



Operations Policies for Tiger-Rock Martial Arts of Hutto After School & Summer Camp Programs

Tiger-Rock Martial Arts of Hutto (TRMAH) is licensed by Texas Health and Human Services (HHS), Department of Family and Protective Services (DFPS) and follows the “Minimum Standards for School-Age and Before or After-School Programs”.

License #1624625

Tiger-Rock Martial Arts of Hutto
503 W. Front St
Hutto, TX 78634
512-846-1112

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Please understand, no policy manual or handbook can cover all situations.

Welcome to Tiger-Rock Martial Arts After School and Summer Camp Programs!

Tiger-Rock Martial Arts of Hutto's goal is to be the leading After School and Summer Camp Program. Our program gives children ages 5-12 years old enriching opportunities to develop the whole child. We believe a balance of exercise and caring childcare enhances growth and development in all areas: physically, socially, emotionally, creativity and intellectually. This is achieved in a safe and nurturing environment with caregivers who are dedicated to enriching children's lives.

Mission Statement

Our mission is to provide quality martial arts and a leadership program with a commitment to excellence by facilitating learning in a safe and nurturing environment.

1. Program Hours of Operation

The After School Program and Summer Camp follow the HISD school calendar and holidays. During the summer, TRMAH observes the Independent's Day holiday and Tiger Rock tournament week.

- After School hours: HISD release time (including on scheduled early release) until 6:30 pm
- Summer Camp hours: 9:00 am-3:00 pm (doors open at 7:30 am)
- Summer Camp with Extended Care hours: 9:00 am-6:00 pm (doors open at 7:30 am)

2. Procedures for Release of Children

Sign-in/out and pick up is managed outside the Tiger-Pride room. For the safety of the participants, only staff, instructors, and students may enter the Tiger-Pride room. Children will only be released to an adult listed on the "Student Emergency Contact & Consent for Care" form. Photo ID's are required for anyone picking up a student (including parents).

Signature and **time of pick up** is required for signing out a student. Please, also inform others you designate to pick up your child about the procedures.

3. Illness Exclusion Criteria

Your child's health is of great importance. Children who are ill should not attend or be brought to TRMAH. TRMAH observes the standards set by Hutto Independent School District (HISD), Texas Health & Human Services (HHS), and Center for Disease Control (CDC). If a child becomes ill while in our care, we will contact the parent/guardian. We will care for the sick child apart from the other children to the best of our abilities while giving proper supervision to all children. We will give extra attention to hand washing and sanitation practices. TRMAH does not have a nursing facility to aid ill children or to keep others from catching illnesses/infections, so please arrive quickly when you are called to pick up your child. The child should be picked up within 30 minutes of receiving notification but should not exceed 60 minutes. If a child is not picked up within a reasonable time the child may be transported to a medical facility for care at the family's expense.

Per Licensing requirement 744.2576, a child who was ill may not return until the child is free of illness symptoms for 24 hours or have obtained a health-care professional's statement that the child no longer has an excludable illness or condition.

Children will be sent home or excluded from returning for the following:

- Illness that prevents the child from participating in activities, including martial arts lessons
- The illness results in a greater need for care than caregivers can provide without compromising the health, safety, and supervision of the other children
- Temperature of 100.0 degrees Fahrenheit or greater (BEFORE taking medications like Tylenol or Advil)
- Lethargy
- Abnormal breathing
- Diarrhea more than once within 24-hours
- Vomited more than once within 24-hours
- Rash with fever
- Mouth sores with drooling
- Appears ill

- Healthcare professional diagnoses of a communicable disease and does not have medical documentation stating to child is no longer contagious
- Sore throat or swollen glands
- Nasal discharge or chronic cough
- Symptoms of contagious illness, or 24 hours prior to starting an antibiotic regimen
- Mucus or pus draining from the eye (conjunctivitis, also known as pink eye)
- Bacterial meningitis or tuberculosis
- Scabies, head lice, ringworm of the body or scalp, and pinworms
- Convulsions or seizures
- Sustains an injury which needs medical attention or close observation

(COVID-19) Illness Exclusions

- temperature reading 100.0 degrees Fahrenheit or greater
- cough
- sore throat
- headache
- diarrhea
- muscle pain
- loss of taste or smell
- shortness of breath or difficulty breathing
- chills or repeated shaking with chills
- close contact in the last 14 days with someone who is ill with a respiratory illness, under investigation for COVID-19, or has confirmed diagnosis of COVID-19
- visited someplace in the last 14 days with travel restrictions or ongoing transmissions
<https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notice.html>

Individuals who have a confirmed diagnosis of COVID-19, or are under investigation for COVID-19, or are ill with respiratory illness should not return until they no longer have any symptoms of COVID-19, have obtained a health-care professional's statement that they no longer have an excludable illness or condition, and have met the criteria to discontinue home isolation.

