

**Trinity Lutheran Church Child Care  
Parent Handbook**



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## **Trinity Lutheran Church Child Care**

### **PHILOSOPHY**

Our God Given Mission at Trinity Lutheran Church, School and Child Care is reaching, teaching and encouraging others through the saving love of Jesus Christ.

“The fear of the Lord is the beginning of wisdom; and a good understanding have all they that do His Commandments; His praise endureth forever.” Psalm 111:10

The children are seen as they are by nature, and as they can become through God’s love. There is regular use of and reference to God’s Word in equipping the children for their life on earth and in planning and living in the faith for the life to come. God’s Word used in instruction is outlined in the Credo Statement below:

- There is only one true God: Father, Son and Holy Spirit.
- God created the world and all that exists.
- Man was made in the image of God; man’s fall into sin has made the entire human race evil, and subject to eternal death.
- God’s Son, Jesus Christ, died to take the punishment for everyone’s sin; He came to life again; He ascended into Heaven.
- All sins have been pardoned, by grace, through the sacrifice of Jesus Christ; people cannot earn a place in heaven by doing good things.
- The Holy Spirit comes to people through the Word of God and prayer, baptism and the Lord’s Supper to create faith in the hearts of people.
- Belief in Jesus makes people new creatures who by the power of the Holy Spirit grow in faith; this growth in Christ’s love compels people to praise and serve God and love their fellow beings.

The philosophy shall direct all policies and procedures of  
Trinity Lutheran Church, School and Child Center.

## INTRODUCTION

Welcome to Trinity Lutheran Church Child Care (TLCCC). The TLCCC program is governed by Trinity Lutheran Church and is administered by the Trinity Lutheran Board for Childcare Services through Brittany Tarbutton, Child Care Director.

5005 I-40 West  
Amarillo, Texas 79106  
Phone (806) 352-9436 Fax (806) 353-7785  
e-mail – [btarbutton@trinitylutherschool.org](mailto:btarbutton@trinitylutherschool.org)

Trinity Lutheran Child Care Program provides loving Christian care for children ages 6 weeks through age 12. Legal hours of operation are 7:00 A.M. to 6:00 P.M. Monday through Friday 12 months a year. Trinity Lutheran Church Child Care and After School Program is licensed by The Texas Department of Family and Protective Services.

A copy of the minimum standard regulations and TLCCC'S inspection reports may be seen in the Child Care office.

To contact the local child care licensing office at the  
Texas Department of Family and Protective Services  
3521 SW 15<sup>th</sup> Ave.  
Amarillo, TX 79102  
Phone (806) 358-6683 [www.dfps.state.tx.us](http://www.dfps.state.tx.us)  
Child Abuse Hotline: 1-800-252-5400.

Please see the child care director if you have any questions or concerns about these policies and procedures or any paperwork you are asked to complete. If there are any changes or amendments to TLCCC's policies and procedures, you will be provided with the updated version and asked to sign a new acknowledgement. There are copies of the Minimum Standards for childcare centers available for review in the child care director's office at anytime during operating hours. Please see the director to review these standards and ask any questions you may have about them.

The Program is designed to meet the needs of the “whole child” including the areas of spiritual, social, physical, emotional, cognitive, creative and language development. The environment is carefully planned to provide quality care and education for the young child.

This approach recognizes the uniqueness of each child and provides for individualized experiences to help children reach their maximum potential. Children learn differently than adults; young children learn differently than older children. Therefore young children are given the opportunities to:

- practice decision making by selecting activities from a variety of learning centers.
- express themselves creatively through art, music, dramatic play, movement and the use of unstructured material.
- develop appropriate concepts and thinking skills through the exploration of a wide variety of concrete materials and activities.
- experience warm positive interactions with children and adults.
- verbalize feelings in a supportive, accepting environment that encourages independence and self control.
- enjoy and participate in language experiences, i.e., conversations, stories, puppets, books, songs, and creative dramatics.
- participate in many physical activities to develop fine and gross motor skills, i.e., puzzles, beads, play dough, climbers, and balls.

