



# Parent Handbook

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# Hours of Operation

*(our center's policy)*




True Lite Learning Center is an all year round facility (except for scheduled holidays and early closures; a holiday list will be provided to you upon enrollment and/or request), we are open Monday through Friday, and our hours are from 7:00 AM to 5:00 PM.

You must have your child in the building, and they must be signed in at the front desk by 9 AM or we will not accept them for the day per our center's policy.

After the center's closure time of 5:30 PM, a late fee of \$5 will be applied to each minute you are late and it will be charged along with the weekly tuition on Mondays per occurrence.

# Releasing of Children

*(Page 217 - 746.4101 in Min. Standards)*



Parents have the right to access their child or children at any time throughout each day. If a parent is unable to pick their child or children, they may authorize another legal adult who is on their "Child Pickup Form", which is located in your enrollment package. The designated adult who is picking up must provide their driver's license and they must be authorized to be released to that person by the parent per the form mentioned above.

The parent will also need to notify the center of this change through an in-person visit, through phone conversation, through text message, or through email if another person besides the immediate parent or guardian is signing out a child in order to make the front desk aware. **CHILDREN WILL NOT BE RELEASED TO UNDERAGED SIBLING OR GUARDIANS!**

Details to be included of the person picking up are their name, phone number, and the relation they have to the child. We aim to keep our children and staff safe, so we must know everyone who enters and exits the building at all times.

# Procedures for Late Arrivals and Doctor's Appointments

*(our center's policy)*



If your child or children has/have a doctor's appointment, if you are requesting to bring your child or children to the center after our cut off time of 9AM for any reason, or if you are wanting to bring your child or children back to the center after checking them in beforehand, you must notify the center director(s) through text message or phone conversation the evening before your arrangement between the hours of 6 PM - 9 PM.

If your request is approved and you have received a message or phone call saying so, the director(s) will then inform the front office staff members for them to let you and your child or children in for drop off. You must receive a reply from the director(s) before taking your request as granted. If you do not obtain an approval message or if you notify the appointed person(s) of management *after* the time frame stated above, you will need to keep your child or children for the day.

## Procedures on Picking Up After Closing

*(our center's policy)*



True Lite Learning Center closes promptly at 5:30 PM, though we understand that time may get away from you and you will run late while picking up your child or children. Please notify the center via phone conversation if you know ahead of time that you will arrive past our closure time so that we are made aware. If it is your first time to be late, we will allow your initial tardiness to pass. Any other time after this, you will sign a Late Pick Up Form at the front desk and the \$5 per minute rule will be applied.

After 15 minutes have gone by and we have not been notified by a parent of the child or children, we will begin reaching out to those who are listed as emergency contacts for inquiries of your whereabouts. If no one is still not available to pick up the child or children through this route, we are then obligated to call our local law enforcement.

# Illness, Injury and Exclusions

(Page 197-746.3601 in Min. Standards)

We observe the standards set by the Texas Department of Family and Protective Services, and children who are ill and/or show symptoms of illness should not attend the learning center.

When a child has a loose bowel movements (the BM has a water-like consistency) or has thrown up a total of 2 times, we will notify the parent and the child must be picked up. They may not return to the center until they are symptom free for 24 hours without any medication (this includes fever, diarrhea, vomiting, etc.). If a child tests positive or is in contact with a positive COVID case(s) will abide by CDC / Midland Health Department rules and regulations for the appropriate quarantine time.

If a child becomes ill while in our care, we will contact the parent immediately. If either parent is unreachable, we will proceed to contact individuals deemed emergency contacts (the child or children can be released to the adult listed on our Child Pick Up List form) until we have reached someone. The child must be picked up within the hour of notifying a parent and/or authorized pickup person.

**Division 3, Illness and Injury § 746.3601.** What types of illness would prohibit a child from attending the child-care center? Subchapter R, Health Practices Division 3, Illness and Injury April 2017 Unless you are licensed to provide get-well care, you must not allow an ill child to attend your child-care center if one or more of the following exists:

- (1) The illness prevents the child from participating comfortably in child-care center activities including outdoor play [Medium];
- (2) The illness results in a greater need for care than caregivers can provide without compromising the health, safety, and supervision of the other children in care [MediumHigh];
- (3) The child has one of the following (unless a medical evaluation by a health-care professional indicates that you can include the child in the child-care center's activities): (A)An oral temperature above 101 degrees that is accompanied by behavior changes or other signs or symptoms of illness [Medium]; (B)A tympanic (ear) temperature above 100 degrees that is accompanied by behavior changes or other signs or symptoms of illness. Tympanic thermometers are not recommended for children under six months old [Medium]; (C)An axillary (armpit) temperature above 100 degrees that is accompanied by behavior changes or other signs or symptoms of illness [Medium]; or (D)Symptoms and signs of possible severe illness such as lethargy, abnormal breathing, uncontrolled diarrhea, two or more vomiting episodes in 24 hours, rash with fever, mouth sores with drooling, behavior changes, or other signs that the child may be severely ill [Medium];
- (4)A health-care professional has diagnosed the child with a communicable disease, and the child does not have medical documentation to indicate that the child is no longer contagious. [Medium]

# Procedures on the Distribution of Medication, Ointments, Sprays, and Repellents

*(746.3801 / Page 209 in Min. Standards)*

True Lite Learning Center DOES NOT ADMINISTER PRESCRIBED MEDICATION such as cough syrups, pills, nose sprays, etc. Parents are welcome to come by the center and give their child whatever medications are necessary for them such as cough medicine, pills, nose spray, ointments, creams, etc. If after giving any medication or applying any ointments the child continues to be inconsolable and/or shows signs of discomfort, you will be asked to pick up your child for the remainder of the day. The reasoning for this policy is per the Minimum Standards, the child must still be able to comfortably participate in our normal daily activities.

A health statement and an allergy action plan are required to be completed at the time of enrollment showing any allergies or physical disabilities. A statement of general health and a current immunization history record is required upon enrolling your child or children. These must be updated and kept current by the parent and submitted to the learning center as any changes occur.

**§ 746.3801.** What does “medication” refer to in this division? Subchapter S, Safety Practices Division 2, **Medication and Medical Assistance** April 2017 In this division, **medication means:**

- (1) A prescription medication; or
- (2) A non-prescription medication, excluding topical ointments such as diaper ointment, insect repellent, or sunscreen.

## All Non-Prescription Ointments, Sprays and Repellents

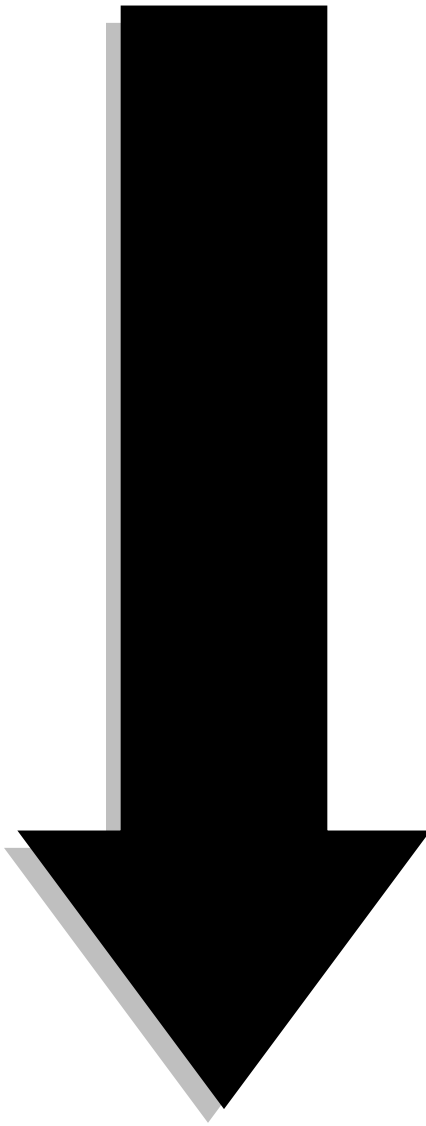
*(Diaper cream, insect repellent and similar non-prescribed ointments)*

You may bring rash cream, sunscreen, and/or insect repellent with your child for us to apply to your child when necessary. Application of all rash creams, sunscreen, and/or repellents will be applied as displayed on the manufacture’s instruction listed on the item. When bringing these ointments, sprays, and repellents into the center for use on your child, they must be current (not expired) or they will not be utilized. At the end of each center day, these items will be sent back home with the child and must be brought back each morning of the center day. You will find this form in your enrollment packet.

