

# Parent Handbook



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103 Samuel Blvd  
Coppell, Texas 75019  
(972) 304-2000

**Flower Mound**  
1905 Justin Road  
Flower Mound, Texas 75028  
(972) 899-4131

**Southlake**  
8811 Davis Blvd  
Keller, Texas 76248  
(817) 337-1400

[www.earlycareandeducation.com](http://www.earlycareandeducation.com)



## Early Care and Education

Early Care and Education's goal is to be North Texas' leading preschool program. Our program gives children ages 6-weeks through 12-years enriching opportunities to develop the whole child. We focus on learning through child-directed play experiences and curriculum time. We believe a balance of play and preschool enhances growth and development in all areas: physically, socially, emotionally, creatively, and intellectually. This is achieved in a safe and loving faith based environment with caregivers who are dedicated to enriching children's lives.

### **NON-DISCRIMINATION POLICY:**

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

## **Required Policies**

Early Care and Education is licensed and regulated by the Texas Department of Family and Protective Services. The follow policies are required by Child Care Licensing per The Minimum Standards for Child Care Centers 746.501.

### **1. HOURS OF OPERATION**

Early Care and Education is open from 6:30am-6:30pm, Monday-Friday, year round. We close to observe the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the following Friday, Christmas Eve and Christmas Day. Full tuition is due for holiday weeks.

NOTE: In some cases, if the holiday falls on a Saturday or Sunday, Early Care and Education may close the day before or the day after the holiday. Parents will be updated on each year's holiday schedule in January.

### **2. RELEASE OF CHILDREN**

Per Texas state laws, parents have a right to access their child at anytime. However, we strongly encourage parents to drop off their children by 8:30am each day so that the child can take part in our full educational program. In the event that a parent is unable to pick up their child, they may authorize another legal adult to pick up. Children will not be released to a minor. Authorized adults must be listed on the enrollment form to pick up and the authorized adult must bring a picture ID. Children will not be released to adults without a picture ID.



### 3. ILLNESS AND EXCLUSION POLICY

Children who are ill should not attend preschool. Early Care and Education observes the standards set by the Texas Department of Family and Protective Services for ill children. The most common standards for exclusion are:

1. Illness that prevents the child from participating in child care activities, ***including outdoor play.***
2. The illness results in a greater need for care than caregivers can provide without compromising the health, safety and supervision of the other children.
3. Oral temperature of 101 or armpit temperature of 100.
4. Symptoms and signs of possible severe illness such as lethargy, abnormal breathing, uncontrollable diarrhea, 2 or more vomiting episodes in 24-hours.

If a child becomes ill while in our care, we will contact the parent immediately. We will care for the child apart from the other children with proper supervision and give extra attention to hand washing and sanitation practices.

Parents need to pick up children within 1 hour of notification. In the event of *severe* illness or injury, or if a parent fails to pick up their child within a reasonable amount of time, Early Care and Education may call for an ambulance at the parent's expense.

If a child is sent home sick from our program, they may not return until the child is symptom-free for 24-hours.

### 4. MEDICATION

Please inform your physician that your child is in full-day or part-day preschool and that you prefer to give medications at home, morning and evening. Knowing this, many doctors will order longer acting medications. Limiting medications dispensed away from home prevents medication errors. Please remember, Early Care and Education is designed for **well** children.

If medications need to be administered at school, the following conditions must be met:

- ❑ **Prescription medication will be accepted only if it is in the original container and hasn't reached its expiration date.**
- ❑ Nonprescription medication may only be administered by following the manufacturer's recommendation on the label. Medication must be in the original container and accompanied with a copy of the information given to you by the pharmacy.



- ❑ Before any prescription or nonprescription medication can be administered, including sunscreen, we must have permission in writing by the child's parent or guardian. Please fill out the medication forms and enter instructions into the Daily Medication Log Book. Please bring a copy of the information given to you by the pharmacy.
- ❑ Medication needs to go home after the last date that the medication is administered.
- ❑ Medication will only be given at 10:30am and 2:30pm.

Health forms are required to be completed at the time of enrollment showing any allergies, physical handicaps, a statement of general health, and a current immunization history. These must be updated and kept current.

Medication may be given to children with a signed medical information sheet. These are located in the front lobby.

## **5. PROCEDURES FOR HANDLING EMERGENCIES**

In case of minor injury or accident, the staff will administer basic first aid. All injuries or illnesses not requiring immediate parental notification will be documented and reported to parents when the child is picked up at the end of the day.

