



Parent Handbook

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Introduction

The Austin ISD 3rd Base Child Care Program is a tuition-based, licensed childcare operation that currently services elementary campuses within the district. This campus based program allows a convenient transition from the classroom to after-school care for students in grades PK4 - 5th. The intent of the program is to provide a safe environment that enhances the student experience through quality programming and experiences. While 3rd Base is a program of Austin ISD, it operates as a licensed childcare facility. Therefore, the program is governed by the Texas Health and Human Services Child Care Regulation. Additionally, the program provides equal access under Americans with Disabilities Act (ADA) and Section 504 through reasonable accommodations that do not result in an undue burden or fundamentally alter the program. The program is not considered a part of the instructional day under Section 504 or the Individuals with Disabilities Education Act (IDEA).

Mission Statement

To create an environment of trust and collaboration in a child care setting that promotes growth through developmentally appropriate activities to enrich the program participants that we serve.

Vision Statement

To provide a safe and collaborative environment through quality programming that encourages the development of social skills and enhances the student experience for the families we serve.

The goals of the 3rd Base Program are:

- Focus on the educational, social, and physical needs of all children.
- Provide working families with a safe and secure environment for after-school care.
- Attract and maintain quality staff dedicated to the well being of all children.
- Expand community outreach and partner involvement.
- Leverage technology to meet student, parent, and administrative needs.

Handbook Acknowledgement

This handbook will familiarize you with the 3rd Base Program policies and procedures as they relate to the tuition based after-school and summer camp programs (Camp Heatwave) that we provide. Some topics are addressed in further detail in the District's Student-Parent Handbook. In the event of a conflict between the policies of the 3rd Base Program and the District's general Student-Parent Handbook regarding after-school operations, the 3rd Base Program policies shall prevail. Any modifications to our operating policies or procedures will be captured in amendments to our Parent Handbook, and will be communicated through the program email distribution list. The 3rd Base Program policies and procedures are reviewed annually and updated if necessary. Your electronic signature on the registration form is your acknowledgement that you have reviewed this handbook and understand its contents.

Parents Rights

Parents have the below rights as listed in Chapter 42 of the Human Resource Code (HRC) Section 42.04271:

A parent or guardian of a child at a child care facility has the right to:

1. Enter and examine the child care facility during the facility's hours of operation without advanced notice;
2. Review the child care facility's publicly accessible records;
3. Receive inspection reports for the child care facility and information about how to access the facility's online compliance history;
4. Obtain a copy of the child care facility's policies and procedures;
5. Review, at the request of the parent or guardian, the facility's:
 - a. staff training records; and
 - b. any in-house staff training curriculum used by the facility;
6. Review the child care facility's written records concerning the parent's or guardian's child;
7. Inspect any video recordings of an alleged incident of abuse or neglect involving the parent's or guardian's child, provided that:
 - a. video recordings of the alleged incident are available;

- b. the parent or guardian of the child does not retain any part of the video recording depicting a child that is not their own; and
 - c. the parent or guardian of any other child captured in the video recording receives written notice from the facility before allowing a parent to inspect a recording;
- 8. Have the child care facility comply with a court order preventing another parent or guardian from visiting or removing the parent's or guardian's child;
- 9. Be provided the contact information for the child care facility's local Child Care Regulation office;
- 10. File a complaint against the child care facility by contacting the local Child Care Regulation office; and
- 11. Be free from any retaliatory action by the child care facility for exercising any of the parent's or guardian's rights

Comments

The 3rd Base Program welcomes your comments and suggestions. Please email us at **3rdbase@austinisd.org** or call our office at **(512)414-0220 x 0** to speak with the 3rd Base Program office staff member.

Thank you for your support and cooperation.

Admissions

Enrollment Eligibility

The Austin ISD 3rd Base Program provides after-school and summer camp services for students ages 4-12. PK-4 students enrolled in Austin ISD may enroll as long as the student will be at least 4 years of age by September 1st of the school year of enrollment.

Due to staffing ratios and because the 3rd Base Program is not part of the Austin ISD academic program, certain restrictions may apply for enrollment. The 3rd Base Program operates with a standard staffing ratio of 1:18. While we strive to include all students, if a child requires 1-on-1 supervision or support that consistently

exceeds these ratios, we will conduct an individualized assessment to determine if such a reasonable accommodation would constitute a fundamental alteration of the program or an undue burden. Participants are expected to toilet independently, as our staff are not trained or licensed to provide hands-on personal care or diapering services. Furthermore, in accordance with ADA 'Direct Threat' guidelines, the program may not be able to reasonably accommodate children whose behavior poses a significant risk of substantial harm to themselves or others that cannot be mitigated through reasonable modifications. Participants are also expected to remain in the designated program areas at all times.

In order to support our children and families that require additional accommodations due to home language, special needs, differing abilities, and/or cultural backgrounds we may need to discuss your child's needs and any required accommodations with you prior to confirming enrollment. The 3rd Base Program administration will engage in an individualized and thorough review and assessment of any child's request for accommodations. This can include consulting with teachers, administrators, and other campus employees to determine if the 3rd Base Program is an appropriate option for your child. All 3rd Base Programs are equipped with space for a "peace corner" to support children that may become overstimulated. All 3rd Base Program staff members are employees of Austin ISD and as such are school officials who have access to a child's Austin ISD records. Student records reviewed by the 3rd Base Program staff will be utilized for reference only. If your child has special care needs or will require accommodations to participate in our program please inform us as soon as possible to assist with determining reasonable accommodations that do not result in an undue burden or fundamentally alter the program.

Enrollment Procedure

The 3rd Base Program registration process must be completed online and can be accessed via [our website](#). The registration form must be completed in its entirety. Any missing information will result in the delay of your family's registration. Registration forms are processed in the order they are received. Once your registration form has been processed you will receive an email from the 3rd Base Program staff with instructions on how to pay your registration fee and tuition to

complete the process. Any updates to the registration process will be communicated to current 3rd Base Program families via email and/or flyers, as well as being posted on our website.

