

Child's Day

2525 Wallingwood Drive Ste. #100
Austin, Texas 78746

Parent Handbook

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School's web site	www.childday.com

School Office Hours – 7:30 AM – 6:00 PM
Monday through Friday

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I. Introduction

Statement of Mission and Philosophy

Through our programs for infants, toddlers, and pre-schoolers, each child can grow and develop cognitively, physically, emotionally and socially within a loving atmosphere. We believe each child is a unique person valued for his/her own worth, growing and learning independently. A love of learning is fostered through an environment that is rich with opportunities for growth in a variety of activities and experiences. By offering a wide spectrum of developmentally appropriate activities and materials, Child's Day gives every child the opportunity to build self-esteem while experiencing challenge and success.

Goals and Objectives

The early years are critical to a child's later success in learning. The following are goals that Child's Day shall strive to achieve:

- *Presentation of curriculum through developmentally appropriate practice*
- *Tailoring curriculum to meet children's individual needs and learning styles*
- *Providing a welcoming atmosphere for families*
- *Teaching that reflects the most current thought in early childhood*
- *Ongoing parent education for the families served by this program*
- *Ongoing professional development for the faculty*

Organizational Structure

Child's Day is owned and operated by Charley Tucker, Shirley Gamble and Lauren Sicarelli. The School has an administrative staff consisting of a Director, an Assistant Director, an Office Manager, and a Food Manager. The administrative staff reports to the Director. The Director reports to the owners.

Licensing Authority

Child's Day is licensed by the Department of Family and Protective Services of the State of Texas. All of the guidelines for operating procedures, administration of the school, and laws are outlined in the Minimum Standards (revised January 1, 2017). A copy of this document is on file and available to all employees. It is required that each staff member review this manual annually as a part of the employee training process. The Minimum Standards is available for parents' review and is located in the school office.

Each licensed center is responsible to a licensing representative who visits the facility on a regular basis. Any cited violations are posted for the public for a period of 60 days, and are available on-line at <http://www.dfps.state.tx.us/>. The results of the visit are also posted outside the school office for review.

Child's Day is licensed as a Day Care Center. A day care center is defined as a childcare facility that provides care less than 24 hours a day for more than 12 children under the age of 14. The center is licensed for 224 children. If you have questions about the services provided by this center, or Childcare Licensing, you may call the Childcare Information Line at 1 800 862-5252, or the Child Abuse Hotline at 1 800 252-5400.

Liability Insurance

Child's Day meets all state requirements regarding insurance coverage for children enrolled in a licensed facility. Coverage is reviewed yearly by the owner.

Policies Periodically Updated

This Parent Handbook is reviewed annually and updated if necessary. Parents are asked to review and acknowledge receipt of the parent handbook annually.

II. School Policies

Registration

Pre-registration for Fall can be arranged several months in advance by completing the Enrollment Record / Application and submitting the required non-refundable fees.

Children can be "wait listed" at any time. Due to space limitations, infants should be wait listed at the earliest possible time. There is a non-refundable administrative fee for Wait Listing. Children currently enrolled and their siblings receive priority.

Enrollment Requirements

Enrollment in The School shall be open to any child according to the priority registration schedule, provided the program can meet the needs of that child. Enrollment shall be granted without discrimination in regard to sex, race, creed or political belief.

In order for a child to attend any of the programming of Child's Day, the school must be provided current records of enrollment that are provided to families at time of registration. **It is requested that if information changes during the course of a child's enrollment, parents notify the school immediately of any change. It is particularly important that the school office and your child's teacher have up-to-date telephone numbers where parents can be reached at all times.**

Enrollment Forms

These forms must be filled out truthfully and completely, including emergency contacts, permission to release, the financial agreement, and Physicians Medical Report. Parents must sign and date the forms, the Physicians Medical Report and Allergy Action Plan must be signed by your child's pediatrician. If information on the forms changes during the school year, parents are expected to provide updated information. If any information provided is deemed false, this could result in the child not being able to attend.

Student Medical Form

A medical form must be completed for each child every year. This form must have the signature of the child's physician. All children who enroll in Child's Day must be immunized. Texas licensing requirements state that all immunization records must be current. As your child receives new immunizations, please bring the doctor's written verification to us so we can update our records. In addition, keep us informed about allergies and any medications your child is taking. Please notify the office with changes in emergency and doctor telephone numbers. For further information regarding the school's health policies see the section entitled "Health" found in this handbook.

Confidential Information Form

The Care Instructions and Background Information Form are designed for the use of your child's teachers. It helps us understand your child so that we might meet individual needs. Please fill it out as completely as possible and turn it in with your enrollment packet. The care instruction and background information form will be reviewed by the Office Manager and shared with your child's teacher and/or any other individual with an educational interest in your child, such as Texas Department of Family and Regulatory Services, or any other governmental agency as applicable. Before sharing information with an outside agency the school must receive written consent from the family.

Home Visits

Teachers will conduct home visits before the start of school. These visits are a vital part of our programming as they help build stronger relationships between families and school. Teachers are prepared with an activity to engage your child and spend time bonding before the start of school. Teachers also gain insight to the family's values, culture, background, and experiences so they can tailor their curriculum to better fit your child, i.e. during a home visit a teacher sees how much your child loves trucks, so they provide trucks in the block center.

Classroom Divisions and Groupings

Children are initially assigned to a group based on their age and overall level of development as evaluated by the Director and Lead Teachers involved. Normally, all children enrolled are advanced to a new class at the beginning of each "school" year in the Fall. Interim class re-assignments may occur at other times when recommended by the Director, based on reassessment of developmental progress and availability of space, following a consultation among Lead Teachers, parents, and the Director.

Class sizes are well below the minimum standards for teacher-child ratios. The program is organized and staffed to minimize the number of groups, teaching staff, and classroom transitions by an individual child.

Teacher Qualifications

Child's Day is fortunate to have outstanding early childhood professionals working with your children. All employees meet the licensing requirements in order to be able to teach in a licensed facility in the State of Texas, including background checks, and FBI fingerprints. All of our lead teachers have one of the following; Early Childhood/Child Development degrees, Elementary Education Degrees, thirty-six college education hours, or a Child Development Associate (CDA) credential. In order to work at Child's Day, all teachers and teacher assistants must receive 30 hours of in-service training yearly. Documentation of in-service training is maintained in the school office.

Supervision

Your child's safety is always at the forefront of what we do at Child's Day. Teachers supervise by positioning themselves to see as many children as possible. Teachers who are with infants and toddlers must have children in line of sight and sound at all times. Teachers who work with older children supervise primarily by sight and for short intervals by sound if a child is independent enough to use the toilet on their own. Teachers will count children before leaving a classroom and arriving at their destination, as well as use a name to face check. This involves the teachers matching every child's face to their name on the attendance roster. Teachers will continue to count the children as they are moving them through the hallways and around corners. All teachers receive annual supervision training for classroom and playground environments.

Daily Schedules

The lead teacher is responsible for posting and maintaining a daily schedule of events for her classroom. This schedule should reflect segments of the day such as greeting upon arrival, snack time, outdoor time, center time (the time when intentional learning takes place), naptime, lunch, and other such events indicative of the child's day. The daily schedule should be posted in a prominent location for parents to view when entering or leaving the classroom each day. When teachers leave their classrooms a sign indicating where they are will be posted on their door.

Curriculum

Developmentally Appropriate Practice is taken into consideration in all planning and implementation of activities. Most classes use Emergent Curriculum to form the basis of activities, and the classes teach concepts through learning centers, such as math center, art center, science center, block center, etc. Our curriculum is consistent with the philosophy of our school and addresses central aspects of child development. A description of classroom centers and the skills they develop are available in the school office.

Materials and equipment used to implement the curriculum reflect the lives of the children and families we serve; reflect the diversity found in society; encourages exploration, experimentation, and discovery; promotes action and interaction; is organized to support independent use; is rotated to reflect changing themes; and accommodates children with special needs.

Infants

It is the goal of Child's Day to provide a loving, safe environment in which the infant may grow and develop trust. This will be achieved by providing nurturing teachers, a predictable environment, respect for parent's wishes, and strong communication with parents. The infant curriculum places importance on language, motor, and emotional development.