The daily schedule is organized to meet the children’s needs for a balance of active and quiet play, large and small group interactions and indoor and outdoor activities.

TLCCC was established to provide daily care for children in an atmosphere of God’s love and to minister to their families in this same spirit of God’s love.

## **ENROLLMENT**

All parents are asked to complete certain paperwork and pay a registration fee, which must be completed before your child is considered enrolled. This paperwork is necessary for a variety of reasons: the safety and security of your child, financial record keeping, licensing requirements, and health and safety in the building. Until all the required forms have been completely filled out, signed and all applicable fees paid your child cannot be accepted into the center for care. The basic enrollment packet includes the following forms:

1. Enrollment forms
2. Copy of current immunization record
3. Copy of child's Birth Certificate
4. Copy of Social Security Card
5. TDA food program form

**Before we accept your child for enrollment, you must submit to us the work, cell and home phone numbers and addresses of at least two people who can pick your child up when ill if you cannot be located or if you fail to arrive by our scheduled closing time.**

Please remember to update any phone numbers or any other information that may help us reach you in regards to your child. We must be able to reach you quickly and easily while your child is in care.

## **FEE PAYMENT POLICY**

1. Fees are charged for the spot your child holds in the enrollment.
2. Payments for the coming week are due, at the latest, by Monday morning of that week. TLCCC will not accept children if payment is not paid in advance for the week. The Fees are not pro-rated for missed days.
3. A one week vacation can be taken with no charge, after one year of attendance. A written request for vacation must be given to the child care office and approved, at least one week prior to start of vacation time.
4. If an account becomes past due we can no longer keep your child. After the account has been paid in full, the child may be readmitted. All fees and paper work will need to be resubmitted if the child has been gone more than three full months. If the child's position has been filled, the child may be put back on the waiting list.
5. Our legal hours of operation are 7:00 a.m. to 6:00 p.m. Do not bring your child earlier than 7:00 a.m. or pick them up later than 6:00 p.m. Parents of any child remaining after 6:00 p.m. will be charged \$15 for the first 10 minutes, and \$1 per minute after the first 10 minutes. Allowances can be made for emergencies if the office is notified.

6. Trinity Lutheran Church hopes to keep the rates of the Child Care as low as possible. However, due to rising costs and our efforts to maintain a quality environment for the children, rates are subject to change. Therefore, should there be a change in material or tuition fees, written notice will be given at the earliest possible date.
7. A fee of \$25 will be charged for all returned checks. When a total of three checks or automatic payments have been returned, payments must be paid with a Cashier Check, Money Order (only accepted in business office 8:00-12:00).
8. All questions about your statements or account can be answered in the book-keeper office in person or by phone from 8:00 – 5:00, Monday – Friday (Maureen Martinez @ 352-5620 or bookkeeper@trinityama.org)

### **DISCHARGE POLICY**

Written notice must be given to the Director or Assistant Director prior to terminating your child from the Center. Without this notice, childcare fees will accrue and be considered delinquent.

If TLCCC'S Director determines that the placement is inappropriate for the child, termination may be given. If the child is terminated, any credit balance will be refunded to the parent.

TLCCC policy is to provide the best childcare possible to the children enrolled. In order to maintain this policy, it may become necessary for TLCC to terminate childcare services for one of the following reasons:

1. Needs of the individual child cannot be served by the center.
2. Parents are uncooperative, such as but not limited to:
  - a. Failure to pay fees
  - b. Failure to submit required forms
  - c. Failure to observe rules of the center relating to arrival and departure of the child
3. Behavior of the child is deemed detrimental to the other children in the center.

Steps will be taken to address behavioral problems as outlined.

1. Verbal notice to the parent describing behavioral concern.
2. Written notice describing behavioral concern and necessary corrective action.
3. Parent Conference to discuss the expected behavioral changes required in order for the child to remain enrolled & may include offering resources regarding methods of improving behavior.