Enrollment Orientation

Family orientation consists of the following and is conducted during the enrollment process:

- A tour of the program.
- The opportunity for an extended visit at the program to allow the child and family to be more comfortable with the program.
- An introduction/visit with the program staff, including with the leader of your child's group.
- An overview of the 3rd Base Parent Handbook.
- An explanation of the Texas Rising Star (TRS) Program.
- Information about children's developmental milestones.
- A statement informing the parents of the significance of consistent arrival time, including the points that children should arrive before the educational portion of the program begins, to limit disruption and that consistent routines prepare children for transition to the regular school day.
- A statement to parents regarding limiting technology use on-site. In order to facilitate better communication between the parents and the child, it is best if the parents are not distracted by use of electronic devices while at the program.
- A statement to parents reflecting the role and influence of families.

Registration Windows

- After-School registration begins annually in the spring semester for the upcoming school year. Registration will continue throughout the entirety of the school year as long as space is available. For locations that are placed on a waiting list, new registration forms will be processed and the families will be notified of the waiting list status.
- Summer Camp (Camp Heatwave) registration begins in March each year. Registration will run throughout the entirety of the summer as long as space

is available. For locations that are placed on a waiting list, new registration forms will be and the families will be notified of the waiting list status.

Immunizations

Children are required to have up to date immunizations as required by the Texas Department of Health and Human Services Commission. Immunization records for the 3rd Base Program will be kept on file in the campus nurse's office. During summer camp enrollment, children not enrolled in Austin ISD must provide an up to date immunization record prior to completion of the registration process.

3rd Base Program staff members are not required to submit immunization records, nor does the 3rd Base Program have immunization records for staff on file.

ADA Policy Notice

Access to child care versus public education during the school day are separate legal issues. During the school day, public schools are bound by the Individuals with Disabilities Education Act ([IDEA](#)) to ensure Free Appropriate Public Education (FAPE) to students with disabilities and must develop and follow an Individual Education Plan (IEP). IDEA is specifically directed toward the public school day and public education, not tuition-based child care. The Americans with Disabilities Act ([ADA](#)) is the applicable law regarding access for children with disabilities to child care. The 3rd Base Program is owned and operated through a school district and therefore bound by Title II of the ADA rather than Title III, as is the case with privately owned child care operations. For more information regarding the Americans with Disabilities Act please click the link provided above or visit www.ada.gov.

The 3rd Base Program provides services for children with disabilities whose needs can be met with reasonable accommodations. For more information on the accommodations that can be provided please contact our 3rd Base Program office to schedule an appointment.

Notice of Non-Discrimination

The Austin Independent School District does not discriminate on the basis of race, creed, color, national origin, age, gender, sexual orientation, disability, or English language skills in its programs and activities.

Tuition & Fees

After-School Tuition & Registration Fee Guidelines

- Registration fees are non-refundable and non-transferable.
- After-school tuition is due on the first business day of each month.
- A \$25.00 late payment fee will be added after the fifth business day of each month.
- Students will be removed from the program after the tenth business day of each month for outstanding balances on tuition and fees. If dismissed due to non-payment, the parent/guardian is responsible for providing alternate after-school care for the child beginning on the date of dismissal.
- The outstanding balance must be cleared prior to re-enrollment, provided there is availability at the campus.
- There will be no refunds or credits for inclement weather conditions, school closures, and/or missed field trips/enrichment activities.
- Tuition and fees are non-refundable in the event a student is suspended or dismissed from the program.

Camp Tuition & Registration Fee Guidelines

- Registration fees and deposits are non-refundable and non-transferable.
- A \$25 deposit is required for each week selected during the registration process. This deposit secures your child's seat at the camp and will be applied to the tuition once the remaining balance is paid in full. (Summer Camp Only)
- Camp tuition due dates vary. Please see the payment calendar provided on our website and confirmation email for more details on due dates for tuition.

- Removal from the program will occur if the balance is not current by the listed due date on the payment calendar and the deposit will be forfeited.
- There will be no refunds or credits for inclement weather conditions, school closures, student behavioral issues, and/or missed field trips/enrichment activities.
- Tuition, deposits, and fees are non-refundable in the event your student is suspended or removed from the program for any reason.

After School Registration Fee & Tuition

Registration Fee: \$50.00 per child or \$100.00 maximum for a family with three or more children.

Tuition Rates for the 3rd Base Program are evaluated and set by the Austin ISD Finance Department annually. The rates will be displayed on our registration forms as well as the Parent Handbook.

Note: the Parent Handbook is updated annually in July for the coming school year.

- **After-school monthly tuition rate is \$300.00 per month**, August thru May

\$3,000.00 annually and breaks down to \$17.54 per day (171 days of service).

For the convenience of our families we utilize a stable tuition rate to assist with budgeting. Once the tuition rate is established for the school year the payments are broken down into 10 equal payments. This allows the tuition to not fluctuate between months and enables our families to spread the cost of the tuition evenly throughout the school year. If you have any questions regarding the tuition structure please contact the 3rd Base Program office.

All Day Out Tuition

Due to the rising cost of staffing and supplies a tuition rate for the All Day Outs will be set for the dates that care is offered on our service calendar. These dates are optional and can be added to the account as long as space is available. Online registration for these dates will be made available.

- All Day Out Tuition: \$30 per day

Camp Fee & Tuition

The 3rd Base Program summer camps are not included in the after-school tuition and require a separate registration process, tuition, fees, and deposits (summer camp only). Camp tuition and fees are as follows:

- Registration Fee: \$50 per family
- Tuition: \$225 per week (note: there are no daily rates for Summer Camp)
- Deposits: \$25 per week selected due at the time of registration.

Transfer Request

You may transfer from one 3rd Base Program to another within the district, if space is available, at no additional charge and with no interruption in service after giving written notification and receiving confirmation of the transfer. Your account balance must reflect a zero balance at the time of transferring enrollment.

Terminating Care

To voluntarily withdraw your child from the 3rd Base Program you must submit a written notice at least two weeks in advance of the last day of service. Failure to provide a two week written notice will result in the full amount of tuition being due. In the event that the tuition has been paid in full and proper notification is received, a partial refund will be issued.

Declined Payment Policies

The 3rd Base Program has contracted with an outside agency for the collection of all returned checks. Under this contract, the District's depository bank sends all returned checks directly to the outside agency that handles all aspects of collecting returned checks, and assesses a fee per returned check. If a second check is returned, all subsequent payments to the 3rd Base Program must be made by cash, money order, or credit card.

Declined electronic auto drafts may also be assessed a fee by the outside collection agency. It is the responsibility of the account holder to inform the 3rd Base Program

office of any changes to auto draft accounts in order to ensure the draft will go through as scheduled. If a second draft is declined, all subsequent payments to the 3rd Base Program must be made by cash, money order or credit card. Declined electronic auto draft charges will be subject to late fees if payment is not received by the due date.

