

Policy Statement

Twin Lakes Child Development Center
1150 S. Bell Blvd.
Cedar Park, TX. 78613
(512) 335-8141 / 335-8197

Goals of the Center:

- To provide a safe, happy, Christian environment for children which will enable both physical and mental development at each age level.
- To promote emotional and social growth and to encourage creativity in thought and action.
- To provide a free and open communication between parents and staff on concerns affecting your child's well being.

The Center is licensed with the Texas Department of Family and Protective Services, for 181 children: ages 0-12 years. Children of all races, creeds, and nationalities are welcome. As a licensed facility, TLCDC is required to abide by the HHSC Minimum Standards for Licensed Child Care Facilities. These basic rules are available in the office for you to view at any time at www.txchildcaresearch.org. A copy of our most current licensing inspection is posted on the parent information board.

The Center is open from 7:30 AM to 5:30 PM, Monday through Friday except the following holidays:

- New Years Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving and the following Friday
- The Wednesday BEFORE Thanksgiving, we are open 8-12 and the children must bring a sack lunch.
- Week of Christmas
- TLCDC will close one day a year (TBA) for Center Improvement.

These days are subject to change with a 2-week notice to parents.

Mission Statement

TLCDC exists to minister God's love to children, families and staff members through a quality program of early education and care.

Philosophy Statement

Twin Lakes CDC is committed to providing quality childcare in a Christian atmosphere. It is our belief that each child is a gift from God. Young children learn at their own "God given" pace through active interaction with the environment and caregivers. TLCDC will offer a variety of age appropriate activities, as well as lots of love and nurturing to assist each child in reaching his fullest potential.

TLCDC also believes that developing a partnership with parents is vital to the success of our program. The key to a positive relationship is working together and establishing an open line of communication.

Non-Discrimination Policy

Twin Lakes CDC does not discriminate on the basis of gender, race, color, religion, national or ethnic origin in admittance, education, or other administrative policies and extends to all rights, privileges, programs, and activities generally made available to students at the school.

Registration

To be enrolled, a child must be registered by a parent or guardian by fulfilling the following:

- Meeting with the Director
- Completing Enrollment Forms
- (Completing COVID Policy Updates)
- Completing Parent Right's Policy Update
- Completing Health Record Statement
- Completing "About My Child" Questionnaire
- Providing current Immunization Records
- Paying an Enrollment Fee
- Signing an Enrollment Agreement
- Signing a Discipline and Guidance Statement

Any changes in address, employment, release authorization, phone numbers, etc., should be reported to the director immediately. You may do this by completing a "Keep us Current" form which is located at the front counter. The entire registration process must be complete before your child is able to attend the Center.

All changes in enrollment requirements and operational policy updates will be sent home in writing. You will be asked to sign an acknowledgement to keep in your child's records. If you have questions regarding the information in the Parent Handbook, please feel free to discuss them with the director.

Health

State law requires a record of current Immunizations and a physician's report, verifying overall good health be obtained prior to admitting a child to the Center. The Center must have a record each time your child receives immunizations. Children will not be allowed to attend without a current immunization record or a detailed schedule of immunizations from the Health Dept. Children four and older are required to have a vision and a hearing test. The actual results of these tests must be provided. You may have these tests performed by your PCP.

Our permit holder is GOD* Claim your prize.

TLCDC Employees are required to comply with all required health guidelines from the Williamson County Health District's mandatory vaccinations requirements in order to work with or around children (i.e., TB testing, flu, shingle, etc.). Based on the level of risk that an employee presents to staff and children; employees will be required to use protective equipment such as masks and gloves when necessary.

TLCDC will conduct daily health screenings for an overall good health assessment including but not limited to temperature check, cold-like symptoms, marks or bruising, demeanor, and periodic head checks (TLCDC has a Nit free policy).

Financial Policies

Tuition

1. An enrollment fee is required upon registration. This is a non-refundable annual fee.
2. Tuition is due on or before the first of each month and considered late after the fifteenth of the month.
3. A \$50 annual supply fee is due April 1st or upon enrollment if you enroll after April 1st.
4. Accepted forms of payment are Tuition Express, Cash, Check, Money Order, and Bank Check if it is received before the 15th of each month.

Delinquent/withdrawal Collections Policy

- 1 A \$20 late fee is added each month that a payment is late. When payment is not made by the 25th of the month, your child will not be allowed to attend until complete payment is made. Personal checks will not be accepted for payments received after the 25th. If balance is not paid by the 1st of the following month enrollment will be terminated.
- 2 If your child withdraws for any reason (including non-payment), a new enrollment fee must be paid.
- 3 Checks returned for insufficient funds will incur a \$35 fee. If an account has two checks returned for insufficient funds, future payments must be made by cash or money order.
- 4 We do not accept postdated checks.
- 5 All unpaid accounts will be turned over to a collection agency. Parents will be notified prior to this procedure. Any balances left unsettled will be sent to On Line Collections after 30 days

Vacation/Sick Time

1. Vacation/Sick time will only be granted after 3 full month's attendance at the Center.
2. Your child must be absent 5 consecutive days in the same week period in order to take a vacation credit. Vacation Request Forms are available in the front office. All vacation request forms must be filled out and turned in 2 weeks in advance.
3. A total of 2 weeks' vacation/sick time is allowed per year (Excluding Summer Camp).
4. All other days absent will be charged at the full rate.
5. Credits may only be taken in weekly increments. No daily credits will be given. Weekly credits are determined by the following formula:

$$\begin{aligned} \text{Child's monthly tuition rate} \times 12 \text{ months} &= \text{annual tuition amount} \\ \text{Annual tuition amount} / 52 \text{ weeks} &= \text{weekly tuition amount} \end{aligned}$$

*Summer Campers will be allowed one-week vacation with no waiting period.

