



PARENT HANDBOOK

SUMMER ADVENTURE CAMP 2019



WELCOME TO TARRANT COUNTY KIDS!

We hope you and your child have an enjoyable experience in our Summer Adventure Camp! Good communication between you, your child, and the program staff will help to make each day a rewarding one. This handbook is designed to answer questions and to provide important information. Please take a few moments to read through this guide with your child. It will help familiarize you with our policies and procedures as well as details about payments and requirements, and give you a better understanding of Summer Adventure Camp!

THIS HANDBOOK WAS REVISED

March 2019

and

CONTAINS RECENT REVISIONS BASED ON STATE LICENSING STANDARDS

ADMINISTRATIVE OFFICE

2820 Matlock Road
Arlington, TX 76015
Main: 817-468-0306
tarrantcountykids.org

SUMMER PROGRAM LOCATIONS

Little Elementary
3721 Little Rd
Arlington, TX 76016

West Elementary
2911 Kingswood Blvd
Grand Prairie, TX 75052

Account Manager

Lisa Dia

Director of Tarrant County Kids

Ryan Miller

CEO

Jennifer Limas

For questions about enrollments and payments, contact the Account Manager.

For questions, concerns or comments about the programs, contact the Director of Tarrant County Kids.

WE THANK YOU FOR THE OPPORTUNITY TO SERVE YOUR FAMILY.
WE HOPE YOU AND YOUR CHILD HAVE A SAFE AND FUN SUMMER WITH
TARRANT COUNTY KIDS!

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ABOUT US

Tarrant County Kids is a before and after-school care program providing safe, affordable, and convenient licensed care for children ages 5-12 in the Arlington ISD elementary schools we serve. **We also provide all-day care during most school holidays and breaks to include two and a half months of Summer Adventure Camp!**

During the time spent in our program, your children will engage in fun and educational activities. A good summer camp choice can build a positive foundation that will last a lifetime for your child and give you peace of mind while you work!

Throughout the summer, children are served two nutritious snacks each day (provided by Arlington ISD at no charge to the parents) and offered a wide variety of activities to choose from to make their vacation from school enjoyable. Activities include:

- Daily games and hands-on activities
- Arts and crafts projects
- Sports and recreation
- Multiple field trips to various places around Arlington and DFW
- On-site field trips and parties
- Technology time



PROGRAM HOURS

- Summer Adventure Camp 2019 operates from June 3 to August 16, 6:30am to 6:30pm, Monday through Friday. We are not open on the weekends.
- We are closed Thursday, July 4 in observance of Independence Day.
- Children will not be accepted prior to opening at 6:30am.

STAFFING

Our programs are staffed by quality personnel who are screened and trained in accordance with state licensing requirements. All our employees are required to obtain the following:

- Childcare Pre-Service Training (8 hours)
- Continuing child-related training annually (15 hours)
- Pre-employment criminal background check with the state of Texas DFPS
- FBI fingerprints
- Tuberculosis test
- First Aid & CPR certification

It is our expectation that staff members represent Tarrant County Kids in a positive and professional manner always. We are confident in our staff members and their ability to serve as role models and implement excellent programming.

Sites are randomly and regularly inspected by both state licensing representatives and the Director of Tarrant County Kids.

***We are an equal opportunity agency.
We do not discriminate based on race, sex, age, ethnicity or religion.
Tarrant County Kids is a subsidiary of Girls Inc. of Tarrant County.***

ENROLLMENT POLICIES

ADMISSION

Enrollment fees are as follows and are non-refundable:

- \$25 - First child
- \$20 - Second child
- \$15 - Third child
- All children must be enrolled for each school year and each summer session.
- Enrollment forms must be submitted in person (original signatures are required) at our administrative office located at 2820 Matlock Road in Arlington.
- Enrollment forms are available on our website at www.tarrantcountykids.org.
- Payment for the first week of care, enrollment fees, and prior balances (if any) must be paid upon enrollment and prior to the first day of service.
- Your child is not considered enrolled until all required forms and payments are received, and therefore, may not attend the program. Please verify that enrollment is completed prior to your child's first day.

ENROLLMENT STATUS

Children are enrolled as **one** of the following statuses:

- **FULL-TIME:** Your child will regularly attend three or more days.
- **DROP-IN:** Your child will attend occasional and unscheduled.
 - Any child attending three or more days in a week will be charged the full-time weekly rate (see fees section).