A returned check or declined auto draft payment will result in a \$25 returned payment fee charged directly by the 3rd Base Program in addition to any fees charged by outside collection agencies. 3rd Base Program late payment fees and deadlines still apply.

Days, Months, and Hours of Operation

The 3rd Base Program provides various forms of child care in each month of the calendar year. During the school year, which is traditionally August through May, the 3rd Base Program operates the after-school programs. The 3rd Base Program also offers various summer camps (Camp Heatwave), which are typically June - August or as designated by the AISD school calendar.

- **After-School**
 - School dismissal until 6:00 pm.
- **Summer Camp** (Camp Heatwave)
 - 7:00am - 6:00pm
- **All Day Outs** (separate enrollment required for the 2026-27 SY)
 - 7:00am - 6:00pm

Late Pick Up Fees

The 3rd Base Program ends at 6:00pm each day. After 6:00pm, a late charge of \$1.00 per minute, per child will be assessed. Late pick-up fees are due within five business days of the incident. If unpaid after five business days, your child will not be allowed to attend the 3rd Base Program until your account is paid in full. Upon the fourth incident, your child may be dismissed from the program. Dismissal may occur prior to the fourth occurrence under the circumstances described below.

Lateness in excess of 20 minutes may result in dismissal after the second occurrence. If it is after 6:30 pm, and the 3rd Base Program is unable to reach a

parent or alternate contact, or if the child's emergency/registration form does not include an alternate person who is available to retrieve the student, the Austin ISD Police Department will be contacted.

Payment Options

Acceptable Forms of Payment

The 3rd Base Program accepts the following forms of payment:

- Debit or Credit (available at the check out stations at the programs)
- Online via MyProcure
- Auto Draft via Tuition Express (requires draft form submission)

Child Care Subsidy Payments

Since the 3rd Base Program is licensed through the state Child Care Regulation (CCR) we are able to accept a variety of child care subsidies including, but not limited to:

- Workforce Solutions CCS program
- City of Austin Employee subsidized child care
- City of Austin Housing Authority subsidized child care
- Austin Community College
- Child Care Aware of America (Active Military)
- Raising Travis County

We do accept agency subsidies throughout the entire calendar year of services. In addition to completing all 3rd Base Program required enrollment processes, customers are responsible for contacting the agency directly, completing agency enrollment requirements, and verifying eligibility based on the agency's guidelines. Payment of fees is the responsibility of the customer unless the agency contract agreement reassigns that responsibility in part, or in full, to the agency.

Tuition Reimbursements or Refunds

Tuition reimbursements or refunds for after-school tuition will occur only when requested in writing and approved. The request must occur within the first five business days of the month. Some fees are non-refundable and non-transferable including registration fees, summer camp weekly deposits, and tuition for days a student does not attend due to disciplinary suspension or dismissal resulting from a failure to follow behavioral expectations or safety protocols. Any request for an exception to this procedure due to extenuating circumstances must be received in writing to the 3rd Base Program office within 10 business days after the payment was received.

Health Information

The 3rd Base Program does not maintain a nurse or health care professional on staff. The 3rd Base Program is a school-age program and is not licensed or staffed to provide personal care services. Staff are not permitted to provide hands-on assistance with toileting or changing clothes. In the event of a toileting accident, if a child is unable to clean themselves and change into dry clothing independently, a parent/guardian will be contacted to provide assistance or pick up the child. We will consider requests for reasonable accommodations to this policy for children with disabilities on an individualized basis, provided the reasonable accommodation does not require hands-on personal care that does not result in an undue burden or fundamentally alter the program.

The 3rd Base Program will not physically apply or provide insect repellent or sunscreen during the day. Concerned parents are strongly encouraged to apply these items to their children prior to program time. Parents may send these items with their children to be used during the day. Children who do not require assistance are able to apply these items themselves throughout the day.

Illness and Exclusion Criteria

Children are prohibited from attending the 3rd Base Program if the following conditions are present:

- The illness prevents the child from participating comfortably in the operation activities including outdoor play;
- The illness results in a greater need for care than caregivers can provide without compromising the health, safety, and supervision of the other children in care;
- The child has one of the following (unless a medical evaluation by a health-care professional indicates that you can include the child in your operation's activities):
 - An oral temperature above 101 degrees that is accompanied by behavior changes or other signs or symptoms of illness
 - A tympanic (ear) temperature above 100 degrees that is accompanied by behavior changes or other signs or symptoms of illness;
 - An axillary (armpit) temperature above 100 degrees that is accompanied by behavior changes or other signs or symptoms of illness;
 - An infrared temporal (forehead) temperature above 100 degrees that is accompanied by behavior changes or other signs or symptoms of illness; or
 - Symptoms and signs of possible severe illness such as lethargy, abnormal breathing, uncontrolled diarrhea, two or more vomiting episodes in 24 hours, rash with fever, mouth sores with drooling, behavior changes, or other signs that the child may be severely ill; or
- A health-care professional has diagnosed the child with a communicable disease, and the child does not have medical documentation to indicate that the child is no longer contagious.
- [Pediculus \(Lice\)](#) - Students who are infected with lice are not allowed to attend the program until they have completed treatment and are free from infection. If at any time you discover your student has lice, please immediately inform the Licensed Site Supervisor at the campus.

If the child appears ill or injured at the time of arrival or becomes ill or injured while under our care, the 3rd Base Program Licensed Site Supervisor or staff will contact the parent/guardian to pick up the child and provide appropriate care apart from the other children until the parent arrives. Children must be free of fever, without

the use of fever reducing medications, for 24 hours prior to returning to the 3rd Base Program.

Medication

Medication refers to a prescription medication or a non-prescription medication, excluding topical ointments such as insect repellent and sunscreen.

HHSC Minimum Standards states the following conditions must be met prior to disbursement of medication:

- Authorization to administer medication to a child in your care must be obtained from the child's parent:
 - In writing, signed and dated;
 - In an electronic format that is capable of being viewed and saved; or
 - By telephone to administer a single dose of a medication.
- Authorization to administer medication expires on the first anniversary of the date the authorization is provided.
- The child's parent may not authorize you to administer medication in excess of the medication's label instructions or the directions of the child's health-care professional.
- Parent authorization is not required if you administer a medication to a child in a medical emergency to prevent the death or serious bodily injury of the child, provided that you administer the medication as prescribed, directed, or intended.

