity of the person that the Site Manager and/or Site Instructors do not know.
- **Tarrant County Kids will sign-out children with the time, their initials, and the name of the individual picking the child up on our attendance records.** State guidelines require all children to be signed out at the time of pick-up.

Be prepared to present your identification and make sure that anyone who is picking up your child has proper picture identification and is on the pick-up list.

Children will not be released to unauthorized persons.

Only the person who completed and signed the enrollment forms can make any changes to information on the form and must do so in writing.

Children in before-school care will be signed out by the Site Supervisor at 7:45am for children eating breakfast in the cafeteria and 8am for all other children.

EMERGENCY PICK-UP VERIFICATION PROCEDURES

If your child is being picked-up by someone not listed on the enrollment form, the following steps must be completed to ensure the safety and security of your child:

- The primary contact must call the administrative office or the after-school site cell phone before 3pm. After 3pm, call the after-school site cell phone.
- The security code on the enrollment form and name of the person picking-up must be given.
- The pick-up person must present a valid ID.

This procedure is for emergencies only, if the individual arrives again to pick-up the children and they are not listed as an authorized pick-up person, they will be turned away by the Site Supervisor.

LATE PICK-UP FEE

A **\$10 Late Pick-Up Fee** will be applied for each 15-minute increment after 6:00pm or 6:30pm in accordance with the site your child attends if your child has not been picked up.

- We will attempt to contact the parents and emergency contacts to arrange pick-up of a child after 6:30pm.
- Our staff are still on the clock when parents are late picking up, therefore Late Pick-Up Fees will **not** be reduced or waived for any reason to include traffic and weather issues.
- This fee must be paid in full along with your weekly tuition by the following Wednesday no later than 6:30pm.
- If you have three Late Pick-Up Fees, your child may be removed from the program.
- We will contact the Police Department if your child is not picked-up by 7:30pm.

EARLY SCHOOL CLOSING

After-school programs will be provided from the dismissal of school at each site on school district scheduled early dismissal days at no additional cost.

PHYSICAL ACTIVITY

After-school programs will provide up to 30 minutes or more of physical activity time. Weather permitting, this will be held outside on the school playground. During times of inclement weather physical activity will be conducted in the gym. TCK staff will use a variety of structured and unstructured game play allowing for participant-initiated activities.

INCLEMENT WEATHER

In the event of a school closing, your child's before and after-school program will also be closed.



- If there is a delayed start, before-school care will be closed.
- If there is an unscheduled early dismissal, after-school programs will be closed, and you will need to pick up your child from school at the time of the school closing.
- Inclement weather closings will be announced through local news channels 4, 5, 8 and/or 11.
- Accounts may not be refunded due to inclement weather.

PERSONAL BELONGINGS

- All belongings should be clearly marked with your child's name.
- Money is not allowed except for field trip purposes or special occasions. If your child brings money to the program, Tarrant County Kids cannot be responsible for lost or stolen money, or purchases made. If your child purchases something the staff deems inappropriate, the item will be taken away and given to the parents at pick up.
- Children can bring personal gaming systems, toys, and other personal items. However, if an item becomes disruptive, it will be taken away and given to parents at pick up.
 - Please note that your child's time on their electronics will be limited.
- Please remind your child to take all belongings home every day.
- Children will not be permitted to share their personal electronics and toys; we ask that all belongings stay with your child or in their backpack.

Tarrant County Kids will not assume responsibility for lost, stolen or broken items at the school site or on field trips.

PERSONAL COMMUNICATION DEVICES

To avoid interference with program facilitation, your child's cell phone use will be limited. If your child needs to communicate with you on an emergency basis, the program's phone will be made available. Children are not permitted to text and make calls without the Site Supervisors supervision. We will not be able to accommodate daily communication but will make every effort to see that your child's needs are met.

Screen time for participants is restricted to less than 1 hour per day. Electronic media is used for educational purposes.

SNACKS

Tarrant County Kids has teamed up with the district nutrition services to provide nutritious snacks each afternoon. If desired, children may bring snacks from home. Only individually wrapped food items can

be shared with other children on special occasions. Dietary restrictions are to be written by the parent on the enrollment form. We will attempt to meet any special dietary considerations.

Food and liquids hotter than 110°F are kept out of reach of children.

STAFF RATIO

Tarrant County Kids strives to maintain a child/staff ratio of 15:1 at the site, and 10:1 for field trips. The Texas Department of Family and Protective Services requires a ratio of 22:1, Tarrant County Kids defaults to this ratio when necessary.