In case of medical injury or illness requiring immediate professional care (emergency), the staff will call 911, giving location and nature of emergency. As appropriate, the staff will administer CPR or first aid measures. Parents will be notified immediately. If parents are unavailable, those individuals designated as emergency phone contacts will be notified. **All children must have an emergency medical release form on file in case of such an emergency.**

If a child ingests or comes in contact with a poisonous substance the staff will contact the Poison Control Center 1.800.222.1222.

## **6. PARENT NOTIFICATIONS**

Open Communication with parents is very important to children's success. Early Care and Education has multiple ways of communicating with parents. In some situations, parents may be asked to sign documents acknowledging that communication has taken place. Listed below are ways that Early Care and Education may communicate with parents:

- Our electronic monitor located in the front lobby
- Through email notifications
- Written memos placed in your child's weekly folders
- Social media site such as Facebook
- Smart phone notifications through KidsReport



- Verbal communication with the child's teachers and director

## **7. DISCIPLINE & GUIDANCE POLICY**

Early Care and Education staff members are trained to use a positive method of discipline and guidance that encourages self-esteem, self-control, and self direction. Just a few examples used in this situation are: praise and encouragement of good behavior instead of focusing only upon unacceptable behavior; reminding a child of behavior expectations daily by using clear, positive statements and redirecting behaviors. Early Care and Education does not use "time out" as a form of managing behavior. Early Care and Education staff will never use Corporal Punishment or negative discipline that may hurt or humiliate a child.

Research has shown that positive guidance teaches children skills which help them get along in their physical and social environment. This aim is to develop personal standards in self-discipline, not to enforce a set of inflexible rules. Giving children understandable guidelines and redirecting their behavior helps them to develop internal control of their actions and encourages acceptable behavior. Positive cooperation is required from the family when dealing with disruptive behavior. We feel that consistency from all parties involved is the best way to handle these issues. Early Care and Education reserves the right to terminate care for the child for discipline problems at any time.

## **8. FOOD SERVICE & PREPARATION**

Early Care and Education is a participant of the USDA's Special Nutrition Program. We do not charge an extra fee for meals or snacks. In accordance with Federal Law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write to USDA Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington DC 20250-9410 or call (800) 795-3272.

Early Care and Education supplies cereal, baby foods, and iron fortified formula for infants. Parents are asked to complete an "Infant Feeding Sheet" at the beginning of each month. This instructs us on how to feed your baby according to your directions.

Early Care and Education provides breakfast for all children present at 8:30am. Lunch is served at 11:30am. Afternoon snack is served after the rest period around 2:30pm, and again at 3:30pm for the school-age kids as they arrive after school. Menus are sent home at the beginning of the month. Please advise the center of any allergies. **Early Care and Education is a Nut-Free School.** If a child requires a alternative meal, milk or substitution, a note from a doctor may be required. The doctor's note must include a recommended substitution.



## 9. IMMUNIZATION REQUIREMENTS

Immunization records must be current for all children enrolled in the Infant-Toddler, Preschool and Pre-K programs. A copy must be in the child's file. It is the parent's responsibility to ensure that your child's immunizations are current. Failure to keep children current on immunizations may lead to disenrollment.

From time to time Early Care and Education may have children enrolled that have not received immunizations due to personal belief. A notarized affidavit must be on file for these children.

## 10. TUBERCULIN TESTING REQUIREMENTS

Based on local health department guidelines, proof of TB testing is not required in order to be enrolled in our program.

## 11. HEARING AND VISION SCREENING

Hearing and Vision Screening for possible vision and hearing problems is required by the Special Senses and Communication Disorders Act, Texas Health & Safety Code, Chapter 36, for children who are 4-years old. Early Care and Education will schedule annual screenings at our school. Parents may also bring in screening proof from their local pediatrician.

## 12. ENROLLMENT PROCEDURES

Upon selecting Early Care and Education to meet your child's educational needs, **all enrollment paperwork is required before the child can start our program.** Incomplete paperwork will not be accepted. Paperwork required for enrollment includes:

- Enrollment Form
- Authorization for Emergency Medical Attention
- Physician's Statement
- Tuition Agreement
- Tuition Express Form (ACH Draft)
- Food Program Enrollment Form
- CACFP Meal Benefit Income Eligibility Form
- Infant Feeding Preference (if applicable)

Parents will be notified within 30 days of any policy change in writing. Signatures from parents may be required.



### **13. TRANSPORTATION**

School-age children will be transported to and from public school and during the summer on field trips. Early Care and Education does not transport children under the age of 5, except in emergency situations.