ENROLLMENT REQUIREMENTS

All enrollment forms must be filled out completely to include:

- Complete doctor's information including address and phone number.
- Current addresses and phone numbers for parents and emergency contacts.
- Current Arlington ISD lunch letter showing free or reduced lunch rate (if applicable)
- Current immunization and hearing & vision records. If your child's records are on file at his/her current school, you must provide the name, address, and phone number of school. TB exams are not required by the City of Arlington or Tarrant County Health Department now; the TB exam record is not required.
- Current photographs of every authorized pick-up person (**West only**).
- Notarized enrollment forms (**West only**). For your convenience, forms can be notarized at our administrative office.
- A **Food Allergy and Anaphylaxis Emergency Care Plan** is necessary for any child with a medically diagnosed food allergy. The form must be signed by the parent and physician. **For all other special care needs**, we require a written statement of your child's special care needs to include, but not limited to, food/other allergies, existing illness, previous serious illness/injuries, hospitalizations within the last 12 months, behavioral/emotional issues, and any medications prescribed for continuous, long-term use.

All changes to contact information, including addresses and phone numbers, must be immediately communicated to our administrative office at 817-468-0306.

PAYMENT POLICIES

PAYMENT SCHEDULE

Children enrolled as **FULL-TIME** will be charged the weekly rate.

- Payment is due no later than 6:30pm on Monday of the week services are rendered.

Children enrolled as **DROP-IN** will be charged the daily rate for each day attended, or the weekly rate if attending more than three days.

- Payment is due no later than 6:30pm on Monday following the week services are rendered.

Your balance must be paid **in-full and on-time** or you will be charged a **\$15 Late Payment Fee**.

- Failure to pay in full by the Friday of the week of payment will result in your child being removed from the program.
- Children removed from the program must be re-enrolled and will be subject to fees per enrollment policies.

METHODS OF PAYMENT

- Check or money order payments will be accepted at the administrative office. No post-dated checks will be accepted. **Cash is not accepted.**
- Credit card payments may be made online at www.tarrantcountykids.org, in person or by calling the administrative office.
- The administrative office has a mail slot for payment drop-offs after business hours. Payments made through the mail slot prior to 9am Tuesday morning will not be late.
- Your child's name must be written on all checks and money orders.

PENALTY FEES

- **\$15 Late Payment Fee** - This fee will be applied if you do not pay **in full and on-time** per the payment policies listed above.
- **\$10 Failure to Notify Fee** - This fee will be applied if you do not notify Tarrant County Kids in advance of your **FULL-TIME** student being absent from the program. **DROP-IN** students are not subject to this fee. Applies to school year programs only.
- **\$10 Late Pick-Up Fee** - This fee will be applied for each 15-minute increment after 6:30pm that your child has not been picked up.
- **\$25 NSF (Non-Sufficient Funds) Fee** – This fee will be applied for all returned checks. After two returned checks, you will be required to pay by money order or credit card.
- **\$25 Chargeback Fee** – This fee will be applied for all credit card chargebacks. After two chargebacks, you will be required to pay by money order or check.

PARENTAL NOTIFICATIONS

We strive to keep all parents informed regarding program changes or other important information affecting your child or your account as they occur. Parents are notified of these changes either by posted notice at the program site, written notice given to the parents at the program site, or phone calls and emails from our administrative office.

WITHDRAWAL FROM SERVICES

You are required to call the administrative office prior to withdrawal if your child is no longer going to attend the program. Re-admission will require an enrollment fee per enrollment policies. You will continue to be charged until we have received notification. Any applicable refunds are approved and processed at the administrative office.

SUMMER PROGRAM POLICIES

SIGN-IN PROCEDURES

A parent or authorized person must sign-in your child each day of attendance. Your initials and time of arrival are used to sign-in.

SIGN-OUT PROCEDURES

Children may not leave the summer camp program without being signed-out by:

- An authorized person on the enrollment form (must have ID).
- A person (not on the enrollment form) authorized by emergency pick-up verification procedures (see below).
- Pick-up personnel must be 18 years of age or older. Otherwise, an **Authorization for Minor Pick-Up** form must be completed by the primary contact.
- Children will not be released to any person without verification of identity of the person that the Site Manager and/or Site Instructors do not know.
- To sign-out a child, the pick-up person must legibly write the current time and their initials on the attendance. State guidelines require all children to be signed out at the time of pick-up.

Please be prepared to present your identification (especially during the first week), and make sure that anyone who is picking up your child has proper picture identification and is on the pick-up list.

