

# Parent Handbook



## Troup ISD Child Care Center

At Troup First Baptist Church  
935 State Highway 135 South  
Troup, Texas 75789  
903.842.4020

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# Troup ISD Child Care Center

Welcome to the Troup ISD Child Care Center. Your child is very important to us and we are pleased that you have chosen our center for your child's day care needs. We will make every effort for your child to have a happy and fulfilling experience under our care.

This handbook is designed to help you, the parent, understand our program and the guidelines under which we operate. You are always welcome to visit the facility, ask questions and make suggestions. Communication between parent and staff contributes to a successful experience for your child.

Please read over the handbook so that you may know the policies and better understand our program as we work together to help your child have a meaningful and successful year at Troup ISD Child Care Center.

A handwritten signature in cursive script that reads "Judy L. Daniel".

Judy Daniel, Director

# Program & Operations

## ***Program:***

The Troup ISD Child Care Center is under the administration of the director. The director is responsible for maintaining the “Minimum Standards for Child Care Centers” set by the Texas Department of Family and Protective Services (TDFPS).

You are entitled to see the following information at any time:

- Minimum Standards for this facility (available online at [www.dfps.state.tx.us](http://www.dfps.state.tx.us) or at the local licensing office)
- TDFPS Inspection and/or Investigation Report compliance information is available online at [www.dfps.state.tx.us](http://www.dfps.state.tx.us) or from the local licensing office. Recent licensing inspection reports are also posted on the parent board located at the sign-in desk
- The most recent Fire Marshal’s Inspection Report
- Documentation of liability insurance that complies with Human Resources Code, Section 42.0491
- The most recent Health Department Sanitation Inspection Report
- The most recent Gas Pipe Inspection Report
- The Troup ISD Child Care Center operational policies

These items may be reviewed in the director’s office upon request. TDFPS may be reached at 903.233.5237.

## ***Operations:***

The Troup ISD Child Care Center is open year-round Monday through Friday from 7:00 a.m. until 5:45 p.m.

The Troup ISD Child Care Center will be closed on the following holidays:

- Labor Day
- The day before and after Thanksgiving day
- Thanksgiving Day
- The day before and after Christmas day
- Christmas Day
- New Year’s Day
- Martin Luther King’s Birthday
- Memorial Day
- Independence Day
- 2 days for staff development (If not noted on the annual Calendar, Troup ISD Child Care Center will give three (3) weeks written notice to parent or guardian)

Should Troup ISD schools close due to bad weather or natural disaster, the Troup ISD Child Care Center will also be closed.

## Admission Procedures

### ***Enrollment Forms:***

Enrollment forms including medical records, field trip permission forms (for 4 year old class only) and emergency room treatment release must be completed and on file in the Troup ISD Child Care Center office before a child may be admitted. The only persons permitted to see your child's records are the legal parents, guardians, Troup ISD Child Care Center employees, and the state licensing examiner. Information will not be given to others without parent or legal guardian written consent. We will not verify your child's enrollment to anyone via telephone without your consent.

## Financial and Payment Policies

### ***Tuition:***

The Troup ISD Child Care Center is non-profit and operates solely on the tuition and fees from each child. It is therefore essential that fees be paid promptly and regularly. **THE TUITION FEES ARE FOR PLACES RESERVED FOR ENROLLED CHILDREN, NOT FOR PERIODS OF ATTENDANCE.**

All tuition and fees for the Troup ISD Child Care Center are to be paid in advance of the week and are due upon arrival on Monday. Payment must be made by check or money order, **no cash**, and should be made payable to Troup ISD Child Care Center and should include your child's name in the memo portion of the check. Payment should be made to the Troup ISD Child Care Center office, not to the child's teacher. A current fee schedule can be obtained from the office if desired.

Families with more than one child enrolled in the Troup ISD Child Care Center will pay full tuition for one child and will receive a \$5.00 per week discount for each additional child enrolled.

Because tuition is for enrollment and not for attendance, there will be NO refunds for absences. There will be no substitution of days for absences as well. When a child is sick and unable to attend the Troup ISD Child Care Center, tuition will still be charged.

The Troup ISD Child Care Center reserves the right to make adjustments in tuition as required. Parents will be advised in writing of general tuition changes at least thirty (30) days in advance. **ALL FEES ARE NON-REFUNDABLE.**

A two-week advance notice is required in writing if a child is to be withdrawn from the Troup ISD Child Care Center. The parent will be billed for two weeks of tuition if the required notice is not given.