If after remedial actions are unsuccessful, parents will be notified verbally and in writing of a date for expulsion in order to provide time to seek alternative childcare. (depending on safety risks presented) The child may be readmitted only after safety issues have been resolved and at the discretion of the director and the childcare board.

## **ABSENCES**

Please call the office if your child will be absent explaining the reasons for the absence and when you expect the child to return. We are required by Child Care Services (CCS) to document all absences and the reasons for the absence.

Children that are enrolled through CCS will be terminated after three (3) days of no contact.

## **HOLIDAYS**

TLCCC will observe the following holidays by being closed:

1. New Years Day
2. Memorial Day
3. July 4<sup>th</sup>
4. Labor Day
5. Good Friday
6. Thanksgiving Day
7. The day after Thanksgiving
8. Christmas Eve
9. Christmas Day

Signs will be posted in advance of each holiday to remind families that TLCCC will be closed. When a holiday is on a Saturday or Sunday, Trinity Lutheran reserves the right to acknowledge that holiday during the week. A list of the current years closing dates are posted on the main parent board. **Fees will not be adjusted for holidays observed during the week.**

## **EMERGENCY/BAD WEATHER POLICY**

The first responsibility of the staff is to ensure the safety of the children. An Emergency Evacuation Plan is posted in each classroom and all staff and volunteers are trained to know the designated areas of evacuation. There are different routes for fire, tornado, and relocation. Parents please refer to the color chart in your child's classroom for the appropriate route. The relocation process is as follows: All infants will be placed four to an evacuation crib and rolled across the street to the elementary school. All other children will be walked in a calm orderly manner and in accordance with child staff ratio. Children will be accounted for according to staff procedure at time of departure and arrival. All classes have a current emergency kit containing all children's emergency information including phone numbers, authorization for emergency care and sign-in/out child tracking system which will accompany them during any evacuation/relocation. Children will be released only to family members or emergency contacts that have been pre-designated on the emergency contact list. It is very importance to keep your emergency contact information updated.

Relocation site will be at the:

St. Paul United Methodist Church  
4317 I-40 West  
Amarillo, Texas 79106

**In the case of a mandatory area evacuation, we will relocate to an area designated by Amarillo Emergency Services. This will be announced by local media.**

When we arrive at the relocation site and all children are accounted for, the local authorities, parents and childcare licensing will be notified of our location and the status of our wellbeing using personal cell phones. Staff will continue to care for children after relocation supplying water, milk/formula in a cooler & snacks as needed and age-appropriate activities (coloring books, toys) which will be included in their emergency kit. When the evacuation is lifted parents will be notified regarding the location of reunification.

In the event of severe inclement weather-snow, ice, etc. tune to one of these stations after 6:00 a.m. for information regarding closing of the TLCCC:

Radio: KGNC 710 AM

TV: KAMR 4, KVII 7, KFDA 10

Weather related closings will follow Trinity Lutheran Schools' decision to close. TLCWDCDC realizes parents must try to get to work even when weather is bad. We have many parents who work for the city, police department, hospitals, banks, etc. We will make every effort to be open. If we must close, we apologize. We will only close if it is unsafe for employees to try to get to work, or when it is impossible for even a small number of employees to get to work. Fees will be credited only due to bad weather closings.

### **LOCK DOWN PLAN**

Alarm will sound or staff will notify teachers. Doors will be locked and children will be moved away from doors and windows and if possible moved where they cannot be seen. Children on the playground or in the gym will either return to their classroom or be moved to the 3 & 4 year old classroom if there is an imminent threat. A head count will be taken. In the event that toddlers must be moved to the 3 & 4 yr old room the age groups will be separated & there will be available age-appropriate toys and diapering supplies in the emergency kit of each respective classroom. Classes will return to their rooms when the all-clear is given.

### **HOURS OF OPERATION**

TLCCC opens at 7:00 a.m., Monday through Friday. The children must be in the center by **10:00 a.m.** each morning. If you are going to be late, **you must call the center and let us know BEFORE 10:00 a.m.** in the morning. Naptime is observed between 12:00 and 2:30 p.m. Children must be picked up **by 6:00 p.m.**

For the security and protection of your child, all children must be **SIGNED IN** by you or a designated adult upon arrival at the Center. All children must also be **SIGNED OUT** by you or your designated adult(s) when they leave the Center.