*All Students: Please note that your account must be current and in good standing to receive sick/vacation credit. No tuition credits will be given during a withdrawal notice.

After Closing Policies and Fees

Parents who pick up their children after 5:30 PM will be charged an "after closing fee" of \$1 per minute per child for each minute after 5:30 PM. This fee is to be paid at the time of pickup to the person in charge. All late pick-ups must fill out a "Late Pick-Up Form" with the amount due and paid in full, with cash, at the time of arrival or before the child can return to school. Please give us a call if you know you are going to be late. A phone call does not negate your responsibilities for the "after closing fee". If a child is not picked up by 6:00 PM, the local police and the HHSC/DFPS will be contacted. TLCDC is licensed from 7:30AM to 5:30PM; therefore, repeated tardiness will be grounds for dismissal from our program.

AFTERSCHOOL PICK-UP

TLCDC offers afterschool pick up for scheduled schools. Check with the Director to see if your school is on our designated list. There is no additional fee for afterschool pick up. However, it is your responsibility to notify the Center as soon as you are aware, OR BY 2:00 PM, if your child will not need to be picked up from school, or if your child will not be dropped off by their afterschool bus. **If you do not notify the Center, your account will be charged an additional \$5.00. Repeated offenses will result in termination of pick up.**

Referral Fee

We will credit your account with a \$150 referral fee if you refer another family to Twin Lakes CDC (excluding our summer camp program & subsidized accounts- After School will receive a \$50 credit). That family must be enrolled for at least three full months before the credit is given. The family must give us your name **at the time of enrollment.**

Withdrawal

To withdraw a child, a written notice is required at least 10 working days in advance. Any parent failing to do so, will be charged their normal tuition rate for two weeks. **No refunds will be given.**

Miscellaneous

TLCDC has designated parking spaces on the North side of our building. Please Park at a curb and NOT in front of the building or in the drive thru.

In order to comply with Texas Department of Family and Protective Services with the importance of parent/teacher communication and in consideration of your child, you MUST hang up your cell phone during pick up and drop off.

Teachers are not permitted to be "friends" with parents on social media sites. Parents must respect the privacy of other families and the staff at TLCDC.

We will occasionally invite a professional photographer in to take pictures, (Usually spring and fall). The staff of TLCDC will frequently be taking pictures of the children to capture their daily activities to share.

Some of the staff at TLCDC may be willing to baby sit after the center has closed or on weekends. TLCDC takes no responsibility for incidents that may occur after center hours.

TLCDC is concerned with the continued safety of our children. Please make sure that your child has the proper car seat. This includes when someone else is picking up the child. TLCDC may have extra seats available to lend; however, in the event of an accident TLCDC will not be liable for any damages related to the use of these seats. These need to be returned promptly the following day. If you have questions about car seat safety or installation one of the directors will be happy to assist you.

TLCDC is a gang free zone. This means that gang related activity within 1000 feet is prohibited and is subject to increased penalty under Texas law.

Any classroom pets will be handled only by the staff of TLCDC. We will follow all rules concerning the handling of animals as stated in the Minimum Standards.

Infant Care

TLCDC strives to foster a developmentally appropriate learning environment in a nurturing atmosphere. All infants grow and learn at their own pace; however, we are very conscious of their developmental milestones. Please work with your baby's provider to help us meet your child's individual needs.

1. Parents are responsible for bottles, formula, baby food, diapers, wipes, creams, etc.
2. Breast milk must be labeled with the child's first name, last initial and the date expressed.
3. TLCDC will provide an area for breastfeeding.
4. **ALL items must be labeled with child's first name and last initial.**
5. New feeding schedules must be updated and signed by the 1st of every month. Please make sure that you provide **detailed** information so the staff can administer the best care possible.
6. Twin Lakes CDC will abide by the Child Care Safe Sleep Policy "Backs to Sleep."
7. **Car seats should not be left at the Center unless another parent is picking the child up. Please leave car seats in the designated "Car Seat Parking" area labeled with the Child's first name and last initial.**

Meals

1. A well-balanced lunch will be served at no extra charge to all preschool children able to eat "table" food. (After School and Summer Camp children must bring their lunch. The center will not be responsible for the nutritional content of lunches sent from home.)
2. A morning and afternoon snack will also be provided. All children must eat breakfast before they come to the Center.
3. Monthly menus will be available online for you and one will be posted on the bulletin boards. Your child may bring their lunch if they prefer. If your child brings a lunch it must be a well-balanced nutritional meal. Substitutions may be brought but must be of the same nutritional value.
4. Formula and baby food for infants is to be provided by parents. Breast milk must be labeled with the child's first name, last initial and the date produced. Foods processed and prepared at home, must be labeled with the child's first name, last initial, contents and date prepared.
5. No food or drinks brought in the morning are to be eaten until children have gone to class. All food brought from home must be reserved for snack/lunch time.
6. No chewing gum is allowed at any time.
7. If a student has a food allergy, You MUST provide an action plan signed by the doctor and bring daily supplements for all meals/snacks unable to be eaten from the school menu.
 - All Staff are trained and educated on food allergies.
 - All prepared meals, prepared food brought into the program to be shared among children are commercially prepared OR prepared in a kitchen that is inspected by local health officials.
8. Our healthy snacks (as listed by the Texas Department of Agriculture) are available for school-aged children and served at the designated snack time.
9. We will provide milk for children who bring a ready-to-eat lunch from home.
10. Liquid hotter than 110 degrees F are kept out of reach of children.