For the safety of all infants, babies are placed on their backs for sleeping, unless otherwise ordered by a physician. Swaddling, loose bedding, including blankets, and stuffed animals are not allowed in the crib, due to the American Academy of Pediatrics recommendations and state licensing agency requirements. Teachers can use sleep sacks, if you provide a sleep sack without a drawstring. Babies are kept in the line of sight during sleeping time. Child's Day complies with the DFPS operational policy on Infant Safe Sleep as noted in the back of this handbook. For infants who require the use of cloth diapers, the policy states that the diaper must have an absorbent inner lining completely surrounded by an outer covering made of water-proof material. Both the diaper and outer lining will be put into a plastic bag and sent home for laundering. At this time, we can only accommodate one cloth diaper user per classroom.

Infants who are breastfeeding are supported by the school, accepting and storing breast milk in ready-to-feed sanitary containers labeled with the infant's name and date the milk was expressed. The breast milk can only be stored for 2 days and no more than 24 hours if previously frozen in our refrigerator. Unused breast milk must be sent home at the end of every week. Quiet areas for mothers to breastfeed are also made available for mothers who wish to breastfeed at the school. Child's Day can store refrigerated or thawing breast milk. We do not store or keep breast milk frozen.

Parents of infants who are not on table food will be given a monthly feeding schedule to be filled out and signed by the parents with directions on how to feed their baby. All food must be sent in the original container, labeled with the child's first and last name, and a date it was sent. Powder formula must be sent in the original container with specific directions of how to mix.

As the infants grow and transition into scheduled daily nap times, we ask that parents observe our schoolwide policy of no dropping off or picking up children during their sleeping time. This helps to keep the area quiet and without interruption to preserve the children's rest time.

Toddlers

It is the goal of Child's Day to provide a loving, safe environment in which the toddler may grow and develop. This will be achieved by providing an enriching, hands-on, multi-sensory curriculum that places importance on the child's readiness to learn new things within the context of a nurturing classroom and loving teachers.

A typical daily schedule for toddlers consists of hands-on activities during center time, gross motor, snack, outdoor play, lunch, and nap. When providing a lunch for your child, please remember to label all belongings and send nutritious finger foods. The teachers encourage all children to feed themselves and the children take pride in doing so. Autonomy is a major milestone for toddlers and we do everything to support their personal growth and development in this area.

Toilet training is another major milestone in this area for some, and we want to partner with parents when the decision is made to start the process.

Biting is a behavior often seen in toddler classes. While it is not a behavior we want or like, it is not unexpected. Our policy and procedure on handling biting is discussed in the "Behavior Management" section of this handbook.

Preschool and Pre-K

It is the goal of Child's Day to provide the building blocks of learning that will enhance children's success in elementary school and beyond. Our curriculum is designed to create a safe environment in which the child can learn through exploration and experimentation. Through a multi-sensory, hands-on approach, children are introduced to language development, pre-reading concepts, early math and science concepts, pre-writing and fine motor activities, developmentally appropriate social studies units, art, music, and gross motor skills. These concepts are taught through classroom learning centers that utilize play as the basis of developmentally appropriate early childhood activity. Children are introduced to concepts as they show readiness, and all activities are designed with the child's individual needs in mind. Instilling a love of learning and a joyful attitude toward school are paramount goals of the curriculum.

Teachers develop lesson plans so specific objectives are met in areas of language arts, math, social studies, science, fine motor, and gross motor. The pre-kindergarten class uses a handwriting curriculum titled, *Handwriting Without Tears*, to enhance fine motor and letter recognition.

Physical Activity and Screen Time

Regular physical activity is an important part of the development of young children. The School's schedule includes twice daily outdoor playtime and gross and fine motor activities in the classroom throughout the day. Child's Day does not incorporate the use of computer or tablet screens as part of our curriculum. It is the policy at the School to not allow children to watch television except for 1-2 special occasions throughout the year for 3-year-old classes and up where a G rated film is viewed as a special treat or event. Parents will be notified of any "movie event" a minimum of 7 days in advance.

Assessment / Parent Conferences

The purpose of assessment is two-fold; one it helps us determine whether our curriculum is meeting our goals and two it helps our teachers ensure that we are meeting each child's needs in all areas of development. All assessments are kept confidential between the child's teachers and the Director or Assistant Director and shared only with parents. If parents agree, assessments are shared with educational professionals who desire to support teachers with specific teaching methods that will benefit development.

Varying types of evaluation tools, based on a qualitative perspective, are used throughout the school year for parent conferences. Teachers gather information about each child through a system known as authentic assessment. During each day teachers record children's growth using anecdotal notes, photographs, samplings of children's work, event samplings, and/or video samplings. These items are placed in a portfolio designed specifically for the individual child and kept confidential. Teachers use this information and record their findings using three types of tools. Training on how to use these tools and interpret the information is an ongoing process. Teachers meet with their assistants to interpret and use assessment results to align curriculum and teaching practices to the interests and needs of the children.

Parent conferences happen during October, February, and May – June and are face-to-face conferences.

These conferences are non-formal assessments focusing on your child's adjustment to school, using a narrative model. The teachers will discuss social, emotional, cognitive, and physical development.

At any time during an evaluation of a child, if a teacher determines the child is not within the developmental norms, they will meet with the Director and a plan of action will go into place. Parents will be contacted to gather more information and possible suggestions for further assessment of the child by a medical or early childhood professional will be given, at which time a norm-referenced or standardized test may be used. A list of professionals is kept in the Director's office for referral purposes.

Parents are welcome to comment on evaluation methods regarding their child and the program will try to meet the needs of the family. During evaluations of children, teachers are sensitive to children's race, values, culture, identity and home language.

Behavior Management/Discipline

Teachers at Child's Day are empathetic and understanding in dealing with each child as he/she learns to play and work with others. Our teachers know that a large part of early learning allows that children will learn from their mistakes. Teachers are trained in the technique of re-direction in order to manage behavior. Children are encouraged to talk through their inappropriate behaviors with adult guidance and prompting. If children are unable to manage themselves in a particular activity or classroom center, teachers may remove them from that area and provide them something else to do. Occasionally, if re-direction is ineffective, or the child is emotionally out of control, children are asked to take a break for a brief period of time so that they may collect themselves before re-joining the group. This cooling off period, is usually in a space where the child can experience a calm environment and is closely monitored by the teachers, Director or Assistant Director. Children are encouraged to re-join the group as soon as they are ready. The break is not used as a punishment, but instead, a form of re-direction that gives a child an opportunity to manage their feelings and emotions.

Parents are key to the success of any behavior management of young children. Teachers will talk with parents by phone or conference, should inappropriate behavior become an ongoing concern. Our goal is to become a team with parents, working together for the benefit of the child. Parents are encouraged to talk with teachers should they feel that their child is having difficulties at school, or if they can provide insight into their child's behavior. Teachers address challenging behavior by assessing the function of the child's behavior, developing individualized plans, and using positive behavior support strategies. If a conference is needed, it is requested that the parent call the school and ask that the teacher return a call to set up a conference. Please refrain from discussing confidential matters at drop off and pick up times. Please refer to the "Dismissal" section of this handbook for further information.

Under no circumstance will teachers use physical or psychological punishment with a child, nor will they withhold food as punishment.

Biting: As stated earlier in the handbook, biting is a behavior often seen with toddlers, but can also be seen at any age in group care. While our approach to biting is consistent and universal, there are circumstances that cause us to treat each incident with an understanding of development and possible causes. Children can bite for many reasons: frustration, lack of language, oral-motor stimulation, excitement, and even happiness. As you can see the reasons vary greatly, causing a different approach with each situation. The procedures that will remain consistent and universal are seen in the following ways.

- First, we format the day to avoid boredom, frustration, or over-stimulation. We provide a calm and cheerful atmosphere with a mix of stimulating, soothing, age-appropriate, activities and multiples of favorite toys. We also work to model acceptable and appropriate behaviors for the children, helping them learn words to express their feelings and giving them tools to resolve conflicts with our help.
- Second, if a bite does occur, we help the child who was bitten. We reassure him or her and care for the bite. If the skin is not broken, we use a cold pack. If the skin is broken, we follow medical protocol and clean the bite with soap and water. If it is likely the bite may get dirty, we will cover it to keep it clean. If your child is bitten and there is a visible mark we will call you to let you know about the bite. The teachers fill out an incident report, give a copy to our director, and give one to you when you pick up your child. We also respond to the child who did the biting. We show the children strong disapproval of biting. Our specific response varies by circumstances, but our basic message is that biting is the wrong thing to do. We also help the child who bit learn different, more appropriate behavior, and we let his or her parents know if there's an ongoing issue so we can work together to solve it.
- Third, the teachers and administration analyze the cause of ongoing biting. We develop a plan to address the causes of the biting, focusing on keeping children safe and helping those who are stuck in biting patterns. When we need to develop such a plan, we share the details with parents so they know specifically how we are addressing this problem.
- Fourth, parents are notified if their child starts to bite habitually. We ask parents to keep us informed if their child is biting at home. Children who bite in our program do not necessarily bite at home. But if your child is biting in both places, it is important for all of us to be consistent in dealing with it. Communication is very important in order to help your child stop biting.