If an emergency arises AND you must send an adult to pick up your child who is not listed with the Director, **you must call the Director in advance and give the Director the person's name and relationship to you or the child.** The Director or Assistant Director will require identification when they arrive in the Center to pick up the child. This must be done for the protection of your child.

### **PARENT VISITS**

TLCCC has an open door policy. Parents are encouraged to visit TLCCC at any time during operating hours to observe their child, child care operations and program activities. This can be done without prior approval, however, all visitors must check in with TLCCC office before visiting their child.

### **BREASTFEEDING**

We recognize that mother's milk is the best source of milk for their infants. We also believe that breastfeeding supports optimal health and development. You have a right to breastfeed your child or provide breast milk for your child while at TLCCC. We will provide you a place to sit and breastfeed your child if you so choose to do. Please notify the Director or Assistant Director of your desire.

### **MEALS AND SNACKS**

We serve a balanced breakfast, lunch, and snack which meets state requirements. Charges for meals are included in the childcare fees for children who are Pre K or younger. Meal prices and information for school age children are explained in the school handbook. Menus are posted for your inspection and copies are available for you to take.

- 9:30-10:00 AM snack
- 11:15AM-12:15PM lunch
- 2:30-3:00 PM. snack

Each snack will include at least one of the following:

- One serving from the fruit or vegetable group
- One serving from the milk group
- One serving from the grain group
- One serving from the meat or meat alternative group

Parents will be responsible for supplying enough formula (pre-mixed and ready to serve,) and baby food for the day. All food and drink items must be labeled with child's first name and last initial. Cereal/baby food will not be fed to infants from a bottle mixed with formula, unless instructed by a Physician in writing.

If your child has been diagnosed with a food allergy, a Food Allergy Plan form must be prepared by a healthcare professional which includes a list of foods and possible symptoms if exposed to the food and steps to take in the event of an allergic reaction. This form must be completed before admission if applicable. A copy of the plan must be in the child's file and posted in the food prep and food service area as well as the child's room so caregivers & employees who serve food are aware.

Please look over the menu and if your child needs to be served a special diet due to an allergy or parent preference you must provide your child with a lunch or snack from home if there is any one item on the menu that they cannot have for that day. Special treats such as birthday cake, etc., must be store bought and pre-approved by the Director.

## **HEALTH POLICY**

The objective of this policy is to maintain, protect, and improve the health of all children and to reduce the risk of the spread of disease and childhood illness. Currently the staff of TLCCC is not required to have any special vaccines to work at the center however, they are encouraged to receive the flu and pneumonia vaccines. Please make sure that you provide the center with a copy of current immunization record each time your child sees the doctor.

## **OBSERVATION**

1. Staff persons on duty will observe each child when they arrive for symptoms of illness.
2. In compliance with state requirements, any evidence of abuse or neglect which may include unusual bruises, marks, or burns will be documented by staff and will be filed with the child's record and reported immediately to the Director. The Director will then contact Child Protective Services and report the information to them. Staff will receive a minimum of one hour training annually in the prevention and response to abuse and neglect of children. Some of the items included in the training would be; increasing awareness of issues regarding child abuse and neglect as well as warning signs that a child may be a victim of abuse, methods for increasing awareness of prevention techniques for child abuse and neglect, strategies for coordination between TLCCC and appropriate community organizations, actions that the parent of a victim child should take to obtain assistance and intervention.
3. Any food allergies and other allergies your child may have need to be communicated verbally and by written memo by the Director or Assistant Director to all staff and substitutes having direct contact with these children. The information shall also be posted in the childcare center. Written information on the allergies will also be in the child's folder with a statement from the doctor.