4. Medication

TRMAH does **NOT** administer, **NOR** store medication for your child. This includes prescription and "over-the-counter" medication. Please inform your physician of the hours that your child is in After School or Summer Camp Programs. Knowing this, many doctors may order longer acting medications. If a child requires medication to be taken 3 or more times per day, it is questionable if the child is healthy enough to be in care at our facility. *Exceptions are emergency medications that may be permitted at the Director's discretion with advance approval such as: insulin, EPI pens, asthma inhaler, and seizure medication.*

5. Procedures for Handling Medical Emergencies

TRMAH makes every effort to prevent accidents and illnesses. In the case of minor injury or accident, the staff will administer basic first aid and may call the parent or inform the person who picks up the child at the end of the day. The staff will call 911 in the event of a serious injury or illness requiring immediate professional emergency care. As appropriate, the staff will administer CPR or first aid and a parent/guardian will be notified immediately. If parents are unavailable, those individuals designated as emergency phone contacts will be notified. For this reason, it is always important to keep your records current including ongoing medications that your child takes on a daily basis (ex: allergy or ADHD medication). Parents are responsible for all medical bills that may arise.

6. Procedures for Parental Notifications

Open communication with parents is very important for each child's success. TRMAH has multiple ways of communicating with parents. In some situation, parents may be asked to sign documents acknowledging that communication has taken place.

- Verbal communication
- Written memos on the sign-in/out log
- Email notifications
- Weekly newsletters
- KickSite emails
- Social media such as FaceBook

7. Discipline and Guidance Practices

TRMAH staff members are trained to use positive method of discipline and guidance that encourages self-esteem, self-control, and self-direction. This is done through praise and encouragement for good behavior instead of focusing only upon unacceptable behavior, reminding a child of behavior expectations daily by using clear, positive statements, and redirecting behavior.

Examples of discipline include: talking with the child about the situation, behavior redirection, time-out, removing from the group, privileges reduced or removed, and parental contact. Physical exercise is a part of each child's martial arts training when enrolled in the After School, Virtual Learning, or Summer Camp Programs; therefore, jumping jacks, pushups, sit ups, and other physical exercises may be used as consequences for behavior choices or not following directions. TRMAH will not use corporal punishment.

Notes on the sign out sheet allows TRMAH to notify parents about incidences, or request to speak with the parent when they arrive regarding student's behavior. TRMAH encourages positive cooperation with the family when dealing with a child's disruptive behavior.

8. Suspension and Expulsion of Children

Good behavior is expected for all students. Participants are expected to keep hands and feet to themselves. Foul or abusive language, disruptive behavior, running or shouting in areas other than the gym area are not allowed. If a student is unable, or unwilling to correct their behavior, exhibit discipline issues, does not participate or stay with the group, damages property, or causes injury or is a danger to themselves or others, parents will be notified to pick up their child immediately (including at off-site locations) and suspension or removal from the program could occur. TRMAH reserves the right to terminate care for discipline issues at any time without reimbursements including, but not limited to: deposits, tuition, and merchandise. Outstanding balances or damages caused will be due immediately and may be collected from the members account on file.

9. Meals and Food Service

TRMAH does not have a food handling license. A snack will be offered in the afternoon when not in martial arts lessons. All snacks are pre-packaged, single serving which should not be considered as a meal replacement. During camp days, a morning snack will be offered as well as an afternoon snack to participants in the extended care. Campers must bring their own healthy, non-refrigerated, non-microwavable lunches.

10. Immunizations Requirements for Children

Immunization records must be current for all children enrolled in the After School Program and Summer Camp. TRMAH does not require copies of immunizations records, as long as the parents have a signed statement that the child's immunizations are current, their records are on file at their academic school, and immunization records can be made available to TRMAH if requested. The signed statement must also list the school's name, address, and phone number.

11. Enrollment Procedures

All enrollment paperwork is required to be completed before the student can start our program. Incomplete paperwork will not be accepted. Deposits are non-refundable. Parents will be notified of any policy change in writing within 30 days. Paperwork required for enrollment includes:

- Registration form
- Deposit
- Billing Agreement
- Operations Policies acknowledgement
- Student Emergency Contact Info
- After School, Virtual Learning, or Summer Camp Handbook acknowledgement
- Food Allergy Emergency Plan (if applicable)
- Emergency Medication (if applicable and approved)
- Custody Order (if applicable)

12. Transportation

Children in the after school program will be transported from ISD campuses to TRMAH in Tiger-Rock vans. During summer camp children will travel in Tiger-Rock vans for various field trips. TRMAH takes extra precautions when transporting your child. Children will be informed of the van rules. Failure to follow van rules may cause them to be excluded. TRMAH works with you and your child to address any issues associated with transportation. Ultimately, safety is our top priority.