State law requires:

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

### **14. WATER ACTIVITIES AND SWIMMING POOL**

School-age children will use the swimming pool located at Coppell Early Care and Education during summer months. A certified lifeguard will be on duty during these times. We also offer private swimming lessons for children 3 and up. Parents will be notified in advance of swimming and other water play activities.

### **15. FIELD TRIPS**

School-age summer camp will often have field trips weekly. Transportation for field trips may be by school van or walking. Parents will be notified in writing of any field trips requiring transportation by van.

### **16. ANIMALS**

From time to time, Early Care and Education may have classroom pets that meet the requirements by Texas Child Care Licensing. A notice to parents will be posted outside any classroom door when a pet is present.

### **17. QUESTIONS OR CONCERNS**

If parents have questions or concerns about our program, we encourage you to have open communication with your child's teacher and the Center Director. Through open communication, we can ensure that all parties are well informed and working as partners in the child's education. From time to time, the center director may complete a Parent Concern Form. Parents will receive a copy of this form with the appropriate outcome.



## **18. OPEN DOOR POLICY**

We welcome parents at any time, in any area of our school. Early Care and Education is a privately owned and operated facility. We have the right to refuse service at anytime to anyone.

## **19. PARENT PARTICIPATION**

We encourage parent involvement, especially on field trips and helping with class parties. Also, if you have a concern, please schedule a time to meet with the classroom teacher and/or the director of the facility.

## **20. MINIMUM STANDARDS FOR CHILD CARE CENTERS**

Early Care and Education is licensed and regulated by the Texas Department of Family and Protective Services and we follow the Texas Minimum Standards for Child Care Centers. Parents may review of a copy of these standards in our front office or view the standards online at [www.dfps.state.tx.us/Child\\_Care/Child\\_Care\\_Standards\\_and\\_Regulations/default.asp](http://www.dfps.state.tx.us/Child_Care/Child_Care_Standards_and_Regulations/default.asp)

## **21. COMPLIANCE HISTORY**

Early Care and Education encourages parents to view our compliance history with Child Care Licensing. Our most recent inspection is posted on our parent communication board or you may view this at

[www.dfps.state.tx.us/Child\\_Care/Search\\_Texas\\_Child\\_Care/ppFacilitySearchDayCare.asp](http://www.dfps.state.tx.us/Child_Care/Search_Texas_Child_Care/ppFacilitySearchDayCare.asp)

Parents may also contact our local child care licensing office at 214-583-4253.

## **22. GANG-FREE ZONE**

Under the Texas Penal Code, any area within 1000 feet of a child care center is a gang-free zone, where criminal offenses related to organized criminal activity are subject to a harsher penalty. Early Care and Education is a GANG-FREE ZONE.

## **23. EMERGENCY PREPAREDNESS PLAN**

Below is the Emergency Preparedness Plan designed for Early Care and Education. Parents are encouraged to read this information carefully. In the event a parent is present in the building during an emergency, Early Care and Education will ask parents to participate accordingly.

During any emergency the best course of action is to BREATHE AND STAY CALM, know how many children you have, and have your sign-in and -out log and transition sheet in your hands.

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If you have children of your own in the facility, but in another classroom, trust that their teachers will take care of them just as you are taking care of the children in your care.

*In all situations in this Emergency Preparedness Plan, "Director" refers to Tym and/or Kevin. In the Director's absence, the Assistant Director on duty (Chelsea or Amanda) assumes the role of Director and then designates another staff member to assume the responsibilities of the Assistant Director. In all situations in this Emergency Preparedness Plan, the Director or designated person in charge will notify Child Care Licensing and/or the Health Department and/or call 911 as each situation dictates. In all situations in this Emergency Preparedness Plan, the Director or designated person in charge may delegate any portion of his/her duties to other staff members, volunteers or emergency personnel as he/she deems necessary.*

### **TORNADO/BAD WEATHER**

- Stay calm. Watch the kids, not the situation.
- Get your sign-in/out sheet and your transition sheet and stuff it in your clothing. Grab your flashlight.
- Take all of your children to the center hallway. Have the children sit as close together as possible and have the children duck and cover. This will be familiar to the children since you practice this each time you have a severe weather drill.
- Infant classroom: Place your babies in two cribs and cover the top with a mattress from another crib. Place mattress sideways across top of the crib and huddle next to it. Role the cribs to the center hallways.
- Stay there until advised that the bad weather has passed.
- It can be helpful to quietly sing songs with the children to help them keep calm.
- The Director in charge will monitor local weather stations and the weather alert radio for updates.