***If your child will be arriving late to the Center, please notify the kitchen no later than 10:00 am. This will allow your child to be counted in the lunch count for the day. If you do not call by 10:00 am, you MUST provide a ready-to-eat lunch.**

Parties

The Center will be happy to help your child celebrate their birthday with their classmates if arrangements are made in advance. When invitations to private parties are distributed at the Center, all children in the class should be invited.

Nap Time

Parents are asked to provide a small pillow, crib sheet, blanket, and nap mat with the child's name marked in permanent ink. Mats may be purchased at the Center or at a teacher's supply store. Nap Mats must be in good condition with no rips or tears. Parents are responsible for the upkeep of all nap items. Nap linens must be taken home every Friday (or as often as needed) to be laundered and returned to the Center on Monday. Your child may not be dropped off during nap time hours (check the classroom schedule). All children will be resting at this time.

Disruptive behavior during nap time will not be tolerated. If we are having a problem, we will first contact the parents by phone. The second time we will ask the parents to pick up their child. If that doesn't resolve the problem, your child may be dismissed from the program.

Arrival and Departure

Parents will be assigned a code to access the front door. This code is to be used only by you. Please do not share this code with others who may pick up your child. The door code should NEVER be given to your children.

Children must always be walked into the building and placed with a TLCDC staff member before the parent leaves. When picking up your child, be certain a TLCDC staff member acknowledges that your child is leaving.

Every child MUST be signed in/out at the front counter upon arrival/departure with the time and parent/guardians initials.

To prevent unnecessary accidents, DO NOT ALLOW your child the freedom to run or roam the building, classrooms, hallway, or parking lot. TLCDC will not be held liable for accidents, incidents, or injuries that may occur to children who are not under the care of TLCDC staff. When children are released from the class to parents/guardians, they are no longer under the care of TLCDC staff. Children will not be released to a minor under the age of 18 years of age.

Identification will be required when picking up your child if a new caregiver is present and the regular teachers are unavailable. Departing children will only be released to parents or other persons listed on the release authorization form unless the parent calls to arrange a special release. Special release forms are available at the front counter.

Agencies/Transporters/Family Members must comply with identification and drop off times, no dropping off during nap time and must make contact by 10 am if being dropped off after 10 am. Children will not be released to individuals not on the pickup list without photo identification and documentation including Transporters and Case Workers.

Identification and a license plate number will be required of anybody who picks up a child that is not recognized by the staff. Always call the center if someone other than the parent will be picking up a child, even if they are on the release authorization form.

Custody

TLCDC will not get involved with custody disputes. TLCDC will follow a court order exactly as written. If your family has a court order on file, please provide us with the most recent copy. Please note: Per state law, in the absence of a court order, both parents have equal rights. With this being said, it is imperative that all enrollment forms are completed with both parent's information. A copy of a child's birth certificate may be requested at the director's discretion. In the event that a custody dispute takes place on our property, the local police will be called and asked to handle the dispute. Our staff will not be placed in the middle of such disputes. If a custody issue creates a risk for our facility or staff, TLCDC has the right to terminate care.

Teacher/Parent Communication

All pertinent information must be handled by the lead teacher. If you have special instructions for your child and the lead teacher are not available, please write them down. A "Message to my teacher" form is provided at the front counter. Develop a partnership with all your children's teachers. Establish an open line of communication. Always share your opinions, ideas, and concerns honestly. Do not be afraid to ask questions or to express any negative concerns. The key to a positive relationship is working together. Brief conversations are always welcome, but longer discussions should be arranged by appointment. Remember that the teacher must always have control of their classroom and cannot always visit with parents. An appointment will ensure that you have adequate time to discuss the issues. Should any concern arise that needs immediate attention or cannot be worked out with your child's teacher, please feel free to contact the director to set up an appointment to discuss your concerns further.

Parent/Facility Communication

It is very important that you check your child's folder/cubby every day. All papers pertaining to your child will be in their folder/cubby. This may include a daily report, daily learning activities, notes from the lead teacher or director, tuition statements, etc. Each classroom will also post upcoming events, illness logs, field trips, etc., on the bulletin board outside classroom door. Twin Lakes CDC will communicate information about your student and or building events through Remind 101, Kid Reports, and/or our website at www.twinlakescdc.org. Policies are reviewed annually and updated if necessary.

Absence

The center must be informed of any absences. Please call School to let Director/ Front Help know as this, affects our daily plans.