## ***Fees:***

A registration fee is due upon enrollment. This fee is paid once. This fee is non-refundable.

A supply fee is due each August 1<sup>st</sup> and February 1st. The current fees are listed on the fee schedule which can be obtained in the Troup ISD Child Care Center office.

## ***Check Acceptance Policy:***

Troup ISD School District has established the following policy for accepting checks and collecting bad checks: for a check to be an acceptable form of payment it must include your current, full and accurate name, address, telephone number, driver's license number and state.

In the event your check is returned for non-payment, the face value may be recovered electronically along with a state allowed recovery fee.

If your check is returned for non-payment on more than *two* occasions, checks will no longer be an acceptable form of payment for the remainder of the school year.

## ***Meals:***

Each child may purchase meals or bring his/her own. Meals are \$3.00 per day which includes breakfast, lunch and a snack. You may pay for the meals monthly or weekly. If you have paid in advance and your child is absent, you must call and cancel his/her lunch by 9:00 a.m. to receive credit. If your child does not eat table food, it is your responsibility to provide formula and baby food for meals.

Meals are provided by Troup ISD Elementary Cafeteria. If Troup ISD Elementary Cafeteria is closed, meals (breakfast, lunch and a snack) should be furnished by the parent. Dates the Troup ISD Elementary Cafeteria will be closed for the 2009-2010 school year are:

August 3 – 21

October 26

December 21 – January 4

February 15

March 15 - 19

April 2

Summer Break – June 7 – July 31

## ***Account Status:***

All accounts must be kept current. Parents who find themselves temporarily unable to pay their tuition must contact the director immediately to discuss payment options. Accounts that fall one week behind are subject to a late fee of \$10.00. If the account falls two (2) weeks behind, the child may not be allowed to return to Troup ISD Child Care Center if prior payment arrangements have not been made.

## ***Vacation:***

A child who is enrolled at the Troup ISD Child Care Center for twelve (12) consecutive months will receive two (2) free weeks of vacation. Unused vacation will not accrue from year to year.

## **Termination of Care**

### ***By the Parent:***

When parents decide to terminate this child care arrangement, a two (2) week written notice is required. All children do not adapt to the same situation in the same way. If, for any reason, this program is found to be unsatisfactory for any particular child, we will make every effort to discuss this with the parent in order to determine the cause. Sometimes, we can help the child make the adjustment. If this is not possible, the parent and/or the Troup ISD Child Care Center may choose to terminate the arrangement on a timeline that is in the child's best interest.

### ***By Troup ISD Child Care Center:***

As previously stated, the child's adjustment to the Troup ISD Child Care Center and the appropriateness of this particular care arrangement for an individual child may cause concern for the child's well-being. If the Troup ISD Child Care Center staff does not feel that we can meet the child's needs, we reserve the right to terminate the care arrangement on a timeline that is in the child's best interest. Other reasons which may result in the termination of a specific care arrangement are as follows:

1. Non-payment for child care services and/or lack of adherence to our tuition policies;
2. Lack of cooperation from parents with the Troup ISD Child Care Center's efforts to resolve differences and/or to meet the child's needs through parent/staff meetings or conference;
3. Abusive behaviors and/or verbal threats by parents towards Troup ISD Child Care Center staff or other parents or children. This will call for immediate termination;
4. Parents disciplining, in any way, children (other than their own) while at the Troup ISD Child Care Center; and
5. Biting is a very serious and dangerous occurrence with little children. The teachers will at all times work with the child and the family to stop this behavior. If biting persists, a child may be subject to dismissal at the discretion of the director.

## **Arrival and Departure Procedures**

### ***Sign-In / Sign-Out Log:***

All parents or guardians will be required to sign their child/children in/out upon arrival and at departure. Children must be left in the presence of a staff member.

**Release Authorization List:**

Children will be released only to the parents or a person whose name appears on the authorized pick up list. Any change in this list must be given in writing to the Troup ISD Child Care Center office by the parents. Any person not known personally by the staff will be asked to show their driver’s license and a copy of the identification will be made to keep in the child’s records.

**General Arrival & Departure Information:**

No child will be released to a minor (anyone under 18 years of age) without written consent of the parent or guardian.

For arrival or departure, you must park your vehicle in a marked parking place. **Do not leave your vehicle running while unattended.** This is a safety issue for you as well as for the children.

After you have signed your child out, please keep your child under close supervision while at the Troup ISD Child Care Center facility.