TRANSPORTATION

Written authorization is required from the parent prior to field trips for Tarrant County Kids to transport your child. In the absence of written authorization, parents may drive their children to and from field trips; however, since there will be no staff available at the childcare site during the field trip, children may not be left at the site and parents will be asked to come and pick up the child.

We do not transport children during before and after-school programs. During Adventure Camp, transportation is provided using AISD/district school buses with district bus drivers.

OUTDOOR SAFETY

Children will experience outdoor activities in our program, which may include playing on the school's playground equipment. Play equipment at each of our program sites (schools) may or may not meet Licensing standards specified by the Department of Family and Protective Services.

HOLIDAY ADVENTURE CAMP

ADVENTURE CAMP

Adventure Camp, our all-day childcare (7:30am-6pm), is provided during most scheduled school holidays and breaks for additional fees.

- Parents must notify the administrative office if their child will attend Adventure Camp.
- Payments for Adventure Camp are due at the time of service **regardless of enrollment status**. These fees will be reflected on your account the Wednesday prior to services being rendered.
 - Failure to pay in advance will result in your child being turned away at the program.
- Adventure Camp dates will be posted in advance at childcare locations, the TCK Facebook and on the website.
- School holiday Adventure Camp is offered at West Elementary (2911 Kingswood Blvd., Grand Prairie). Any changes to the location will be communicated via email or flyer at the site location.
- Summer Adventure Camp is offered at three locations to be announced during the spring.
- Children planning to attend Adventure Camp during the summer months are required to enroll for the summer and pay enrollment fees per enrollment policies.
- Morning and afternoon snacks are provided by Tarrant County Kids. Children need to bring a **sack lunch** every day of Adventure Camp.

HOLIDAYS

Holiday care is provided during most school holidays and breaks **EXCEPT** for the following:

Labor Day

Good Friday

Dolores Huerta & Cesar Chaves Day

Juneteenth New Year's Eve & New Year's Day Memorial Day
Thanksgiving Day & Black Friday Independence Day Christmas Eve & Christmas Day

A list of Adventure Camp dates is available on our website at www.TCKids.org.

ADVENTURE CAMP PAYMENTS

During the weeks when we have after-school programs and all-day programs together, School Year Adventure Camp daily rates apply in addition to the after-school program rate. You will not be charged more than the School Year Adventure Camp weekly rate at any time.

Here are two examples of what your payment would be at the regular rate:

Child attends full week of all-day care - \$115

Child attends one day of all-day care (\$37) and four days of after-school care(\$65) the total is \$102 for that week.

BEHAVIORAL EXPECTATIONS

CHILD & PARENT RESPONSIBILITIES

Parents will receive communication daily from on-site staff regarding their child's progress in TCK programs. Staff will work collaboratively with parents/guardians for the success of their child.

Children must...

1. Learn to accept the consequences for his/her own actions.
2. Respect the rules that guide him/her during the day and will control his/her feelings so that his/her actions do not hurt anyone in the program.
3. Not willfully destroy or harm any equipment or property in the building, or anyone else's property while he/she is in the program.
4. Keep hands, feet and objects to themselves.
5. Not use inappropriate language.
6. Remain with a staff member always.
7. Come to the program site immediately after school or upon the completion of extracurricular activities.
8. Be able to walk directly and independently to his/her classroom or directed area upon dismissal from before-school care.
9. Return materials and equipment to the place they found them.
10. Finish activities and clean up afterward.
11. Be able to use the restroom without assistance.
12. Be able to successfully operate within a child/staff ratio of 15:1.

Parents must...

1. Act in a respectful manner when dropping off or picking up their child.
 - o Abusive language or threatening behavior will not be tolerated and may be grounds for removal.
2. Assist us in working with their child regarding behavioral issues.
 - o Appropriate behavior and cooperation is expected of all program participants.
3. Not walk through the gym when arriving to pick up their children.

- Parents are asked to wait near the entrance while their children gather personal belongings. Staff assistance can be given to a child to aid in the sign-out process if necessary.

Parent Guardian Code of Conduct

Girls Inc. of Tarrant County and TCK staff are not trained to interpret legal documents. Authorized pick-up personnel will be determined based on the information provided at the time of enrollment via the enrollment form. Additional pick-up persons may be added by the primary parent who enrolled the child contacting the administrative office. Staff will not get involved with custodial disputes regarding a child.

Placing Girls Inc. of Tarrant County and TCK staff in a position where they are expected or requested to enforce or monitor custodial challenges may result in suspension or removal from TCK programs.