Parent Support & Additional Health AND Nutrition Practices

Please see Parent/Community resource center regarding: Breastfeeding, Screen Time, Oral Health, Health Benefit Resources, and various Professional Development and Healthy/Nutritional best practices in Spanish and English!

Additional Resources:

<https://www.healthychildren.org/English/healthy-living/oral-health/Pages/default.aspx> <https://www.texaschildrenshealthplan.org/what-we-offer>

Accommodating Families and Children

Our program supports families and children who may need additional accommodations; to include home language, special needs/differing abilities, and cultural backgrounds. We accommodate family culture in various ways: Spanish/English labels in each classroom, Spanish/English community resource flyers/documents, flexible teaching methods, designated space for intervention sessions or therapies when needed are a few ways we accommodate families.

Schedules

Each classroom has a schedule, which they try to follow as closely as possible. Consistency is the key to helping young children learn how to develop a sense of purpose and responsibility. It is very important for your child to arrive prior to 9:00 AM. If your child arrives late, they will miss part of their daily routine. It is also very important for you and your child to be greeted personally by the lead teacher. Once the day is underway, teachers must devote their attention to the other children in the class.

Parent Volunteers

(Although we appreciate parent involvement within our center, all volunteer, and our parent volunteer program and open-door policy has been suspended until further notice for the safety of all staff, parents, and children during COVID- 19.) The parent volunteer program provides an opportunity for parents to get involved in the Center and helps you become more familiar with procedures and activities. It is also a great way to get to know your child's teachers and the other staff. If you have some time and would like to volunteer, discuss your schedule with the lead teacher. All volunteers are required to submit and pass a criminal history background check with an FBI fingerprint check. TLCDC maintains an "open door" policy. This means that you, as a parent, are welcome to visit with your child as you see fit. We do ask that you take into consideration the effect this may have on your child's day, as well as the teacher's daily routine.

Parent Concerns

If you have a concern, discuss it with the lead teacher only. The lead teacher will take care of the problem or will explain our policy if needed. If the problem is not resolved to the satisfaction of the parent, it should then be brought to the attention of the director. At that time a conference with the concerned parties will be arranged. Suggestions and Program feedback is always welcomed! Please email Director with any suggestions/feedback!

Discipline

Twin Lakes CDC has the goal of establishing an atmosphere in which children feel safe, secure, and happy plus have a maximum opportunity to learn. Positive guidance is our philosophy. Redirection, verbalization of feelings, and consistency are all a part of positive guidance. Each room has rules and certain limits that must be maintained and enforced for the safety and well-being of all children and staff in the classroom. Under no circumstances will a child be allowed to continually disrupt a classroom. In certain situations, a brief quiet time will be used to allow a child to calm down and think about his/her actions. Parents will be asked to attend a conference if there is a problem the staff cannot resolve. The Center and the home will work together to arrive at a solution. We feel that consistency from all parties involved is the best way to handle these issues. Twin Lakes CDC reserves the right to terminate care of the child for discipline problems at any time.

Aggressive Behavior/ Challenging Behavior

We are aware that children are aggressive at times, but chronic aggressive behavior must be dealt with. For the safety and well-being of all the children at the Center we cannot allow a child to continually do bodily harm to themselves or others. This includes biting. A child that bites three or more times in one day will be sent home and a meeting with parents will be requested. Property destruction will also not be tolerated. Aggressive children need more one-on-one supervision than the Center can provide. For this reason, the Center reserves the right to terminate enrollment following a confidential conference with the parents.

Challenging Behavior

The policy/process includes teachers and/or director having ongoing conversations with parents to express concerns and discuss strategies in addressing challenging behaviors. Conversations are framed around the objective of the program. Parents are kept informed of their child's progress.

Class Assignment

Children are initially assigned to a class based on their age, skills, and overall level of development as evaluated by the director and lead teacher. Normally children enrolled are advanced to a new class on or near their birthday. Class reassignments may occur at other times when recommended by the director, based on reassessment of developmental progress and availability of space.

Curriculum

TLCDC believes that children learn best through actively engaging with people and things in their environment. Children are involved in hands-on experiences, real-life adventures, and assisted discovery as they explore concepts through play. TLCDC is a place where essential readiness skills are nurtured through play, investigation, and of course, fun! Our emergent based curriculum provides developmentally and age-appropriate activities and materials for exciting and wonder filled environments. Each teacher uses many available resources to plan the curriculum for their classroom. All lesson plans are posted for parents to view. Teachers are provided Curriculum training, planning time, access to obtain resources and timely feedback on lesson plans.

There may be times when screen time is utilized to enhance curriculum. Every group learns at their own level, according to each child's learning ability. Monthly calendars are provided with daily learning activities listed and can be accessed @ www.twinlakescdc.org. Please check your child's folder/calendar each day and discuss with them what they have learned in class.

Teachers utilize Informal Developmental Checklist, for assessing and to plan activities based on assessment levels.

Field Trips/Transportation

Permission slips must be signed before the child is allowed to go on any field- trip. Parents are always welcome to go along. Transportation will be provided in vans by the center. All children on the vans will be required to wear seat belts and or in car seats in accordance with Texas Department of Public Safety. No children under the age of three will be transported by the center (unless it is an emergency). An announcement will be posted beside the classroom stating where they are going, what time they will leave, and what time they will return.