How the 3rd Base Program will administer the medication to children in our care:

- Medication must be given:
 - As stated on the label directions
 - As amended in writing by the child's health-care professional.
 - Medication must:
 - Be in the original container labeled with the child's full name and the date brought to the operation
 - Be administered only to the child for whom it is intended; and
 - Not be administered after its expiration date.

- When we administer medication to a child in our care, we will record the following:
 - Full name of the child to whom the medication was given;
 - Name of the medication;
 - Date, time, and amount of medication given; and
 - Full name of the employee administering the medication.
- All medication records will be kept for at least three months after administering the medication.

How the 3rd Base Program will store medication:

We will store medications as follows:

- Keep it out of the reach of children or in locked storage;
- Store it in a manner that does not contaminate food; and
- Refrigerate it, if refrigeration is required, and keep it separate from food.

How long will the 3rd Base Program keep the medication that we administer to a child:

- We will dispose of the medication or return it to the parent when the child withdraws from the program, or when the medication is out-of-date or is no longer required for the child.

Injuries

All injuries and incidents will be documented and presented to you for signed acknowledgement. Minor injuries such as minor cuts, scratches, and bruises will be treated by the 3rd Base Program staff and you will be notified when you arrive to pick up your child. If a child becomes ill or suffers a significant injury while in our care you will be contacted by phone and asked to pick up your child as soon as possible. If it is determined that the illness or injury requires immediate professional medical care we will call for an ambulance to transport your child to the nearest hospital. The hospital preference listed on the registration form will be shared with the emergency medical personnel, however, the medical personnel will make the final decision on the destination.

While student safety is a high priority for the District, under state law, the District is not responsible for medical costs associated with student injury. By electronically signing the acknowledgement on the registration card, you expressly waive all claims for medical expenses, loss of services, or other claims that may result from your students participation in 3rd Base Program activities, and agree to indemnify and hold harmless the District, its Trustees, employees, and agents from all claims made against them on behalf of your student.

Attendance

Absences

If your child will not be attending the 3rd Base Program due to illness or other circumstances please notify your Licensed Site Supervisor by email, telephone, or with a note sent through the school's front office. If you send a note please address it to your Licensed Site Supervisor to ensure its delivery.

On days your child is absent from school due to illness, suspension, or other reason, attendance in the 3rd Base Program is not permitted.

Sign In, Sign Out Procedures

The 3rd Base Program utilizes a secure, computerized software system for signing children in and out of the program each day. In the unlikely event that the computer is down or not functioning properly the signing in and out process will occur manually on a pre-printed roll sheet. Attendance recorded on the roll sheet will be updated in the system by the 3rd Base Program staff once it is possible to do so. Each individual designated for pick up will choose a unique PIN that must be used each time they sign out a child. All children must be signed in/out by an authorized person upon arrival and departure from the program. No child will be admitted or released from the program unless he/she is accompanied by a parent, legal guardian, or a pre-designated person 16 years or older with identification. The 3rd Base Program will not release a child to anyone who is under the age of 16 years or anyone who cannot or will not present valid photo identification.

Identification must be shown whenever a child is picked up by someone unfamiliar with the staff. Failure to provide valid identification can result in removal from the authorized pick up list and potential participant removal from the program.

For your children's safety, he/she must be accompanied to the 3rd Base Program by an adult. Children will not be released to ride their bikes home, walk home, or ride the bus.

If your child attends an on-campus after-school activity, including tutoring, mentoring and other school sponsored activities, you must give the 3rd Base Program written permission in advance of the event. Multiple dates may be authorized in a single letter, but the letter must include dates, times, responsible parties, and the location of the event. Children will not be released to activities without advanced written consent from the parent/guardian.

The registration form indicates who has been authorized to pick up your child. If you call to give pick up authorization to someone not listed on the registration form, the 3rd Base Program staff or administration must complete a verification process. If we are unable to verify a person's authorization through our defined process, we will not release the child.

Due to safety concerns we do not allow children who have been picked up to return to the 3rd Base Program other than for dental or medical appointments, in which case the dental/medical return to school note is required. A child who missed the school day will not be allowed to attend the 3rd Base Program that day.

Parent Communication

Please visit the 3rd Base Program website for information regarding our enrollment procedures and program policies. This 3rd Base Parent Handbook is available electronically on the website. A courtesy hard copy is also available to all parents at each 3rd Base Program site. Policy changes will be posted on the 3rd Base Program website as well as the parent communication board at each campus. Additionally, changes will also be sent out via electronic communication including, but not limited to, 3rd Base Program campus newsletters.

Parents will receive monthly newsletters from the 3rd Base campus supervisors. It is the parents responsibility to utilize our communication tools for updates, upcoming events, etc. We offer a designated parent resource area, which contains local community and educational resources, at each campus as well as on our website. Resources include, but are not limited to:

- [Human Health Services Commission](#)
- [Texas Workforce Childcare Services](#)
- [Health Benefits for families](#)

A family survey will be sent out semi-annually (December and May) via electronic communication. Feedback surveys will also be available daily at each location and can be accessed via QR code at our check out stations.

Updating Information

Parents/Guardians are responsible for keeping contact information current. The primary account holder can update contact information and add or remove individuals from the authorized pick up list using the following methods:

- MyProCare: <https://www.myprocare.com>
- Email: 3rdbase@austinisd.org
- Phone: (512)414-0220 x 0
- 3rd Base Program Licensed Site Supervisor—You can communicate directly via email or phone. The contact information for each site supervisor can be found on the 3rd Base Program website.