- Vehicles transporting children shall be in safe operating condition
- Drivers shall have current Texas Driver's License
- Children shall be loaded and unloaded at the curbside, or in a protected parking area
- A child will not be taken on field trips unless a parent has signed permission forms

13. Water Activities

During water days, campers must wear swimsuits, shoes, camp shirt, and bring a towel, sunscreen, sack lunch, and a change of clothes (including undergarments). Pool and splash pad regulations do not permit cut offs or shorts; swimsuits must be worn. A certified lifeguard will be on duty when swimming in water more than two feet deep.

14. Field Trips

Weekly field trips and movie days are scheduled during Summer Camp. Transportation will be in a TRMAH van. Parents will be notified in writing about outings. Permission slips must be signed in advance AND campers must wear their camp shirt in order to attend camp on the days we leave the academy. *See Summer Camp Handbook for additional information regarding field trips.*

15. Animals

TRMAH has a dog on the premises regularly. DeltaBlue is a female, toy Australian Shephard that attends TRMAH. She meets the requirements by Texas Child Care Licensing. DeltaBlue's name is derived from the Delta Humane Society in Louisiana where she was adopted, and for her blue eyes.

16. Sunscreen & Insect Repellent

Spray-on sunscreen or insect repellent for the child's use should be provided by the parent/guardian but could also be provided by TRMAH. A consent for use must be signed by the parent/guardian. Staff will NOT apply any rub-on lotion to a child. A child must apply *lotion* to themselves unassisted.

17. Open Door Policy

We encourage you to have open communication with your child's caregivers, instructors, and the Center Director to work as partners for your child's success. You are welcome to review and discuss any questions or concerns about the policies and procedures of the operation with the director during operating hours. Confidential or a lengthy a conference may requested during a time we are not supervising children or teaching lessons.

18. Procedures for Parents to Visit During Hours of Operation

Parents are welcome to visit the academy any time during hours of operation to observe their child, the program activities, the building, the premises, and equipment without having to secure prior approval.

19. Procedures for Parents to Participate in Activities

We love having parents involved with their children's activities. We invite you to watch your child during lessons or join a TRMAH membership to train too.

20. Licensing Inspection Reports & Minimum Standards

TRMAH is licensed and regulated by the Texas Health and Human Services (HHS), Department of Family Protective Services (DFPS), license # 1624625 under "Texas Minimum Standards for School-Age and Before or After-School Programs". Parents may review a copy of these standards and the most recent Licensing inspection report at our academy, or online at http://www.dfps.state.tx.us/child_care/

21. Contacting Local Licensing Office, Texas Abuse & Neglect Hotline, and HHS Website

The staff of TRMAH are **REQUIRED** by Texas State law and Licensing to immediately report an instance when there is reason to **suspect** an occurrence of physical, sexual, or emotional child abuse, neglect, or exploitation. TRMAH is not required to perform investigations, only report *suspected* abuse. Our staff receives annual training on recognizing and preventing abuse and neglect, including sexual abuse. The staff may not notify parents when authorities have been contacted except if instructed by authorities. Some examples of abuse and neglect are: leaving a child in a vehicle unattended, not securing a child in a seat belt or booster seat, unexplained marks or bruises, or child hygiene issues.

If parents 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 . To report any suspected abuse or neglect, contact the statewide Child Abuse Hotline at 1-800-252-5400

Child Care Licensing Office

1-800-862-5252, Monday-Friday, 8:00 am to 5:00 pm, CCLQuestions@hhsc.state.tx.us

Central Texas Area:

512-834-3426

1400 Summit Dr, Ste 100

Austin, TX 78728

www.dfps.state.tx.us

22. Emergency Preparedness Plan

Tiger-Rock Martial Arts of Hutto conducts monthly Fire Drills, as well as Severe Weather Drills and Lock Down Drills every three months. In the event of a fire we will exit the building and proceed to the large pecan tree or public sidewalk in front of the building. During a threat of severe storms, we will take shelter in rooms in the center of the building away from windows and doors. Should we need to evacuate to another location or sheltered area, Dollar General (501 W. Front St), Hutto Police Dept (401 W. Front St), or Hutto High School (101 FM 685) will be alternative locations unless directed elsewhere by emergency responders. Should hazardous weather, dangerous road conditions, or evacuations take place that warrant the academy to close, it will be the parent/guardian's responsibility to pick up your child immediately. Parents/guardians are responsible for picking up the child from their academic school if unscheduled early releases or closures occur during school hours. Please refer to school authorities and the media for their pickup procedures.