We wish we could guarantee that biting will never happen in our program, but we know there is no such guarantee. You can count on us to deal appropriately with biting so it will end as quickly as possible. We will support your children whether they bite or are bitten.

Children Who Need Special Accommodations

It is the desire of Child's Day to welcome all children into our midst, to the best of our ability. To do that, we ask that parents inform the school if/when their child has been diagnosed with a condition or impairment that may impact the child's successful participation in the typical activities of the school. For children who have needs we feel we may not be meeting adequately, we may make recommendations for professional evaluations which could result in suggestions for personalized, supplemental, educational counseling and therapy, or as a last resort, alternate schooling. If an educational consultant or therapist needs access to a child during school hours, arrangements will be made through the Director and the child's teachers.

Should a parent feel the need for a referral to a professional such as an educational diagnostician, child psychologist, child development specialist, speech therapist or behavior management specialist, the teacher or Director will provide a referral list. This list is by no means comprehensive, but has been compiled as a resource for parents. For children three years and older, the local public school can provide services for children living in its attendance area at no cost to the family. For children younger than three, services are provided by Early Childhood Intervention at 1-800-628-5115.

Dismissal

Occasionally it is necessary to ask that a child leave Child's Day. Removal from the school is a last resort after all other means of working with the child and his/her family has proven unsuccessful. The removal of children from school is based on the following guidelines:

- ◆ Is the child's behavior a danger to himself?
- ◆ Is the child's behavior a danger to others in the class or school environment?
- ◆ Is the child's behavior destructive to the equipment?
- ◆ Is the child's behavior hampering the learning and/or safety of others in the class?

If, after notifying parents of the unacceptable behavior, no path for improvement is seen, then the school may dismiss a student. Dismissal is immediate. Students dismissed from the school are not eligible for re-enrollment.

Other occurrences that may cause the school to dismiss a family could be (but are not limited to):

- Parents are disrespectful to teachers or school employees
- The family is consistently, repeatedly late in picking up the child
- Nonpayment of tuition or fees
- The child's health or educational needs become such that the school is unable to provide appropriate schooling
- Custody arrangements between parents are such that the school cannot satisfy one or both parents' wishes. See section entitled Policy Regarding Child Custody Matters.

If dismissal is the result of a parent's conduct, all children in the family are dismissed. The decision for dismissal from the school lies with the owner.

Fee and Payment Provisions

Tuition is due **and payable on the first of each month**, in advance. A late charge of two percent (2%) is due if payment is received after the fifth of the month. Enrollment terminates if payment is not received by the 10th.

Payment for Late Pick-up service and optional enrichment classes, such as music, gymnastics, or Spanish is also due on the first of each month, in advance.

The initial Monthly Tuition is shown on the **ENROLLMENT RECORD / APPLICATION**. Tuition rates may be changed by the Center upon thirty (30) days written notice or if the Child changes to a

different class. When tuition increases, the Parents will increase the amount on Deposit to equal one-half of the new tuition rate.

Supply and Emergency Contact Fees will be billed each August and will be due September 1st. Each year, from October 6 through enrollment confirmation in the spring for the upcoming Program Year, the Deposit may be refunded following withdrawal, provided the Center has received two full months advance written notice of withdrawal **effective the last day of the month**. The last month of enrollment is not pro-rated and the monthly tuition is due in full. Each year, from February 14 through October 5, the Deposit becomes a **non-refundable** “reservation fee” to hold the Child’s place for September (Children must remain continuously enrolled to retain their place). Tuition is due and payable for two full months in the event enrollment confirmation is cancelled and the child withdraws prior to October 6. *All other payments are entirely non-refundable, including all payments made at the time of registration, in the event enrollment is canceled.*

If a child leaves the Center after 6:00pm for any reason, a Late Pick-up Charge of \$15.00 for the first five minutes plus \$1.00 per minute after 6:05pm will be due and payable. On days designated as “early dismissal days”, such as Thanksgiving and Christmas holidays, the school closes at 5:00pm and the late pick up fee is \$25 for the first 5 minutes plus \$5 per minute after 5:05pm will be due and payable. Late Pick-Up charges are calculated to the time the Child physically leaves the Center. There are NO REFUNDS OR CREDITS allowed for time missed from school for any reason.

Grievance Procedures

It is in the best interest of children, families, teachers, and the school for concerns and complaints to be addressed in a timely and professional manner. For parents who have a concern or complaint about a school-related issue, please follow the procedure in this order:

- Parents with concerns should **first** discuss them with the **Lead Teacher** of their child's class. Other staff is to avoid discussing any concern with a parent that has not been addressed by the classroom Lead Teacher.
- If the classroom Lead Teacher cannot resolve the concern independently and to the satisfaction of the parent, within 24 hours the Lead Teacher should bring the matter to the attention of the Director.
- If a parent brings a concern to the Director without first consulting the Lead Teacher, the Director will ask the parent to confer first with the Lead Teacher.
- If the Lead Teacher and the Director are unable to arrive at a solution, the Lead Teacher should ask the parent to schedule a conference with the Director.
- If the Director is unable to arrive at a solution satisfactory to the parent, within 24 hours the Director should bring the matter to the attention of the owners. For convenience and expediency, the Director may ask the parent or the teacher involved to present the matter to the owners.
- If a parent brings a concern to an owner, the owner will ask the parent to confer first with the classroom Lead Teacher, and then, if needed, arrange a conference with the Director.

Holidays and Closings

Child's Day will be closed for the following holidays and special days:

New Year's Day	Staff Work Days (5 days, Aug.)
Martin Luther King Jr. Day (staff training)	Labor Day
President's Day & Parent Conferences	Columbus Day (staff training)
Staff Training (March/April)	Thanksgiving (2 days)
Memorial Day (May)	Christmas (5-6 days)
Fourth of July	

The Center will have abbreviated operating hours (see School Calendar) on certain days:

- THE WEDNESDAY BEFORE THANKSGIVING
- SPECIFIED DAYS BEFORE/AFTER CHRISTMAS AND NEW YEAR'S DAY
- ACL FRIDAYS
- STAFF EVENTS & TRAINING DAYS
- SCHOOL MAINTENANCE (VARIOUS)

The School Calendar is on the Center's web site at: www.childsdays.com. Additional closings may be necessary due to weather conditions. In the event of severe weather, Child's Day uses an automated call messaging system to directly contact parents via phone call, text & email in the event of any school delays or closings. In the event of severe weather during the day, Child's Day will monitor the situation and contact parents if deemed necessary. Children must be picked up immediately.

Hours of Operation

Child's Day is open year-round from 7:00 am to 6:00 pm, Monday through Friday. The Infant Center is open from 7:30am to 6:00pm. Nap or rest time (for all children except infants) lasts approximately 1 1/2 to 2 hours in the early afternoon. Infants have individualized napping schedule until they transition to a group napping schedule.

Drop Off and Pick Up

Depending on their age, children may need to be dropped off in rooms other than their assigned class, since teachers have different starting times ranging from 7:00 am to 9:00am.

Children may not enter or leave the Center unless accompanied by an adult. Child's Day is a cell phone free zone. We ask that you refrain from cell phone use when in the building or playground. Please be mindful that Child's Day has a public parking lot. Visitors to Timberline Offices may not be aware that children are present and may not drive carefully. Parents should have their children under direct control whenever the children are in the parking lot.

Child's Day is required to maintain daily attendance records. Please be sure to sign your child "IN" and "OUT" each day on the "SIGN-IN & SIGN-OUT LIST" for the class. The attendance sheet is also used during evacuation drills to ensure all present are safe and accounted for.

We ask parents to bring children to the Center no **later than 9:00 am** each day they attend. There are several important reasons for this, all of which involve the welfare and happiness of all the children. Many of the most important activities of each day take place during the morning hours starting at 9:00 am. Children who skip some of these activities because of their late arrival often "miss out" on a favorite play period, circle time, story time, or art project. These morning hours usually include planned group activities, which are important in helping children develop social skills and abilities involving interaction with their peers as well as self-discipline. Equally important is the opportunity for a personal greeting from their teacher. These personal greetings are crucial elements of the bonding process between children and teachers, where friendship and trust are established and nurtured. Once planned activities are underway, teachers must devote their attention to the other children in the class. **Please make every effort to have your child arrive prior to 9:00 am so he/she can enjoy this vital acclimatization period.** These precious early moments allow your child to interact with friends and have an opportunity to explore and adjust to the physical environment, setting the tone for the day.