The 3rd Base Program After-School Experience

The 3rd Base Program has many components to keep your child engaged during after-school time. The curriculum used during program time is developed and implemented by the Licensed Site Supervisors in collaboration with the 3rd Base Programming Specialist. The goal of the curriculum is to focus on the educational, emotional, and physical needs of all children in an after-school setting. The objectives of each activity will be aligned with the [TEKS](#). Every campus has achieved state accreditation through the Texas Rising Star program. While each campus is unique, you can expect to see the following at each:

- Homework time—Children are provided a quiet environment dedicated to homework Monday thru Thursday. Books are available to read for children who have completed their homework. The amount of time dedicated to homework varies by grade level. Children who require additional time will be accommodated provided staffing and scheduling allow. Each child is responsible for his/her own homework. The 3rd Base Program staff are not responsible for checking a child's homework, nor confirming that the child has an assignment on any given day. Tutoring and direct homework assistance are also not provided. However, the 3rd Base Program staff will provide direction and assistance when possible. Homework and reading time are not used as a discipline tool.
- Snack—Each child is offered a daily snack that meets HHSC Minimum Standard requirements.
- Outdoor/gym time (Active Play)—Children are provided structured and unstructured time for physical activities.
- Centers/art—Age appropriate centers and art activities to keep children entertained and fulfill the creative side of their personalities.
- Computer time—Children are permitted to go on district-approved websites to continue learning.
 - Screen Time Policy - The 3rd Base Program requires that the designated activity is age appropriate, related to the current curriculum, and does not exceed the one hour limit as defined in HHSC Minimum Standards.
- Enrichment activities—Activities may include science, music & dance, technology, dramatic play and more.
 - The 3rd Base Program supports the oral health of our students by ensuring in our curriculum we discuss oral health. During the year we have a dentist come out to make presentations to the children. For additional information check out this [resource](#).
 - The 3rd Base Program also includes information regarding the importance of Farm to Table Foods in our curriculum units. For more information regarding this please see this [resource](#).

- Parent events—Monthly activities will be offered for families by our campus staff to help engage relationships, as well as provide educational opportunities and resources.

Field Trips

Generally, field trips are reserved for summer camps. In the case a field trip is planned for after-school there will be at least a 48 hour notice posted at the site as required by HHSC Minimum Standards before the event.

Permission forms and/or the Parent Acknowledgment must be signed either electronically or on paper in order for your child to attend a field trip. Your child will not be allowed to attend without proper permission from a parent/guardian. If your child will not be attending a field trip, you will need to make other arrangements for his/ her care on that day. No staff will remain at the 3rd Base Program site on field trip days. Buses leave promptly at the scheduled departure times, so please be sure your child is at the designated campus 30 minutes prior to the scheduled departure time.

3rd Base Program staff are required to complete a training on bus and vehicle safety expectations prior to the field trip. Children will only be transported on Austin ISD buses. Personal vehicles are not permissible for the transportation of children. 3rd Base program staff are required to ride on the bus with children to assist the driver with supervision and behavior management.

Exemplary behavior is required for safety on field trips. If a child's behavior poses a safety risk to themselves or others, they may be excluded from the next trip. For children with disabilities, we will conduct an individualized assessment to determine if reasonable modifications can be implemented to allow for safe participation before a decision to exclude is made.

The estimated arrival time back to the campus will be posted on the door to the 3rd Base Program along with an emergency contact number.

Parent Participation in Field Trips

If you would like to participate in off-campus activities and field trips, we require that you:

- Provide your own transportation.
- Pay for your own admission.
- Complete a district volunteer background check if interacting with students other than your own.
- Sign your child out if you remove them from their group.
- Sign them back in if they will be returning to the campus with us.
- Fees will only be covered for children enrolled in the program and entering with the 3rd Base Program group.

Swimming and Water Play

During summer camp children will participate in field trips to local public pools. 3rd Base Program staff are required to visibly monitor student play. A certified lifeguard is required to be on staff by the facility, but the 3rd Base Program staff is never to relinquish the care of 3rd Base Program students. Staff must assess each child's swimming ability and monitor students at all times. We strive to include all children in water activities. If a child requires additional support or a modification to participate safely in swimming, parents should notify the Licensed Site Supervisor in advance so we can evaluate the request.

There may also be water play dates scheduled at the campuses. Considerations will be taken so that children are not exposed to slippery surfaces. On all water days parents should send sunscreen, a towel, proper swim attire, proper footwear, and a set of dry clothes with the child. Please label all items with the child's name. 3rd Base Program staff members are CPR & First Aid certified, as well as having additional training in water safety prior to summer camp.

Austin ISD must obtain written permission from parents/guardians for children to engage in an organized water activity. The child's parent or legal guardian must affirm in writing whether the child can swim or is at risk of injury or death when swimming or otherwise accessing a body of water.

If a child cannot swim or is otherwise at risk of injury or death when swimming or accessing a body of water, Austin ISD will ensure that (1) a properly fitted and fastened Type I, II, or III United States Coast Guard approved personal floatation device is provided and (2) ensure the child is wearing the device and that the device is properly fitted and fastened for the child.

Personal Belongings

The 3rd Base Program will not be responsible for lost or stolen items. Please do not send toys, games, or other personal belongings with your child. Individual campuses may have special events that allow for items to be brought from home; however, the program will not be responsible for these items. Be sure to label all jackets, backpacks, and other items with your child's name.

Animals

The 3rd Base Program will not keep pets of any kind, but occasionally animals might be brought into the campus for a special event or demonstration (police canine dogs, vendors, FFA farm animals). In all cases, parents will be informed ahead of time. The Licensed Site Supervisor must ensure that the animal does not create an unsafe or unsanitary condition, and that children do not handle animals that show signs of illness. The pets must have been documented to have proper vaccinations as required by the Texas Health and Safety Code, Chapter 826.

Children and caregivers must practice good hygiene. Hand washing after handling or coming in contact with animals is required.

Nutrition

The 3rd Base Program distribution of meals and snacks must follow the meal patterns established by the U.S. Department of Agriculture (USDA) Child and Adult Care Food Program (CACFP) that is administered by the Texas Department of Agriculture. The 3rd Base Program will follow these patterns regardless of whether the campus is participating in the program for reimbursement.