When a class goes on a field trip, all children present in class that day must participate or parents must make other arrangements for care. All field trips must be paid in cash (Summer Camp tuition includes field trips). Parent Volunteers are welcome.

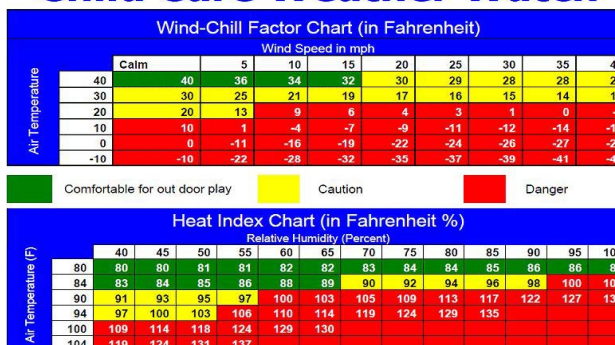
In compliance with TxDPS, all children under the age of 9 years and/or 4'9" who are enrolled in after-school care, or the summer camp program must provide a booster seat that meets transportation safety regulations.

Clothing

Children's clothing should be comfortable, washable, and suitable for daily indoor and outdoor activities. Dress clothes and shoes are inappropriate. To encourage development of independent bathroom skills, children's clothing should be easy for them to manipulate with a minimum amount of assistance. Shoes must be worn at all times. Open toe sandals, flip-flops and most leather soled shoes are dangerous for children to wear on playground equipment or hiking along the trail. We ask that you bring your child to school in tennis shoes. A complete change of clothing should be kept at the Center at all times. It is best if you place these permanently marked items in a marked zip lock bag and place them in your child's cubby. Outdoor play is scheduled twice daily. Please dress your child with the weather in mind. Spring and Fall are very unpredictable, so we ask that you bring a lightweight jacket to leave in your child's cubby. ALL jackets should be marked with your child's first name and last initial. Outdoor play is only canceled in the event of rain or extreme cold/heat.

Weather

Child Care Weather Watch



Promotion of Indoor and Outdoor Physical Activity

TLCDC strongly believes and supports the need for physical activity each day. When children participate in physical activity every day, multiple health benefits accrue. Regular physical activity builds healthy bones and muscles, improves muscular strength and endurance, reduces the risk for developing chronic disease risk factors, improves self-esteem, and reduces stress and anxiety. Beyond these known health effects, physical activity may also have beneficial influences on academic performance. In addition, cognitive skills and motor skills appear to develop through a dynamic interaction. Research has shown that physical movement can affect the brain's physiology.

Infants will be given opportunities for physical activity, including supervised tummy time.

Toddler age children will participate a minimum of 60 minutes of moderate to vigorous active play each day.

Preschool and Pre-Kindergarten children will participate a minimum of 90 minutes of moderate to vigorous active play each day.

School age (full day) will participate a minimum of 90 minutes of moderate to vigorous active play each day. (After-school) will participate a minimum of 30 minutes of moderate to vigorous active play each day.

Opportunities for active play may overlap with outdoor play when weather permits. TLCDC will promote all children's active play every day. Children will have ample opportunity to do moderate to vigorous activities, such as running, climbing, dancing, skipping, and jumping, to the extent of their abilities.

All children will participate each day in:

- o Two occasions of active play outdoors when weather permits.
- o Two or more structured or teacher-led activities or games that promote movement over the course of the day.
- o Continuous opportunities to develop and practice age-appropriate gross motor and movement skills.

Physical activity may take place in the classroom or on the playground, when weather permits. When weather conditions prohibit outdoor play, physical activities will occur in the classroom during the scheduled outside time. Classroom teachers have activities planned in advance for "rainy days".

Personal Items

The Center will provide each child with a storage unit for personal items. The parent will provide all other personal items. This includes, but is not limited to, a nap mat, diapers, wipes, a change of clothing, a small pillow and blanket, etc. ALL items must be permanently labeled. The Center will make reasonable efforts to safeguard children's belongings but will not be responsible for lost or damaged items. Except for special items needed to smooth the transition from home, toys and the like should be limited to "show and tell" days.

Water Play Days

During warm months the Center will have water play days on our playground with the water hose, sprinklers, etc. All children (except infants) need a labeled towel, sunscreen, and swimsuit. If your child has ear tubes, alert the lead teacher and record it on the "About My Child" questionnaire. Summer campers will be swimming at local public pools. Please make sure to notify teachers of swimming abilities and concerns. Sunscreen must be reapplied as needed by staff personnel, especially before swimming, water activities, and field trips.

Emergency Procedures

In the event of an emergency, the parent will be notified immediately. The Center will proceed with the parent's instructions. Please be sure the Center is able to reach someone in case of an emergency or illness. If the parent cannot be reached, the child will be transported to the nearest emergency center and the parent will be responsible for the bill.

Severe Weather/Emergency Action Plan

TLCDC will conduct monthly fire drills and emergency weather drills every three months. We will also practice "lock down" drills and emergency evacuation drills. Evacuation drills will require all the children to board the vehicles or to relocate to another building on the property.

If severe weather jeopardizes the safety of the child, the Center will close. Parents or a designated emergency pick up person will be contacted by Telephone, Remind 101, Kid Reports, and/or our Website. If the Center is going to be closed due to bad weather, you can follow the updates under LISD's announcement as we follow their recommendations.

