



Childcare Handbook

TEGA Kids - 4525 Milwaukee Ave. Ste. #800 Lubbock, TX 79407 - (806) 866-9765

TEGA Kids 2 - 12306 Indiana Ave. Ste. #400 Lubbock, TX 79423 - (806) 696-4735

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Welcome to TEGA Kids!

We are excited to partner with you to create a fun, safe, and educational environment for your child.

This handbook outlines the policies and procedures that help ensure the well-being of all children enrolled in our programs.

Please read through it carefully and reach out with any questions.

GENERAL INFORMATION

OPERATION TIMES

- TEGA office hours: Monday–Friday, 10:00 am–6:00 pm.
- KDO Summer Camp runs June–August, 8:30 am–6:00 pm; early drop-off starts at 7:30 am.
- After School Care (August–May): Monday–Friday, includes school pick-up, nutritious snacks, and age-group activities. Care ends at 6:00 pm. Early pick-up provided for early dismissals and school holidays. See camp dates.

STATEMENT OF PURPOSE

Our program offers high-quality, safe, and nurturing care that supports children’s physical, emotional, creative, social, and cognitive development.

ENROLLMENT PROCEDURES

Register online via TEGA’s registration page before participation. For children with special needs, medical conditions, or behavior plans, a meeting with the director is required before attendance.

TUITION

After School Care (ASC) tuition is billed monthly and auto-drafted on the 20th of the prior month, based on a 36-week school year divided into equal payments (includes holiday breaks). Summer KDO tuition is drafted weekly; payment schedules are provided at registration.

DROPPING OFF YOUR CHILD

Facility opens at 7:30 am for summer early drop-off. Breakfast may be brought and eaten between 7:30–8:00 am. Campers should arrive by 8:30 am; the day begins promptly at 8:45 am.

PICK UP PROCEDURES

AFTER SCHOOL CARE:

Before 4:30 pm, pick up at the Main Gym Lobby. After 4:30 pm, pick up at the sports courts; staff will call for your child. Anyone other than the parent/guardian must be listed as a contact and show ID.

IF TEGA TRANSPORTATION IS NOT NEEDED:

Notify the front desk by 1:00 pm at (806) 866-9765 to mark your child as “no pick up.” TEGA staff won’t leave schools until all students are accounted for. Delays due to unconfirmed pickups may affect other locations.

KDO PICK UP:

Pick up between 4:30–6:00 pm at sports courts (suite #400). For early pick-up, come to the main front desk. Call (806) 866-9765 if you want your child ready upon arrival.

HOURS & LATE POLICY:

TEGA is open 10:00 am–6:00 pm during the school year. Late fees apply if picked up late. If a child is not picked up within 30 minutes after closing, TEGA must contact Child Protective Services.

CURRICULUM OVERVIEW

TEGA offers a hands-on, developmentally appropriate program promoting education and physical activity through exploration and discovery.

GOALS & OBJECTIVES

- Social: Play and communicate with peers/adults, adjust to groups, accept differences, build community, adapt to change.
- Emotional: Develop positive self-concept, embrace risks and mistakes, show independence, express emotions appropriately.
- Physical: Build gross/fine motor skills, hand-eye/foot coordination, body awareness, and basic gymnastics skills.
- Creative: Encourage creative expression with art supplies and introduce rhythm, beat, and music.
- Intellectual: Advance language, pre-reading/reading, shapes/colors, numbers, science concepts, listening skills, and attention span.

MUSIC & MOVEMENT

Music is essential for creativity, imagination, and self-esteem development.

REST TIME

KDO students have rest time after swim lessons. ASC students may rest if requested.

KDO CURRICULUM

Kids Day Out includes indoor/outdoor sports, arts & crafts, swimming, gymnastics, and field trips. See the daily schedule for details.

SNACK

An afternoon snack is provided during the school year and summer. Parents must send clearly labeled personal snacks for allergies and all AM snacks.

LUNCH

Please send a labeled lunch box with spill-proof drink, utensils, and napkins. A microwave is available. TEGA is not responsible for nutritional content but encourages kids to eat healthy first before dessert.