23. Conducting Health Checks

Hearing and vision screenings take place at the child's academic campus. The parent must sign a statement on the enrollment form that copies of the hearing and visions screenings will be made available if requested. Head checks might be made if lice are suspected. Thermometer will be used to measure temperature for those who are not feeling well. Health checks and questions during pandemics or outbreaks will be performed according to procedures and guidelines.

24. Vaccine-preventable Disease for Employees

Based on local health department guidelines, proof of Tuberculin testing is not required for staff in our county. Staff are encouraged to have an annual flu inoculation.

25. Student's Expectations

- **Must be *fully toilet trained* and *free of accidents* to participate in any of our programs**
- Must be able to change clothing (including shoes), and gather belongings on their own
- Arrive prepared with daily materials required for the programs enrolled
- Participate in group activities and lessons
- Follow staff and instructors' directions
- Treat others with courtesy and respect
- Use polite speech and body language
- Refrain from obscene or abusive language
- Keep cubby space and areas utilized tidy
- Show respect for yourself and others by dressing respectfully

26. Parents/Guardians, and Guests Expectations

- Please read bulletin board, newsletters, and notes to you on sign-in/out log
- Drop-off/pick-up from the Tiger-Pride room within the program designated times
- Refrain from entering the Tiger-Pride room
- Stay in good standing with membership and fees. Failure to remain current on all Tiger-Rock accounts could immediately suspend your child from participation and may be grounds for termination

27. Parent Code of Conduct

Please understand, young children are present in the building and parking lot. Some adult language and content is not appropriate for children.

- TRMAH prohibits the use of profanity and inappropriate content while on the property.
- Threatening staff, children, or other parents will not be tolerated per Texas Health & Human Services, and Texas Department of Family & Protective Services.
- TRMAH must follow rules on discipline and guidance as outlined in the "Texas Minimum Standards for School-Age and Before or After-School Programs". All adults, including parents/guardians, must follow the Minimum Standards while on our property or at Tiger Rock events or field trips.
- Those whose behavior and/or health status pose an immediate threat or danger to the health or safety of others must not be present at the operation, during transportation, or on field trips.
- Consumption of alcohol or controlled substances without a prescription during operation, transportation, or on field trips is prohibited.
- People must not be under the influence of, or impaired by alcohol or controlled substances in the operation, during transportation, or on field trips.
- People must not smoke any tobacco product, e-cigarettes, vaporizer, or use any tobacco product at the center, on the premises, in transportation vehicles, or during field trips.
- Adults (and minors) must dress in a respectful manner, avoiding clothing that is revealing, offensive, or inappropriate to a family environment.
- TRMAH has the right to terminate care in the event a parent or person associated with the student violates the Code of Conduct.

28. Communication Methods

There are several ways you can help us maintain the best possible atmosphere for your child:

- Communicate any concerns regarding our staff or our program to the staff
- Communicate any concerns that you or your child have to the staff

- Read and pick up notices or information left for you by the sign-in/out log
- Sign up on on KickSite with a user name and password
- Join our Facebook group page for updated information

29. Custody Situations

TRMAH will NOT get involved with custody disputes. If your family has a court order, a copy of the most recent order must be provided to us on file. TRMAH will follow a court order exactly as written. PER STATE LAW, IN THE ABSENCE OF A COURT ORDER, BOTH PARENTS HAVE EQUAL RIGHTS. It is imperative that all enrollment forms are completed with BOTH PARENTS' INFORMATION. A copy of a child's birth certificate may be requested at the Director's discretion. If a custody dispute takes place on our property or while your child is in our care, the police will be called and asked to handle the dispute. Our staff will not be placed in the middle of conflicts. If a custody issue creates a disturbance or risk to property or person/s, TRMAH has the right to terminate care immediately.

30. Gang-Free Zone

Under the Texas Penal Code sections 71.028 and 71.029, any area within 1,000 feet of a childcare center is a gang-free zone. Criminal offenses related to organized criminal activity are subject to a harsher penalty. Tiger-Rock Martial Arts of Hutto is designated as a Gang-Free Zone.