Emergency Preparedness Plan:

In an emergency, the first responsibility of the staff is to move the children to the designated safe area or alternate shelter. In the case of any weather-related emergency, the directors will keep up to date using Television, Internet, and NOAA Weather Radio. The directors will notify staff of any immediate danger. The directors will also notify all parents by Remind 101, and if possible, by Email, Procure Parent Engagement , Phone, or our Website as emergency plans unfolds.

- Hurricane: all classes will evacuate to the 1-Way classroom located in building #3. Each teacher must carry their emergency bag, attendance sheet, and parent contact information.

- Tornado: all classes meet in the big room. Each teacher must carry their emergency bag, attendance sheet, and parent contact information. Little Angels and Little Learners go to the Little Learners with your emergency bag, attendance sheet, and parent contact information.

- Fire:

- > Structure Fire: all classes follow designated paths to meet at the back playground fence.

- If necessary, the Directors will lead staff and children to the 1-Way classroom located in building #3. Each teacher must carry their emergency bag, attendance sheet, and parent contact information.

- >Wildfire/Brushfire: all classes follow a designated path to the front of the building. Children will be loaded onto a vehicle and evacuated to a determined location. The Directors will contact Cedar Park Fire Department to determine this location.

- Each teacher must carry their emergency bag, attendance sheet, and parent contact information. The staff in charge assumes the role of the director and will ensure that all staff and children exit the building as well as ensuring the emergency kits are loaded onto the vehicles.

- Medical Emergency: The Directors will contact 911 for any child/staff needing immediate medical attention. If non-life-threatening, the directors may choose to transport the child/staff to the nearest designated Hospital.

- Communicable Disease: Any child/staff found to have a communicable disease will be sent home immediately. If they can't leave the facility within a timely manner the child staff will be quarantined in an unoccupied office classroom.

-Explosion or Chemical Spill:

>Inside Building: all classes follow designated paths to meet at the back playground fence. If necessary, the Directors will lead staff and children to the 1-Way classroom located in building #3. Each teacher must carry their emergency bag, attendance sheet, and parent contact information.

>Outside Building: all classes meet in the big room and Directors will seal off all entrances to the building.

-Intruder: all classes follow designated paths to meet at the back playground fence. In the event that evacuation is not possible, all staff and children must lock themselves in the nearest bathroom. The Director(s) will make all attempts to defuse a situation and to notify emergency personnel. The fire alarm will be engaged if possible and the staff knows not to exit their Safe Zone without a code word.

Insurance

In the event of an accident involving a child during the time they are in our care, each child is covered with a supplemental insurance policy. If an accident occurs before the child has been released to the teacher or after the parent has picked the child up it is no longer the responsibility of the Center, even if the accident occurs on our property. Our insurance does not cover the child with full coverage so we recommend that you be covered by a family health plan. A supplemental policy will only cover the portion which is not covered by insurance. Statements must be submitted from the insurance company with an itemized account of payments and balances due.

Child Abuse/Childcare Licensing

TLCDC staff are required by Texas state law and licensing requirements to report immediately to the police or Child Protective Services (CPS) 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. TLCDC has made a commitment to help increase awareness and prevention techniques to employees and parents through available trainings. TLCDC will continue to coordinate with community organizations on strategies to prevent abuse and neglect and provide pamphlets to parents and families on the prevention of abuse and neglect.

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 parents feel they need assistance with possible child abuse, neglect, or sexual abuse, we encourage you to get help.

Please call the National Parent Hotline at 1 855-427-2736 or visit www.helpandhope.org/find-help.html

Should you feel the need to contact HHSC/DFPS, their information is as follows:

Local CCL# 512-834-3426

HHSC/DFPS Website www.tdprs.state.tx.us

If you would like to report any suspected abuse or neglect the Statewide Abuse and Neglect Hotline
(800)252-5400

Medication

All medication must be a current prescription in the original container, and must have the child's name on it. State law requires that all medication must be given according to label directions. The Center **will not** administer over the counter medications, such as Tylenol and Motrin. The Center **cannot** administer medication after the expiration date. A medication form is provided at the front counter and must be filled out completely and signed before any medication is given. Please inform your physician that your child is in full day school and must be given medication that can be administered at home (morning and evening dose **MUST** be given at home). This will eliminate having to bring medication to the Center. If necessary, TLCDC will **ONLY** administer a midday dose if the prescription states the necessary dosage of three or more times a day.

If your child has a life saving measure necessity (i.e., Inhaler, Epi-pen, Benadryl), authorization to administer medication expires on the first anniversary of the date the authorization was provided.

In accordance with the HHSC/DFPRS licensing regulations, we must have in writing, a signed permission slip, annually, by the parent/guardian to administer sunscreen, bug spray, diaper cream, and any other necessary items being administered.