## **ILL CHILD PROCEDURES**

1. Parents of children with a sore throat, inflammation of the eyes, fever of 100.4 degrees, lice, rash, vomiting, diarrhea (defined as frequent, 2 watery bowel movements), or other illnesses will get a call to pick up their child. This is to prevent other children from becoming ill. Children sent home with a fever will be excluded for a full 24 hours (state requirement).
2. The child shall be provided with his/her mat, sheet, and/or blanket and separated from other children only until the child can be picked up from the center.
3. The child's parent or a designated responsible person shall be contacted by phone immediately after the illness is discovered and required to take the child home. The child should be picked up within 45 minutes of notification.

## **MEDICATION**

TLCCC staff shall only administer medications prescribed by a physician in the event of an emergency such as an allergic reaction as outlined in a Food Allergy Emergency Plan. Nebulizers prescribed by a physician may be administered on a short term basis at the discretion of the director. The medication must have the child's name on it and must be properly signed in the medication log. Please see the director in charge to assist you in signing the medications in and placing them in a director's office.

TLCCC does not provide sunscreen, insect repellent or over the counter diaper ointment. Parents may bring these products which must be in the original manufacturer's container labeled with instructions and expiration date. The child's name must be clearly labeled and a written permission form is required. The form is included in your enrollment packet.

## **ACCIDENT OR INJURY**

1. Emergency Medical Care: If a child needs immediate professional care, the child will be taken to the Emergency Room at Northwest Texas Healthcare System. A staff member will accompany the child. The Director or Assistant Director will notify the parent at once.
2. Treatment of a Minor Injury: The childcare teacher will clean minor wounds, and band-aids will be used to protect such wounds. An ice pack will be used for minor bumps and swelling. The teacher will make an incident report for the child's parent and one for their file.
3. TLCCC will use the Emergency Room at Northwest Texas Healthcare System unless the parent states otherwise on their child's enrollment form.

## **HEARING AND VISION SCREENING**

The Special Senses and Communication Disorder Act, Texas Health and Safety Code, Chapter 36, requires a screening or a professional examination for possible vision and hearing problems for the following children who are enrolled in a Child Care Center.

- First-time enrollees who are four years of age or older and all children enrolled in programs who are four years of age by September 1<sup>st</sup> of each year will be screened for possible vision and hearing problems prior to completion of the first semester of enrollment or within 120 calendar days of enrollment, whichever is longest, or present evidence of screening conducted one year prior to enrollment; and
- Each child who is in the first, third, fifth or seventh-grade must complete a screening or examination within the school year.

## **IMMUNIZATION RECORD**

Each child shall have an immunization history, which states that the child has been immunized. It must be signed by the parent and put on file in the center. Each child must have the required immunizations. Infants who are too young for some of the immunizations must have documentation showing they are current with immunizations for their age.

Parents of enrolled children must notify the Director or staff if their child has been exposed to a communicable disease that has been diagnosed or suspected.

Parents of enrolled children shall be notified by management under the following circumstances:

1. If a child has been exposed to a communicable disease that has been diagnosed or suspected. Notification shall be posted at the entrance to the Center and on the parent bulletin board.
2. If a physician gives written documentation to the center that an inhaler must be available at all times for children with asthma. The Director or Assistant Director may keep it in the office in its original box.

NOTE: If medical diagnosis, treatment, and/or immunization conflict with your religious beliefs, you must sign an affidavit to that effect and attach it to the enrollment form.

## **DISCIPLINE POLICY**

Discipline at TLCCC is designed to help each child:

1. Develop an understanding and respect of feelings of other children and adults,
2. Learn self-control,
3. Identify his/her feelings, and
4. Choose alternatives.

It is not the philosophy of TLCCC to damage the child's self-image or to embarrass the child who is being disciplined. If the child shows signs of misbehavior such as increased noise or irritability, the staff will redirect him/her into something else. If a resolution cannot be reached, the child will be given a choice of two activities with a statement such as "perhaps you will be able to play calmly over here" guiding the child to a new area.