CHILDREN IN PRE-K 4 & KINDERGARTEN

In the event that your child has a toileting accident we request you to send an extra pair of clothes in your child’s backpack in a sealed Ziploc bag labeled “After School Program”. If your child requires assistance staff will assist only by providing cleaning materials and unbuttoning/buttoning of clothes as needed. If a child is unable to clean themselves properly on their own, does not have a change of clothes, or has multiple toileting accidents, their parent or guardian will be called, and the child will be sent home.

CLOTHING POLICY

Tarrant County Kids adheres to district and campus level dress code policies for participants and Rocketeers.

DISCIPLINE & GUIDANCE

In accordance with the Texas Administrative Code, Title 40, Chapters 746 and 747, Subchapters L, Discipline and Guidance, our agency adheres to the following guidelines:

- Discipline must be:
 - Individualized and consistent for each child;
 - Appropriate to the child’s level of understanding; and
 - Directed toward teaching this 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 good behavior instead of focusing only upon unacceptable behavior;
 - Reminding a child of 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.
- There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:
 - Corporal punishment or threats of corporal punishment;
 - Punishment, shaking, or biting a child;
 - Hitting a child with a hand or instrument;

- Putting anything in or on a child's mouth;
- Humiliating, ridiculing, rejecting, or yelling at a child;
- Subjecting a child to harsh, abusive or profane language;
- Placing a child in a locked or dark room, bathroom, or closet with the door closed;
- Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

The Tarrant County Kids standard of child guidance is positive and based on assisting the child to learn to better control his/her responses to situations.

BEHAVIORAL GUIDELINES

When a child chooses to not follow the instructions or the rules of the program:

- He/she will be verbally redirected for minor incidents.
- He/she will be separated from the other children in a brief time-out. Reflection times are approximately five minutes long and are designed to allow the child to think about his/her actions and start fresh afterwards.
- Additional time-outs may be used for continued misbehavior, and a Behavior Report will be written. **Behavior Reports** are on-site notices designed to inform parents of their child's behavior. We require the parent to sign the Behavior Report at pick-up and then it is turned in to our administrative office.
- Under normal circumstances, when two or three Behavior Reports are written for a child, the parent will receive:



- **1st Letter** – This is the first warning. This letter also serves as a reminder to review our rules and policies within the parent handbook. The Behavior Reports will be summarized. If another Behavior Report is written after the parent has received the 1st Letter, then the parent will receive the 2nd Letter.
- **2nd Letter** – This is the final warning. This letter is our last attempt to encourage positive behavioral change. Once again, Behavior Reports will be summarized. If another Behavior Report is written after the parent has received the 2nd Letter, the parent will then receive the 3rd Letter.
- **3rd Letter** – This letter is a notification of suspension or removal from the program. Suspension lasts up to five program days. Upon return from a suspension, the child is subject to further suspensions or removal if the behavioral issues continue.
- Behavior that is more extreme, such as acts of physical aggression or inappropriate language and/or touching, may be grounds for immediate suspension and/or removal from the program.
- If a child destroys property belonging to Tarrant County Kids or the school, the parent will be responsible for paying for the cost of the damage.
- Any child exhibiting behavioral problems will not be allowed to participate in field trips.

Tarrant County Kids reserves the right to remove any child at any time for any purpose the agency feels is reasonable. Tarrant County Kids also reserves the right to request without advanced notice that a child is picked up immediately due to behavior concerns.

Tarrant County Kids strives to provide a quality experience for all children; however, it is not the best environment for every child, or for the same child at different developmental stages.

EMERGENCY PROCEDURES

MEDICAL RELEASE

Parents of all children in our programs are required to submit a medical release form providing Tarrant County Kids permission to seek medical attention for your child in case of an emergency.

- **It is imperative that parents notify the Administrative Office of any change to home, work and medical phone numbers.**
- Incorrect contact numbers may result in the removal of your child from our program.

IN CASE OF ACCIDENT

Tarrant County Kids always considers the child's safety above all other factors and will call for emergency medical assistance whenever immediate medical attention is needed.

- A member of the staff will carry out immediate First Aid/CPR and/or call for assistance.
- A member of the management staff will call emergency contacts listed on enrollment forms to advise you of any accident needing medical attention.
- In case the parents or designated person cannot be reached, a staff member will have the authority to transport the child to a hospital via 9-1-1 or emergency personnel.

MEDICATION ADMINISTRATION

We will not administer medication (prescription or non-prescription) without the written authorization of the parent on an **Authorization for Administering Medication** form.