EMERGENCY PICK-UP VERIFICATION PROCEDURES

If your child is being picked-up by someone not listed on the enrollment form, the following steps must be completed to ensure the safety and security of your child:

- The primary contact must call the administrative office or summer camp site to inform the program staff of the emergency pick-up name and information.
- The security code on the enrollment form and valid ID of the emergency pick-up person must be presented at the time of pick-up.

LATE PICK-UP FEE

A **\$10 Late Pick-Up Fee** will be applied for each 15-minute increment after 6:30pm if your child has not been picked up.

- We will attempt to contact the parents and emergency contacts to arrange pick-up of a child after 6:30pm.
- Our staff are still on the clock when parents are late picking up, therefore Late Pick-Up Fees will not be reduced or waived for any reason to include traffic and weather issues.
- This fee must be paid in full along with your weekly tuition by the following Monday no later than 6:30pm.

- If you have three Late Pick-Up Fees, your child may be removed from the program.
- We will contact the Arlington Police Department if your child is not picked-up by 7:30pm.

PERSONAL BELONGINGS

- All belongings should be clearly marked with your child's name.
- Money is not allowed except for field trip purposes or special occasions. If your child brings money to the program, Tarrant County Kids cannot be responsible for lost or stolen money, or purchases made. If your child purchases something the staff deems inappropriate, the item will be taken away and given to the parents at pick up.
- Children can bring personal gaming systems, toys and other personal items. However, if an item begins to cause problems, it will be taken away and given to parents at pick up.
- Please remind your child to take all belongings home every day.

Tarrant County Kids will not assume responsibility for lost, stolen or broken items at the school site or on field trips.

PERSONAL COMMUNICATION DEVICES

To avoid interference with program facilitation, your child's cell phone use will be limited. If your child needs to communicate with you on an emergency basis, the program's phone will be made available. We will not be able to accommodate daily communication but will make every effort to see that your child's needs are met.

LUNCH AND SNACKS

- **Your child must bring a sack lunch to the program every day.**
- Tarrant County Kids provides a nutritious snack in the morning and afternoon.
- If desired, children may bring snacks from home, but may only eat it during snack time.
- Only individually-wrapped items can be shared with other children on special occasions.
- Special needs dietary restrictions must be communicated by the parent and appropriate forms completed.
- We will attempt to meet any special dietary considerations.

STAFF RATIO

Tarrant County Kids strives to maintain a child/staff ratio of 15:1 at the site, and 10:1 for field trips. The Texas Department of Family and Protective Services requires a ratio of 26:1.

FIELD TRIPS AND TRANSPORTATION

There are scheduled field trips (to include swimming at outdoor pools) throughout the summer. Costs associated with all field trips are included in your weekly fee.

- You will be notified if additional money is needed for specific field trips.
- Children can bring extra money to purchase items for themselves on some field trips, but not all.
- All children present must attend all field trips.
- There are not staff present at the program site during field trips.
- Parents must ensure their child is signed-in prior to departure for a field trip.
- Transportation is provided using AISD school buses with AISD bus drivers.

OUTDOOR SAFETY

Children will experience outdoor activities in our program, which may include playing on the school's playground equipment. Play equipment at each of our program sites (schools) may or may not meet Licensing standards specified by the Department of Family and Protective Services.

BEHAVIORAL EXPECTATIONS

CHILD & PARENT RESPONSIBILITIES

Children must...

1. Learn to accept the consequences for his/her own actions.
2. Respect the rules that guide him/her during the day, and will control his/her feelings so that his/her actions do not hurt anyone in the program.
3. Not willfully destroy or harm any equipment or property in the building, or anyone else's property while he/she is in the program.
4. Keep hands, feet and objects to themselves.
5. Not use inappropriate language.
6. Remain with a staff member always.
7. Return materials and equipment to the place they found them.
8. Finish activities and clean up afterward.
9. Use the restroom without assistance.
10. Successfully operate within a ratio of child/staff ratio of 15:1.

Parents must...

1. Act in a respectful manner when dropping off or picking up their child. Abusive language or threatening behavior will not be tolerated and may be grounds for removal.
2. Assist us in working with their child regarding behavioral issues. Appropriate behavior and cooperation are expected of all program participants.
3. Refrain from walking through the gym into the school for any reason.
4. Remain near the entry table when picking up their children.