### **COMMUNICABLE DISEASE OUTBREAK**

- All staff members will vigilantly follow policies and procedures regarding diaper changes, toileting, hand-washing, food preparation and general common sense measures such as keeping surfaces clean, changing bedding, teaching children how to cover coughs and sneezes, etc., to prevent the spread of germs that cause illness in the first place.
- In the event of an outbreak, the Director, or person in charge, will notify the Health Department and Child Care Licensing to inform them of the situation and ask for instructions and guidelines to follow for specific illness or outbreak.
- The Director, or person in charge, will inform all staff members of instructions and guidelines and require them to follow the same.

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- The Director, or person in charge, will also notify all parents about the situation in writing within 48-hours as required by the Texas Department of Family and Protective Services and Child Care Licensing.
- All staff is to follow the school's confidentiality policies when speaking of the above outbreak. Any violation of the confidentiality policy is grounds for immediate termination.

### **LOCK DOWN**

#### **(INCLUDES WEAPON, HOSTAGE INCIDENT, INTRUDER, TRESPASSING, DISTURBANCE)**

- The Director, or person in charge, will announce over the intercom, "Lock Down" or other discrete code and will call 911. The director, or designated person, will supervise the front desk at all times during the incident, if possible.
- Upon hearing this, or sooner if you are aware that an intruder has entered the building or immediate vicinity, say calmly to the children a discrete phrase, such as "Rabbits in the Hole"; the children will know what to do because you practice this every month.
- Infant classroom: Place babies in two or three cribs with a few quiet toys. Place another empty crib or two in front of your classroom door. This might cause an intruder to change his/her mind about entering your classroom.
- Get your sign-in/out sheet and your transition sheet in your hands and stuff them into your clothing.
- Close all your classroom doors and lock them if possible.
- Turn off the lights.
- If you have reason to believe that no one else in the center is aware of the danger, and you can safely do so, use the intercom to calmly announce the secret code for "Lock Down".
- Whisper and remind the children that "we are to be very quiet."
- Do a name/face check silently.
- Keep the children and yourself safe, in place, and away from all interior and exterior windows.
- Watch the children, not the situation!
- If the intruder enters your classroom, do not argue with him.
- The Director, or person in charge, will ensure that all building entrances and exits are locked and that no unauthorized individuals leave or enter the building.
- Await further instructions from the Director, or person in charge, or emergency personnel.

### ACCIDENT

- Breathe and stay calm.
- Make sure all children are supervised. If you are alone, tell them to sit down near you.
- Comfort the child by speaking in a low, quiet voice.
- Apply first aid as needed.
- Call the office if you need further assistance and/or the Director, or person in charge to call 911.
- If the child is bleeding profusely, apply pressure to stop the bleeding. (In an extreme case, take off the child's shirt and use that.)
- If injury is to the head or face, report it to the office immediately - even if it is minor.
- Complete an Accident/Incident Report, have the Director sign it immediately, and have the parent sign it when the child is picked up.
- Turn the Accident/Incident Report in to the Director, or person in charge, before you leave on the same day.
- Keep the Accident/Incident Report confidential while in your presence.
- In the event of serious illness or injury involving an adult, contact the office and a Director, or the designated person in charge, will call 911 and/or the person's emergency contact.

### ILLNESS

- Ask the child, "What doesn't feel good?"
- Contact the front office and have the child's temperature taken. If the fever is over 100 degrees, the Director, or person in charge, will contact the parent.
- If no fever, make the child comfortable and keep an eye on him.
- If the child complains of pain, ask him to point with one finger where it hurts the most and then investigate that spot for injury or discoloration and call the office.
- Light vomiting or mild diarrhea: If no pain, call the office after the third episode.

### EXPLOSION, CHEMICAL SPILL OR GAS LEAK

#### ***That occurs INSIDE the facility***

- See procedures for FIRE and OFF-SITE EVACUATION AND RELOCATION

#### ***That occurs OUTSIDE the facility***

- Close doors and lock if possible.
- Turn off air conditioner/heater.
- Turn off lights, computers, TV, radio, CD player, aquarium pump or anything else that may cause a spark.
- Keep children seated on the floor and calm. Sing quiet songs or read stories.

- Be prepared to evacuate if told to do so by the Director, or person in charge, or emergency personnel.
- If you detect a strong odor, show the children how to lift up and breathe through their shirts.
- If told to evacuate, consider crawling to avoid strong fumes that are floating higher in the air. Ask for clarification, if time.

### **BOMB THREAT OR OTHER THREAT**

- Write down everything the person says.
- Ask where the bomb is.
- Ask when the bomb (or other threat) will "go off" or "happen".
- Write that down, too.
- Notify Director, or person in charge, to call 911 immediately.