Illness

Children with the following will be sent home or should remain at home:

- Oral temperature of 100.4 or higher, armpit temperature or 99.4 or higher, rectal temperature of 101.4 or higher. Child must be fever free (with no medication) for 24 hours before returning to the Center.
- Conjunctivitis (pink eye)- may return 24 hours after first treatment (as long as eyes are no longer running)
- Bronchitis or RSV
- Impetigo- may return after treatment has begun, lesions must be kept covered.
- Lice- may return after entire family has been treated and is nit free
- Thrush- may return after treatment has begun
- Vomiting- must be symptom free for 24 hours
- Diarrhea (three or more in 24 hours)- must be symptom free for 24 hours A severe cold with fever, sneezing, and/or coughing
- An undiagnosed rash may be readmitted with a physician's note
- Any contagious disease

***Children sent home with any of these symptoms must be picked up within 1 hour of the Center calling.**

Reasons for excluding children who are ill from the Center:

- i. It is required by the Texas Dept. of Health
- ii. The child's presence poses an increased risk to other adults and children with whom they may come in contact.
- iii. The illness requires more care than the staff can provide without compromising the needs of the other children.
- iv. The illness prevents the child from participating in routine activities

Guidelines issued by the Texas Dept. of Health dictate the criteria for readmission to the Center. A doctor's release will be necessary for readmission following any contagious disease. Because of conflicting medical opinions about the advisability of readmitting children who still appear to be ill but are receiving treatment, the Center will err on the side of safety when making such decisions and ask for your tolerance and understanding. No parent wants to expose his or her child to any type of illness unnecessarily. While we regret the inconvenience caused by strict adherence to the guidelines, the health and safety of all the children is the Center's responsibility. Please notify the Center immediately if your child has been exposed to a contagious illness so other parents can be alerted.

The Center is required by the Texas Dept. of Family and Protective Services to provide outdoor time every day that weather permits. Due to this standard we must request that you keep your child at home if they are unable to go outside. 16 (Revised 8/23)

Termination Agreement

If tuition has not been received by the 25th of the month the enrollment agreement will be terminated immediately. If Twin Lakes Child Development Center determines a child's needs cannot be met, if a child displays chronic aggressive or destructive behavior, or if a child is continually disobedient, harming themselves or others, not providing the necessary daily items, not staying with their teacher, removing seatbelts or t-shirts off campus, use of profanity, habitual late pick-ups, or parents, children, &/ or family members not maintaining a harmonious relationship within the TLCDC community, the Center reserves the right to terminate enrollment following a confidential conference with the parents.

Update 11/2020

The following COVID-19 Policies are in addition to and supersedes the provided Parent Handbook/Policy Statement until further notice.

COVID-19 Policies Updated

Introduction

We place special emphasis at Twin Lakes Child Development Center on our employees and children as individuals and recognize that no manual can cover all situations.

Arrival Procedures

ALL PARENTS MUST SIGN IN YOUR CHILD AT DROP OFF & PICK UP AT THE FRONT COUNTER! (or the Adult in charge of picking up your child)

Upon arrival at Twin Lakes Child Development Center, all staff and children will check in, wash hands, put their belongings away, and receive a health check. The staff member receiving the child must sign the child into care using a two step process (TLCDC attendance sheet and the Procure Parent Engagement app). If the staff or child presents with a temperature above normal or signs of a possible illness after arrival, the staff or child will be excluded from care. Parents/Guardians will escort ALL walking children to their classroom door to be dropped off, where a staff/Teacher will greet them. As a parent, having your child walk along side you to class, encourages a sense of security, stability, and gives them ownership of where they are growing and learning. All staff members will wash their hands after entering the building/classrooms. During this COVID-19 Public Health Emergency parents or persons from the public will NOT be permitted to enter the classrooms. This procedure change is for the safety of all staff and children present in the facility and to limit, to the extent possible, everyone's risk of exposure. It is the responsibility of the parent/guardian to inform any Emergency Contact persons of the information contained herein

Illness Exclusion for Staff and Children

COVID-19: In order to maintain a safe and healthy environment for our staff and children, parents/guardians MUST inform Twin Lakes CDC if you have been around an individual that has tested positive or presumes positive for COVID-19. If you have any symptoms, you MUST isolate for at least 5 days after illness onset **and** at least 3 days (72 hours) after recovery. Parents and Staff MUST keep Twin Lakes CDC apprised of their return to the facility. Documentation by a Physician may be required before returning to the facility but will not supersede the policies set forth by TLCDC.

ILLNESS: Understanding that many of these symptoms can also be related to non- COVID-19, Twin Lakes CDC must proceed with an abundance of caution during this Public Health Emergency. These symptoms typically appear 2-7 days after being infected, please take them seriously. Staff and children will need to be symptom-free without any medication for 72 hours and in overall good health before returning to the facility.

Not all illnesses will present the same, but if children show signs of lethargy to the extent of affecting their performance in “keeping up” with the curriculum and/or peers, is inconsolable and/or aggressive or is more than one teacher can maintain in their class safely, parents will be notified and **MUST** pick up within 30 minutes of the call.

Staff and Children will not be admitted into care if they have the following symptoms:

Cold-like Symptoms

Cough

Runny Nose

Vomiting

Short of breath or difficulty breathing

Chills

Repeated shaking with chills

Muscle pain

Headache

Sore throat

Loss of taste or smell

One Diarrhea that cannot be contained in a diaper/clothes or a total of 3 or more in a 24-hour period Feeling feverish or a measured temperature greater than or equal to 100.0 degrees

Absenteeism

If a family must quarantine or is absent due to illness, tuition is due in full unless you have vacation credit available. Requests **MUST** be in writing. ALL policies remain as is; credit is given in weekly increments Monday through Friday of the same week.