To avoid disrupting the class and for the safety of the children, please refrain from dropping off or picking up your child during transitions or group naptimes. Please check with your child's teacher to determine this period.

Departing children will normally be released only to parents or other persons shown on the "Child Release Authorization List" form. Any person not known to the staff must give a special "Code Word," designated by parents at the time of enrollment. Please call the Center (and identify yourself by using the Code Word) or complete a "Special Release" form in advance if someone different (not regular) will be coming for your child. We will ask for the Code Word and positive identification when they arrive. Please pre-arrange with the teacher or call the Center if you expect to bring your child to class late.

Please notify us by calling or emailing the school office (office@childsdays.com) when your child is absent. The school must keep attendance as a licensing requirement. Please do not email your child's classroom teacher with information regarding classroom attendance. Children thrive in an environment with consistent routines. Therefore, daily attendance is encouraged.

Saying “Goodbye” (separation)

To help achieve the goal of allowing your child to become independent, emotionally healthy, and well adjusted, we recommend the following practices with children age two and older:

- If possible, children should be walked in, not carried.
- Present your child to the teacher on arrival. The greeting between teacher and child is invaluable. Many things about the child's health and state of mind can be determined in that brief time and nothing should interfere with it. The teacher will then help the child join into classroom activities.
- Good-byes at school should be part of a normal, everyday routine every child goes through. Separation should be sweet and brief, with reassurance about the planned pick-up time.
- Parents should encourage children to make friends with the teachers and look forward to being at school without feeling guilt or disloyalty to a parent.

Parent Visitation

Parents are welcome to visit any area of the facility as long as the visit does not interrupt the child's ability to function with the class. We recognize and support parent's desires to see and spend time with their children whenever they can. Unfortunately, there are times when unintended negative consequences of such visits occur. The teachers will help you in those situations to reduce the stress of separation.

In cases of divorce, the office must be notified when the non-custodial parent is attempting a visit. The classroom is not meant to be a place where parents conduct their supervised visits with their child.

School Attire / Personal Belongings

Children's clothing should be comfortable, allowing complete freedom of movement, washable, and suitable for daily indoor and outdoor activities. Since children spend time outdoors almost every day, parents should consider weather conditions when planning daily dress. To encourage development of independent bathroom skills, children's clothing should be **easy for them to manipulate with a minimum of assistance**.

Children must wear shoes which are practical as well as comfortable. Your child may not wear slippery soled footwear to school; this is a safety hazard. Sandals, open-toed shoes, Crocs or similar brand, and flip-flops are prohibited. Water shoes that are snug and fit around the entire foot may be worn exclusively on Splash Days. All shoes must have a secure back and must fit correctly. Children must enter the school wearing safe footwear. Teachers are not responsible for changing footwear at school. Teachers have the final say on deciding if a child's footwear is safe for school.

A complete change of clothing (every item labeled) should be kept at the Center. Place the clothes in a marked Zip-Lock plastic bag and give it to the child's teacher. Toddlers and children who are toilet training may require several sets of clothing to remain at school.

Except for special items needed to smooth the transition from home, toys and personal belongings from home should be limited to "show-and-tell" days. This will avoid lost possessions and hurt feelings. Children should not bring in candy, gum, or money.

The Center will make reasonable efforts to safeguard children's personal belongings and clothing, but will not be responsible for lost or damaged items. **Everything your child brings or wears to school should be permanently labeled.**

Health

Your child's health is a matter of major importance to us. Licensing requires that precautions be taken to safeguard the health of all children enrolled. This includes excluding children from attendance who come to school sick or isolating children who become ill at school. It is the responsibility of the parent to inform the teacher if the child has experienced any signs or symptoms of illness. It is the teacher's responsibility to question the parent at drop off if a child appears to be sick, and it is also the teacher's responsibility to ask a parent to take a child back home if the child is deemed not well enough to be at

school. Teachers will also conduct a visual health check on each child, and question parents about scrapes, bruises, etc. that are visual to teachers. Child's Day does not employ a school nurse; therefore, any first aid administered or medication given will be done by the child's teacher or the office personnel. All prescription or nonprescription medication and/or over the counter treatments must be processed through the Director, Assistant Director, or Office Manager. Parents may not drop off any medication with any teachers. Please see the specific requirements for administering medication in the section of the Parent Handbook entitled "If Your Child Needs Medication Administered at School," located in this handbook. Parents, please notify the school when your child is out sick. The school will make efforts to notify your child's classmates of any illness in the classroom.

PLEASE KEEP YOUR CHILD AT HOME IF HE/SHE:

- ⇒ Has a tympanic (ear) temperature, or for infants under six months old, an axillary (armpit) temperature, of 100 degrees or higher OR has had a fever of 100 degrees or higher during the previous 24 hours – see school policy stated below
- ⇒ Has diarrhea (two episodes of loose, watery stool within the previous 24 hours).
- ⇒ Has vomited within the last 24 hours– see school policy stated below
- ⇒ Is within 12-hours of the first dosage of an antibiotic for any ailment (including non-contagious illnesses such as an ear infection)
- ⇒ Exhibits unexplained rash
- ⇒ Has symptoms of an eye infection
- ⇒ Has active lice or nits
- ⇒ Has an illness that causes them to need more care than can be given without impacting the health, wellbeing, and safety of the other children or has sustained an injury that would prevent comfortable participation in routine indoor and outdoor activities
- ⇒ Has symptoms and signs of possible severe illness such as lethargy, abnormal breathing, mouth sores with drooling, or other signs that the child may be severely ill

IF YOUR CHILD BECOMES ILL AT SCHOOL

The following are the steps taken by the school: 1) the child is separated from the other children in the classroom and a familiar person is assigned to watch over the child. 2) The child is kept comfortable and when possible moved to a location where new individuals are not exposed 3) Parents are immediately called. Children who are sick must be taken home within one hour of being contacted as we do not have facilities to care for sick children. If neither parent can be reached, other persons listed on your enrollment forms will be called. ***It is very important that all telephone numbers and information be kept current, in case we need to call you.***

SCHOOL POLICY: SPECIFIC SYMPTOMS

The school's policy with regard to specific symptoms is as follows:

- ⇒ **Fever:** If the child has a tympanic (ear) temperature, or for infants under six months old, an axillary (armpit) temperature of 100 degrees higher OR has had a fever of 100 degrees or higher during the previous 24 hours, the child shall be excluded from the program. The child shall be fever free for 24 hours without fever reducing medication before returning to school.
- ⇒ **Diarrhea:** Parents will be notified when the first episode of watery bowel movement occurs. Parents will be informed that if a second watery movement occurs during the school day, parents must pick up the child. Parents will be asked to pick up a child immediately if abdominal pain, fever or vomiting accompanies the first or second occurrence of diarrhea. To be certain that the diarrhea does not re-occur; children must be diarrhea free without the use of medication for 24 hours before returning to the program.
- ⇒ **Vomiting:** If one or more episodes of vomiting occur within the previous 24 hours, the child shall be excluded from the program. If vomiting occurs during the school day, parents will be called and asked to pick up child immediately. Gagging due to excessive crying does not constitute vomiting.
- ⇒ **Ear Infection:** If your child has an ear infection, they may return to school 12 hours after their first dosage of antibiotics provided they have been fever free for 24 hours without fever reducing medication and do not have any more exclusion symptoms. If your child is not taking antibiotics, they may return once they are comfortable enough to cope with the daily activities and routine of school.

- ⇒ **Skin Rashes:** If the child has undiagnosed skin rashes or sores, the child is prevented from attending school. If the child has untreated and/or undiagnosed persistent itching of skin or scalp, the child shall be excluded from the program.
- ⇒ **Eye Discharge:** If thick mucus or pus is draining from the eye, the child shall be excluded from the program. If the doctor indicates that the discharge is due to allergies and is not contagious, a note from the doctor specifically stating that information must be brought to school in order for the child rejoin the program.
- ⇒ **Active Lice:** If your child has active lice or nits they shall be excluded from the program.
- ⇒ **Respiratory Symptoms:** If child exhibits difficult or rapid, shallow breathing or severe coughing, the child shall be excluded from the program. If the child makes high pitched croup or barking sounds after he/she coughs, and the child is unable to lie comfortably due to continuous cough, the child shall be excluded from the program.
- ⇒ **Appearance or Behavior Changes:** If the child looks or acts differently, is unusually tired, pale, lacking appetite, confused, irritable, or difficult to awaken, the child should remain at home for further observation. If the child is not able to participate in the daily activities and routine of school, they should remain at home.