SUNSCREEN & INSECT REPELLENT

TEGA applies sunscreen and bug spray as needed. To opt out or provide your own, notify your child's teacher with personal supplies.

DRESS CODE

Dress your child in clothes suitable for gymnastics, play, and crafts. If wearing a skirt or dress, please include shorts underneath.

Send a labeled, complete change of clothes (including socks and underwear) daily in a Ziploc bag. Outdoor play happens twice daily unless temperatures are above 100°F or below 40°F. Dress your child appropriately and send a labeled coat during fall and winter.

DISCIPLINE POLICY

Our goal is to help children understand their actions, how they affect others, and make positive choices to resolve conflicts. Discipline is:

1. Individualized and consistent
2. Age-appropriate
3. Focused on teaching self-control and acceptable behavior

Caregivers use positive methods that encourage self-esteem and self-direction, including:

- Praising good behavior
- Clearly reminding of behavior expectations daily
- Redirecting with positive statements
- Brief supervised "cool down" time (max 1 minute per year of age)

Prohibited Discipline Methods:

- Corporal punishment or threats
- Punishment related to food, naps, or toilet training
- Pinching, shaking, biting, hitting
- Forcing anything in/on a child's mouth
- Humiliation, yelling, ridiculing, rejection
- Harsh, abusive, or profane language
- Isolation in locked/dark rooms or closets
- Extended silence or inactivity inappropriate for age

We encourage open communication with parents to decide on actions when needed.

Three-Strike Policy for Harmful Behavior:

- Immediate parent notification and same-day pick-up
- Third offense: three-day suspension
- Continued harmful behavior may lead to dismissal
- TEGA reserves the right to terminate care for discipline issues at any time

FIELD TRIPS

- Written permission and payment are required in advance for all field trips.
- TEGA provides transportation; parents may not drop off or pick up at the site.
- You will receive advance notice and activity details.

PARTY INVITATIONS

To avoid exclusion, please send invitations to every child in your child's class. TEGA cannot share phone numbers.

PARENT LETTERS

- Monthly ASC and weekly KDO calendars with curriculum and activities will be sent home.
- Event updates will be emailed—please keep your email current in our system.

WATER ACTIVITIES

- Summer KDO (Kinder–5th grade) swims daily in our onsite pool, supervised by certified lifeguards and teachers. Children attending school holiday camps have the option to swim.

CAMP DAYS

Childcare for K–5th graders is offered on some school holidays at our Milwaukee Ave location. Register in advance at tegakids.com or via the app; spots are limited. Registration closes the Friday before each camp day.

- Drop off as early as 7:45 am; pick up by 6:00 pm
- Full access to TEGA Kids facilities, indoor/outdoor play, and field trips
- Bring snacks and lunch
- Rates: \$69/day for current ASC students, \$79/day for others
- Swim time in our heated indoor pool now added to camp day schedule. Please bring swim attire and towel (labeled- towels often end up as lost items) along with a labeled ziploc bag for wet clothing.

PARENT CODE OF CONDUCT & RESPONSIBILITIES

CODE OF CONDUCT

At TEGA Kids, we strive to create a safe, respectful, and child-focused environment. To support this:

- Profanity is prohibited. Adult language and swearing are not appropriate in a facility serving young children.
- Threatening behavior toward staff, children, or other parents will not be tolerated, in accordance with the Texas Department of Family and Protective Services.
- TEGA reserves the right to terminate care in response to disruptive or inappropriate behavior from a parent or guardian.
- All adults—including parents/guardians—are expected to follow the discipline and guidance policies outlined in the Texas Minimum Standards for Child Care Centers.

PARENT OBSERVATION & PARTICIPATION

Parents are always welcome to observe their child's class from the lobby viewing area.

PARENTS WHO WISH TO ATTEND FIELD TRIPS:

- Must complete a background check prior to participation.
- Children must ride TEGA transportation (to and from) in order to attend field trips.

PARENT RESPONSIBILITIES

- Children must be signed in and out by the custodial parent or an approved adult listed on file.
- Staff members are not allowed to transport children under any circumstances.
- If custody or pick-up arrangements are in place, a court-issued document must be provided and kept on file.