Pandemic Tuition Policy

Should the center need to close for pandemic reasons, full tuition will be due for the first two weeks of closure. If the center is closed longer than two weeks, 50% of tuition will be due. Parents may give a 30-day notice to withdraw from the program if they feel it is in the best interest of their family. 50% of the tuition will be due during the 30-day notice period. A full registration fee will be required to re-enroll in the program after the pandemic and the registration will be due before their last day.

Out of the State/Country Travel

Parents/Staff will notify Twin Lakes Child Development Center management anytime they have traveled outside of the State and/or the United States. Twin Lakes Child Development Center has a right to exclude a staff or child from school if they or a member of the household has traveled to a State or Country that has been identified with the CDC as an "at-risk" area. Twin Lakes CDC will require a minimum of a 72 hour absence after an out of state or country travel.

Hygiene

Parents will use the hygiene station, with hand sanitizer, at the front counter when entering the facility. Upon arrival, employees will wash their hands before clocking in.

Food Service

Children will be served individual plates of food. Family Style Meals are exempt until further notice.

The center will use disposable items, for the majority, such as cups, spoons, and plates and use gloves when serving meals to reduce risk and cross-contamination.

Personal Protection Equipment

Employees MUST use personal protection equipment such as masks, gloves, and face shields on a as needed basis. All staff and children (over 2 years of age) MUST have a mask available while present at the center. There will be times children must wear a mask, provided by the parents, while in the facility and on the facility premises.

Supplies/Material Sharing

We must limit sharing of materials between students and staff to students. Therefore, parents/guardians MUST provide a shoe box of supplies from a list provided by Twin Lakes Child Development Center to be left at the facility and replenish upon request.

ALL children are required to bring the following 11 supplies.

*Supplies subject to change

(Children under 2yrs DO NOT need to bring a mask or scissors)

- 1- (1) Shoe Box Sized Clear Plastic Container with a lid (5.2qt)
- 2- (2) Glue Sticks
- 3- (1) 8ct Washable Markers
- 4- (1) 16ct Crayons
- 5- (1) 4oz Glue
- 6- (1) Blunt Tip Scissors
- 7- (1) 5oz Playdoh
- 8- (1) Watercolor pallet w/brush
- 9- (2) Full Changes of clothing in a Zip Lock Bag
- 10- (1) Pair of Shoes (Playground appropriate) to leave at the center
- 11- (1) Child Sized Mask in a Zip Lock Bag to leave at the Center

Parents/Guardians must provide several changes of clothes, for each child, left at the center to be used when or if any items of clothing are soiled with bodily secretions.

After School Pick Up/Field Trips

Upon re-entry into the facility, all staff and children will have their shoes washed off, sanitized, disinfected, and left outside to air dry in the sun. All participants will wash their hands, masks, shirts and (clothes if needed) will be changed and washed. Children and staff, may be asked to wear thier masks in the vehicle if deemed necessary. Vehicles will be sanitized and disinfected often.

Use of soap, sanitizer, and masks (when needed) are practiced on all after school pickups/fieldtrips.

Mixing Classrooms/Combining Children

Employees are not to combine classrooms or mix groups without approval from Center Management.

Disclosure Statement

I understand that outside of care, in order to control exposure in the community,

I will comply with all state, county or local stay-at-home orders. Parents and Staff will follow any recommendations from the CDC that limit our risk of exposure.

I will immediately notify Twin Lakes Child Development Center management if I become aware of any person with whom my child or I have had contact that exhibits any of the symptoms listed on page 2, is advised to self-isolate, quarantine, or has tested positive, or is presumed positive for COVID-19 or any other infectious illness. Further, I will immediately notify Twin Lakes Child Development Center management if anyone from my place of employment or schooling is presumed positive or test positive for COVID-19 or any other infectious illness.

Compliance

While present in the facility each day my child will be in contact with children, families, and other employees who are also at risk of community exposure. I understand that no list of restrictions, guidelines, or practices will remove 100% of the risk of exposure to COVID-19 as the virus can be transmitted by persons who are asymptomatic and before some people show signs of infection. I understand that I play a crucial role in keeping everyone in the facility safe and reducing the risk of exposure by following the practices outlined herein.

I understand that the Rules, Regulations, and Restrictions are ever evolving to keep up with the ongoing safety from COVID-19. I understand and will comply, although I may not agree with at times, with the rules set forth by Health and Human Services Commission, Presidential Guidelines, and Governor of the State Executive Orders, Department of Health, and Center for Disease Control, City Ordinances, County Ordinances, and Twin Lakes CDC.

Parent's Rights

A parent or guardian of a child enrolled in a childcare center has the right to:

- Enter childcare during operation with an open-door policy.
- Review the childcare center's publicly accessible records.
- Review the childcare center's written records pertaining to their child.
- Receive inspection reports and information about how to access the childcare center's online compliance history.
- Have the center comply with a court order that prevents another parent or guardian from visiting or removing the child.
- Be given the contact information for the childcare center's local Child Care Regulation office.
- Obtain a copy of the childcare center's handbook.
- Information on the childcare center's training is available.
- File a complaint against the childcare center
- Exercise these rights without receiving retaliatory action by the childcare center.