**There will be no physical punishment such as spanking.**

It is the philosophy of TLCCC to encourage a healthy self-image for your child. In order to make discipline a learning experience and enhance the child's self-esteem, our staff will:

1. Talk to the child, not at the child;
2. Treat the situation as privately as possible;
3. Kneel or sit at the child's eye level;
4. Keep body contact while speaking to a child, and hold the child's hand while talking to them;
5. Discuss the behavior with the child, and tell him/her why the behavior was wrong.

Keeping the child's respect, the teacher will:

1. Acknowledge and compliment good behavior,
2. Listen carefully,
3. Treat all the children fairly, and
4. Remember each child has his/her own characteristics.

Children at TLCCC shall not be subject to the following:

1. Spanking, hitting, swatting, and shaking;
2. Verbal abuse and threats;
3. Tying or binding or confining the child in a closet, locked room, or box;
4. Withholding or forcing meals, snacks or naps; or
5. Punishing for mistakes during toilet training.

Should TLCCC have a continuing problem with your child, a conference with the parents will be scheduled to work out a solution. If the behavior continues, the child's enrollment will be discontinued.

The Texas Department of Protective and Regulatory Services requires a Discipline and Guidance Policy be read and signed by each parent or guardian. A copy of such policy is on page 21.

## **EDUCATION POLICY**

TLCCC's intent is to provide the best possible learning environment for your child to help them develop socially, emotionally, intellectually, and physically; and most of all to build his/her self-esteem.

The daily program will include:

### **Spiritual Development**

1. Daily Bible Stories
2. Age appropriate activities associated with the daily Bible Stories
3. Weekly Chapel Services

### **Self-Esteem**

1. Staff - child interactions that are warm, nurturing, and compassionate.
2. Activities consistent with the children's backgrounds.
3. A consistent and predictable daily routine.
4. A physical environment that is appropriate for the child's physical size.

### **Social Development**

1. Make choices, problem solving and outcome.
2. Learn cooperative group behavior.
3. Opportunities to learn about cultural, ethnic, and individual differences.

### **Emotional Development**

1. Help each child identify personal feelings and feelings of others.
2. Opportunities for praising and encouraging each child in a positive manner such as leading a group, seeing his/her art displayed and being given responsibilities in the classroom.

### **Physical Development**

1. Nutritional needs through well-balanced meals and snacks.
2. Development of small muscle skills through activities including puzzles, play dough, stringing beads, and sand and water play.
3. Development of large muscle skills through outdoor play activities such as running, balancing, and jumping, and indoor activities such as dancing to music.
4. Development of hand-eye coordination through use of mazes and tracing.

## **Intellectual Development**

1. Development of communication skills through writing words, reading stories, singing songs, and reciting finger plays.
2. Development of creative expression through songs, dance, ethnic music, various art media, and dramatic play.

The daily routine is designed to accommodate the widest variety of learning experiences. The daily routine provides stability and consistency for the children while also providing room variation and flexibility.

- Large Group: Children are encouraged to interact as a large group, take turns, participate, and allow others to participate.
- Clean Up: Skills in group cooperation and being responsible for one's environment.
- Small Group: Children are helped to develop skills such as cutting, tracing, hand-eye coordination, and color identification, etc.
- Story Time: Children are encouraged to imagine. They are exposed to good literature, building vocabularies, and building knowledge of their own culture and that of others.
- Meal Time: Children will learn social interaction and increase food experiences and knowledge of food.

## **WHAT TO BRING FOR YOUR CHILD**

### Eating

1. All fluids (juice, water, and formula) can be in plastic bottles that have been prepared by the parents in the estimated proportion for each feeding. Please label bottles and caps with a permanent marker with first name and last initial of the child.
2. Please bring cereal and baby food, if appropriate, for your child. Please label with first name and last initial of the child.

As soon as your child is ready to eat table foods, we will integrate your child into our lunch program. For toddlers, we will provide additional snack times.

### Nap Time

Bring any items that your child will use at naptime such as a mat, pacifier, etc. Please label all items.