### **OFF-SITE EVACUATION AND RELOCATION**

- Your primary responsibility is to keep the children safe.
- Keep your sign-in/out sheet and transition sheet in your hands or stuff them into your clothing.
- If time allows, gather children's diaper bags, bottles, baby formula/food, and coats.
- Children will be evacuated in the center's buses and vans from oldest to youngest so that older children can assist with keeping children seated at the evacuation site. Depending on the situation, the city may also send transportation vehicles. The school will use car seats and infant carriers left by the parents when evacuating applicable children.
- The Director is responsible for keeping a charged cell phone with him/her and overseeing and directing the evacuation process. She/he is the last person to leave the building.
- The Assistant Director is responsible for taking the emergency binder (of permission slips and parent contact information), the first aid kit, emergency medication (i.e. insulin, EPI pens, asthma medications), and a charged cell phone and accompany the first vehicle to the evacuation site so that he/she can be in charge of the evacuation site.
- The Director and Assistant Directors are aware of each cell phone number.
- Evacuation and relocation site for Coppell Early Care and Education is Flower Mound Early Care and Education. Flower Mound will go to Coppell. Southlake will go to Coppell unless directed elsewhere by emergency personnel.

- After all children and staff have been relocated to the evacuation site and are safe and have had all needs taken care of, the Director and Assistant Director will designate staff to contact parents and notify them of the situation.
- Staff members will continue to supervise and take care of the children including entertaining them with songs, stories, games, etc. at the evacuation site. Watch the kids, not the situation.
- The Assistant Director will continue to supervise and take care of the needs of the staff.
- The Director will be the contact person for emergency personnel and parents.
- The center's usual verification process for allowing adults to pick up children from the center will be used at the evacuation site. (i.e. only persons listed on the child's enrollment form as authorized to pick up will be allowed to do so after showing photo ID.)

### **FIRE**

- When aware of fire or when alarm sounds, quietly say, "Fire drill boys and girls; line up at the door, please." This should be familiar to them since you say it every month when you practice monthly fire drills. *Your primary responsibility is to get the children safely out of the building. Do not attempt to put out the fire unless it is between you and a child or preventing exit.*
- Get your sign-in/out sheet and your transition sheet and keep it with you.
- Make a quick head count.
- Make sure you have everyone.
- Infants: Place all of the children in two cribs.
- Proceed to the proper fire exit and exterior meeting place as designated on the floor plan in the classroom. This is the same spot you take the children each month during your fire drill.
- Do a name/face check once you are outside and check it against your sign-in/out sheet and transition sheet. If anyone is missing, tell the Director, or person in charge, or a fire fighter immediately, but never leave the children unsupervised.
- The children must be safe (out of way of emergency vehicles and the fire) and supervised at all times. Watch out for anthills, broken glass and other hazards.
- Watch the kids, not the situation.
- The fire department, Director, or person in charge will tell you when you and the children can re-enter the building or begin off-site evacuation procedures.

### COOK AND MANAGEMENT RESPONSIBILITIES

- When aware of fire or when alarm sounds, the Director sounds the alarm, if necessary, thus alerting everyone and notifying the fire department.
- She/he then proceeds to each classroom to ensure that everyone is out of the building.
- When aware of fire, or when alarm sounds, the Assistant Director takes possession of the emergency binder and says aloud, "I have the binder!" and then proceeds to assist the infant classrooms to safely exit the building.
- When aware of fire, or when alarm sounds, if the cook is in the building (and not when already counted in child/staff ratio), she will assist the young toddler classroom.

### 24. BREASTFEEDING

Early Care and Education will provide a comfortable place with a seat for mothers to breastfeed their child if they choose to do so. Parents may also provide breast milk for their child to be served while in our care.

### 25. CHILD ABUSE REPORTING LAW REQUIREMENTS

Early Care and Education staff are **REQUIRED** by Texas State law and licensing requirements to report immediately to the police or Child Protective Services (CPS) any instance when there is reason to **suspect** the occurrence of physical, sexual, or emotional child abuse, child neglect, or exploitation. Our staff receive annual training on recognizes and preventing abuse and neglect, including sexual abuse. Early Care and Education has made a commitment to help increase awareness and prevention techniques to employees and parents through trainings, memos and monthly newsletters. Early Care and Education will also coordinate with community organizations on strategies to prevent abuse and neglect.

The staff may not notify parents when the police or CPS is called about possible child abuse, neglect, or exploitation, except on the recommendation of CPS or the police when they are called.