# Providing & Applying Insect Repellent

Please see page 6 of your handbook for this information as well as the Diaper Cream Permission Form in your enrollment packet.

Proceed to the next page.



# Handling Special Medical Assistance

(746.3815 / Page 212 in Min. Standards)

**§ 746.3815.** What are my requirements regarding **specialized medical assistance**? Subchapter S, Safety Practices Division 2, Medication and Medical Assistance March 2012

(a) If a child in your care requires specialized medical assistance, then you are required to provide specialized medical assistance as recommended or ordered by a health-care professional. [High]

(b) If you are provided with a written copy of the health-care professional's recommendations or orders, you must maintain this written information in the child's record for at least three months after the health-care professional has indicated that the specialized medical assistance is no longer needed. [MediumHigh]

***NOTE: True Lite Learning Center is not equipped to provide specialized medical assistance unless provided by the health care professional.***

# Handling Medical Emergencies

(746.3605 / Page 200 in Min. Standards)

In case of a minor injury or accident, the staff will administer basic first aid. All injuries or illnesses not requiring immediate parental notification will be documented and reported to the parent via Procure or at pick up time.

In case of a medical injury or illness requiring immediate professional care (emergency services), the staff will call 911, giving the location and nature of the situation. As appropriate, the staff will administer CPR / First Aid. Parents will be notified immediately. If parents are unavailable, those designated as emergency contacts will be notified. All children must have an emergency medical release form on file in cases such as this.

If a child ingests or comes into contact with poisonous substances, staff will contact the Poison Control Center at 1-800-222-1222.

***(Please complete the attached Medical Release Form in your enrollment packet)***



# Parental Notifications



Open communication is vital to a child's success. Listed below are some of the ways True Lite Learning Center communicates with parents:

- Email ([truelitelearningcenter@gmail.com](mailto:truelitelearningcenter@gmail.com))
- Procare application
- Social media sites (Facebook, Instagram, etc.)
- SMS messaging / smart phone notifications
- COMING SOON - Website ([www.truelitelearningcenter.com](http://www.truelitelearningcenter.com))
- Verbal communication with the child's teacher and/or center director(s)(s)

As needed in certain situations, parents may be asked to sign documents acknowledging that communication between them and a staff member or the center director(s) has taken place. This will be placed in your child or children's file for record keeping purposes.

# Discipline and Guidance

*(746.2803 / Page 158 in Min. Standards)*



True Lite Learning Center staff members are trained to use a positive method of discipline and guidance that encourages self-esteem, self-control, and self-direction. We give praise and encouragement of good behavior instead of focusing solely on unacceptable behavior. Reminding a child of behavioral expectations daily by using clear, positive statements and redirecting their actions is just a few ways that we tend to unwarranted conduct.

Research has shown that positive guidance teaches children skills that help them to get along in their physical and social environment. Using this method helps children develop personal standards in self-discipline, not just enforcing a set of inflexible rules. Giving children understandable guidance and redirecting their behavior helps them to develop internal control of their actions and encourages an acceptable demeanor. Positive cooperation is required from the family when dealing with disruptive patterns in the child. We feel that consistency from all parties involved is the best way to handle these issues.

*Repetition is the law of learning and growth.*

## Suspension and Expulsion of Children

*(our center's policy)*



Below are the definitions of suspension and expulsion for your understanding:

*Suspension: the temporary prevention of something from continuing or being in force or effect*

*Expulsion: the process of depriving someone of membership in an organization*

True Lite Learning Center reserves the right to suspend or terminate care of the child for disciplinary issues at any time. The right is reserved to suspend or terminate the relationship between the center and parents along with their child or children demonstrating unacceptable language and/or behavior at any time.

***(Please see the Aggressive Behavior form located in your enrollment packet for detailed information on the process of Suspension and Expulsion of Children)***

# Classroom Transitioning of Children

*(our center's policy)*



At any daycare or learning center, staff and children alike have to adapt and prevail through differing situations. In the event where staff members may call in or are absent for a stretched period, ratios between classrooms are significantly less, or classrooms come together when waiting for teachers of a later shift to come in, children will be strategically placed in a classroom other than their default setting. When these transitions happen, we move the little ones according to their age group and developmental stage.

Other than this, your child or children will stay in their assigned classrooms until it is their appointed time of passage to a new classroom (you will receive a "Moving Up Letter" when the time comes). Although we try diligently to prevent the recurring movement of children to a different classroom, there are time frames when the conditions suggested above in the section will occur, therefore, the necessity to adjust the placement of children and their location in a classroom for the day will come into play.

We ask that our parents acknowledge and trust that their child or children will be in safe, knowledgeable and loving hands, even if the child's teacher for the day is not their usual caregiver. We understand that in these circumstances, it may become frustrating and worrisome for the parent(s) or guardian, but we will not operate in a situation where state regulations and guidelines are not abided by (ex.: one nursery classroom being one child away from being out of compliance with one teacher while another classroom with the same age group being in ratio with two teachers; we would move one child from the classroom with one teacher to the classroom with two teachers so that caregiver is not out of ratio).

The safety and wellbeing of all of the children In our care is of utmost importance as well as following the regulations of Minimum Standards and state-led protocols.

# Safe Sleep for Infants / Sleep Positioning

*(746.2427, 2428, 2429, 2411, 2426 / Page 140-142 in Min. Standards)*

An “Infant Sleep Exception Form” must be filled out for each infant whether it applies to the child or not

Sleep Positioning: Infant must be placed on their backs (746.2427)

Crib requirements and restrictions: (746.2426/Page 140 in Min. Standards)

Mattress requirements: (746.2411 in Min. Standards)

Bedding, blankets, toys, etc. (Restrictive Devices: (746.2426 / Page 140 in Min. Standards)

**§ 746.2426.** May I allow infants to sleep in a restrictive device? Subchapter H, Basic Care Requirements for Infants April 2017  
You may not allow an infant to sleep in a restrictive device. If an infant falls asleep in a restrictive device, the infant must be removed from the device and placed in a crib as soon as possible. Infants may sleep in a restrictive device if you have a completed Sleep Exception Form that includes a signed statement from a health-care professional stating that the child sleeping in a restrictive device is medically necessary.  
[High]


**§ 746.2427.** Are infants required to sleep on their backs? Subchapter H, Basic Care Requirements for Infants April 2017  
Infants not yet able to turn over on their own must be placed in a face-up sleeping position in the infant's own crib, unless you have a completed Sleep Exception Form that includes a signed statement from a health-care professional stating that a different sleeping position for the child is medically necessary. [High]