IF YOUR CHILD IS INJURED AT SCHOOL

The teacher will treat the injury and send home an incident report, if the injury is minor. In the case of a more severe injury, the appropriate first aid measure will be taken immediately to care for the child, the parents will be notified, and if necessary parents will be asked to pick up the child for further medical treatment. Emergencies will result in a call to 911. It is very important that all telephone numbers and emergency information be kept current so that parents can be reached at all times. If cell phone numbers have been provided to the school, please be sure cell phones are turned on while your child is attending school.

IF YOUR CHILD NEEDS MEDICATION TO BE ADMINISTERED AT SCHOOL

All prescription or nonprescription medication and/or over the counter treatments must be given by the parent directly to the Director, Assistant Director, or Office Manager. Parents may not drop off any medication with any teachers. Only prescription medication in the original prescription bottle with complete and accurate label information (child's name, doctor's name, date, exact dosage, name of medication) will be administered to a child at school. No child shall have in their possession any medication, prescription or non-prescription, including in their pocket, lunch kit, or backpack. The parent must fill out and sign a Prescription Medication Authorization Form, obtained in the school office before medication will be given to a child. Medication is stored in the school the classroom in a locked medication box, or in the school's refrigerator in a labeled container. Teachers will administer medication from the classroom. Empty prescription bottles must be picked up from the classroom. No over-the-counter medication will be administered to a child unless it is accompanied by a doctor's written, signed order. Please do not mix your child's medication with food, bottles, juice, etc. This poses a danger to other children in the class who might inadvertently come in contact with the food or beverages the medicine is mixed with. Sunscreen, ointments, or lotion can only be administered with parent's written consent.

Handwashing

The most important thing teachers and children can do to prevent the spread of illness is to wash hands thoroughly and often. Teachers are given these guidelines regarding hand washing.

How to Wash Your Hands:

1. Rub your hands together vigorously for at least 20 seconds using warm running water and soap.
2. Wash under fingernails, between fingers back of hands and wrists.
3. Rinse your hands well under running water.
4. Dry your hands with a single use paper towel.
5. For hand-held faucets turn off water using a paper towel instead of bare hands to avoid recontamination of clean hands.

When You Should Wash Your Hands:

1. When you arrive at the program.
2. After you change an under garment or diaper.
3. After you handle items soiled with body fluids or wastes such as blood, drool, urine, stool or discharge from nose or eyes.
4. After you clean up messes.
5. After you handle a sick child.
6. Before you prepare food or serve food.
7. Before you eat or drink.
8. After handling any pets or animals.

When You Should Wash the Children's Hands:

1. When they arrive at the program.
2. After they use the toilet or have their under garments changed.
3. After they have touched a child who may be sick or have handled soiled items.
4. Before they eat or drink.
5. After using water/discovery table.
6. After handling any pets or animals.
7. After diaper change.

Safety

The safety of children at Child's Day is of the utmost importance. Procedures are in place for fire safety, severe weather, toxic fumes, intruders, injury to a child, release of children, playground safety, and national alerts.

- **Fire Safety** – Fire drills are conducted monthly and all classes participate. Every room in the school displays the emergency procedures regarding fire and notes the primary and secondary evacuation routes. The building is equipped with a fire/smoke alarm that notifies the City of Austin Fire Department when activated. There are fire extinguishers strategically placed around the building and teachers are trained in how to operate fire extinguishers. The school complies with all legal requirements regarding installation of smoke detectors, extinguishers, and alarms.
- **Severe Weather** – The school is required by licensing to conduct a severe weather drill four times a year. Teachers are trained in what to do in case of a tornado or high winds. The school's policy is that children will be gathered in the most interior parts of the building, away from windows or exterior doors until the danger has passed.
- **Weather / Temperature Alerts:** Child's Day subscribes to <http://www.tceq.texas.gov> in order to receive daily emails regarding ozone levels, smog or other air pollutants. When levels are unhealthy, children's' time spent outdoors will be cancelled or limited to 20 minutes at a time. When the heat index is 95 – 102 degrees or higher, children's time spent outdoors may be limited. When the heat index is 103 degrees or higher, children's time spent outdoors may be cancelled. Water bottles will accompany children outside and teachers will remind the children to stop and drink. When the wind chill is between 33 – 36 degrees, children's time spent outdoors may be limited. Children should wear coats, hats and gloves. When the wind chill is 32 degrees or below, children's time spent outdoors may be limited or cancelled.
- **Toxic Fumes** – In the case that Child's Day is notified that toxic fumes are present in dangerous levels in the outdoor air, the children will remain inside the building with windows and doors closed and the air conditioning off until the school is notified by authorities that the danger has passed.
- **Lock Down and Shelter-in-Place Procedures** – In the event that the Center is notified of a potential threat to children or staff or the Center knows that a person enters the building with intent to do harm to the children or teachers, staff will follow established procedures for protection of the children. Our procedure includes notifying the office and classrooms by word of mouth or by intercom, shouting out for assistance, and bringing children in from the playground. There are intercoms in each classroom that provide a communication link between the classrooms and the school office. Likewise, the school office has an intercom system that is used to notify teachers of an emergency. Teachers are the best defense against strangers, and they are trained to stop strangers and ask specific questions as to their purpose for being at the school. The program

Director, Assistant Director, and administrators have the right to ask any person to leave the premises and will call local authorities if necessary. Lock Down drills are conducted four times a year.

- **Intruders** – In the event that a person enters the building with the potential to do harm to the children or staff, Child’s Day will follow established procedures to protect the children and staff. This procedure includes locking classroom doors, covering the windows, and bringing children in from the playground. Teachers can either use their cellular telephones or the intercom to provide a communication link between the classrooms and the school office. The program’s owners, directors and/or administrative staff have the right to ask any person to leave the premises and will call local authorities if necessary.
- **Injury to a Child** – In the case a child has an injury that requires medical treatment parents will be notified and asked to pick up the child immediately. If parents cannot be reached, those listed on the child’s Enrollment Forms will be called to pick up the child. If the injury requires immediate treatment by a doctor, 911 will be called. The teachers will treat minor injuries and an accident report will be sent home with the child at the end of the day. First aid kits are kept in each classroom and in the school office.
- **Release of Children** – All persons who are authorized to pick up your child must be listed on the Enrollments Forms and will be kept on file in the school office and the child’s classroom. Only adults who have been authorized by the parent and listed on this form will be allowed to pick up a child from school. Any change in pick-up arrangements, temporary or permanent, should be given immediately to the child’s teacher and the school office. Permanent changes should be added to the Enrollment Forms. A Special Release Authorization Form should be filled out if a person other than one on the permanent list will be picking up your child. Photo identification and a “code” word will be required of anyone picking up the child who is not known by the teacher.
- **Playground safety** – Our playgrounds comply with all federal safety guidelines. Playgrounds are inspected on a regular basis, and when needed, repairs and changes are made. Children are taught the safety rules, which include keeping sand on the ground, walking up steps, taking turns, and climbing on the equipment safely. Children are grouped according to age when playing on the playgrounds. Your child may not wear slippery soled footwear to school; this is a safety hazard. Sandals, open-toed shoes, Crocs or similar brand, and flip-flops are prohibited. Water shoes that are snug and fit around the entire foot may be worn exclusively on Splash Days. All shoes must have a secure back and must fit correctly. Children must enter the school wearing safe footwear. Teachers are not responsible for changing footwear at school. Teachers have the final say on deciding if a child’s footwear is safe for school.

In the unlikely event that children must be evacuated from the buildings for any reason, Child’s Day will follow the directions of First Responders on the scene. If we need to evacuate further than our parking lot area, our preferred relocation site is IHOP at 1101 S. Mopac Expressway, 512-327-9284. If they are not available or accessible, then we will relocate to Texas, Land & Cattle located at 1101 S. Mopac Expressway, 512-330-0030. Parents will be called to pick up children from there, and staff will remain with the children until all are picked up. Child’s Day uses an automated messaging service to notify parents in the event of an emergency.

