

OPERATION TIMES

After School Care: August – May of the academic school year Monday – Friday. TEGA will provide early pick up for school designated early dismissals, as well as camp days for school holidays. *See camp dates

STATEMENT OF PURPOSE

Our program is designed to provide high quality care in a safe and nurturing environment that promotes physical, emotional, creative, social, and cognitive development for children.

ENROLLMENT PROCEDURES

Prior to participation in our program, all registration information is completed online. Supplemental form, allergy plan form, behavioral assistance form, and discipline form all must be turned into TEGA before your child's first day. You must allow us 48 hours (business days) to review your enrollment before you attend. You will receive a welcome letter telling you when the first day we will pick up your child.

TUITION

Our computer system automatically calculates monthly tuition based upon how many lessons (or days of care for childcare programs) your child is scheduled to receive each month. A "base month" is calculated at 4 weeks, and the system calculates accordingly. Therefore, on months your child fewer lessons/days of care due to holidays you will be charged less tuition, and on months that your child receives more lessons/days of care due to a longer month, you will be charged more. Please contact our Accounts Manager if you have any account-specific questions [Katy Skinner: kskinnertega@gmail.com] We will not allow students to be picked up if tuition is not current.

Pick Up Procedures:

After School Care: Parents should come to the front desk and sign their child out in the attendance book located at the front desk. At that time a staff member will call for your child. Persons other than the designated parent/guardian must be listed as a contact person, as well as provide a driver's license or pick up card. **See COVID procedures**

IF TEGA IS NOT NEEDED FOR PICK UP: If your child is not needing to be picked up from school by TEGA's transportation team a parent / guardian must phone / notify the TEGA's front desk personnel no later than 1:00 pm to be marked as a no pick up. TEGA staff will not be able to leave a school until every student has been marked present unless they are on the no pick up list. If students do not come to the day care pick up area in a timely manner, TEGA staff will phone parents to confirm pick up plans prior to leaving the campus. If parents are unable to be reached within 15 minutes TEGA will then contact the school's office to determine if the student was marked present that day. Students will not be allowed to be picked up at the TEGA van. **You MUST call TEGA.**

PARENT CODE OF CONDUCT

Keep in mind that young children are present in our building. Adult language is not appropriate for young children. TEGA Kids Superplex prohibits swearing or cursing on our property.

Threatening staff, children, or other parents will not be tolerated per Texas Department of Family and Protective Services. TEGA Kids Superplex reserves the right to terminate care in the event of disruptive behavior from a parent or a guardian.

TEGA Kids Superplex must follow certain rules on discipline and guidance as outlined in the Texas Minimum Standards for Child Care Centers. All adults, including parents/guardians, must follow these rules while on our property.

Parents please DO NOT reach out to our staff by social media or personal phone. We value our employee's privacy and DO NOT allow them to baby sit or nanny for customers. If you need to speak to a teacher or staff member please call TEGA during business hours 866-9765.

PARENT RESPONSIBILITIES

- Students must be signed in and out by the custodial parent or adult person approved by the parent(s). Parents who fail to sign children in or out may be charged a \$5 penalty for each occurrence. Please understand that due to liability issues, the staff of TEGA Kids Superplex is not permitted to take children home from our center. If there are restrictions for pick up arrangements, a court copy of said arrangements must be on file at TEGA.
- Students should not bring toys to TEGA, unless the teacher makes a request. We ask that accessories be kept to a minimum due to daily gymnastics lessons. TEGA will not be responsible for any personal belongings that are lost damaged or broken.
- Help us provide the best environment possible for educating your child:
 - Communicate any concerns regarding our program or your child immediately to the supervisor or director.
 - Pick up and read the notices and information in your child's folder, posted in the facility, or via email
 - Pick up your child's papers/projects and daily notes each day. Their work is important to them and daily notes are an additional means of communication between educator and parents.
 - Please be aware of your child's snack and lunch times (posted outside of your child's classroom), and make sure your child arrives on time to be included in those meals. It is very difficult to try and feed a child later than the scheduled meal time, and causes a disruption to the classroom schedule.
 - Please do not allow your child to bring gum or candy into the facility.

- Periodically check your child’s supply of extra clothing, and take soiled clothing home promptly.

The Texas Department of Family and Protective Services does not allow smoking on the premises, either indoors or outdoors.

WEATHER

We will follow the decision of Frenship ISD during inclement weather. If FISD closes, TEGA will close. If FISD announces a delayed start, please phone the facility. *Licensing requires that childcare facilities have outdoor play (ODP) offered twice a day. We generally do not go outside if the temperature is below 40 degrees or above 100 degrees. Please make sure that your child is appropriately dressed for the day’s weather.*

HOLIDAY CLOSINGS 2020 - 2021

After School Care:

September –	TEGA Closed for Labor Day
November –	TEGA Closed for Thanksgiving Break
December –	TEGA Closed Christmas Break
March --	TEGA Closed Spring Break
April--	TEGA Closed Good Friday
May --	TEGA Closed Memorial Day

Early pickups and camp days are posted on our website. Parents will receive email reminders as well.