- The Authorization for Administering Medication form must specify the dates, times and amounts of medication to be given, and it will be kept on file at the program location.
- Parents must complete an **Authorization for Administering Medication** form at the main office when enrolling and provide medication when the form is submitted. **The office will not accept the form without the medication and the enrollment will be considered incomplete. The office will ensure the site receives both form and medication in time for the child's first day.**
- Any medication brought to the office must be in its original container and clearly labeled with the child's first and last name.
- For children with periodic and recurring medical problems requiring continuous medications (such as asthma or diabetic medications), the parent must provide written authorization every six months.
- **Medication must not be expired.**

SPECIAL CARE NEEDS

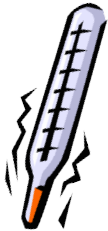
We require a statement of your child's special care needs or problems to include, but not limited to, food/other allergies, existing illness, previous serious illness/injuries, hospitalizations within the last 12 months, behavioral/emotional issues, and any medications prescribed for continuous, long-term use.

- **Food Allergies** – A Food Allergy & Anaphylaxis Emergency Care Plan is necessary for any child with a food allergy that has been diagnosed by a health-care professional (we have this form in our office). The form must be signed by both the parent and the child's health-care professional.
- **Other Special Care Needs** – A written, signed and dated statement from either the parent/guardian or the child's physician describing the child's special condition.
- Your child must be able to participate in a group setting and not require one-on-one care.

Children with disabilities and other special learning needs will be welcome in our programs to the extent that they can participate in our usual programs. Accommodations will be considered on a case-by-case basis. TCK staff will attempt to bridge language barriers for all families.

IN CASE OF ILLNESS

Please do not bring your child to the center with a contagious illness. If it is apparent that your child is ill and should not remain at the site, you will be called and asked to make other arrangements.



- Children who did not attend school for reasons of illness cannot attend after-school care that day.
- If your child feels ill during the program and cannot participate, we will attempt to give your child a place to rest while you are notified.
- State law requires those children with a temperature of 100.4 or higher be sent home. If a child is sent home with fever, he or she must be free of fever for 24 hours before returning to the childcare program. You will be asked to pick up your child immediately.
- Signs of possible severe illness include unusual lethargy, irritability, persistent crying, difficulty breathing, rash with fever, pink eye(s), behavioral changes, or any other unusual signs.
- If your child has had two or more episodes of diarrhea or vomiting within 24 hours, the child may only return to childcare after the diarrhea or vomiting has subsided for 24 hours.

HEAD LICE

In the event that a child comes to the program with head lice, we take every measure possible to prevent spreading.

- Children will not share combs or brushes.
- Children will not share towels, blankets, pillows, clothes, etc.
- Lost and found items will be laid out on a table every Friday and you will be asked to check the table for any items that might belong to your child.
 - Any leftover lost and found will be turned in to the main office every Friday night.
- Staff should be aware of any itching children and will check hair if needed. Checking any child's hair will be done discreetly and conducted outside to eliminate any embarrassment.
- You will be called and told to come get your child immediately.
- The child will be asked to sit near the staff table until you pick him/her up, but all efforts will be made to not embarrass the child in front of their peers.
- The child may not come back to the program until 24 hours after their treatment has been applied and completed, and any lice or their eggs (nits) must be gone for a length of 24 hours.

SAFETY DRILLS

Fire drills are conducted monthly at each of our sites. Severe weather and Lockdown drills are conducted every 3 months. We use the districts Crisis Procedure Manual as our **Emergency Preparedness** plan. The manual is available at each site and the administrative office for your review at any time.

ADDITIONAL INFORMATION

GRIEVANCE POLICY

Should a problem, question or complaint arise, please speak with the Site Manager.

- If you are not satisfied, you may contact the Director of Tarrant County Kids.
- If, after speaking with the Director of Tarrant County Kids, you are not satisfied, you may contact the COO.
- All problems, questions or comments concerning billing and enrollments should be directed to the Account Manager.
- We welcome your ideas, comments, and questions. Please feel free to contact us without hesitation!

PARENTAL OBSERVATION & PARTICIPATION

Tarrant County Kids has an open-door policy whereby parents can observe their child(ren), the childcare center's operation, and program activities, without prior notice, at any time during the hours of operation. Parents wishing to stay longer than 15 minutes must have a current background check and volunteer form on file with Tarrant County Kids, and be approved by the Director of Tarrant County Kids.

GANG-FREE ZONE INFORMATION

A gang-free zone is a designated area where certain gang-related activity is prohibited and is subject to increased penalty under Texas law. The goal of gang-free zones is to deter certain types of criminal activity where children gather by enforcing tougher penalties. This means parents or guardians need to be informed that certain gang-related activity or engaging in organized criminal activity within 100 feet of our program is a violation of this law and is therefore subject to increased penalty.