Parties and Celebrations

Birthdays and holidays are an especially exciting time for young children and the Center will be pleased to help your child celebrate with classmates and staff **if arrangements are made in advance**. Parent participation is welcome, but not required. Party planning should attempt to minimize disruption of routine and prevent unwarranted anxiety for the children. If food is a part of the celebration, we ask that the parents provide low sugar, healthy treats, and that they consult the Lead Teacher about any food allergies children in the class may have. Food brought into the Center by parents to be shared among children should be commercially prepared or prepared in a kitchen that is inspected by local health officials. Balloons are a choking hazard for young children and should not be brought into the Center (if you absolutely cannot do without balloons, Mylar balloons are acceptable). Licensing regulations prohibit *any type* of open flame in the Center; birthday candles are not permitted. If birthday invitations are distributed at the Center, **all children in the class should be invited**.

Universal Precautions

Universal precautions will be used in handling all body fluids at the school to provide the best protection for everyone. Universal precautions consist of wearing disposable latex gloves when there is contact with blood and or body fluids, mucous membranes, non-intact skin or when handling items or surfaces soiled with blood or body fluids. Gloves must be changed after contact with each child. Hands must be washed immediately after gloves are removed. First Aid kits are located in the activity room and front office. Band-Aids can be found in every classroom.

Pest Control

As part of our commitment to provide your child with a safe, pest-free learning environment, Child's Day may periodically apply pesticides to help manage insects, weeds or pathogens. Pesticide applications are part of our integrated pest management program, which relies largely on non-chemical forms of pest control. Pesticide applications on Child's Day property are made only by trained and licensed technicians. Should you have questions about the school's pest management program, you may contact our school office.

Food Service and Nutrition

Food service at the School is provided in accordance with licensing and health department requirements. All staff are educated on food allergies and safe food handling techniques. It is Child's Day's policy that all liquids and food hotter than 110 F are kept out of the reach of children. At Child's Day we know that good nutrition and healthy eating habits are important to each child's wellbeing. We include good nutrition as a routine part of the curriculum, ask teachers to model healthy eating when they share food with children, require parents to follow healthy nutritional guidelines when packing lunches, follow licensing requirements for healthy snacks, and provide information and education to parents about nutrition for their children through newsletters and tip sheets that help with menu planning. Food brought into the Center by parents to be shared among children should be commercially prepared or prepared in a kitchen that is inspected by local health officials.

Snacks

The School provides a daily snack for the children and they have always have access to their water bottles. If your child forgets their water bottle, they may use a classroom cup to drink water from the sink. Snacks follow licensing guidelines of nutritional needs for children. Snacks are purchased and prepared by staff who are certified by the City of Austin as food handlers. If your child has dietary restrictions or allergies, please be sure to let the office and teacher know in writing. For highly allergic children, it may be necessary that snack be provided by the parents. Otherwise, all snacks are provided by the school and parents are asked to refrain from sending snacks from home.

Lunch

Licensing requires that if children eat lunch while at our facility, the lunch must meet nutritional guidelines. The guidelines state that a school lunch should contain protein (meat, cheese, eggs), vegetables (carrots, celery, beans, tomatoes, etc.), fruit (apple, banana, grapes, etc.), and grains (crackers, bread, whole wheat products, etc.) Parents are responsible for supplying the child's lunch. If you prefer for your child to have a lunch that is heated, let the teacher know and the lunch will be warmed in a microwave, otherwise sending lunch in a Thermos is a good way to keep food hot or cold. **No carbonated beverages or sugary sweets are allowed.** Some suggestions for a healthy lunch are a sandwich, crackers and cheese or soup in a thermos, soft vegetables and dip, fresh fruits and juices, yogurt and milk. No child will have lunch withheld for any reason. Likewise, teachers will always ask that children at least try their lunch, even if

they say they do not want to eat. At least one teacher sits with children while they are eating snack or lunch. Children are never forced to eat what they do not want to eat. Unopened items will be returned in lunch kits; however, partially eaten, messy items will be thrown out. Children are prohibited from sharing lunches with one another. All lunchboxes must have ice packs inside to keep your child's food temperature safe. Classrooms do not have access to refrigerators for storing student lunches.

Breastfeeding

Child's Day supports breastfeeding by training our staff on safe procedures for handling breastmilk supplied by mothers and by providing mothers a place to nurse their babies. We also support families by providing information on breastfeeding including information on the health benefits for your baby and tips to make breastfeeding easier. The following websites are helpful resources for new families:

[American Academy of Pediatrics - Benefits of Breastfeeding](#)
[Support Information for Families from Healthy Children](#)

Enrichment Opportunities

Through support of outside vendors and in-house trained teachers your child can register for gymnastics classes, music classes, keyboard classes, and Spanish classes. These classes require an extra fee that is paid to Child's Day. Sign up for these activities are handled through the school office.

Vision and Hearing Screening

Vision and hearing screening is required for all four-year-olds and then again for all five-year-olds in the State of Texas and the results of the screening must be submitted to the State of Texas. For your convenience, a certified evaluator will be on campus in the fall and for a nominal charge and will screen every child unless the parent can show proof that the screening has already been done at the doctor's office. The school office will send home information well in advance of the screening dates.

From time to time the school may ask professionals such as language specialists or behavioral specialists, to observe in particular classrooms with the purpose of helping teachers improve their practice.

Field Trips

Field trips encourage broad awareness of the environment and develop self-assurance in children. They also provide opportunities to improve social skills and discover exciting new worlds. Children four and older may periodically travel on field trips. For safety and identification, each child must wear a yellow Child's Day shirt. A First Aid kit is always taken and attendance is checked often.

Transportation will be provided in vehicles equipped with seat belts and driven by Center staff or a licensed commercial driver. An adult will supervise each group. All riders will use seat belts at all times. Licensing requires that notice be posted at least 48 hours in advance of the field trip. The notice must list children attending, as well as teachers and chaperones. The field trip notice must also provide the address and telephone number of the destination and a map of how to get there. If parents are asked to chaperone the field trip, they must understand that they are being used in a supervisory capacity and are there to ensure the safety and supervision of a group of children assigned to their care. Therefore, it is asked that they refrain from socializing with the other adults on the field trip, and be diligent in their supervision of the children in their care. For safety's sake, younger siblings may not attend field trips, and parents who are not chaperones are discouraged from attending, as extra people may cause distractions for this age child.

Occasionally a child becomes upset while his/her parent is chaperoning a field trip and it becomes a distraction for the parent, the other children, and the teachers. Sometimes children will want their parent's attention entirely, and find it upsetting that their parent is caring for other children, not just him! In that case, the teacher may ask that the parent no longer accompany the class on future field trips for safety reasons.

Field trips provide an opportunity for parents to volunteer in the class, and the school is grateful that parents freely give their time. But because other children's safety is at stake, the school requires that parents consider being a chaperone as an important job, and take seriously the safety and supervisory requirements of the job.

Live Pets and Animals

Because they play a valuable role in children's development, from time to time, classrooms may have safe, live "pets" such as gerbils, hamsters, guinea pigs, mice, rats, tropical/gold fish, snails, frogs, tadpoles, spiders. In accordance with common sense and licensing regulations, children and staff will practice good hygiene and hand washing when pets or their "accessories" are handled. Children in the Center may not have direct contact with chickens, ducks, reptiles (turtles, lizards, snakes, etc.), or amphibians (frogs, toads). Children may not bring their live pets from home into the Center.

Water Play "Splash Day"

While the weather is warm, the Center celebrates "Splash Days" on our playground with water hose, wading pool, buckets, cups, etc. All children (except infants) need a labeled towel, swimsuit, and "water shoes" at the Center on Splash Days. *Please alert the staff if your child has ear tubes or needs ear protection!*

Communication

The Center and individual classrooms use a variety of methods for communicating with parents. In recent years, email has proved to be quite effective for disseminating information to families and is now used quite extensively. The Center website, www.childsdays.com, provides easy access to the Parent Handbook, Emergency Preparedness Plan, Illness Exclusion Policy, Holiday/Closing Calendar, enrollment information, child development & parenting information, classroom Welcome Booklets, and a full library of forms and documents routinely used by the Center. There are several general Parent Communication bulletin boards in the hallways and each classroom has its own bulletin boards as well as notice holders on and beside each room's entrance door. Parents of infants – Koalas can expect to receive a written "Daily Report," detailing certain of their child's experiences throughout the day. Monthly invoices, payment receipts, and other documents are customarily emailed to parents. Phone calls to parents are made in some instances, such as when children become ill while at the Center and must be picked up. On occasion, the Center also uses USPS "snail" mail for special notices. Please update the Center any time your family's information, such as a parent's phone number, address, email address, employer, or authorized persons to pick up. You may provide the center with these updates by sending an email to office@childsdays.com or by logging into the Parent Portal on our website, childsdays.com.