31. Right to Refuse Services

TRMAH has the right to terminate care of the child for any reason including but not limited to: if the parent or person associated with the student violates the Code of Conduct, delinquent accounts, parent or student exhibit behavior issues, custody disputes, or the program is not a good fit for student.

32. Social Networking

Please understand that staff of TRMAH are prohibited from participating in social networking with parents and children enrolled in the childcare programs. This includes, but is not limited to: FaceBook, Twitter, and MySpace.

33. Outside Employment

Employees of Tiger-Rock Martial Arts of Hutto are prohibited from outside employment with parents or families of the organization. This includes, but is not limited to, babysitting.

34. Personal Belongings

All personal belongings, including martial arts uniforms and equipment, need to be labeled with child's first and last name. Valuable items should not be brought to the academy. TRMAH is not responsible for lost or broken items.

35. Photographs, Video, and Audio

Photos, video, and audio are frequently taken during activities and during lessons in our programs to be used for trainings, promotions, or displays. Images may be used in marketing material without compensation, displayed in albums, or placed on social media such as: FaceBook, Google, etc. Written notice must be submitted by the parent in advance if you do not wish to have photographs displayed or publicly recognized.

36. Official Time

The clock by the sign-in/sign-out log is radio controlled by the National Institute of Standards and Technology (NIST). The time it displays is the official time and will *not* be disputed, nor up for debate by any other time piece shown.

37. Tuition, NSF, and Unsuccessful Processing Fees

All accounts for tuition are required to be set up on automatic draft or Paid-in-Full in advance. Drafts, or returned checks will be charged \$25 for Non-Sufficient Funds (NSF) as well as \$10 unsuccessful electronic processing fee. Payments that are returned for non-sufficient funds for any reason will be re-submitted electronically. Members are responsible for all other recovery costs. Any fees incurred as a result of late payment will be added to the members account and

automatically drafted from the members account on file. TRMAH has the right to refuse or terminate care in the event an account is delinquent or has repeated offenses.

38. Diagnosed Food Allergies

A student with a diagnosed food allergy, a Food Allergy Emergency Plan **MUST** filled out and **signed by the child's healthcare provider AND signed by the parent/guardian**. Food Allergy Emergency Plan must be updated when changes occur. If epinephrine or other lifesaving medication for food allergies is provided by parent/guardian an "Authorization for Dispensing Medication" must be filled out and on file when the medication is provided.

39. Billing Processing Changes

Should you choose to terminate membership or alter financial institutions, accounts, account types, or childcare billing, you must provide TRMAH at least a 2-week written notice prior to your scheduled drafting date.

40. Early Withdrawal or Billing Changes

Memberships expires on the last day outlined on the term agreement. Early termination request, or billing changes for After School, Virtual Learning, and Camps must provide at least 2-weeks written notice. TRMAH has the right to draft through the remaining agreement term if written termination form is not submitted.

41. Re-Scheduling and Cancellation Policy

After School, Virtual Learning, and Camp reservations may be cancelled or re-scheduled with a minimum of two-week notice or up until two weeks prior to the start date, minus deposits. Deposits are non-refundable and non-transferable. All cancellations with less than two weeks' notice are non-refundable and non-transferable. Attendance is the responsibility of the participant. Absences do not entitle make-up days, transfer dates, prorated fees, or refunds. This includes cancellations due to illnesses, relocation, quarantine, or emergency closure.

42. Pandemic & Emergency Closure Tuition Policy

Should the center need to close due to a pandemic or for any reason, full tuition will be due for the first two weeks of closure (14 consecutive days). If the center remains closed longer than 2 consecutive weeks, 50% of the tuition will be due beginning on the third closure week (day 15). Parents may give a 2-week written notice at any time to withdrawal from the After School, Virtual Learning, or Camps if they feel it is in the best interest of their family. Full tuition will still be due during the first two weeks. Full registration fee (if any) will be required upon return. No refunds will be given. Credits might be awarded but not guaranteed.

- 1-14 days closed = Full tuition due
- 15+ days closed = 50% tuition due

Acknowledgment TRMAH After School & Summer Camp Operations Policies

Enrollment paperwork is required before the child/children can begin our program. Incomplete paperwork will not be accepted.

I, _____, parent or guardian of _____, acknowledge that I have received a copy of TRMAH After School and Summer Camp Operations Policies including the outlined information on Discipline and Guidance. I accept responsibility to read and adhere to all policies and billing procedures as set forth in these policies.

Please initial that you have received written procedures of each outlined topic and sign/date at the bottom.

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| | | ___ 42. Pandemic or Emergency Closure Policy |

Signature

Date