**§ 746.2429.** If an infant has difficulty falling asleep, may I cover the infant's head or crib? Subchapter H, Basic Care Requirements for Infants September 2003  
No. Infants must not have their heads, faces, or cribs covered by items such as blankets, linens, or clothing at any time. [High]

**§ 746.2428.** May I swaddle an infant to help the infant sleep? Subchapter H, Basic Care Requirements for Infants April 2017  
You may not lay a swaddled infant down to sleep or rest on any surface at any time unless you have a completed Sleep Exception Form that includes a signed statement from a healthcare professional stating that swaddling the child for sleeping purposes is medically necessary. [High]

# Meals & Food Service Practices

(746.3301 / Page 174 in Min. Standards)



True Lite Learning Center is a participant of the USDA's Special Nutrition Program. We do not charge an extra fee for meals or snacks. In accordance with Federal Law and the U.S. Department of Agriculture policy, this institution is prohibited from discriminating based on race, color, national origin, sex, age, or disability. To file a complaint of discrimination, call 1-800-795-3272 or write to the following address:

USDA Director(s), Office of Civil Rights  
1400 Independence Avenue. SW  
Washington D.C. 20250-9410

True Lite Learning Center food supplies for infants will consist of cereal, baby food, and iron fortified formula. Parents must provide specific or specially prepared foods if necessary advised to do so by the parent. Parents and guardians of the child are asked to complete an *"Infant Preference Sheet"* at the beginning of each month as the eating habit changes with an infant's growth. This instructs us when and how to feed your infant according to your direction.

We provided breakfast, lunch and afternoon snack. All mealtimes differ depending on the classroom your child is in. Monthly menus are located at the front desk and are given upon request as well as through the Meal Plans portal of the Procure application. The mealtimes are also displayed at the front and can be received upon request.

If your child is allergic to a specific food item, please advise the center of any all allergies by filling out a Food Allergy and Anaphylaxis Emergency Care Plan Form in detail and have it signed by physician. If a child requires an alternative meal, milk or substitution, a note from a doctor is required. The note must include a recommended substitution that will be the responsibility of the parent to supply. If the child does not have a true allergy to an item and it is simply a request by the parent for that child to be guarded from a specific food, the parent will be responsible for bringing a suggested nutritional alternative to the item they wish to keep from their child.

## Meals & Food Service Practices (cont.)

*(746.3301 / Page 174 in Min. Standards)*




Parents are encouraged to provide a nutritional lunch for their child if there are any allergies to any foods that we are serving. We strongly recommend that all meals consist of nutritional foods from the following groups: a protein, and two foods from the fruit and vegetable group. Fluid milk, which the center will provide, is also required.

All food items must be stored in a lunch box/bag clearly marked with your child's name. Lunch boxes and pales will be stored in the kitchen, so please be sure to include ice packs in your child's lunch if their meal needs to be kept cold. Infant milk, food and snacks must be provided by parents prior to eating the table food that is offered by the center.

# Immunizations / Tuberculin Testing

(746.613 / Page 42 in Min. Standards)

You may request a copy of the current Texas Minimum State Vaccine Requirement Form from your child's physician's office.

All immunization shots and TB shots must be up to date and on file in your child's records by the date of admission into the center. These records must display your child's name, DOB, number of doses and vaccination types (if there are double doses of a vaccination, this must be documented so that it may be imputed correctly in our system), the month, day, and year in this format  MM/DD/YYYY that each vaccine was received and the signature or stamp of the physician or health care professional that administered the immunization to the child.

***NOTE: When you pick up your child to get their immunization shots, they are not allowed to come back to the center within 24 hours of receiving these shots due to fever, unknown allergic reactions, and fussiness. If their appointment to get shots is before our check in cut off time of 9 AM, they may not return the same day of getting them but can come the following day before 9 AM because that that span is a full 24 hours. Any immunizations received by the child after our cut off time of 9 AM, they may not come to the center the day of their shots or the day after their shots due to the reasoning stated above.***

## Tuberculin Testing Requirements:

Based on our local Health Department Guidelines, proof of TB testing is not required in this state to be enrolled in our program.


# Hearing and Vision Screening Requirements

(746.629 / Page 46 in Min. Standards)



Hearing and Vision screening for possible hearing and/or vision impairments is required by the Special Senses and Communication Disorders Act, Texas Health & Safety Code Act, Chapter 36, for children who are 4 years old.

True Lite Learning Center will schedule annual screenings at our facility or parents may bring in the vision and hearing screening documentation from their physician.

 <b>TEXAS</b> Health and Human Services	Texas Department of State Health Services	<b>Certificate of Record for Vision Screen          and/or Eye Examination</b>
Child's Name _____ Birthdate _____ Age _____		
<b>DISTANCE ACUITY SCREEN</b>		
<b>1st Screen (Date):</b> _____ With Correction: <input type="checkbox"/> Yes <input type="checkbox"/> No <b>Chart Used:</b> <input type="checkbox"/> Sloan Letter <input type="checkbox"/> HOTV <b>Result:</b> (R) Eye 20/ _____ (L) Eye 20/ _____		<b>2nd Screen (Date):</b> _____ With Correction: <input type="checkbox"/> Yes <input type="checkbox"/> No <b>Chart Used:</b> <input type="checkbox"/> Sloan Letter <input type="checkbox"/> HOTV <b>Result:</b> (R) Eye 20/ _____ (L) Eye 20/ _____
<b>Comments/Observations:</b> _____ _____		
<b>AUTOMATED SCREENING DEVICE</b>		
<b>Type of Device:</b> <input type="checkbox"/> Photo Screener <input type="checkbox"/> Auto-Refractor <input type="checkbox"/> Other <b>Result:</b> <input type="checkbox"/> PASS <input type="checkbox"/> FAIL		
<b>HIRSCHBERG CORNEAL LIGHT REFLEX TEST</b>		
<input type="checkbox"/> Light reflection is centered or slightly toward the nose the same distance in each eye. <input type="checkbox"/> Light reflection is not centered nor slightly toward the nose the same distance in each eye. <b>Result:</b> <input type="checkbox"/> PASS <input type="checkbox"/> FAIL		
<b>COVER AND UNCOVER TEST</b>		
<b>NEAR: 12 to 13 inches</b> <input type="checkbox"/> No Eye Movement <input type="checkbox"/> Eye Movement <b>FAR: 10 to 20 feet</b> <input type="checkbox"/> No Eye Movement <input type="checkbox"/> Eye Movement <b>Result:</b> <b>Near:</b> <input type="checkbox"/> PASS <input type="checkbox"/> FAIL <b>Far:</b> <input type="checkbox"/> PASS <input type="checkbox"/> FAIL		
<b>REFERRAL REASON (If applicable)</b>		
<input type="checkbox"/> Distance Acuity Screen <input type="checkbox"/> Parent/Doctor Request <input type="checkbox"/> Automated Screening Device <input type="checkbox"/> Unable to Screen <input type="checkbox"/> Hirschberg Corneal Light Reflex Test <input type="checkbox"/> Other: <input type="checkbox"/> Cover and Uncover Test		
<b>Observable Signs or Symptoms (describe):</b> _____ _____		
<b>SCREENING CERTIFICATION</b>		
Signature of Screener: _____		
Date: _____	Print Name of Screener: _____	



# Enrollment Procedures

*(our center's policy)*



Upon selecting True Lite Learning Center to meet your child's educational needs, all enrollment paperwork is required before the child can begin attending our program.