PERSONAL BELONGINGS

- Students should not bring toys to TEGA unless specifically requested by a teacher.
- Please limit accessories, as they can interfere with gymnastics and swim activities.
- No electronics or cell phones are allowed.
- TEGA is not responsible for lost, damaged, or broken items.

ONGOING PARENT INVOLVEMENT

- Help us provide the best experience for your child by:
- Communicating concerns promptly to a supervisor or director.
- Reading all notices posted in the facility, sent via email, or included in your child's folder.

ADDITIONAL REMINDERS

- Meal times are posted at the front desk. Please ensure your child arrives on time to be included.
- Late arrivals cannot be accommodated for meals and may disrupt the schedule.
- No gum or candy is allowed in the facility.
- Check and restock your child's spare clothing regularly; remove soiled clothing promptly.
- **Label all belongings, especially towels – the most common item in lost and found.**

FACILITY POLICIES: SMOKING, WEATHER, AND HOLIDAY CLOSURES

SMOKING POLICY

In compliance with the Texas Department of Family and Protective Services, smoking is not permitted anywhere on the premises – indoors or outdoors.

WEATHER POLICY

Inclement Weather Closures:

- TEGA follows Frenship ISD decisions for weather-related closures.
- If Frenship ISD closes, TEGA will also close.
- If Frenship ISD announces a delayed start, please call the facility for updated schedules regarding classes and childcare.

OUTDOOR PLAY REQUIREMENTS

As required by state licensing, outdoor play (ODP) must be offered twice daily.

- Children will not go outside when the temperature is: below 40°F, or above 100°F
- Please ensure your child is dressed appropriately for the day's weather.

HOLIDAY CLOSURES

TEGA will be closed on the following dates for After School Care & Kids' Day Out:

- September: Labor Day
- November: Thanksgiving Holiday
- December: Christmas Break
- March: Spring Break
- April: Good Friday
- May: Memorial Day
- July: Week of the 4th of July

REMINDERS

Early pick-up days and Camp Days will be posted on the TEGA website and TEGA Kids app.

- Email reminders will also be sent to all families.
- Please check your email regularly to stay informed and avoid missing important updates.

EMERGENCY PREPAREDNESS & SAFETY POLICIES

EMERGENCY PREPAREDNESS PLAN

TEGA maintains a comprehensive Emergency Preparedness Plan to ensure the safety of all children in our care. We conduct monthly emergency fire and weather drills in accordance with safety standards.

FIRE EVACUATION

- Students will exit facility in a calm, single-file line and relocate to the south field next to AirMax.
- Staff will carry our emergency binder, which includes all student emergency contact information.
- Parents will be contacted via cell phone for immediate reunification.

SEVERE WEATHER

- During severe weather, students will be kept indoors and away from windows in designated safety areas.
- Children will remain in these areas until the weather passes or parents arrive.

Please note: TEGA phones are Internet-based, and service may be lost during a power outage. In this case, we will use cell phones to contact families.

OFF-SITE RELOCATION

In rare circumstances requiring off-site evacuation, students will be relocated to:

- Church on the Rock – North Campus (just north of TEGA)
- Staff will contact parents via cell phone for reunification instructions.

A full copy of the Emergency Preparedness Plan is available for review upon request

EMERGENCY MEDICAL PROCEDURES

In the event a child requires medical attention:

- Parents/guardians will be contacted first.
- If unreachable, we will contact the emergency contact on file.
- If both attempts fail and immediate care is needed, 911 will be called and emergency services will be requested.

GANG-FREE ZONE

- TEGA is officially designated as a "Gang-Free Zone."
- Gang-related or organized criminal activity within 1,000 feet of our facility is prohibited and subject to increased penalties under Texas law.

ILLNESS & EXCLUSION POLICY

At TEGA Kids, your child's health and the health of others is our top priority. To help prevent the spread of illness, we follow strict health and safety guidelines, including those outlined by the Texas Department of Human Services.