DISCIPLINE & GUIDANCE

In accordance with the Texas Administrative Code, Title 40, Chapters 746 and 747, Subchapters L, Discipline and Guidance, our agency adheres to the following guidelines:

- Discipline must be:
 - Individualized and consistent for each child;
 - Appropriate to the child's level of understanding; and
 - Directed toward teaching this 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:
 - Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
 - Reminding a child of behavior expectations daily by using clear, positive statements;
 - Redirecting behavior using positive statements; and
 - 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:
 - Corporal punishment or threats of corporal punishment;
 - Punishment, shaking, or biting a child;
 - Hitting a child with a hand or instrument;
 - Putting anything in or on a child's mouth;
 - Humiliating, ridiculing, rejecting, or yelling at a child;
 - Subjecting a child to harsh, abusive or profane language;

- Placing a child in a locked or dark room, bathroom, or closet with the door closed;
- Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

The Tarrant County Kids standard of child guidance is positive and based on assisting the child to learn to better control his/her responses to situations.

BEHAVIORAL CONSEQUENCES

When a child chooses to misbehave or not follow the instructions of the program staff:

- He/she will be verbally redirected for minor incidents.
- He/she will be separated from the other children in a brief time-out. Time-outs are approximately five minutes long and are designed to allow the child to think about his/her actions and start fresh afterwards.
- Additional time-outs may be used for continued misbehavior, and a Behavior Report will be written. **Behavior Reports** are on-site notices designed to inform parents of their child's behavior. We require the parent to sign the Behavior Report and then it is turned in to our administrative office. Copies of Behavior Reports may be requested.
- Under normal circumstances, when two or three Behavior Reports are written for a child, the parent will receive:
 - **1st Letter** – This is the first warning. This letter also serves as a reminder to review our rules and policies within the parent handbook. The Behavior Reports will be attached. If another Behavior Report is written after the parent has received the 1st Letter, then the parent will receive the 2nd Letter.
 - **2nd Letter** – This is the final warning. This letter is our last attempt to encourage positive behavioral change. Once again, Behavior Reports will be attached. If another Behavior Report is written after the parent has received the 2nd Letter, the parent will then receive the 3rd Letter.
 - **3rd Letter** – This letter is a notification of suspension or expulsion from the program. Suspensions last five program days. Upon return from a suspension, the child is subject to further suspensions or expulsion if the behavioral issues continue.
- Behavior that is more extreme, such as acts of physical aggression or inappropriate language and/or touching, may be grounds for immediate suspension and/or expulsion from the program.
- If a child destroys property belonging to Tarrant County Kids or the school, the parent will be responsible for paying for the cost of the damage.
- Any child exhibiting behavioral problems will not be allowed to participate in field trips.



Tarrant County Kids reserves the right to remove any child at any time for any purpose the agency feels is reasonable. Tarrant County Kids also reserves the right to request without advanced notice that a child is picked up immediately due to behavior concerns.

Tarrant County Kids provides a quality experience for most children, however, it is not the best environment for every child or for the same child at different developmental stages.

EMERGENCY PROCEDURES

MEDICAL RELEASE

Parents of all children in our programs are required to submit a medical release form providing Tarrant County Kids permission to seek medical attention for your child in case of an emergency.

- **It is imperative that parents notify the Administrative Office of any change to home, work and medical phone numbers.**
- Incorrect numbers may result in the removal of your child from our program.

IN CASE OF ACCIDENT

Tarrant County Kids always considers the child's safety above all other factors and will call for emergency medical assistance whenever immediate medical attention is needed.

- A member of the staff will carry out immediate First Aid/CPR and/or call for assistance.
- A member of the management staff will call you (or emergency contact) to advise you of any accident needing medical attention.
- In case the parents or designated person cannot be reached, a staff member will have the authority to transport the child to a hospital.

MEDICATION ADMINISTRATION

We will not administer medication (prescription or non-prescription) without the written authorization of the parent on an **Authorization for Administering Medication** form.

- The Authorization for Administering Medication form must specify the dates, times and amounts of medication to be given, and it must be kept on file at the site.
- Any medication brought to the site must be in its original container and clearly labeled with the child's first and last name and given to the site manager.
- For children with periodic and recurring medical problems requiring continuous medications (such as asthma or diabetic medications), the parent must provide written authorization every six months.

SPECIAL CARE NEEDS

We require a statement of your child's special care needs or problems to include, but not limited to, food/other allergies, existing illness, previous serious illness/injuries, hospitalizations within the last 12 months, behavioral/emotional issues, and any medications prescribed for continuous, long-term use.