**Health and Safety Policies**

**Illness:**

The Troup ISD Child Care Center is licensed to accept only well children. We are not permitted to admit children if one or more of the following exists:

Keep your child home with:	Send your child back to child care when he/she has:
1. temperature above 99.9 degrees	Been free of fever for 24 hours without medication
2. vomiting or diarrhea	No vomiting or diarrhea for 24 hours
3. earache	Been seen by a doctor
4. persistent sore throat or hacking cough	Been seen by a doctor
5. general body aches, fatigue and pale skin	Rested and feels and acts stronger
6. eye/s that are red, itchy, crusty or draining	Been diagnosed by the doctor and the condition is improved
7. rash	Been diagnosed by the doctor
8. chicken pox	Been home for 6 days after the 1 <sup>st</sup> eruption and are crusted over
9. strep infection	Been on antibiotics for 24 hours and feels noticeably better
10. runny, green or thick drainage from the nose or eyes	Been diagnosed by the doctor
11. excessive sleepiness and over tiredness	Rested or if persistent, is seen by a doctor

### ***Return to care after illness:***

Any child that has been sent home cannot return to care the next day. All children must be fever free without medication and symptom free for a twenty-four (24) hour period before returning to care. This policy protects the child that has been ill as well as other children in care. Readmission of a child recovered from a communicable disease must be upon the written approval of the child's physician.

### ***Required Postings:***

Any child exposed to a communicable disease that is reportable to the Texas Department of Health will be notified in writing of the exposure. This will be posted near the classroom or on the entrance door. We will also post any outbreak of lice in the same manner.

### ***Medications:***

Troup ISD Child Care Center will administer only prescription medications that are required to be given more than twice daily. We will ***give medication at noon only. Parents must sign an authorization form before any medication will be given. No over the counter medications will be given.*** If your child has a recurring medication problem (asthma, diabetes, allergic reactions) parents or doctor may sign a medication authorization allowing Troup ISD Child Care Center to administer the medication when symptoms occur for up to a six-month period. The authorization must include information on symptoms to watch for.

### ***Immunizations and Physical Examinations:***

The TDFPS requires that each child be physically able to participate in a school or child care program. All children are required to have a current medical examination within one (1) year of admission. Any changes in a child's physical condition should be reported to the Troup ISD Child Care Center office in writing.

The Troup ISD Child Care Center is required to keep on record your child's immunization record. It must be up to date showing all shots, dates given and doctor or clinic validation. If your child receives a shot at any time you are required to provide immediate documentation. The state health department requires that the Troup ISD Child Care Center have 95% of students immunizations current at all times.

The Troup ISD Child Care Center will provide access to the TISD's school nurse.

## ***Accidents:***

The Troup ISD Child Care Center exercises reasonable care and judgment in all matters related to safety. In all emergencies the program has permission to take such reasonable measures that are in the judgment of the director, assistant director or teacher necessary for the welfare and safety of the child until a parent can be reached. Minor injuries and accidents which are treated by personnel at the Troup ISD Child Care Center will be reported to the parent on the day that the injury occurs. The Troup ISD Child Care Center will not disclose the names of children who may have caused injuries to other children while at the Troup ISD Child Care Center.

## ***TB Testing:***

Smith County does not require TB testing at this time.

## ***Vision & Hearing Screening:***

All four (4) and five (5) year old children are required to be tested for vision and hearing screening. Hearing and vision testing will be administered by TISD's school nurse at no charge.

## **Discipline and Guidance Policy**

Discipline must be:

1. Individualized and consistent for each child;
2. Appropriate to the child's level of understanding; and
3. Directed toward teaching the 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:

1. Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
2. Reminding a child of behavior expectations daily by using clear, positive statements;
3. Redirecting behavior using positive statements; and
4. 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.

## **Discipline and Guidance Policy (Continued)**

There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:

1. Corporal punishment or threats of corporal punishment;
2. Punishment associated with food, naps, or toilet training;
3. Pinching, shaking, or biting a child;
4. Hitting a child with a hand or instrument;

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

## **General Information and Policies**

### ***Abuse:***

In accordance with Texas Family Code, all caregivers must report to the proper authorities any suspected physical abuse, sexual abuse, or neglect.

### ***Child Custody:***

The Troup ISD Child Care Center has no legal authority to refuse either parent the right to pick up his/her child unless a court has granted temporary or permanent custody to one parent or a third party, and the Troup ISD Child Care Center has been furnished with a copy of the order bearing the court's signature.

### ***Policy Change Procedure:***

If there are any changes in the operational policies of the Troup ISD Child Care Center, the parent or guardian will be notified in writing. A copy of the updated policies must be signed and dated for each family and kept in the child's record.