Child and Adult Care Food Program Snack [Select two of the five components for a reimbursable meal]					
Food components and food items ¹	Minimum quantities				
	Ages 1-2	Ages 3-5	Ages 6-12	Ages 13-18 ² (at-risk afterschool programs and emergency shelters)	Adult participants
Fluid Milk ³	4 fluid ounces	4 fluid ounces	8 fluid ounces	8 fluid ounces	8 fluid ounces
Meat/meat alternates (edible portion as served):					
Lean meat, poultry, or fish	½ ounce	½ ounce	1 ounce	1 ounce	1 ounce
Tofu, soy products, or alternate protein products ⁴	½ ounce	½ ounce	1 ounce	1 ounce	1 ounce
Cheese	½ ounce	½ ounce	1 ounce	1 ounce	1 ounce
Large egg	½	½	½	½	½
Cooked dry beans or peas	⅛ cup	⅛ cup	¼ cup	¼ cup	¼ cup
Peanut butter or soy nut butter or other nut or seed butters	1 Tbsp	1 Tbsp	2 Tbsp	2 Tbsp	2 Tbsp
Yogurt, plain or flavored unsweetened or sweetened ⁵	2 ounces or ¼ cup	2 ounces or ¼ cup	4 ounces or ½ cup	4 ounces or ½ cup	4 ounces or ½ cup
Peanuts, soy nuts, tree nuts, or seeds	½ ounce	½ ounce	1 ounce	1 ounce	1 ounce
Vegetables ⁶	½ cup	½ cup	¾ cup	¾ cup	½ cup
Fruits ⁶	½ cup	½ cup	¾ cup	¾ cup	½ cup
Grains (oz. eq.) ^{7 8 9}	½ ounce equivalent	½ ounce equivalent	1 ounce equivalent	1 ounce equivalent	1 ounce equivalent

Select two of the five components. Only one component may be a beverage

The 3rd Base Program Summer Camp locations that are hosted on Title I campuses will include breakfast, lunch, and an afternoon snack. The meal patterns for breakfast and lunch are as follows:

Child and Adult Care Food Program Breakfast [Select the appropriate components for a reimbursable meal]					
Food components and food items¹	Minimum quantities				
	Ages 1-2	Ages 3-5	Ages 6-12	Ages 13-18² (at-risk afterschool programs and emergency shelters)	Adult participants
Fluid Milk ³	4 fluid ounces	6 fluid ounces	8 fluid ounces	8 fluid ounces	8 fluid ounces
Vegetables, fruits, or portions of both ⁴	¼ cup	½ cup	½ cup	½ cup	½ cup
Grains (oz. eq.) ^{5 6 7 8}	½ ounce equivalent	½ ounce equivalent	1 ounce equivalent	1 ounce equivalent	2 ounce equivalents

Must serve all three components

Child and Adult Care Food Program Lunch and Supper [Select the appropriate components for a reimbursable meal]					
Food components and food items¹	Minimum quantities				
	Ages 1-2	Ages 3-5	Ages 6-12	Ages 13-18² (at-risk afterschool programs and emergency shelters)	Adult participants
Fluid Milk ³	4 fluid ounces	6 fluid ounces	8 fluid ounces	8 fluid ounces	8 fluid ounces ⁴
Meat/meat alternates (edible portion as served):					
Lean meat, poultry, or fish	1 ounce	1 ½ ounces	2 ounces	2 ounces	2 ounces
Tofu, soy products, or alternate protein products ⁵	1 ounce	1 ½ ounces	2 ounces	2 ounces	2 ounces
Cheese	1 ounce	1 ½ ounces	2 ounces	2 ounces	2 ounces
Large egg	½	¾	1	1	1
Cooked dry beans or peas	¼ cup	¾ cup	½ cup	½ cup	½ cup
Peanut butter or soy nut butter or other nut or seed butters	2 Tbsp	3 Tbsp	4 Tbsp	4 Tbsp	4 Tbsp
Yogurt, plain or flavored unsweetened or sweetened ⁶	4 ounces or ½ cup	6 ounces or ¾ cup	8 ounces or 1 cup	8 ounces or 1 cup	8 ounces or 1 cup
The following may be used to meet no more than 50% of the requirement:					
Peanuts, soy nuts, tree nuts, or seeds, as listed in program guidance, or an equivalent quantity of any combination of the above meat/meat alternates (1 ounce of nuts/seeds = 1 ounce of cooked lean meat, poultry, or fish)	½ ounce = 50%	¾ ounce = 50%	1 ounce = 50%	1 ounce = 50%	1 ounce = 50%
Vegetables ^{7 8}	⅛ cup	¼ cup	½ cup	½ cup	½ cup
Fruits ^{7 8}	⅛ cup	¼ cup	¼ cup	¼ cup	½ cup
Grains (oz eq) ^{9 10 11}	½ ounce equivalent	½ ounce equivalent	1 ounce equivalent	1 ounce equivalent	2 ounce equivalents

Must serve 5 components

Non-Title I 3rd Base Summer Camp locations will provide a morning and afternoon snack only and will meet the snack pattern shown on page 27 of this document. Parents or Guardians are required to provide their child with lunch at these locations.

Snacks that are provided by the 3rd Base Program are commercially pre-packaged and/or commercially prepared in a kitchen that is inspected by local health officials. The 3rd Base Program will serve enough food to allow a child to have a second serving from the vegetable, fruit, grain, and milk group if the child requests it. Four weeks worth of menu rotations can be found in the parent resource area at each location.

The 3rd Base Program will ensure a supply of clean, sanitary drinking water is readily available to each child at every snack, mealtime, and during and after active play and is served in a safe and sanitary manner.

Liquids and food hotter than 110 degrees Fahrenheit are kept out of reach of children at all times.

3rd Base Program staff receive training on food allergy awareness and the administration of emergency medication (such as EpiPens) as a reasonable modification for students with documented life-threatening allergies. If your child has a food allergy or dietary restriction please indicate this on the enrollment form and provide a Medical Action Plan through your pediatrician. To ensure the safety of students with life-threatening allergies, a Medical Action Plan must be signed by a physician and updated annually. The 3rd Base Program may not be able to provide specific food substitutions unless the medical necessity is documented.

Resources are available on both the District website and the 3rd Base Program parent table in regards to allergies and nutrition for your child. From the District home page you will select "Our Schools" and then "Menus." From the "Menus" page you can select "Food Allergies & Special Diets" from the vertical menu on the left hand side of the page. For assistance or questions regarding these resources please contact the 3rd Base Program office.

Student Behavior

Good behavior on the part of each child is essential to the success of the 3rd Base Program and the happiness, safety, and well-being of all 3rd Base Program children. The 3rd Base Program is subscribed to the District's Code of Conduct and will follow the District's discipline policy with respect to defining and categorizing infractions. Further, the 3rd Base Program will follow the campus' defined discipline policies to the extent that the recommended consequences are viable in the 3rd Base Program environment.

The 3rd Base Program expects that children conduct themselves in a responsible manner, exhibit respect towards staff and other children, remain with their group in assigned program areas at all times, take care of materials and equipment properly and respect and obey rules during the 3rd Base Program. The 3rd Base Program staff will communicate and enforce clear, consistent behavior expectations to ensure each child is safe and engaged in the program.