Incomplete paperwork will NOT be accepted. Enrollment papers include:

- Completed enrollment packet (you must have been contacted by the center first)
- Authorization for Emergency Medical Attention (in Admissions paperwork)
- Health Statement (a form you receive from us that must be signed by a physician or a written statement from the physician stating your child is well and able to be in childcare)
- Tuition Express Form (in enrollment packet)
- Food Program Enrollment / Eligibility Forms (in enrollment packet)
- Infant Feeding Preference Form (for infants)
- Infant Safe Sleep Form (for infants if they use a sleep sack)
- Vision and Hearing Testing (applicable if your child is 4 years old)
- Yearly Activity fee of \$150 (per child)
- All other center or state required forms requested to complete packet

NOTE: Upon enrollment, payment for your spot at True Lite Learning Center will begin, whether your child or children is / are present at the center after the enrollment process is complete (see the Enrollment Understanding Form in your enrollment package). If you decide after enrolling with us to go with another choice of childcare, all payments will cease at that moment, and the relationship between True Lite Learning Center and the parent(s) will end. Any and all charges are non-refundable!

# Transportation

*(Subchapter X / Page 271 in Min. Standards)*



True Lite Learning Center does NOT transport children in any capacity, except in the case of an emergency.

State Law requires:

- Vehicles transporting children shall be in safe, operating condition and drivers shall have a current Texas Driver's license
- Children shall be loaded and unloaded at the curbside of the vehicle, or in a protected parking area in situation of an emergency where departure from the center is necessary

# Water Activities and Swimming Pool



True Lite Learning Center does NOT currently provide any water activities.

## Field Trips



True Lite Learning Center does NOT provide any Field trip activities.

## Animals



True Lite Learning Center does NOT permit any animals/pets in the center.

# Promotion of Indoor & Outdoor Physical Activities

Please see each classrooms detailed “Daily Schedule Form” provided to you at enrollment and it is located on the outside of each classroom. You can also view an example of a classroom’s daily schedule displayed below for a generalized idea of how your child or children’s day will look like:

7:00-8:00	Arrival / child centered activities
8:00-8:30	Transition to classrooms / child centered activities
8:30-8:45	Greeting circle
8:45-9:15	Breakfast
9:15-9:45	Outdoor learning (weather permitting)
9:45-10:15	Literacy lesson and centers (practice and theme of the week)
10:15-10:30	Gross motor activities
10:30-11:30	Bible lesson / social and emotional development
11:30-12:30	Math and science lesson and centers
12:30 -12:40	Restroom breaks and transition to lunchtime
12:40-1:10	Family style dining
1:10-1:20	Read aloud time
1:20-2:30	Quiet time
2:30-3:00	Snack time
3:00-3:20	Circle time (review of the day’s lessons)
3:20-4:00	Alphabet, counting, and centers
4:00-4:30	Outdoor learning
4:30-5:00	Closing circle time
5:00-5:30	Art Activities
5:00-5:30	Closing activity / child’s departure

# Weather Conditions That Prevent Outdoor Play

Below is a chart indicating the permissible as well as unadvised temperatures in which the children will be able to utilize the outdoor playground as well as participate in other outdoor activities.

## Understand the Weather



### Wind-Chill

- 30° is *chilly* and generally uncomfortable
- 15° to 30° is *cold*
- 0° to 15° is *very cold*
- 32° to 0° is *bitter cold* with significant risk of *frostbite*
- -20° to -60° is *extreme cold* and *frostbite* is likely
- -60° is *frigid* and exposed *skin will freeze* in 1 minute

### Heat Index



- 80° or below is considered *comfortable*
- 90° beginning to feel *uncomfortable*
- 100° *uncomfortable* and may be *hazardous*
- 110° considered *dangerous*

All temperatures are in degrees Fahrenheit

## Child Care Weather Watch

### Wind-Chill Factor Chart (in Fahrenheit)

		Wind Speed in mph									
		Calm	5	10	15	20	25	30	35	40	
Air Temperature	40	40	36	34	32	30	29	28	28	27	
	30	30	25	21	19	17	16	15	14	13	
	20	20	13	9	6	4	3	1	0	-1	
	10	10	-1	-4	-7	-9	-11	-12	-14	-15	
	0	0	-11	-16	-19	-22	-24	-26	-27	-29	
	-10	-10	-22	-28	-32	-35	-37	-39	-41	-43	
	-20	-20	-34	-41	-45	-48	-51	-53	-55	-57	
-30	-30	-46	-53	-58	-61	-64	-67	-69	-71		



Comfortable for out door play



Caution



Danger

### Heat Index Chart (in Fahrenheit %)

		Relative Humidity (Percent)												
		40	45	50	55	60	65	70	75	80	85	90	95	100
Temperature (F)	80	80	80	81	81	82	82	83	84	84	85	86	86	87
	84	83	84	85	86	88	89	90	92	94	96	98	100	103
	90	91	93	95	97	100	103	106	109	113	117	122	127	132
	94	97	100	102	106	110	114	119	124	129	135			
	100	109	114	118	124	129	136							
	104	119	124	131	137									
	110	136												

Watching the weather is part of a child care provider's job. Planning for playtime, field trips, or weather safety is part of the daily routine. The changes in weather require the child care provider to monitor the health and safety of children. What clothing, beverages, and protections are appropriate? **Clothe** children to maintain a comfortable body temperature (warmer months - lightweight cotton, colder months - wear layers of clothing). **Beverages** help the body maintain a comfortable temperature. Water or fruit juices are best. Avoid high-sugar content beverages and soda pop. **Sunscreen** may be used year around. Use a sunscreen labeled as SPF-15 or higher. Read and follow all label instructions for the sunscreen product. Look for sunscreen with UVB and UVA ray protection. **Shaded** play areas protect children from the sun.

**Condition GREEN** - Children may play outdoors and be comfortable. Watch for signs of children becoming uncomfortable while playing. Use precautions regarding clothing, sunscreen, and beverages for all child age groups. **INFANTS AND TODDLERS** are unable to tell the child care provider if they are too hot or cold. Children become fussy when uncomfortable. Infants/toddlers will tolerate shorter periods of outdoor play. Dress infants/toddlers in lightweight cotton or cotton-like fabrics during the warmer months. In cooler or cold months dress infants in layers to keep them warm. Protect infants from the sun by limiting the amount of time outdoors and playing in shaded areas. Give beverages when playing outdoors. **YOUNG CHILDREN** remind children to stop playing, drink a beverage, and apply more sunscreen. **OLDER CHILDREN** need a firm approach to wearing proper clothing for the weather (they may want to play without coats, hats or mittens). They may resist applying sunscreen and drinking beverages while outdoors.

**Condition YELLOW** - use caution and closely observe the children for signs of being too hot or cold while outdoors. Clothing, sunscreen, and beverages are important. Shorten the length of outdoor time. **INFANTS AND TODDLERS** use precautions outlined in Condition Green. Clothing, sunscreen, and beverages are important. Shorten the length of time for outdoor play. **YOUNG CHILDREN** may insist they are not too hot or cold because they are enjoying playtime. Child care providers need to structure the length of time for outdoor play for the young child. **OLDER CHILDREN** need a firm approach to wearing proper clothing for the weather (they may want to play without coats, hats or mittens), applying sunscreen and drinking liquids while playing outdoors.

**Condition RED** - most children should not play outdoors due to the health risk. **INFANTS/TODDLERS** should play indoors and have ample space for large motor play. **YOUNG CHILDREN** may ask to play outside and do not understand the potential danger of weather conditions. **OLDER CHILDREN** may play outdoors for very short periods of time if they are properly dressed, have plenty of fluids. Child care providers must be vigilant about maximum protection of children.