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 on opposite sides of the body, and child hygiene issues.

If parents feel they need assistance with possible child abuse, neglect, or sexual abuse, we encourage you to get help. Please call the National Parent Hotline at 1-855-427-2736 or visit [www.helpandhope.org/find-help.html](http://www.helpandhope.org/find-help.html)

The statewide Abuse & Neglect phone number is 1-800-252-5400, if you would like to report any suspected abuse or neglect.



## 26. WELL CHECKS

Early Care and Education staff will do a visual check of the children upon arrival each morning. If a staff member notices anything unusual they are required to point this out to the parent at that time. If your child has an accident overnight, please notify staff members when dropping off so that we can assist in watching the child for side effects.

## ADDITIONAL POLICIES

### 27. TUITION AND FEES

Tuition is paid by ACH draft operated by Tuition Express. **All accounts are required to be set up on ACH draft.** Tuition Express will only draft the balance on the account. If a family does not want tuition drafted, they may make a payment by check prior to 6:00am on Monday to avoid a draft. Early Care and Education will not turn drafts “on and off”. Drafts or checks returned NSF will be charged \$35. Early Care and Education does not accept American Express or Discover credit cards. A \$10 per day late fee will be added for all non-payments.

### 28. EXTRA FEES

A non-refundable annual registration fee is due at the time of enrollment and every September. During summer months and holiday times, an activity fee may be charged. Activity fees are for additional activities outside our normal planned curriculum. Parents will be notified 30 days in advance of activity fee options.

Our program is open Monday through Friday from 6:30am to 6:30pm. Early Care and Education is only licensed by the Texas Department of Family and Protective Services to care for children during these specified times. If you are late picking up your child, a \$1 PER MINUTE late penalty will be charged to your account. Late penalties must be paid to Early Care and Education before the child can return to care.

### 29. ABSENT/VACATION CREDIT

If your child is absent for five consecutive days, you will receive an absent credit equal to one half your weekly tuition. Parents must request an absent credit in writing by email. If your child will be absent from school, we ask that you notify the front office by 8:30am each day. Failure to notify the front office of an absence may result in a \$5 no call penalty per occurrence.



### 30. PARENT REFERRALS

We greatly appreciate your business and know that you will be so pleased with our service that you will tell all your friends and acquaintances about us! If one of those families decides to enroll their child(ren), we will credit your account the amount of 1 week's tuition after that family has been with us for 90 days. The referred family must mention the referral at the time of the initial visit to our program. Our greatest advertising asset is you!!

### 31. CONFIDENTIALITY

While your child is enrolled in our program, parents may come across confidential information about our program, our staff, and sometimes other children. All information received from Early Care and Education must remain confidential at all times. Breaching confidentiality may lead to disenrollment.

### 32. PARENT CODE OF CONDUCT

Please understand, young children are present in our building. Some adult language is not appropriate for young children. Early Care and Education prohibits swearing or cursing on our property.

Threatening staff, children, or other parents will not be tolerated per Texas Department of Family and Protective Services. Early Care and Education has the right to terminate care in the event of disruptive behavior from a parent or guardian.

Early Care and Education must follow particular rules on discipline and guidance as outlined in the Texas Minimum Standards for Child Care Centers. All adults, including parents, must follow these rules while on our property.

### 33. PARENT RESPONSIBILITIES

**Children must be signed in and out** by the custodial parent or adult person approved by the parent(s). Parents who fail to sign children in or out may be charged a \$5 penalty for each occurrence. Please understand that due to liability issues, staff of Early Care and Education is not permitted to take children home from our center.

**In order not to confuse school toys with a child's personal property, we ask that children not bring playthings from home.** Early Care and Education staff cannot be responsible for lost or broken personal toys. Two exceptions to this are a stuffed animal for use during naptime by full-day preschool children and for Show & Tell purposes. You will be notified by your child's teacher if and when the class will have Show & Tell.

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

- Communicate any concerns regarding our program or your child immediately to staff.
- Pick up and read the notices and information left for you in your child's folder and/or posted outside your child's classroom, at the reception desk, or in e-mail.
- Pick up your child's papers/projects daily. Their work is very important to them and provides another means of communication between parent and child and helps the parent share in the child's day.
- Please be aware of the scheduled meal times of breakfast and lunch, 8:30 am and 11:30am, and make sure your child arrives in time to be included in those meals, if necessary. It is very difficult to try and feed a child later than the scheduled meal time, and causes a disruption in the classroom schedule, which affects all of the children in the classroom.
- Please do not allow your child to bring gum or candy to the classroom. We **STRONGLY** encourage you to allow your child to eat what we are serving that day, unless, of course, food allergies are a concern. In that case, we ask that you bring a note from your physician. Any food brought from home will only be served at the same time that the other children are eating and **MUST** be taken home at the end of the day.
- Periodically check on your child's supply of extra clothing. Please take home soiled clothing promptly.