Children who are unable to follow district, school, and 3rd Base Program rules will be disciplined in accordance with the severity of the offense and the options available to the 3rd Base Program, up to and including dismissal from the program. Parents will be notified of any discipline issues with their children and will be advised of consequences that may result if the behavior recurs. Any disciplinary concerns are documented and then discussed and shared with the parent or guardian, and there is careful consideration of any consequences given, including suspension or dismissal. If a short term suspension (1-3 days) from the 3rd Base Program is assigned due to a child's behavioral infractions in the 3rd Base Program, tuition for the suspension dates is still charged and is non-refundable. A parent conference may be required prior to the child returning from a suspension. If the 3rd Base Program recommends dismissal as an appropriate course of disciplinary action, the school principal may be apprised of the situation.

The safety of our students and staff is our highest priority. In accordance with the ADA, the 3rd Base Program may dismiss a student whose behavior poses a 'Direct

Threat' (a significant risk of substantial harm) to the health or safety of themselves or others that cannot be eliminated or reduced to an acceptable level through reasonable modifications. This includes, but is not limited to, physical aggression, violence, or flight/elopement from designated areas. Children who possess or display a weapon at the 3rd Base Program will be dismissed. Children shall not vandalize or otherwise damage or deface any property, including furniture and other equipment, belonging to or rented by the school district. Parents, guardians, or children guilty of damaging property, whether it belongs to the school district, community, or a private citizen, shall be liable for damages in accordance with the law. Failure to make restitution will lead to dismissal from the program.

Records and consequences will remain in the 3rd Base Program participant file throughout all of the services offered over the course of the child's enrollment in the program. For students with known disabilities, the 3rd Base Program will conduct an individualized assessment and engage in an interactive process with the family and school officials. We will review the child's needs and determine if reasonable modifications (such as behavioral redirection or environment adjustments) can safely mitigate the behavior. If such modifications would constitute a fundamental alteration or undue burden on the program or do not resolve the safety risk, dismissal may be necessary.

Student Dismissal

Children who have been dismissed from the 3rd Base Program will not be allowed to return for one full calendar year. Children who are dismissed a second time will no longer be eligible for the program. Parents seeking to re-enroll a child who has been dismissed are subject to standard space and waiting list requirements.

If a child is dismissed due to behavior, there will be no refunds, nor will a credit be issued.

Behavior Disclaimer

The 3rd Base Program approach to challenging behaviors include:

- Ongoing communication between the staff members and families.

- Collaboration on strategies to address the behaviors.
- Discussions will be framed around the development of the child's social skills.
- Families will be informed of the on-going progress.

The 3rd Base Program will not enforce consequences imposed by parents or school staff for infractions committed during school time or at home. Nor will the school enforce consequences during the day for poor conduct during the 3rd Base Program.

Discipline and Guidance Policy

While the 3rd Base Program staff utilize Positive Behavior Intervention and Supports (PBIS) for consistency, parents should note that the after-school program is not considered a part of the instructional school day. Staff may not have the same specialized training or staffing ratios as the classroom. The 3rd Base Program will conduct an individualized assessment to determine if such a reasonable accommodation would constitute a fundamental alteration of the program or an undue burden. It may be determined that the program cannot meet the child's needs safely.

The 3rd Base Program staff are expected to follow the discipline guidelines below, which are taken from HHSC Minimum Standards:

Discipline must be:

1. Individualized and consistent for the child.
2. Appropriate to the child's level of understanding.
3. Directed toward teaching the child acceptable behavior and self-control.

A caregiver may only use positive methods of discipline and guidance that encourages self-esteem, self-control, and self-direction, which includes at least the following:

1. Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior.
2. Reminding a child of behavior expectations daily by using clear, positive statements.

3. Redirecting behavior using positive statements.
4. Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age.

There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:

1. Corporal punishment or threats of corporal punishment.
2. Punishment associated with food, naps, or toilet training.
3. Pinching, shaking, or biting a child.
4. Hitting a child with a hand or instrument.
5. Putting anything in or on a child's mouth.
6. Humiliating, ridiculing, rejecting, or yelling at a child.
7. Subjecting a child to harsh, abusive, or profane language.
8. Placing a child in a locked or dark room, bathroom, or closet with the door closed.
9. Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

Parent Commitment

It is important to the achievement of our goals that the 3rd Base Program staff and parents work cooperatively. In order to facilitate effective communication regarding your child's day please limit the use of electronic devices while in the program area. Parents are welcome to address any issues or concerns directly with the 3rd Base Program Licensed Site Supervisor or office staff. We understand that your children are your highest priority, and that issues that affect them can elicit strong emotions. While we encourage parents to advocate for their child's needs, we maintain a zero-tolerance policy for threats, bullying, or harassment of staff or children. Collaborative communication is essential to the interactive process of providing reasonable accommodations for students; however, abusive behavior towards staff will result in immediate dismissal from the program. Any threat of physical violence toward a child, staff member or another parent, explicit or implied, will be reported to police and will result in the child's dismissal from the

program. While we welcome open discussion regarding any concerns about our program, respectful speech and behavior is expected.

Parents may not interfere with the program's normal operations or staffing ratios. This includes remaining in program areas in a manner that prevents staff from maintaining required supervision of the group or completing their normal task and may have their child dismissed from the program. If a child is dismissed for parent behavior, there will be no refunds or credits. Parents may not have contact with other children without the permission from the 3rd Base Program Licensed Site Supervisor. Under no circumstances may a parent discipline, interrogate, or reprimand someone else's child.

The 3rd Base Program will not discuss or mitigate issues between parents or guardians—custodial or otherwise. Due to confidentiality, we will not give other parents or children's contact information to anyone.

If a person/emergency contact designated by the parent/guardian fails to comply with the 3rd Base Program policies the parent may be asked to designate another person or withdraw from the program.

Parents must use the designated main 3rd Base Program door when entering and exiting the program.

Custodial Orders

It is the 3rd Base Program's policy to not interfere with the custodial relationship of a child's parents. As such, our program assumes that both parents/guardians have equal rights to pick up or drop off, visit the program, or request documentation about their child. If this is not the case, it is the parent/guardians responsibility to provide court documentation and/or legally binding parent agreements to clarify the rights and responsibilities of each parent/guardian. The 3rd Base Program will adhere to the most up-to-date court document on file, without prejudice to either parent/guardian.