The weather forecast may be confusing unless you know the meaning of the words.

**Blizzard Warning:** There will be snow and strong winds that produce a blinding snow, deep drifts, and life threatening wind chills. Seek shelter immediately.

**Heat Index Warning:** How hot it feels to the body when the air temperature (in Fahrenheit) and relative humidity are combined.

**Relative Humidity:** The percent of moisture in the air.

**Temperature:** The temperature of the air in degrees Fahrenheit.

**Wind:** The speed of the wind in miles per hour.

**Wind Chill Warning:** There will be sub-zero temperatures with moderate to strong winds expected which may cause hypothermia and great danger to people, pets and livestock.

**Winter Weather Advisory:** Weather conditions may cause significant inconveniences and may be hazardous. If caution is exercised, these situations should not become life threatening.

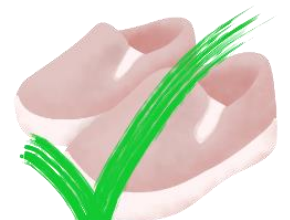
**Winter Storm Warning:** Severe winter conditions have begun in your area.

**Winter Storm Watch:** Severe winter conditions, like heavy snow and ice are possible within the next day or two.

# Clothing and Footwear

Children must have four complete changes of clothing **clearly marked with the child's first name and last initial**, provided by the parent for use of the center. These items include: 4 shirts, 4 pairs of shorts/pants, 4 pairs of undies, and 4 pairs of socks. If you would like, you can also bring an old pair of shoes in case a child has an accident and it ruins the shoes they sport for the day, but this choice is optional. All children who attend the center must be dressed for the weather. Caps, mittens, and warm clothing must be worn during the cooler seasons for their daily outdoor playtime and exercise, and short sleeved shirts, and shorts must support the warmer seasons for daily outdoor playtime and exercise.

Accidents can happen, even for the older children or if they get wet during mealtimes or on the playground, so we ask that extra clothing be stored here at the center in case these situations arise. Our staff will notify you through means of Procure and/or through face-to-face interaction of any missing items are needed. **Boots (ex: rain boots, cowboy boots, etc.), sandals, crocs with the heel exposed, and flip flops are prohibited.** All children must wear closed-toed tennis shoes or soft loafers. The options described above are restricted for wear at the center due to our attempt to minimize accidental injuries from children stepping on their peer's toes and hands, as well as other incidents where another child would get hurt.



## Parent Questions and/or Concerns

If parents have questions or concerns about our program, those questions are welcomed by the center's director(s) and / or staff provided a scheduled time to sit and discuss any and all inquiries. Through open communication, we can assure that all parties are well informed and working as partners in the child's educational development in a positive way. A "Frequently Asked Questions" pamphlet is available at the front desk for the public to utilize as well. If any additional questions arise, feel free to contact us through email, at any time!

## Parent Participation

We have an open-door policy and encourage parent involvement, especially in helping with or showing support with classroom parties and special events. As the Safety Regulations from the CDC and the Midland Health Department concerning COVID and all other Variance developments change, we will abide accordingly to their rules.

## Parent Review of Licensing Inspection Report

True Lite Learning Center is licensed and regulated by the Texas Department of Family and Protective Services. We follow the Texas Minimum Standards for Childcare Centers. Parents may review a copy of these standards in our front office or view them online at [Minimum Standards for Child Care Centers \(texas.gov\)](https://www.texas.gov).

### Licensing Office / Texas Abuse & Neglect Hotline

Texas Department of Family and Protective Services

701 W. 51<sup>st</sup>

Austin Tx 78571

Abuse Hotline Phone Number: 1 (512) 438-4800 or visit the website at:

[www.txabusehotline.org](http://www.txabusehotline.org)

Local Phone Number: (432) 368-26993

## Provider's Guide to Parent's Rights

Senate Bill 1098 from the 88<sup>th</sup> Legislative Regular Session added Section 42.04271 to the Human Resources Code and states that a parent or guardian of a child at a child care facility has the right to:

- Enter and examine the child-care facility during its hours of operation and without advance notice;
- File a complaint against the child care facility;
- Review the child care facility's publicly accessible records;
- Review the child-care facility's written records concerning the parent's or guardian's child;
- Receive inspection reports and information about how to access the child care facility's online compliance history;
- Have the facility comply with a court order that prevents another parent or guardian from visiting or removing the child;
- Be given the contact information for the child care facility's local Child Care Regulation office;
- Inspect any video recordings of an alleged incident of abuse or neglect involving their child provided that:
  - Video recordings of the alleged incident are available;
  - The parent or guardian does not retain any part of the video depicting a child that is not their own; and
  - The parent or guardian of any other child in the video receives prior notice from the facility;
- Obtain a copy of the facility's policies and procedures handbook;
- Review the facility's staff training records and any in-house training curriculum; and
- Exercise these rights without receiving retaliatory action by the facility.

### Required Notifications

- The child care facility must provide written notice to the parent or guardian of any other child captured in a video before allowing a parent to inspect a recording.
- The child care facility must provide a parent or guardian with a written copy of the rights no later than the child's first day at the facility.

### Helpful Tips

Since a parent may perceive an action taken by a child care facility as retaliatory, keep in mind:

- Documentation is essential in supporting your actions; and
- Follow the suspension and expulsion policy outlined in your operational policies and update your policy, if needed.



# Emergency Preparedness Plan

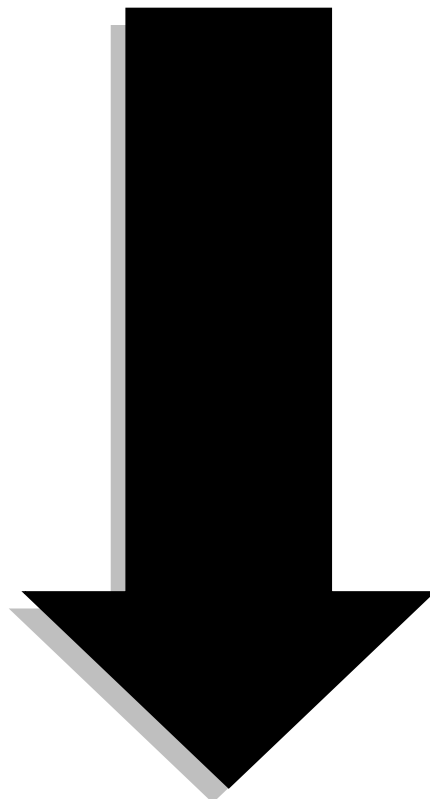
Below is the Emergency Preparedness Plan designed for True Lite Learning Center. Parents are encouraged to read this information carefully. In the event a parent is present in the building during an emergency, True Lite Learning Center will ask parents to participate accordingly.

During any emergency, the best course of action is to breathe and stay calm, know how many children you have, and have your sign in / out log and transition sheet in your hands. These are kept on your clipboard with your emergency backpack.

If you have children of your own in the facility, but in another classroom, trust that their teachers will take care of them just as you are taking care of the children in your care.

*In all situations in this Emergency Preparedness Plan, the director(s) or designated person in charge will notify Childcare Licensing and/or the Health Department and/or call 911 as each situation dictates. In all situations in this Emergency Preparedness Plan, the director(s) or designated person in charge may delegate any portion of his / her duties to other staff members, volunteers, or emergency personnel as they deem necessary.*

*(Please see the attached Emergency Preparedness Plan for True Lite Learning Center)*





# Emergency Preparedness Plan

**NAME OF OPERATION:** True Life Learning Center

An emergency preparedness plan is designed to ensure the safety of children during an emergency by addressing staff responsibility and facility readiness with respect to emergency evacuation and relocation. The plan addresses the types of emergencies most likely to occur in the area including, but not limited to, natural events such as tornadoes, floods or hurricanes, health events such as medical emergencies, communicable disease outbreak, and human-caused events such as intruder with weapon, explosion, or chemical spill. (The operation may wish to consult with local fire, health, and emergency preparedness officials.)