The Texas Department of Family and Protective Services do not allow smoking on the premises, either indoors or outdoors.

#### **34. WITHDRAWAL FROM PRESCHOOL PROGRAM**

Thirty (30) day written notice must be given for withdrawing a child from Early Care and Education. If a family fails to give a thirty day notice, Early Care and Education has a right to draft the remaining weeks from the families bank account. Early Care and Education has a right to refuse service to any family for any reason.

#### **35. CUSTODY SITUATIONS**

Early Care and Education prefers **NOT** to get involved with custody disputes. Early Care and Education will follow a court order exactly as written. If your family has a court order on file, please provide us with the most recent copy. *PLEASE NOTE: PER STATE LAW, IN THE ABSENCE OF A COURT ORDER, BOTH PARENTS HAVE EQUAL RIGHTS.* With this being said, it is imperative that all enrollment forms are completed with both parents information. A copy of a child's birth certificate may be requested at the Director's discretion. In the event that a custody dispute takes place on our property, the local police will be called and asked to handle the dispute. Our staff will not be placed in the middle of such disputes. If a custody issue creates a risk for our facility or staff, Early Care and Education has the right to terminate care.

### **36. INCLEMENT WEATHER POLICIES**

Early Care and Education will open most days during inclement weather. Please check local TV stations and web sites for announcement of closing. Full tuition is due during inclement weather times.

In case of serious emergencies such as earthquakes, fire, storms, or loss of power/water, parents will be notified, if possible, and children will be cared for until parents or emergency contacts arrive.

### **37. CURRICULUM**

Early Care and Education uses Frog Street Early Learners for our infants, toddlers and two's, and Frog Street Press for our pre-kindergarten classrooms. These curriculums believe that children learn best through actively engaging with people and things in their environment. Children are involved in hands-on experiences, real-life adventures, and assisted discovery as they explore concepts through play. Early Care and Education is a place where essential readiness skills are nurtured through play, investigation, and of course, fun! These programs provide developmentally and age-appropriate activities and materials for exciting and wonder filled environments.

To learn more about these programs and the wonderful things they offer, visit [www.highreach.com](http://www.highreach.com) or [www.fsp3.com](http://www.fsp3.com)

### **38. SAMPLE DAILY SCHEDULE**

Early Care and Education classrooms follow a daily schedule designed specifically to meet the children's developmental, social and emotional, and personal needs. All schedules are contingent on the needs of the children and may vary from day to day. Below is an sample of your child's typical day:

6:30-7:00:	Arrival / Child Centered Activities
7:00-8:00:	Transition to Classrooms / Child Centered Activities
8:00-8:30:	Greeting Circle
8:30-8:45:	Breakfast
8:45-9:15:	Outdoor Learning
9:15-9:45:	Literacy Lesson and Centers (Practice and Theme) 1/3 Class in Lesson, 2/3 Class in Centers, Rotate one group into lesson every 5-10 minutes
9:45-10:15:	Gross Motor Activities
10:15-10:30:	Bible Lesson, social and emotional development
10:30-11:30:	Math and Science Lesson and Centers

	1/3 Class in Lesson, 2/3 Class in Centers, Rotate one group into lesson every 10-15 minutes
11:30 -11:40:	Restroom, Transition to Lunch
11:40-12:10:	Family Style Dining
12:10-12:20:	Third Read Aloud Time
12:20-2:30:	Quiet Time
2:30-3:00:	Snack
3:00-3:20:	Circle Time (Review of Days Lessons)
3:20-4:00:	Alphabet and Counting and Centers
	1/3 Class in Lesson, 2/3 Class in Centers, Rotate one group into lesson every 10-15 minutes
4:00-4:30:	Outdoor Learning
4:30-5:00:	Closing Circle Time
5:00-5:30:	Art Activities
5:30-6:00:	Closing Activity

### **39. CLASSROOM ASSIGNMENTS**

Classroom assignments are based on each individual child's chronological age, developmental age, emotional age, and physical age. Early Care and Education typically will transition children to new classrooms twice a year, however from time to time we may request a transition sooner based on the individual child's needs.

### **40. CHILD TO STAFF RATIOS**

Early Care and Education exceeds state ratios in most classrooms. From time to time, we may follow state ratios, but will never be non-compliant unless under emergency situations.