WHEN A CHILD BECOMES ILL AT TEGA

If a child becomes ill during the day

- they will be separated from the group to minimize exposure to others
- Parents will be contacted immediately; a current, working phone number must be on file
- Parents are required to sign a release form allowing for emergency medical care in case of serious illness or injury

EXPOSURE TO COMMUNICABLE DISEASE

If exposure to or symptoms of a communicable disease are present, TEGA may require:

- Proof of diagnostic testing with negative results, OR
- Proof of completed treatment, prior to re-admittance

DO NOT BRING YOUR CHILD IF THEY SHOW ANY OF THE FOLLOWING SYMPTOMS:

- Fever
- Sore throat
- Earache
- Inflamed or red eyes
- Rash or ringworm
- Diarrhea or vomiting
- Discolored runny nose
- Cough or congestion accompanied by fever
- Headache
- Discharge from eyes, ears, or nose
- Impetigo
- Any suspected communicable disease

****Children must be symptom-free for at least 24 hours without the use of medication before returning***

REQUIRED EXCLUSION PERIODS (PER TEXAS DHHS)

Illness Exclusion Period

- Fever: Until fever-free 24 hrs without anti-fever meds
- Diarrhea/Vomiting: Symptom-free for 24 hours
- Chicken Pox: 6 days after the last crop of blisters
- Cold/Flu: Until after the acute stage
- Giardia: Until released by a doctor
- Head Lice/Scabies: After 24 hours of treatment
- Impetigo: After 24 hours of treatment
- Infectious Hepatitis: With written release from physician
- Meningitis: With written release from physician
- Mumps: 9 days after swelling begins
- Pink Eye (Conjunctivitis): Until released by physician
- Poliomyelitis: With written release from physician
- Rubella (German Measles): 5 days after rash appears
- Strep/Scarlet Fever: After 24 hours of treatment
- Viral Hepatitis: With written release from physician

YOUR COOPERATION MATTERS

With so many children in our care, illnesses can spread quickly. Your timely cooperation with this policy protects everyone and helps ensure a healthy, happy environment for all.

HEALTH & SAFETY POLICIES: IMMUNIZATIONS, MEDICATION, AND POLICY UPDATES

IMMUNIZATIONS

The Texas Department of State Health Services requires all children enrolled in licensed child-care facilities to be immunized against:

- Diphtheria
- Pertussis
- Tetanus
- Poliomyelitis
- Haemophilus influenza type b (Hib)
- Measles
- Mumps
- Rubella
- Hepatitis A and B
- Invasive Pneumococcal Disease
- Varicella (chickenpox)

Immunization requirements vary by age. The official immunization schedule is located at the back of this handbook. Additional information: www.ImmunizeTexas.com

EXEMPTIONS

Exemptions may be granted on an individual basis for:

- Medical reasons: Requires a signed statement from the child's physician, valid for one year from the date signed.
- Reasons of conscience, including religious belief: Requires a signed affidavit from the parent or legal guardian.

For assistance with exemption requirements, please contact the childcare director.

** A complete immunization record must be on file with TEGA by your child's first day of attendance.**

MEDICATION POLICY

TEGA prefers not to administer medication. However, if it becomes necessary, the following procedures apply:

- Requirements for ALL Medications:
 - A written, dated, and signed request from a parent or physician must be provided.
 - All medications must be logged in the Medication Log located in the sign-in book.
 - Medications must be handed directly to the teacher and will be stored securely.

PRESCRIPTION MEDICATIONS:

- Must be in the original container.
- Label must include:
 - Child's name
 - Date
 - Dosage instructions
 - Doctor's name
- Non-Prescription Medications:
 - Must be labeled and dated.
 - Must include clear usage directions on the container.

If your child does not meet the age or dosage requirements on the label, a physician's note is required.

POLICY CHANGES

If TEGA updates any operational or policy procedures, parents will receive written notification. Parents must sign, date, and return the policy change acknowledgment form to the front desk. Vaccine-Preventable Diseases – Staff Policy

At this time, TEGA does not require staff members to obtain immunizations for vaccine-preventable diseases.