This plan must include the following written procedures:

**EVACUATION** The first responsibility of staff is to move the children to the following designated safe area or alternate shelter known to all employees, caregivers, and volunteers.

Designated safe areas: Back parking lot, the neighboring Dollar Tree

Designated alternate shelter away from the operation (including address) to be used as needed: Dollar Tree : 2300 N. Big Spring St. Midland, TX 79705

The children will be moved to the designated safe area by: All staff will be transporting children to the designated safe area by foot.

The children will be moved to the alternate shelter by: All staff <sup>will be</sup> transporting children to the alternative safe area by foot.

Children in attendance at the time of the emergency will be accounted for at the designated safe area or alternate shelter by: The Dollar Tree neighboring the learning center.

The emergency evacuation and relocation diagram for this child care operation is a floor plan which is posted in a prominent place near the entrance or exit of each room used by children, which shows the following:

- two exit paths from each room, unless a room opens directly to the outdoors at ground level;
- the designated location outside the child-care operation where all caregivers and children meet to ensure everyone has exited the operation safely;
- the designated location inside the operation where all caregivers and children take shelter from threatening weather.

**COMMUNICATION** The emergency telephone number that is on file with Child Care Regulation is Center phone #: (432) 704-5473; Warden's cell phone #: (432) 222-5519 / (432) 210-1953

Communication with local authorities (such as fire, law enforcement, emergency medical services, health department), parents, and Licensing will be done by Marcia Zubia and Chelsea Zamarripa

The essential documentation for the child care operation will be gathered by Marcia Zubia and Chelsea Zamarripa

**Essential documentation includes:**

- Parent and emergency contact telephone numbers for each child in care;
- Authorization for emergency care for each child in care; and
- The child tracking system information for children in care.

**THE FOLLOWING COMPONENTS** of the operation's emergency preparedness plans must be practiced as specified below. The drills must be documented including date, time, and length of time for the evacuation or relocation to take place.

- A fire drill must be practiced every month. The children must be able to safely exit the child-care operation within three minutes; and
- A severe weather drill must be practiced at least once every three months.

The emergency preparedness plan for the operation must be shared with employees during orientation as outlined in §746.1303 of this title (relating to What should orientation to my child-care center include?).

Additionally, parents must be generally informed of the emergency procedures of the operation; and upon request, the emergency preparedness plan must be available for review by parents.

The director is responsible for implementing the emergency preparedness plan. The director may also designate additional employees to be in charge during an emergency evacuation and relocation that occurs when the director is not at the operation.

## Tornado / Bad Weather

(these are the procedures the center follows according to the circumstance)

- Stay calm. Watch the kids, not the situation.
- Grab your prepared classroom backpack with your sign-in / out sheet, flashlight, parent / child information and all additional emergency items.
- Take all your children to the center hallway. Have the children sit as close together as possible and have the children duck and cover. This will be familiar to the children since you regularly practice this drill.
- For infant classroom: Place your babies in two cribs and cover the top with a mattress from another crib. Place mattress sideways across top of the crib and huddle next to it. Role the cribs to the center hallways.
- Stay there until advised that the bad weather has passed.
- It can be helpful to quietly sing songs with the children to help them keep calm.
- The director(s) in charge will monitor local weather stations and the weather alert radio for updates.

## Communicable Disease Outbreak

(these are the procedures the center will follow according to the circumstance)

- The director(s) or designated person in charge will notify all parents about the situation through the Procure application within 48 hours as required by the current CDC guidelines.
- All staff is to follow the center's confidentiality policies when speaking of the above outbreak. Any violation of the confidentiality policy is grounds for immediate termination.

## Lock Down

(includes use of weapons, any hostage incidents, an intruder, trespassing, disturbances)

- The director(s) or designated person in charge will announce over the walkie talkie, "Lock Down" or another discrete code and will proceed to call 911. The director(s) or designated person in charge will supervise the front desk during the incident, if possible to do so.

## Accident

(includes the situation where a child has fallen unconscious and/or is unresponsive, or has suffered an injury)

- Breathe and stay calm.
- Make sure all children are supervised. If you are alone, tell them to sit down near you.
- Comfort the child by speaking in a low, quiet voice.
- Apply first aid as needed.
- Call the office if you need further assistance and/or the Director(s), or person in charge to call 911.
- If the child is bleeding profusely, apply pressure to stop the bleeding (in an extreme case, take off the child's shirt and use that as a vessel to halt the hemorrhage).
- If the injury is to the head or face, report it to the office immediately - even if it is minor.
- Complete an Accident/Incident Report, have the Director(s) sign it immediately, and have the parent sign it when the child is picked up.
- Turn the Accident/Incident Report into the Director(s), or person in charge, before you leave on the same day.
- Keep the Accident/Incident Report confidential while in your presence.
- In the event of serious illness or injury involving an adult, contact the office and a director(s), or the designated person in charge, will call 911 and/or the person's emergency contact.

## Illness

- Ask the child, "what doesn't feel good?" and allow them to show you the point of discomfort with one finger, and then investigate that spot for injury or other abnormalities and call the front office.
- Once the office has been notified, have the child's temperature taken. If the child's fever is over 100 degrees, the director(s) or designated person in charge will contact the parent immediately. If the parent(s) of the child cannot be reached, a front office representative will continue to call those listed as emergency contacts in the child's file. If the child has no fever, make the child comfortable and keep an eye on him or her.
- If a child vomits or has mild diarrhea, notify the office and input a note on Procure for the parent(s) to be aware. After the second episode, call the front office and a parent or guardian will be contacted to pick up the child for the day.

## Illness (cont.)

**NOTE:** When you pick up your child who has fallen ill, or if they are receiving any immunizations, they are not allowed to return to the center within 24 hours of departing from the center. They must be symptom-free of any ailments from the time they were called to be picked up; for immunizations, they must be symptom-free for 24 hours from when they received their shots due to fever, unknown allergic reactions, and fussiness.

### Explosion, Chemical Spill or Gas Leaks

*That take place inside of the facility*

- See the procedures for our Fire and Off-site Evacuation and Relocation

*That take place outside of the facility*

- Close the doors and lock them, if possible.
- Turn off the air conditioner or heating system.
- Turn off all lights, computers, TVs, radios, CD players, aquarium pumps or anything else that may cause an electrical spark.
- Keep the children seated on the floor and calm them. Sing quiet songs or read stories.
- Be prepared to evacuate if told to do so by the director(s), or person in charge and emergency personnel.
- If you detect a strong odor, show the children how to lift and breathe through their shirts.
- If told to evacuate, consider crawling to avoid strong fumes that are floating higher in the air. Ask for clarification if time.

### Bomb Threats or Other Threats

- If the center receives a worrisome phone call concerning a threat of harm with a bomb, document everything the caller says.
- Ask the caller where the bomb is.
- Ask when the bomb or when the other threat will “go off” or “happen” and document that information as well.
- Notify the director(s), or person in charge, to call 911 immediately.