### Diapering/Toilet Training

1. Please bring a package of disposable diapers. Be sure to label the package. Bring any other diapering supplies that you use at home, such as diaper wipes, ointment, or prescribed medications. Be sure to label them with a permanent marker. In order to apply any ointments or powders on your child, you will need to label them with your child's name. We will store all of these items in the diapering area.
2. When you begin to think about toilet training, discuss this issue with your child's teacher. They have information to help you decide the best approach for your child.
3. Bring extra changes of clothes: 3 changes for infants six weeks to one year and 2 changes for one year to two years old. An extra change of clothes for older children are encouraged because accident and spills do happen to everyone. Extra clothes include socks, undershirts, sleepers, shirts, pants, etc.

### Clothing and Toys

All shoes worn at TLCCC must be secured to the foot with straps on the front and around the ankle with non-marking soft soles. Children enrolled in school (PK – 5<sup>th</sup>) must have athletic type shoes on or in their bag at all times for the school.

**No flip flops, backless, slide-on or hard soled shoes are allowed.**

Please help us by making sure your children are in the appropriate shoes daily. Feel free to stop by the office if you have any questions.

In the spring and summer months please make sure your child wears shorts under all skirts and dresses. When colder weather approaches, please bring mittens, hat and warm clothes every day. Weather permitting the children will be taken outside every day.

We have a good supply of toys and play materials for children to use. Please do **NOT** bring or send other play materials from home that you want returned, as they are difficult to keep track of and may cause problems of ownership among children.

**TLCCC will not be held responsible for lost, stolen or broken items brought to child care for any reason. So please do not allow your child to bring anything irreplaceable.**

### Transportation and Field Trips

We do not provide transportation to and from school. The children may have periodic field trips. The children that participate must be at least three years old and have a car seat provided by the parent. The field trip will be posted throughout the facility at least 48 hours in advance. The posting will list time of departure, return and where we will be going. Each child that participates in a field trip must have transportation permission given in their enrollment information.

## **WATER PLAY**

During the summer months we may allow children to play in sprinklers. There will be two or more staff members supervising at all times.

## **ANIMALS**

No animals or pets are allowed in the facility except service animals.

## **INFANT/TODDLER POLICY**

TLCCC seeks to provide competent and loving care for your infant or toddler. Because parents are the most important people in an infant's or toddler's life, the center will provide and request feedback about your child on a regular (daily) basis. We ask that you cooperate in the center's effort to maintain high quality programs by providing the center with requested information and by complying with TLCC policies.

Infants/toddlers contract contagious illnesses easily and in a center, share illnesses readily. We will not be able to prevent illness in your child, but for his/her well-being and the well-being of others, it is imperative that TLCC health policies are strictly observed.

Please try to talk to the Director or your child's teacher before your child begins in the center. You can inform them of any problems (allergies, sleeping problems, etc.) that your child may experience while in the center.

## **PARENT AND TEACHER CONFERENCES AND MEETINGS**

It is recognized that a close and cordial relationship between parents and teachers will enhance a child's achievement. TLCCC staff will communicate and work closely with parents in an effort to improve academic performance and to establish workable solutions to a child's behavior problems. The childcare staff and/or director may request a time to discuss concerns about behavior in the classroom.

Parents are welcome and encouraged to be an active part of their child's participation in our childcare center. Parents are an important part of making special programs and holiday events a success. The child care director's office is always open to come and discuss any concerns or about ways you would like to help and/or volunteer!

## **PARENT COMPLAINT PROCEDURE**

Parents or guardians who have a complaint should first discuss the matter with the teacher. If the outcome of that discussion is not satisfactory, a conference with the Director may be requested. If you are still not satisfied after following the first two steps you may request to speak to the Board for Childcare services.

## **EVACUATION POLICY AND PROCEDURES**

1. Fire evacuation and tornado evacuation procedures will be posted near each of the doors in the childcare center and practiced monthly.
2. In case of fire, a teacher will lead the children out of the room. Another staff member or volunteer will be at the end of the line to guide children, turn out lights, and check bathrooms for any children. The last adult from the room will take the attendance and emergency information. Children will meet at a designated area and sit with their teacher. Staff will continue to care for children after evacuation supplying water, milk/formula in a cooler & snacks as needed and age-appropriate activities (coloring books, toys) which will be included in their emergency kit until cleared to re-enter the building or parents are notified to pick up.
3. In case of tornado, children will be taken into a designated area. A flashlight and batteries will be kept in the classroom and in the office. While each teacher supervises the group, one staff member will take attendance.