You may review our posting regarding gang-free zones, which is located on the site wall locker.

LICENSING & MINIMUM STANDARDS

Tarrant County Kids maintains the minimum childcare standards as set forth by the Department of Family and Protective Services. A copy of the Minimum Standards, and our most recent Childcare Regulations Inspection Report are posted for your review at every childcare site and are available upon request at our administrative office.

Parents may contact the local Childcare Regulations office of the Department of Family and Protective Services (DFPS) by calling 817-321-8000 or visit them through the DFPS web-site at **www.dfps.state.tx.us/child_care/about_child_care_licensing**.

To report suspicions or incidents of child abuse or neglect, contact the Child Abuse Hotline at:

- 1-800-252-5400.

EMERGENCY PREPAREDNESS PLAN

An emergency preparedness plan is designed to ensure the safety of children during an emergency by addressing staff responsibilities and facility readiness with respect to emergency evacuation and relocation. The plan addresses the types of emergencies most likely to occur in your area including:

- An **evacuation** of the children and caregivers to a designated safe area in an emergency such as a fire or gas leak.
- A **relocation** of the children and caregivers to a designated, alternate shelter in an emergency such as a flood, a hurricane, medical emergency, or communicable disease outbreak.
- The **sheltering** and **lock-down** of children and caregivers within the operation to temporarily protect them from situations such as a tornado, volatile person on the premises, or an endangering person in the area.

1. Evacuation, Relocation, and Sheltering/Lock-Down of Children

- a. The first responsibility of staff in an emergency evacuation or relocation is to move the children to a designated safe area or alternate shelter known to all employees, caregivers, parents and volunteers.
 - **Fire** - The children will move in single-file line to the relocation area which is on the playground and at least 50 feet away from the building. The relocation area is posted within the gym. Each gym is equipped with a fire extinguisher located near the exit doors.
 - **Tornado or Severe Weather** - The children will move into an interior hallway that has no view of glass windows or doors. If this is not available, the location is in the nearest restrooms.
 - **Intruder** - The staff will attempt to utilize an area of the school that can be locked and where the children are hidden from view.
 - **Off grounds** - If the children must be moved off grounds we will coordinate with district bus transportation to drive the children to the alternate shelter.
- b. Children with limited mobility or who otherwise may need assistance in an emergency, such as children who have mental, visual, or hearing impairments will be given special consideration and attention by the Site Manager to ensure proper evacuation or relocation.
- c. The emergency evacuation and relocation diagrams are posted in the gym.
- d. The staff are responsible for moving the children to a designated location within the operation where the children should gather during a sheltering/lock-down emergency. They will bring items to allow for accountability and safety.
 - Children's Files - contains enrollment forms and contact information for each child.
 - Blue Book - contains Emergency Preparedness Plan and first aid guide
 - Attendance binder - contains the Attendance Sheets which track children in our care.

- Site cell phone and charger
- e. Alternate shelter will be provided at:
 - Girls Inc. of Tarrant County / Tarrant County Kids
 - 2820 Matlock Road, Arlington TX 76015
 - or district designated location.
- f. Children in attendance at the time of any emergency will be accounted for at the designated safe area or alternate shelter by conducting face-to-name attendance to establish visual confirmation of each child.

2. Communication

- a. The site supervisor keeps the site cell phone at all times.
- b. The site supervisor or other designated staff will use the site cell phone to communicate with local authorities, parents, Texas DFPS or the program director. If relocated to the alternate shelter, the staff may utilize the office phone: 817-468-0306

3. Essential Documentation

- a. Staff will evacuate and relocate with the following items to allow for accountability and safety.
 - Children's Files - contains enrollment forms with parent contact information and authorization for emergency care.
 - Blue Book - contains Emergency Preparedness Plan and first aid guide
 - Attendance binder - contains the Attendance Sheets which track children in our care.
 - Site cell phone and charger

4. Continuation of Care - At the end of an emergency evacuation or relocation, at least two staff will stay until all the children have been released to their parents or authorized pick-up persons.

5. Reunifying Children to Parents After an Emergency - During an emergency, the Site Manager or other designated staff will contact the parents with the site cell phone of all remaining children to make them aware of the emergency. Children will be released to an authorized person once signed-out by that individual.

**girls
inc.**

of Tarrant County



**Tarrant County Kids
2820 Matlock Road
Arlington, Texas 76015
817-468-0306
www.TCKids.org**