Parent Participation

Child's Day welcomes parent involvement. There are many ways in which parents can become involved in school activities. Parents are encouraged to visit the Center and observe how their child interacts with the staff and other children. Brief conversations with teachers are always welcome, while longer discussions should be arranged by appointment. If you call in advance, you will be assured of having adequate time for discussion with individual teachers or the Director.

Child's Day maintains a library of books, flyers, and other resources regarding many aspects of early childhood development, education, and health. Child's Day also maintains a bulletin board near the front office with resources on a variety of parenting topics. Please ask a Director for additional information regarding any of these resources.

All parents of children enrolled at the Center are automatically members of the Child's Day **Parents Advisory Committee (PAC)** which was formed to promote and facilitate communication and fellowship among parents, management, teachers, and staff to provide a strong and stable environment and community for the children. Notices of PAC meetings are posted in advance.

Parent Advisory Committee is comprised of parent volunteers who give precious time and support to the school in various capacities. The committee meets once a month and coordinates special events and allocates how money from the no fuss fundraiser is to be used. Special events such as the Holiday Teacher Appreciation Brunch, Family Night Out, and Week of the Young Child are a few examples of how parents volunteer.

Parent Orientation Night takes place prior to the start of a new school year. Parents are invited to the classroom to meet the teacher and familiarize themselves with the school.

Teacher Home Visits take place during late July and/or August. Teachers visit the family in their home to get acquainted before coming to school for the first time.

Back To School Night takes place in late September. This is an end of day event where parents have the opportunity to have a “play date” with their child at school to see and experience what learning through play looks like. This is open to all families with the exception of our infant and young toddler classes.

Celebrating Family Culture Events take place throughout the school year in your child’s classroom. Families are welcome to share cultural experiences with the class based on their family history, special holidays and/or family traditions.

Parent Conferences are held at least three times a year as mentioned in the section titled “Parent Conferences”. Teachers will also call parents as needed throughout the school year, and parents are encouraged to call the school office and ask that teachers return a call, if needed.

Field Trips are taken by children age three years and older, and parents are encouraged to volunteer to chaperone. Being a chaperone is a wonderful way to see the class in action and help out at the same time. It is requested that siblings not attend the field trips, and parents are asked to provide their own childcare for siblings.

Celebrations are held throughout the year and parents are asked to provide food and possibly attend.

Parent Education Events are held occasionally during the school year featuring early childhood professionals with a wide range of topics. Parents are always encouraged to attend these informative events.

Parents as Partners

Partnering with parents in the development of their child is a core value of Child’s Day. We do this by holding parent/teacher conferences to review developmental progress, providing information to parents about early childhood issues, and providing parent education opportunities. Programs may demonstrate strengths in different ways, but working together with parents remains crucial. When teachers make the extra effort to include parents in program activities, and parents take time to attend and participate, children benefit from the best possible learning experience.

Parents and teachers may look at young children’s learning from different perspectives, but they share a common goal: making sure their children receive the best possible care and education. Mutual respect and communication between programs and families takes advantage of both perspectives to provide children with the kind of care and education that will help them thrive. Family members and caregivers have many responsibilities and time constraints. It takes extra effort on both sides to build strong partnerships.

Parent Code of Conduct:

Young children are very perceptive and are always learning from the adults around them. With that in mind, we ask that parents conduct themselves in a manner that is respectful to others when at Child’s Day and when communicating with staff, parents, and children of Child’s Day. Specifically, parents should:

- Listen carefully to what your child’s teacher has to say. Remember that they spend a significant amount of time with children and can share expertise about their development.
- Remain curious and ask your child’s teacher questions when you have concerns or are unsure about something. Issues can be resolved most effectively when concerns are addressed directly with teachers, administration, or the Owners. If you are unsatisfied, please see the Director or one of the Owners.
- Remember that all staff members have families of their own, and may share similar

responsibilities and time constraints. Be as respectful of their time as you wish them to be of yours.

- Please use language and a tone of voice that is respectful to all Child's Day families, children, and staff members. If you have a grievance or a concern that cannot be calmly resolved, please see the Director or any of the Owners.
- Please communicate calmly and respectfully with your children, your family and any guests that are accompanying you while you are at Child's Day.
- Please use language and a tone of voice that is respectful with Child's Day children that are not your own and other Child's Day parents. If you have a concern over another child's behavior, we ask that you go to the lead teacher and let them address the child. Please do not discipline another parent's child. If you have a concern or a grievance against another Child's Day parent that you've been unable to resolve, we ask that you agree to disagree and cease communication with each other. Please do not use family gatherings, emails, phone, social media or confrontations at Child's Day to gossip or intimidate, threaten or create emotionally unsafe spaces for other Child's Day families.
- Please do not employ Child's Day staff members in any capacity.
- Please do not use social media such as Facebook, Instagram, Snapchat, etc to engage or communicate with Child's Day staff members.
- Child's Day is a cell phone free zone. This includes our hallways and playground areas. Please finish your calls before you enter our building.

Policy Regarding Child Custody Matters

It is the goal of the school to work in partnership with parents to implement our programs in a safe, nurturing environment. As a general presumption, all parents (whether biological or adopted) and legal guardians have the rights enumerated in the Texas Family code, 153.071. Where there is no Order modifying the parental rights, both parents share the same rights and responsibilities with respect to their child/children. In order to accomplish the goal of partnership between school and parents, divorced or separated parents, shall comply with the following guidelines:

- Upon enrollment, a parent is to supply the Director with the divorce decree or court order establishing the rights of each parent. Any modifications to those orders shall be provided immediately upon issuance by the Court.
- Campus personnel will make their best efforts to interpret and comply with the terms of the orders affecting the parent child relationship.
- Parents are welcome to attend school functions and volunteer in the classroom as long as their presence is in compliance with court orders and as long as their presence is not disruptive to their child or the class as a whole. The school determines if parents are a disruption.
- The school campus will not be used as a visitation site.
- The parent shall not ask the teacher or administration to inform them when the other parent visits the school, participates in school activities, asks the teacher for information, or requests information from the office.
- Students will be released consistent with the terms of the court order – that is, they will be released only to those person(s) identified in the order and only at such times required. The school's enrollment form release and emergency information must be consistent with the court order. If the order allows for a parent to designate another competent adult to retrieve their child from school, such designation must be in writing and signed by the parent.
- The school reserves the right to ban any person who causes a disruption or has no legitimate purpose for being on campus.
- If the school finds that it is impossible to work with the family due to the parents' disagreement regarding the interpretation of court orders; or if either parent refuses to comply with court orders, the school shall ask that the family leave the school.

III. Frequently Asked Questions

The following is a list of questions most frequently asked by parents, and answers to those questions. It is hoped that this section of the Parent Handbook will be used as a quick reference guide.

What should I do if my child is sick or going to be absent?

Please email or call the school office to notify the school if your child is sick or will be absent and the nature of the absence. Please indicate if a doctor has seen the child so we might notify other classmates of the illness. Do not email teachers regarding your child's illness or attendance.

What should I do if I am going to be late picking up my child?

Call the school office and let the school know when you will be arriving. **THERE IS NO LATE PICK UP SERVICE PROVIDED AT CHILD'S DAY.** If you are late, a staff member will be required to forfeit their normally scheduled departure time to stay late with your child. If you are going to be late, the school office may need to call someone else on your pick-up list to pick up your child, and we then will call you and notify you if we do so. Late charges are assessed even if the school is called ahead of time.

Who should I speak with regarding my bill or a financial matter?

The owner, Charley Tucker is who will answer all billing questions.

Where do I pay my tuition?

Please leave your payment in the box located in the school office, or mail it directly to the school, 2525 Wallingwood Drive Ste. #100, Austin, Texas 78746. Please **DO NOT** send your child to school with tuition in hand, and please **DO NOT** hand tuition payment to the teachers.

How do I add an Enrichment class?

Please call the school office and speak to Tina Guajardo, Assistant Director. You may also e-mail Tina at tina@childsday.com. Tina will know whether there is space available for adding and will need to remove you from the roll if you are dropping.

What do I do if I plan to have someone other than those listed on my form pick up my child?