### **41. NAP TIME**

Supervised rest periods are provided for all children under five years of age who remain at Early Care and Education for six or more hours a day, and for all other children who show a need for a rest time. Your child will be provided a mat to rest on for naptime. Please provide a clean blanket and sheet for naptime and take them home Fridays for washing. You may also bring in a special blanket, pillow, or stuffed animal if desired, but they must be able to fit in your child's cubby.

### **42. CLOTHING**

Preschool children must have a complete change of clothing, **clearly marked with the child's name**, left at Early Care and Education. Preschool children need to be dressed for the weather. Caps, mittens, and warm clothing must be worn during the cooler seasons for the daily outdoor playtime. Accidents can happen, even for the older preschoolers, or if they get wet on the playground. Boots, sandals and flip flops are prohibited.



### **43. PERSONAL BELONGINGS**

Parents must supply all bottles for their child. Early Care and Education provides toddler training cups, diapers and wipes. Please label everything with your child's first and last name.

We use washable crayons, markers and paint during art time, but the children's clothing may get stained from just being kids! Please dress your children in play clothes since PLAY is what we do!!

Please leave all valuable items at home since Early Care and Education cannot be responsible for broken or lost items.

### **44. OUTDOOR PLAY**

Outdoor play is a regular part of the daily routine. Children should be prepared to play outside some part of every day. Please do not request that your child stay indoors. Per the Texas Department of Family and Protective Services, children too sick to go outside should not be at school. Children may not wear flip flops due to the danger these shoes may cause on the playground.

### **45. BIRTHDAYS**

Most children enjoy celebrating special events with their preschool friends (birthdays, new babies, and holidays). Parents may send a "store bought" treat to share with the class. Please make arrangements with the teacher several days in advance.

### **46. SCHOOL SAFETY POLICIES**

Parents need to personally escort their child(ren) inside the building to sign in and out when their children enter and leave the facility. Each classroom has a window for viewing activity from the hallway. Parents are welcome to visit the center any time during the day to observe their child without prior approval. However, if you would like to stay and spend time with your child during activities, please see the office so we can do a proper criminal history check, as required by the Texas Department of Family and Protective Services.

Our facility is equipped with a fire sprinkler system and fire drills are practiced monthly.

You will be notified of any incidents other than minor scrapes or bumps with a phone call. We will also give you a written report at pick up time. First aid will be applied to minor incidents. In the event medical attention is required, we will notify you immediately. Parents are responsible for all medical fees.

#### **47. CAMERAS**

Early Care and Education has closed circuit cameras in all classrooms. A monitor is located in our front lobby for parents to view. Parents may request to view previous footage from the Center Director. The privacy of the children is very important to us. For this reason, the cameras are not available over the internet.

#### **48. PHOTOGRAPHS**

Early Care and Education believes in the benefit of using real life pictures in our educational program. Photos taken of the children will be done with a school owned camera and will only be used in our program. If parents choose to take pictures of events held at our program, they may only photograph their child, unless written permission is given by the other parent. Please note: during certain parent events, such as Pre-K graduation, Christmas programs, and Carnivals, photographs may be taken. If you wish for your child to not be photographed, you may want to remove them from these events.

#### **49. OUTSIDE EMPLOYMENT**

Employees of Early Care and Education are prohibited from outside employment with parents of the organization. This includes, but is not limited to, babysitting and/or nanny- type jobs.

#### **50. CYBER IDENTITY/SOCIAL NETWORKING WEB SITES**

Cyber identity and social networking is very exciting these days. However, please understand that employees of Early Care and Education are prohibited from participating in social networking with parents and children. This includes, but is not limited to, Facebook, Twitter, and MySpace.

#### **51. BITING**

Biting is a common issue in early child development. The best way to deal with biting is consistency between providers and parents. Biting could occur for multiple reasons. Proper communication will help determine why a child is biting. Early Care and Education will work with parents when biting becomes a problem. We will make every effort to solve the issue as soon as possible.

#### **52. CELL PHONES**

Proper parent communication is imperative when working with young children. It is difficult to communicate when cell phones are in use. Effective December 1, 2010, the Texas Department of Family and Protective Services passed new regulations prohibiting the personal use of cell phones in classrooms. Please end all calls prior to entering the building.



*We, at Early Care and Education, know that you trust us with your most valuable treasure, your child, and we strive to serve our families the absolute best in preschool education and childcare. We believe that excellent early childhood development is the foundation for a bright future for our children at Early Care and Education.*