VIDEOS

At times we will watch a video. TEGA will provide the movies. All movies we watch are rated G.

GRIEVANCES

If you have a complaint, please speak to the Director. If you do not feel that your complaint was handled correctly, speak to the Management. We take parent grievances very seriously and will take immediate corrective action whenever possible. Please send email to **marcathomastega@gmail.com**

WITHDRAWAL

Your child's spot for TEGA After School Care is reserved from the date of registration through **May** of that year. Therefore, if you decide to withdraw your child, we require a 30-day written notice send via email to **mykids.tega@gmail.com**. We also urge you to set up an appointment with the Director to discuss your reason for leaving, and to provide us with an objective opinion about the strengths and weaknesses of the program. Kid's Day out with draws must occur by May 1st. After this date you are responsible for what you have registered for.

LICENSING INSPECTION

Parents are welcome to view our most recent licensing inspection or review the Minimum Standards. To contact the TXDPRS please call 806-698-6969. To report abuse please call the PRS Hotline at 1-800-252-5400 and visit their website at www.dfps.state.tx.us or www.txchildcaresearch.org.

PREVENTION OF CHILD ABUSE

Child abuse and neglect are against the law in Texas, and so is failure to report it. TEGA provides annual training to employees to increase awareness of issues regarding child abuse and neglect, including warning signs of abuse and neglect, as well as methods for increasing employee awareness of prevention techniques for abuse and neglect. Anyone that suspects abuse should report it within 48 hours, and may use the child abuse and neglect hotline at 1-800-252-5400.

United States Consumer Product Safety Commission (CPSC)

A children's product is considered to be unsafe if it has been recalled by the CPSC. CPSC recalls may be accessed at: www.cpsc.gov or dfps.state.tx.us

Texas Child Care Licensing: www.txchildcaresearch.org

ADMINISTRATIVE & SAFETY POLICIES

POLICY CHANGES

If TEGA updates any operational or policy procedures:

- Parents will receive written notification.
- Parents must sign, date, and return the policy change acknowledgment form to the front desk.

VACCINE-PREVENTABLE DISEASES – STAFF POLICY

At this time, TEGA does not require staff members to receive immunizations for vaccine-preventable diseases.

VIDEOS & MEDIA

- Occasionally, students may watch a movie provided by TEGA.
- All movies shown are rated “G” and are age-appropriate.

GRIEVANCE PROCEDURE

If you have a concern or complaint:

- First, speak with the Director.
- If unresolved, escalate to Management.
- TEGA takes all parent concerns seriously & will implement corrective action whenever possible.
- You may email directly at: marcathomastega@gmail.com

WITHDRAWAL POLICY

After School Care:

- Your child’s spot is reserved **from registration through May**.
- If you choose to withdraw early, a **30-day written notice is required**.
- Send withdrawal notice to: mykids.tega@gmail.com
- A meeting with the Director is encouraged to share feedback on your experience.

Summer Kids’ Day Out:

- Withdrawals must be submitted by May 1st, after which families are responsible for all registered sessions.

LICENSING, SAFETY & ABUSE PREVENTION

LICENSING INSPECTION & REPORTING

Parents are welcome to review:

- TEGA's most recent licensing inspection
- Minimum Standards for Texas Child Care Facilities

Contact Texas Department of Family and Protective Services (TXDFPS):

- Local Office: 806-698-6969
- Report Abuse: 1-800-252-5400

Websites:

- www.dfps.state.tx.us
- www.txchildcaresearch.org

PREVENTION OF CHILD ABUSE & NEGLECT

REPORTING ABUSE IS REQUIRED BY LAW IN TEXAS.

TEGA provides annual training to all employees to:

- Recognize signs of abuse and neglect
- Understand mandatory reporting requirements
- Practice prevention techniques
- Anyone who suspects abuse must report it within 48 hours.

Abuse/Neglect Hotline: 1-800-252-5400

PRODUCT SAFETY

Children's items found to be unsafe or recalled by the U.S. Consumer Product Safety Commission (CPSC) are not permitted.

To check for recalls, visit:

- www.cpsc.gov
- www.dfps.state.tx.us