## Off Site Evacuation and Relocation

- The director(s) are aware of each other's cell phone numbers in order to have constant contact.
- The evacuation and relocation site is Dollar Tree, which is located to the right of the center unless directed elsewhere by emergency personnel.
- After all the children and staff have been relocated to the evacuation site, are safe and have had all needs taken care of, the director(s) will designate staff to contact parents and notify them of the situation.
- Staff members will continue to supervise and take care of the children including entertaining them with songs, stories, games, etc. at the evacuation site. Remember to watch the kids, not the situation.
- The designated person in authority will continue to manage and take care of the needs all staff.
- The director(s) will be the point of contact person for all emergency personnel and parents.
- The center's standard verification process for allowing adults to pick up children from the center will still be in effect at the evacuation site. (i.e., only persons listed in the child's records as authorized to pick up personnel will be allowed to do so after showing their photo ID).

## Fire

- When a fire is present or the fire alarm sounds, for toddler and pre-center classrooms, quietly say to your class, "Fire drill boys and girls; line up at the exit, please." This should be familiar to them since you say it every month when you practice our monthly fire drills. Our facility is equipped with a fire sprinkler system and fire extinguishers along the hallways and in the kitchen area for emergency purposes.
- Your primary responsibility is to get the children safely out of the building. Do not attempt to put out the fire unless it is between you and a child or it is preventing the exit.
- Grab your prepared backpack with your tracking sheet, parent-child info and all other emergency items stowed in the backpack. Keep it with you!
- Make a quick name to face count and make sure every child is accounted for.
- For infants, distribute and place all the children between two cribs. Proceed to the proper fire exit and exterior meeting place as designated on the floor plan in the classroom. This is the same spot you take the children each month during your fire drill.

- Do a name to face check once you are outside and match it against your tracking sheet. If anyone is missing, tell the director(s), or person in charge, or a fire fighter who is on the scene immediately, but never leave the children unattended.
- The children must be safe and out of the way of emergency vehicles and of the fire. They must always be supervised. Watch out for anthills, broken glass, and any other hazards that may be nearby.
- Remember to watch the kids, not the situation.
- The fire department, director(s), or person in charge will tell you when you and the children can re-enter the building or begin off-site evacuation procedures.

# Breast Feeding



In each of our nursery classrooms, there is a designated section of the room blocked off which provides a comfortable place with a seat in private for mothers to breast feed their child if they choose to do so.

Parents may also provide breastmilk for their child to be fed during the child's care.

## Health and Wellness



True Lite Learning Center staff will do a visual and temperature check of each child upon arrival each morning. If a staff member notices anything unusual, they are to point this out to the parent at that time and/or note this finding on Procure stating what was seen on the child when they entered the classroom.

If your child has an incident overnight, please notify staff members when dropping the child off so that we can assist in watching the child for side effects. Should any changes occur while at the center with your child or children, the front office staff will contact the parent to update them on their condition or if it is a more serious change then the parent will be asked to pick the child or children up for the day.

## Child Abuse & Neglect Reporting Law Requirements



True Lite Learning Center staff are required by Texas State Law and Licensing to immediately report to the police and/or Child Protective Services any instance when there is reason to suspect the occurrence of physical, sexual, or emotional child abuse, child neglect or exploitation. Our staff receives annual training on recognizing and preventing abuse and neglect, including sexual abuse. We have made a commitment to help increase awareness and prevention techniques to employees and parents through training, memos, etc. Our learning center also coordinates with community organizations on strategies to prevent abuse and neglect per Minimum Standards as we are mandate reporters.

The staff may not notify parents when the police or CPS is called about possible child abuse, neglect, or exploitation, except on the recommendation of CPS or the police when they are called.

If a parent feel they need assistance with possible child abuse, neglect, or sexual abuse we encourage you to get help by calling the National Patent Hotline at 1-855-427-2736 or visit [www.helpandhope.org/find-help.html](http://www.helpandhope.org/find-help.html).



# Vaccines and Preventable Diseases for Employees

*(746.3611 in Min. Standards)*



As an added precaution for all our employees as well as all children that are housed at the learning center, all children will be required to have those vaccines that are required by the Texas Department of Health.

## EpiPens



True Lite Learning does not store or administer EpiPens. If a child has an allergy plan involving the use of an EpiPen, the parent will need to provide the EpiPen.

## Children with Special Needs



True Lite welcomes children with special needs and any adjustments will be given to the child if recommended by a healthcare professional or a qualified professional associated with the local center district or Early Childhood Intervention. With parent request and approval, we will accommodate your child with special needs. We will ensure the activities integrate children with and without special care needs and ensure that all caregivers adapt equipment and procedures and varying methods as necessary to ensure that they care for the child with special needs in a natural environment.

## Gang-Free Zone



Under the Texas Penal Code, True Lite Learning Center and/or any area within 1000 ft of a childcare center is a **gang-free zone**, where criminal offenses related to organized criminal activity are subject to a harsher penalty.

# Additional Policies

## Tuition and Additional fees

Tuition is paid by an ACH draft operated by Tuition Express. **All accounts are required to be set up on an ACH draft.** Tuition Express will only draft the balance on the account. True Lite Learning Center will not turn drafts “on and off” fitting a parent’s schedule. Drafts or checks returned as NSF will be charged an additional \$25 fee. True Lite Learning Center does not accept American Express or Discover credit cards. The only cards we accept are Visa and MasterCard.

## Extra Fees

A non-refundable initial payment is due at the time of enrollment. The payment includes the first and last week of tuition along with an annual activity fee. Depending on the status of your child or children’s potty training, the payment will be \$670 for potty trained or \$700 for non potty trained. The yearly activity fee of \$150 is included in the initial payment and is deducted every year your child or children are enrolled with us to help fund all activities and craft supplies for the learning center.

True Lite Learning Center is only licensed by the Texas Department of Family and Protective Services to care for children during the specified times of 7:00 AM - 5:30 PM. If you are late picking up your child, a \$5 per minute late penalty will be charged to your account (please see page 4 for more information on this subject). Late fees and/or returned payments must be paid to True Lite Learning Center before your child or children can return for care.

If your child is not potty trained, the tuition is \$200 every week while if your child is potty trained, the tuition is \$185 every week. As your child is being potty trained at home, True Lite Learning Center does assist with this process during the day if the appropriate items are provided. When your child is ready to graduate to the three-year-old classroom, they will be given a 2 week grace period. They must have less than 1 accident during the span of this period to be considered potty trained. If he / she is still not fully potty trained after this, there will be an additional \$50 charge per week along with the non-potty trained tuition of \$200.<sup>00</sup> until this process is complete.

## Absences and Tardiness

If your child will be absent from center, we ask that you notify the front office each day that your child or children will be out or state the span of time they will be gone so that we are made aware. If you expect to be late or if you have a doctor’s appointment scheduled for your child or children, you must notify the center’s director(s) with this information the day prior to your obligation between the hours of 6 PM – 9 PM (please see page 4 of this handbook for more information). If your request is approved, the director(s) will then notify the front office staff, giving them the clearance to accept your child after the designated cutoff time of 9 AM if need be. If the protocol is not followed correctly, you will be asked to keep your child for the day you are requesting.

### **Confidentiality**

While your child or children is/are enrolled in our program, parents may come across confidential information about our program, our staff, and sometimes other children. All information received from True Lite Learning Center must always remain confidential. Breaching this confidentiality policy will lead to the unenrollment of your child or children and the relationship between the center and the parent or guardian will end.