It is our expectation that the parent/guardian keep the 3rd Base Program office and campus staff out of any legal entanglements or other custodial issues and resolve

any issue that may arise in another forum. 3rd Base staff are school officials and will not provide personal letters of character or witness statements for use in custodial disputes. All requests for student records must go through the official Austin ISD records request process. Failure to adhere to this policy may result in the child's dismissal from the program.

Parent Participation and Visitation

The 3rd Base Program parents are always invited to participate in programs and events. Each campus will periodically host special events. Parents will be notified of these events on the communication board, through email , and/or by flier.

In the event a parent wants to participate, volunteer, or observe, it is essential that they check in with the Licensed Site Supervisor and follow all AISD regulations on visitors to the classroom. This will require a valid photo ID and the wearing of a visitor badge. The individual visiting must be authorized as an eligible person to pick on the child's registration document.

While visitors are always welcome, the security of all children is of utmost importance to our program. Therefore, we ascertain that it is the responsibility of the Licensed Site Supervisor and Group Leader to manage student behavior. The visiting parent is not allowed to discipline or manage the children that are not their own.

Parent Concerns

Unfortunately there may be times when a parent finds it necessary to express a concern or issue a formal complaint regarding procedures, policies, or other child related issues. In most instances, the concern is generally handled best closest to the problem. Therefore, we ask parents to contact the Licensed Site Supervisor directly with concerns and needs. Our 3rd Base Program Licensed Site Supervisors are available to meet by appointment with parents between the hours of 9:00 a.m. and 2:00 p.m. for formal conferencing pending campus duty schedules. The Licensed Site Supervisors may be available to meet with parents after 5:00 p.m.

with notice. Remember that during after-school hours the staff members have responsibilities to supervise children in the 3rd Base Program.

If resolution is not arrived at with the Licensed Site Supervisor, the parent should contact the 3rd Base Program office. To contact us, please call the 3rd Base Program office at **(512)414-0220 x 0** or email us at **3rdbase@ausitnisd.org**.

Emergency Preparedness

Austin ISD takes every reasonable precaution regarding the safety of its students, employees, visitors, and all other stakeholders. The 3rd Base Program coordinates its emergency plans and procedures with those of the entire District to ensure an efficient and effective response and recovery when incidents occur. It has adopted and implemented multi-hazard emergency operations plans, including one specific to the unique needs of the 3rd Base Program. The plan addresses mitigation, preparedness, response, and recovery and embraces the National Incident Management System for command, control and coordination. In addition, the program submits to regular audits and tests, training and exercise, including training specific to after-school and extracurricular programs.

Austin ISD depends upon city-county first responders for incident support and the Austin ISD Police Department, which is operated and managed through Austin ISD. This allows for 24-hour 9-1-1 emergency dispatch from which dispatch and coordination among area first responders occurs and where other vital information is conveyed. **The non-emergency number for the AISD Police Department is (512)414-1703.**

The 3rd Base Program Emergency Operations Plan includes specific protocols for the safe evacuation and relocation of children with special medical or developmental needs. Individualized emergency plans will be coordinated with the family and school officials during the initial enrollment assessment.

The 3rd Base Program Emergency Operations Plan is on file at the 3rd Base Program office. However, in the best interest of the students and staff, much of this information is sensitive and cannot be reproduced or disseminated without permission from the AISD Director of Emergency Management.

Emergency Closing of Schools

Parents should listen to local radio and/or television stations, or visit the District website for emergency and/or weather closing announcements before and during school. If the school is closed, so is the 3rd Base Program. If you receive notification that the school is closing for the day, the 3rd Base Program will be closed as well. In the event the school needs to close due to unforeseen circumstances (i.e. power outage), the students may be relocated to a nearby campus, if possible.

Inclement Weather Schedules

2 Hour Delay Plan

- The 3rd Base Program office hours will begin at 10:00 am or as conditions safely allow.
- After-school care services will run on their regular schedule.
- The Licensed Site Supervisors will report to their campus at 10:00 am or as conditions safely allow.
- Group Leaders will report to their campus as scheduled.

School Cancellation Plan

- All 3rd Base Program services will be closed if school is canceled.

Texas Department of Health and Human Services Commission

The Texas Department of Health and Human Services Commission (HHSC) inspects all 3rd Base Program campuses through their Child Care Regulation (CCR) division. These inspections will be posted for parent view at the 3rd Base Program campuses.

Parents may contact Child Care Regulation directly by calling (512)424-6500 or through the website at hhs.texas.gov. There is also a link on the 3rd Base Program website.

HHSC required postings at the 3rd Base Program locations:

- Operations license;
- The letter or form from the most recent Licensing inspection or investigation;
- The Licensing notice Keeping Children Safe;
- The emergency evacuation and relocation diagram;
- The activity plan for each group of children;
- The daily menu, if applicable, including all snacks and meals prepared or served by the operation;
- The Licensing Parent Notification Poster;
- Telephone numbers specified in §744.405 of Minimum Standards;
- A list of each child's food allergies that require an emergency plan; and
- Any other Licensing notices with specific instructions to post the notice.

Due to different regulating agencies there are a few pieces of equipment on the school playground that meet district policy standards, but do not meet the HHSC standards specified in Minimum Standards. Playground equipment and grounds are inspected regularly for safety and meet state standards for public schools. By enrolling in the 3rd Base Program, parents acknowledge that children will have access to the campus playground. While this equipment is maintained to AISD safety standards, it may differ from HHSC private childcare equipment standards. Staff will provide active supervision to mitigate risks associated with the use of public school play structures. Any questions concerning the safety of playground equipment can be addressed to the building administrator or the 3rd Base Program office.

Reporting Child Abuse

All 3rd Base Program staff are Mandated Reporters under Texas law. Staff are required by law to report any suspicion of abuse or neglect directly to the Department of Family and Protective Services (DFPS) or law enforcement. This legal obligation is individual and does not require prior approval from program

administration. 3rd Base Program personnel are required to report suspected abuse within 48 hours.

Notifications to Child Care Regulation (CCR) may be made:

- Online 24 hours a day at <https://www.txabusehotline.org/Login/Default.aspx>
- By phone 24 hours a day to the Texas Abuse and Neglect Hotline
1-800-252-5400; or
- By speaking to a CCR employee during business hours at the local office.
Phone numbers for the local offices can be found at
<https://www.hhs.texas.gov/services/family-safety-resources/child-care/contact-child-care-regulation>