Please fill out a Special Release Authorization Form and hand it to the teacher. The teacher will ask for photo identification when the person arrives to pick up your child. Forms are available in your child's room as well as the school office.

I want to add someone to my permanent pick up list. What should I do?

Please come to the school office and speak to the Office Manager. The Office Manager will add the appropriate names and notify teachers of the additions.

When can I register for the next school year?

Registration is held in February and March for the following school year. The school will notify parents well in advance of the registration days.

How can I reach my teacher during the day?

Simply call the school office and ask that the teacher return a call to you. They will call as soon as they have time available. You can also email your teacher by using the classname@childsday.com. Please do not email your child's teacher if you have time sensitive communication. Please call the school office.

How do I schedule a conference with my teacher and/or the Director?

You and the teacher will need to find a mutually agreeable time to meet. The Director is often available to conference on a day's notice and is happy to meet with parents as needed.

How do I express a complaint or concern?

Although every effort is taken to meet the needs of your child, sometimes a parent wants to lodge a complaint or share a concern. Since we are all human and fallible, mistakes can be made and

misunderstandings may take place. It is suggested that parents follow these steps when voicing a concern about their child's class or if they have a question:

- Always ask the teacher first if you have a question about something that has taken place in class. They are often able to easily explain a circumstance since they are with the child during the school day. Sometimes young children will describe things that either did not happen or happened, but in a completely different way than described. Teachers are the first lines of questioning in almost all matters. Likewise, if you have a question about the curriculum, it's always best to ask the teacher first, since they are the best ones to explain their goals and objectives. It is the goal of all teachers that you and your child are happy. Therefore, they will do everything in their power to correct a situation, if need be.
- If you are not fully satisfied with the answers supplied by your child's teacher then you need to speak to the Director or Assistant Director. They will almost always refer you to the teacher if you have not already spoken with them, and then will investigate the matter themselves. The Director or Assistant Director will always get back with the parent to put closure on the situation, if at all possible.
During the course of investigating a parent's complaint or concern, the Director or Assistant Director will speak to the parent as well as the teacher and any other parties involved. Parents are often concerned that if the teacher finds out they are complaining, and they will somehow treat their child unfairly. In reality, the opposite happens! Teachers want parents to be happy, and children to be happy, and if one or the other is not, they strive to affect change so all will be satisfied.
- If neither the teacher nor the Director or Assistant Director is able to provide you with a satisfactory conclusion to your concern, then you may take your concern to the Owners. They will then review your complaint and take whatever appropriate action they deem necessary.

How is the curriculum selected?

We use the guidelines established by accreditable agencies in determining what is developmentally appropriate practice. Teachers have many professional early childhood curriculum guides available for their use, and they meet as a team at least monthly to go over plans and share ideas. All teachers receive a minimum of 30 hours of in-service training each year, much of which is directly related to children's growth and development as well as curriculum content.

What should my child wear to school?

Your child should wear comfortable play clothes to school; especially clothes that parents are not concerned about getting soiled or paint splattered. Your child may not wear slippery soled footwear to school; this is a safety hazard. Sandals, open-toed shoes, Crocs or similar brand, and flip-flops are prohibited. Water shoes that are snug and fit around the entire foot may be worn exclusively on Splash Days. All shoes must have a secure back and must fit correctly. Children must enter the school wearing safe footwear. Teachers are not responsible for changing footwear at school. Teachers have the final say on deciding if a child's footwear is safe for school. It is suggested that every child bring a change of clothing in his/her cubby just in case of an accident. Since the teachers will almost always go outside, remember to send your child in clothing appropriate for the weather.

What happens if my child gets sick or is injured at school?

If a child gets sick, the school office or your child's teacher will ask you to pick up your child. Please refer to the "Health" section of this handbook for further information. If your child is injured, the teacher will administer first aid and fill out an incident report. Occasionally an injury is severe enough that the teacher or the school office feels the parent should be called to pick up the child. If an injury is life threatening the school will call 911.

What security measures are in place to protect my child?

Teachers are the "eyes and ears" of the school and are the best deterrent to dangerous situations. They are trained in the school's emergency procedures to safeguard your child in case of fire, dangerous weather, natural disaster or an intruder. All classrooms have a way to communicate directly with the school office.

What are the hours of operation for the school office?

The school office is open from 7:30AM to 6:00 PM Monday through Friday. The phone is manned at all times; if by chance your call is not answered please call back.



Parent Handbook Acknowledgement

I acknowledge that I have received the Parent Handbook and I agree to abide by its policies.

Parent's signature

Date

Parent's printed name

Child's name (please print)



Operational Policy on Infant Safe Sleep

This form provides the required information per minimum standards §746.501(9) and §747.501(6) for the safe sleep policy.

Directions: Parents will review this policy upon enrolling their infant at Child's Day and a copy of the policy is provided in the parent handbook. Parents can review information on safe sleep and reducing the risk of Sudden Infant Death Syndrome/Sudden Unexpected Infant Death (SIDS/SUIDS) at: <http://www.healthychildren.org/English/ages-stages/baby/sleep/Pages/A-Parents-Guide-to-Safe-Sleep.aspx>

Safe Sleep Policy

All staff, substitute staff, and volunteers at Child's Day will follow these safe sleep recommendations of the American Academy of Pediatrics (AAP) and the Consumer Product Safety Commission (CPSC) for infants to reduce the risk of Sudden Infant Death Syndrome/Sudden Unexpected Infant Death Syndrome (SIDS/SUIDS):

- Always put infants to sleep on their backs unless you provide Form 3019, Infant Sleep Exception/Health Care Professional Recommendation, signed by the infant's health care professional [§746.2427 and §747.2327].
- Place infants on a firm mattress, with a tight fitting sheet, in a crib that meets the CPSC federal requirements for full-size cribs and for non-full size cribs [§746.2409 and §747.2309].
- For infants who are younger than 12 months of age, cribs should be bare except for a tight fitting sheet and a mattress cover or protector. Items that should not be placed in a crib include: soft or loose bedding, such as blankets, quilts, or comforters; pillows; stuffed toys/animals; soft objects; bumper pads; liners; or sleep positioning devices [§746.2415 and §747.2315]. Also, infants must not have their heads, faces, or cribs covered at any time by items such as blankets, linens, or clothing [§746.2429 and §747.2329].
- Do not use sleep positioning devices, such as wedges or infant positioners. The AAP has found no evidence that these devices are safe. Their use may increase the risk of suffocation [§746.2415 and §747.2315].
- Ensure that sleeping areas are ventilated and at a temperature that is comfortable for a lightly clothed adult [§746.3407(10) and §747.3203(10)].
- If an infant needs extra warmth, use sleep clothing such as a sleep sack (insert type of sleep clothing that will be used, such as sleepers or footed pajamas) as an alternative to blankets [§746.2415 and §747.2315].
- Place only one infant in a crib to sleep [§746.2405 and §747.2305].
- Infants may use a pacifier during sleep. But the pacifier must not be attached to a stuffed animal or the infant's clothing by a string, cord, or other attaching mechanism that might be a suffocation or strangulation risk [§746.2415 and §747.2315].
- If the infant falls asleep in a restrictive device other than a crib (such as a bouncy chair or swing, or arrives to care asleep in a car seat), move the infant to a crib immediately, unless you provide Form 3019, Infant Sleep Exception/Health Care Professional Recommendation, signed by the infant's health-care professional [§746.2426 and §747.2326].
- Our child care program is smoke-free. Smoking is not allowed in Texas child care operations (this includes e-cigarettes and any type of vaporizers) [§746.3703(d) and §747.3503(d)].
- Actively observe sleeping infants by sight and sound [§746.2403 and §747.2303].
- If an infant is able to roll back and forth from front to back, place the infant on the infant's back for sleep and allow the infant to assume a preferred sleep position [§746.2427 and §747.2327].
- Awake infants will have supervised "tummy time" several times daily. This will help them strengthen their muscles and develop normally [§746.2427 and §747.2327].
- Do not swaddle an infant for sleep or rest unless you provide Form 3019, Infant Sleep Exception/Health Care Professional Recommendation, signed by the infant's health care professional [§746.2428 and §747.2328].

Privacy Statement

HHSC values your privacy. For more information, read our privacy policy online at: <https://hhs.texas.gov/policies-practices-privacy#security>.

Signatures

This policy is effective on (Date)	Child's name
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[Handwritten Signature]

Signature — Director/Owner

6/10/19

Date Signed

Signature — Staff member

Date Signed

Signature — Parent

Date Signed