### ***Complaint Procedure:***

If a problem arises, the parent should report it to the director immediately. The parent and the director shall work together to come to an understanding and agree upon a plan of action to solve the problem.

### ***Contacting the Local Licensing Office:***

You may contact the local Licensing office at 903.233.5237 or the TDFPS Child abuse hotline at 1.800.252.5400. The TDFPS website is [www.dfps.state.tx.us](http://www.dfps.state.tx.us).

### ***Parent Visits and Conferences:***

We invite the parents to visit the Troup ISD Child Care Center at any time. Please remember, however, that while teachers are teaching, they are not available for parent conferences. Parent/teacher conferences will be held to help you understand your child's progress and the program of the center upon request. Call the Troup ISD Child Care Center office to set up any such conference. Teachers will not be called to the telephone while they are in the classroom. If you need to talk to a teacher, the

Troup ISD Child Care Center office will deliver a message and she will return your call as soon as possible.

Parents are invited to participate at Troup ISD Child Care Center by attending on field trips, volunteering for class parties, for our annual St. Jude's Trike-A-Thon and our annual Christmas Pageant. Ask your child's teacher or contact the office for more ideas, opportunities and questions.

### ***Parent Responsibilities:***

Parents can help us by calling to let us know if your child will be late or is ill and unable to come to the Troup ISD Child Care Center. Please let us know if there is anything unusual going on at home that might affect your child's behavior. ***Notify the Troup ISD Child Care Center office immediately if your address, telephone number or employment changes.***

### ***Infants and Toddlers:***

Parents provide diapers, wipes, pull-ups, and ointments for their child. If you want ointment applied to your child's diaper area, you must give written consent. Supplying ointments or powders implies consent. Your child's name must be on the container. Extra sets of clothes (suitable for the season) should be at the center at all times.

Requirements for feeding are as follows:

1. Hold infants birth through six months while feeding them;
2. Hold infants over six months who are unable to sit unassisted in a high chair or other seating equipment while feeding them;
3. Never prop bottles. The child or an adult must hold the bottle;
4. Provide regular snack and meal times for infants who eat table food;
5. Ensure children no longer being held for feeding are fed in a safe manner;
6. Label bottles and training cups with the child's first name and initial of last name;
7. Never allow children to walk around with or sleep with a bottle or training cup;
8. Never use the hand-washing sink or diaper-changing surface for food preparation, or for washing food service/preparation equipment, bottles, pacifiers or toys; and
9. Sanitize high chair trays before each use.

Infants not yet able to turn over on their own must be placed in a face-up sleeping position, unless the child's parents presents written documentation from a health-care professional stating that a different sleeping position is allowed or will not harm the infant.

### ***Nap Time:***

Each child will have a rest time each day after lunch. ***Nap time is from 12:30 p.m. until 2:30 p.m. We request that if possible you pick your child up before or after nap time.*** We realize that there are some times when this is not possible (i.e., doctor's appointment).

### ***Outdoor Play:***

Children are expected to play outside daily, unless the temperature is below 40 degrees or weather prohibits. We do not have staff available to supervise children whom parents do not want outdoors. If your child is in attendance and the class goes outside, he/she will be taken outside to play. ***Shoes that are firmly attached to the feet are required for outside play (no flip-flops, please).***

### ***Clothing:***

Children should wear play clothes and shoes at all times. Shoes should be of the types that are attached securely to the feet (no flip-flops or unsecured sandals). For safety and sanitation reasons we require all children after beginning to walk to wear shoes at all times. If an emergency arises it may be necessary to exit our building and teachers may not have time to put shoes on each child in class.

### ***Field Trips:***

The 4 – year old class will be the only class taking field trips. Field trips are considered extras and there may be a fee involved. All field trips payments must be made in advance and in cash. Field trip transportation will be on a TISD school bus. Permission slips will be sent home at least 48 hours before the trip and must be signed in order for the child to go on the field trip. Child/caregiver ratios as designated by the Texas Department of Family and Protective Services will be met on all field trips.

### ***Animals:***

Animals are not allowed at the Troup ISD Child Care Center.

### ***Parental Notifications:***

Situations that require parents to be notified will be handled in the following ways:

1. By telephone if the child becomes ill during the day and requires being picked up by parent;
2. By written notice either posted on the entrance door, the classroom door, or an individual note for situations that require notification, but no action by parent;
3. By telephone followed by written notice if a child is injured or in an unsafe situation; and
4. In person at the end of the day for minor injuries and/or situations.