- **Food Allergies** – A Food Allergy & Anaphylaxis Emergency Care Plan is necessary for any child with a food allergy that has been diagnosed by a health-care professional (we have this form in our office). The form must be signed by both the parent and the child's health-care professional.
- **Other special care needs** – A written, signed and dated statement from either the parent/guardian or the child's physician describing the child's special condition.
- Your child must be able to participate in a group setting and not require one-on-one care.

IN CASE OF ILLNESS

Please do not bring your child to the program with a contagious illness. If it is apparent that your child is ill and should not remain at the site, you will be called and asked to make other arrangements.

- Children who did not attend school for reasons of illness cannot attend after-school care that day.



- If your child feels ill during the program and cannot participate, we will attempt to give your child a place to rest while you are notified.
- State law requires those children with a temperature of 100.4 or higher be sent home. If a child is sent home with fever, he or she must be free of fever for 24 hours before returning to the childcare program. You will be asked to pick up your child immediately.
- Signs of possible severe illness include unusual lethargy, irritability, persistent crying, difficulty breathing, rash with fever, pink eye(s), behavioral changes or any other unusual signs.
- If your child has had two or more episodes of diarrhea or vomiting within 24 hours, the child may only return to childcare after the diarrhea or vomiting has subsided for 24 hours.

SAFETY DRILLS

Fire drills are conducted monthly at each of our sites. Severe weather and lock-down drills are conducted once every three months. Each site has an **Emergency Preparedness** plan which is available for your review at any time.

ADDITIONAL INFORMATION

GRIEVANCE POLICY

Should a problem, question or complaint arise, please speak with the Site Manager.

- If you are not satisfied, you may contact the Director of Tarrant County Kids.
- If, after speaking with the Director of Tarrant County Kids, you are not satisfied, you may contact the CEO.
- All problems, questions or comments concerning billing and enrollments should be directed to the Account Manager.
- We welcome your ideas, comments, and questions. Feel free to contact us!

PARENTAL OBSERVATION & PARTICIPATION

Tarrant County Kids has an open-door policy whereby parents can observe their child(ren), the childcare center's operation, and program activities, without prior notice, at any time during the hours of operation.

Parents wishing to stay longer than 15 minutes must have a current background check and volunteer form on file with Tarrant County Kids, and be approved by the Director of Tarrant County Kids.

LICENSING & MINIMUM STANDARDS

Tarrant County Kids maintains the minimum childcare standards as set forth by the Department of Family and Protective Services. A copy of the Minimum Standards and our most recent Licensing Inspection Report are posted for your review at every childcare site, and are available upon request at our administrative office.

Parents may contact the local Licensing office of the Department of Family and Protective Services (DFPS) by calling 817-321-8000, or visit them through the DFPS web-site at **www.dfps.state.tx.us/child_care/about_child_care_licensing**.

To report suspicions or incidents of child abuse or neglect, contact the Child Abuse Hotline at:

- 1-800-252-5400.

Summer Adventure Camp

Tuition Fees 2019

FULL-TIME WEEKLY RATE (*three or more days of care is considered one week*)

| | |
|-----------------------|---|
| Regular Lunch | \$110 - First child \$100 - Second child \$ 90 - Third child and any subsequent |
| Reduced Lunch* | \$100 - First child \$ 90 - Second child \$ 80 - Third child and any subsequent |
| Free Lunch* | \$ 90 - First child \$ 80 - Second child \$ 70 - Third child and any subsequent |

DROP-IN DAILY RATE (*one or two days of care only*)

| | |
|-----------------------|--|
| Regular Lunch | \$37 per day - First child \$34 per day - Second child \$31 per day - Third child and any subsequent |
| Reduced Lunch* | \$34 per day - First child \$31 per day - Second child \$28 per day - Third child and any subsequent |
| Free Lunch* | \$31 per day - First child \$28 per day - Second child \$25 per day - Third child and any subsequent |

ENROLLMENT FEES (*non-refundable*)

| | | |
|--------------------|---------------------|--------------------|
| <u>First child</u> | <u>Second child</u> | <u>Third child</u> |
| \$25 | \$20 | \$15 |

* All lunch rates are based on the current school year. We must have a copy of the reduced/free lunch letter on file for your child to receive the correct rate.

Updated March 2019



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Arlington, Texas 76015
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