EMERGENCY PREPAREDNESS PLAN

TEGA maintains an emergency preparedness plan designed to ensure the safety of children during an emergency while in our care. The full emergency preparedness plan is available for review by parents upon request.

EMERGENCY PROCEDURES

In the event that a child needs medical attention, we will first contact a parent or guardian. If we cannot reach you, we will phone your emergency contact. If those 2 attempts fail, 911 will be called and ambulatory services requested.

GANG-FREE ZONE

TEGA is designated as a “Gang-Free Zone”. Gang-related or organized criminal activity within 1,000 feet of our program is prohibited and subject to increased penalty under Texas law.

ILLNESS

When a child becomes ill at school, the child will be separated from the group to avoid spreading the illness. There must always be a current phone number where you can be reached. Parents should sign a release allowing emergency medical care in the event of a serious illness or injury. **See COVID procedures**

For the safety of your child, if exposure to a communicable disease has occurred or is suspected, we reserve the right to require proof of diagnostic testing and a negative test result, or proof of treatment prior to re-admittance to school.

*Please keep your child at home if they show signs of any of the following: sore throat, fever, earache, inflamed eyes, rash, ringworm, diarrhea, vomiting, runny nose with discoloration, cough and congestion if accompanied by fever, headache, discharge from eyes, ears, or nose, impetigo, or any communicable disease. **A child should not be brought to school until they have been symptom free for 24 hours without medication.***

The Texas Department of Human Services requires exclusion from care for the following illnesses:

- Fever until they have a normal temperature without any anti-fever medication for 24 hours
- Diarrhea/vomiting until they are symptom free for 24 hours
- Chicken pox until 6 days after last crop of blisters
- Common Cold/Flu until after the acute stage
- Giardia until after release by doctor
- Head lice/scabies until treatment has been underway for 24 hours
- Impetigo until treatment has been underway for 24 hours
- Infectious hepatitis until written release by physician
- Meningitis until written release by physician
- Mumps until 9 days after swelling
- Pink eye (conjunctivitis) until release by physician
- Poliomyelitis until written release by physician
- Rubella (German measles) until 5 days after rash begins
- Streptococcal (infections, scarlet fever) until treatment has been underway for 24 hrs
- Viral hepatitis until written release by physician

IMMUNIZATIONS

The Texas Department of State Health Services requires that children enrolled in child-care facilities be immunized against: diphtheria, pertussis, tetanus, poliomyelitis, *Haemophilus influenzae* type b (Hib), measles, mumps, rubella, hepatitis B, hepatitis A, invasive pneumococcal, and varicella diseases. Immunizations needs vary depending on the age of the child, and the minimum number of doses required for each vaccine is indicated on the schedule at the back of this handbook. More information can be found at www.ImmunizeTexas.com.

A copy of the child's complete immunization record must be on file at their school with by the date of admission. We do not accept students that do not have immunizations.

MEDICATION

We prefer not to administer medication. However, if necessary, medication will only be given if we have a written, dated, and signed request from a parent or physician.

Prescription medications should be in the original container, labeled with the child's name, date, instructions, and the doctor's name.

Non-prescription medications should be labeled and dated. Directions must be on the container. If your child does not meet the requirements on the label (i.e. too young), we must have a note from a doctor. Parents must log medication into the medication log (located in the sign in book). Medication must be given to the student's teacher to be kept in a safe space until administration.

POLICY CHANGES

We will notify parents of any operational or policy changes in writing. Parents will be required to sign, date, and return the policy change form to the office.

VIDEOS

At times we will watch a video. TEGA will provide the movies. All movies we watch are rated G.

GRIEVANCES

If you have a complaint, please speak to the Program Leader. If you do not feel that your complaint was handled correctly, speak to the Management. We take parent grievances very seriously and will take immediate corrective action whenever possible.

WITHDRAWAL

Your child's spot After School Care is reserved from the date of registration through **May** of that year. Therefore, if you decide to withdraw your child, we require a 30-day written notice; drop forms are at the front desk. You will be responsible for payment for the next 30 days. Verbal, email, and voicemail drop notices will not be honored. We also urge you to set up an appointment with the Director to discuss your reason for leaving, and to provide us with an objective opinion about the strengths and weaknesses of the program.

LICENSING INSPECTION

Parents are welcome to view our most recent licensing inspection or review the Minimum Standards. To contact the TXDPRS please call 806-698-6969. To report abuse please call the PRS Hotline at 1-800-252-5400 and visit their website at www.dfps.state.tx.us or www.txchildcaresearch.org.

PREVENTION OF CHILD ABUSE

Child abuse and neglect are against the law in Texas, and so is failure to report it. TEGA provides annual training to employees to increase awareness of issues regarding child abuse and neglect, including warning signs of abuse and neglect, as well as methods for increasing employee awareness of prevention techniques for abuse and neglect. Anyone that suspects abuse should report it within 48 hours, and may use the child abuse and neglect hotline at 1-800-252-5400.

United States Consumer Product Safety Commission (CPSC)

A children's product is considered to be unsafe if it has been recalled by the CPSC. CPSC recalls may be accessed at: www.cpsc.gov or dfps.state.tx.us

Texas Child Care Licensing: www.txchildcaresearch.org

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