### **Parent Code of Conduct**

Just as the children in our care are instructed by their caregivers on how to conduct themselves, we ask that the parents of the center follow the same rules and act accordingly. Threatening staff members or children or showing aggressive and confrontational behavior will not be tolerated at the center. We prohibit swearing or cursing of any capacity on our property as adult language is not appropriate for young children to hear and consume, so please be considerate of this fact. This policy is per the Texas Department of Family and Protective Services. This policy is also per True Lite Learning Center as we have the right to terminate care for your child or children in the event of disruptive behavior from a parent or guardian.

True Lite Learning Center must follow the regulations on discipline and guidance as outlined in the Texas Minimum Standards for Child Care Centers. All adults, including parents, must follow these rules while on our property or it will lead to the dismissal and unenrollment of your child or children from our center.

### **Parent Responsibilities**

Children must be signed in and out by the rightful parent or adult approved by the parent(s) as they are listed on the child's Child Pick Up List form. Please understand that due to liability issues, the staff of True Lite Learning Center are not permitted to take children home from our center.

In order for us not to confuse the center's toys with a child's personal property, we ask that children not bring playthings from home. True Lite Learning Center staff cannot and will not be responsible for a child's lost or broken personal toys.

The only exception to this rule is for Show and Tell purposes in the classroom, but you will be notified by your child's teacher when the class has a chance to present an object from home they would like to share. Other than this scenario, we ask that no toys be brought to the center. There is to be no toys, food, or drinks to reach past the front desk unless you are bringing in a meal as a replacement for the ones we provide.

### **Withdrawal of a Child**

A written 2-week notice must be given for withdrawing a child from True Lite Learning Center. Verbal resignations of children will not be honored; it must be hand written or sent through email. If a family fails to give a 2-week notice, True Lite Learning Center has a right to draft the remaining week from the family's account we have on file. The first and last weeks of tuition paid at enrollment are non-refundable.

### Child Custody Situations

True Lite Learning Center prefers **NOT** to get involved with custody disputes. True Lite Learning Center will follow a court order exactly as it is written on the document. If your family has a court order on file, please provide us with the most recent copy. With this being said, it is imperative that all enrollment forms are completed with both parents' information. If a custody dispute takes place on our property, the local police will be called and asked to handle the dispute. Our staff members will not be placed in the middle of such disagreements. If a custody issue creates a risk for our facility, True Lite Learning Center has reserved the right to terminate care of your child or children. **NOTE: Per state law, in the absence of a court order, both parents have equal rights to pick up a child or children.** Without a court order, we cannot hold a child from being discharged to their parent, and we will not base any decision off of the request of one parent to ban the other from picking up their child or children in the wake of conflict with the required paperwork in our records.

### Openings and Closures According to Weather Conditions

True Lite Learning Center will open most days during inclement weather. Please check your local TV stations and websites for announcements of closing. Full payments of tuition is still due during inclement weather conditions.

In the case of serious emergencies such as earthquakes, fires, severe storms, or the loss of power and/or water, parents will be notified, if possible, and the children will be cared for until the parent(s) or emergency contacts arrive.

### Assigning a Child to a Classroom

Classroom assignments for each child are based on the individual's chronological, developmental, emotional, and physical age. True Lite Learning Center will typically transition children to a new classroom as they age up (please see page 11 of this handbook for more information on this subject).

### Personal Belongings of a Child

A new policy that was created on August 14<sup>th</sup>, 2023 indicates that the center will provide your child or children's inch labels and water bottles so that we may be in uniform as a center. We purchase these items and we will disperse the child's items to their classroom. For infants, we will purchase the inch labels while the parent(s) will still be responsible for bringing the pre-made bottles their child will need each day (please see the Water Bottles and Inch Labels Understanding Form located in your enrollment package for more information on this subject).

Parents must also provide diapers, wipes, and any other needed items asked for by child's teacher. We use washable crayons, markers, and paint during art time, but the children's clothing may get stained from just being kids! Please dress your children in play clothes or clothing you are willing to have the child or children get dirty since PLAY is what we do!

Please leave all valuable items at home since True Lite Learning Center cannot be responsible for broken or lost items.

### **Outdoor Playtimes**

Outdoor play is a regular part of the daily routine which is required by state. Children should be prepared to play outside some portion of every day. We ask that you do not request your child stay indoors. Per the Texas Department of Family and Protective Services, children too sick to go outside should not be present at the center.

### **Celebrating Special Occasions**

Most children enjoy celebrating special events with their peers (birthdays, new babies, and holidays, etc.). You are welcome to purchase store bought treats to share with your child's classroom; we ask that you please notify the front office, be it the receptionists or director(s), before doing so.

### **Safety Policies**

Parents need to personally escort their child or children inside the building to sign them in and out of the facility. Each classroom has a window into the classroom on the entrance door for viewing activity from the hallway. **Parents are always welcome to visit the center any time during the day to observe their child without prior approval.**

However, if you would like to stay and spend time with your child during certain activities, please see the office so we can do a proper criminal history check, as required by the Texas Department of Family and Protective Services.

Concerning the safety of your little one or little ones, any minor injuries such as scrapes and bumps will be sent through our Procure application as a digital incident report and the parent will be contacted to inform them of what occurred. First aid will be applied to minor incidents as they happen. In the event medical attention is required, we will notify the parent or guardian immediately. Parents and guardians are responsible for all medical fees should a medical emergency occur.

### **Cameras**

True Lite Learning Center has closed circuit cameras in all classrooms through a live feed only. The privacy of the children is very important to us. For this reason, the cameras are not available for public viewing.

### **Photographs**

True Lite Learning Center believes in the benefit of using real life pictures in our educational program. Photos taken of the children will be done with a center owned camera and will only be used in our program. If parents choose to take pictures of events held at our program, they may only photograph their child, unless the other parent they are photographing gives written consent. Please note that during certain center-involved events, such as pre-school graduation, Christmas programs, festivals, etc., photographs may be taken. If you wish for your child to not be photographed, you may want to prevent them from attending these events (please see the Photo Release Form in your enrollment packet).

### **Outside Employment with Parents**

Employees of True Lite Learning Center are prohibited from outside employment with parents of the organization. This includes, but is not limited to, babysitting and/or nannying jobs. Please do not give your contact information to a staff member and do not accept contact information from the staff member as this is considered a conflict of interest.

### **Cyber Identity and Social Media**

Cyber identity and social networking are very exciting these days. However, please understand that employees of True Lite Learning Center are prohibited from participating in social networking with parents and children associated with the center. This includes, but is not limited to, Facebook, Twitter, and Instagram.

### **Referral Checks and Pre-Enrollment Screening**

At True Lite Learning Center, we would like to get a feel of the parents and children that will ultimately become part of our True Lite family. For this reason, we hold small “interviews” if you will, with our parents and to also get acquainted with their little one(s) along the way as a center representative meets with you and informs you of our organization as a whole.

Along with getting to know our parents and children before enrollment is complete, we do inquire about where their child or children previously were before showing interest in us as well as contacting those prior centers in hopes of gaining insight on the child or children and their families for future reference and knowledge.



# Receipt and Acknowledgement of Parent Handbook

I, \_\_\_\_\_ (print parent or guardian's name)  
certify that I have received, read, and understood the True Lite Learning Center Parent Handbook, dated October 2023, a copy of which will be provided to me at enrollment and through my request only. True Lite Learning Center has been prepared for my information and comprehension of the policies, practices, and benefits of the center. I understand that the statements and/or policies included in the Parent Handbook may be subject to change at any moment, and that any prior Parent Handbooks issued by True Lite Learning Center are no longer in effect. If any changes come into effect, you understand you will be asked to read and acknowledge the additional changes made to the Parent Handbook by signing and dating any updates at any given time.

Parent Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_