Monthly fire drills will be scheduled (weather permitting), and the tornado evacuation routine will be rehearsed once every six months during the year.

## **GANG FREE ZONE**

TLCCC is a Gang Free Zone and gang related activity is prohibited, and is subject to increased penalty under Texas Law. Gang activity is prohibited within 1000 ft. of TLCCC.

**Discipline and Guidance Policy for:**

**Trinity Lutheran Church Child Care**

◆ 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.

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.

Texas Administrative Code, Title 40, Chapters 746 and 747, Subchapters L, Discipline and Guidance

My signature verifies I have read and received a copy of this discipline and guidance policy.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Check one please:

( ) parent      ( ) employee/caregiver      ( ) household member of child-care home

TLCCC STAFF - AUTHORIZATION FOR WITHHOLDING

DATE: \_\_\_\_\_

I hereby authorize Trinity Lutheran Church, School & Daycare to withhold each pay period:

\$ \_\_\_\_\_ for Daycare fees

\$ \_\_\_\_\_ for School fees

I also authorize the deduction of any outstanding fees due to Trinity Lutheran Church, School & Daycare from my final check upon termination of employment.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

NOTICE OF TERMINATION

DATE: \_\_\_\_\_

PARENT NAME: \_\_\_\_\_

CHILD(REN) NAME(S): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

MY CHILD(REN) WILL NO LONGER ATTEND TLCCC AS OF:

\_\_\_\_\_

TLCCC ACKNOWLEDGEMENT: \_\_\_\_\_

DATE: \_\_\_\_\_

POLICY:

A written notice must be given to and acknowledged by the Director or Assistant Director a minimum of two weeks prior to terminating your child(ren) from the center. Without this notice your childcare fees may continue to accrue and be considered delinquent.

AUTHORIZATION FOR VACATION

PARENT NAME: \_\_\_\_\_

CHILD(REN) NAME(S): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

MY CHILD(REN) WILL BE ON VACATION FOR THE WEEK OF:

\_\_\_\_\_

APPROVED BY: \_\_\_\_\_

DATE: \_\_\_\_\_

Policy:

A one week vacation (one week – no fees) may be taken with the approval of the Director or Assistant Director. A minimum one week written notice must be given.

ACKNOWLEDGEMENT OF TLCCC POLICIES

Date: \_\_\_\_\_

PARENT NAME: \_\_\_\_\_

CHILD(REN) NAME(S): \_\_\_\_\_

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**I Acknowledge that I have read and understand the polices and procedures in the Trinity Lutheran Church Child Care Parent Handbook.**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**I also acknowledge that I understand the Fee Payment Policy as follows:**

- 1) Fees are charged for the spot your child holds in the enrollment.
- 2) I have been given a fee schedule .
- 3) After twelve consecutive months of attendance, one week vacation (one week with no fees) can be taken each year, and must be approved by the childcare office at least 1 week in advance, with written notice.
- 4) Fees are pro-rated for Holiday closing or for bad weather closings.
- 5) Childcare fees are to paid one week in advance no later than the Monday of the week of attendance.
- 6) If an account becomes past due we can no longer keep the child in attendance. After the account has been paid in full, the child may be readmitted. All paperwork and associated fees will need to be resubmitted, if your child's spot has been filled your child may be put back on the waiting list.
- 7) Our legal hours to be open are 7:00 a.m. to 6:00 p.m. Do not bring your child in earlier than 7:00 a.m. or pick them up later than 6:00 p.m. Parents of any child remaining after 6:00 p.m. will be charged \$15 for the first 10 minutes after closing, and \$1 per minute after the first 10 minutes. Allowances can be made for an emergency only if the office is notified.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

