



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)



2525 Wallingwood Drive Ste. #100
Austin, Texas 78746

Parent Handbook

School office number	512-327-3274
School fax number	512-327-3281
School's web site	www.childday.com

School Office Hours – 7:45 AM – 5:45 PM
Monday through Friday

Last Updated: June 27, 2024



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I. Introduction

Statement of Mission and Philosophy

Through our programs for infants, toddlers, and preschoolers, 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 family owned and operated by Charley Tucker, Shirley Gamble, Lauren Sicarelli, and Neil 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. The teachers report to the Director.

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 March 2023). 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 278 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 Application/Agreement 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. Siblings of children currently enrolled will receive priority.

Enrollment Requirements

Enrollment in Child's Day 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.

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.

Child and Family Profile Form

The Child and Family Profile Form is 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 the 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.

Classroom Play Dates and Meet the Teacher

Teachers will offer opportunities for each family to see their new classroom and meet their new teachers before the start of school. Children new to Child's Day will participate in a one-on-one play date in the classroom before the start of school. One-on-one play dates for new children last about 30 minutes. Children continuing at Child's Day will be invited to attend a meet the teacher event with their families in their new classroom. Play dates and meet the teacher events are an opportunity for families to spend time with their child's teacher(s) before their child joins their new classroom and help build stronger relationships between families and school. Teachers are prepared with an activity to engage your child and spend time bonding with him or her before the start of school. Teachers also gain insight into the family's values, culture, background, and experiences so they can tailor their curriculum to better fit your child.

Contact Information

In order for a child to attend any of the programming of Child's Day, the school must be provided current records of enrollment. Please update the Center any time your family's information changes, e.g. a parent's phone number, address, email address, employer, or authorized persons to pick up. **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.** You may provide the center with these updates by sending an email to office@childsday.com or by logging into the Parent Portal on our website, childsday.com

Communication

Child's Day and individual classrooms use a variety of methods for communicating with parents, including Brightwheel and email for disseminating information to families. Please check your Brightwheel account and your email often for important information from the Center. The Center website, www.childday.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.

We want the information you receive about your child to be meaningful, consistent and reflective of their developmental experience. 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 receive Weekly Email/Newsletters from each classroom to share curriculum plans, learning topics/skills including articles, handouts and at home activities. Parents will receive frequent updates, photos, and anecdotal observations through Brightwheel. Parents of infants and toddlers can expect to receive a daily record of their child's diaper changes/toileting, naps, bottles, and snacks/meals. Anecdotal observations shared through Brightwheel will provide a real time snapshot of challenges and triumphs in your child's learning and growth. Teachers will also be using these developmental anecdotes to aid in creating your child's assessment report for Parent/Teacher conferences.

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 may use USPS "snail" mail for special notices.

Owners/Director communicate with staff and parents in person visits, e-mail, phone calls, newsletters and when needed individual and center wide parent communication notices posted. The communication includes center wide updates, classroom events, individual staff, or upcoming events.

Parents as Partners

Partnering with parents in the development of their child is a core value of Child's Day. We accomplish this goal 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. Annually, Child's Day will solicit feedback from Parents in the form of a survey, typically in the late spring/early summer

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.

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 the 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.

Play Dates and Meet the Teacher Events take place in the child's new classroom in August. Teachers will offer opportunities for each family to see their new classroom and meet their new teachers before the start of school. Children new to Child's Day will participate in a 30-minute, one-on-one play date in the classroom before the start of school. Children continuing at Child's Day will be invited to attend a meet the teacher event with their families in their new classroom. Play dates and meet the teacher events are an opportunity for families to spend time with their child's teacher(s) before their child joins their new classroom and help build stronger relationships between families and school.

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.

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 events.

Fee and Payment Provisions / Refunds

Tuition is due **and payable on the first of each month**, in advance. A late payment charge of four percent (4%) is due if payment is received after the fifth of the month. Enrollment is subject to termination if payment is not received by the tenth of the month. Tuition is not prorated if a child withdraws for any reason prior to the end of the month. Additionally, there are NO REFUNDS OR CREDITS allowed for time missed from school for any reason.

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

The initial monthly tuition is provided on the **Tuition and Fees Rate Sheet** provided upon initial enrollment. Tuition rates may be changed by the Center upon thirty (30) days written notice or if the Child changes to a different class.

Late Pick up Fees

- The first time a child leaves the Center after 5:45pm for any reason, a Late Pick-up Charge of \$10.00 for the first five minutes plus \$1.00 per minute after 5:50pm will be due and payable.
- The second time within the same program year that a child leaves the Center after 5:45pm for any reason, a Late Pick-up Charge of \$30.00 for the first five minutes plus \$3.00 per minute after 5:50pm will be due and payable.
- The third or later time within the same program year that a child leaves the Center after 5:45pm for any reason, a Late Pick-up Charge of \$50.00 for the first five minutes plus \$5.00 per minute after 5:50pm will be due and payable.
- On days designated as "early dismissal days", such as Thanksgiving and Christmas holidays, the school closes at 3:00pm and the late pick-up fee is \$50 for the first 5 minutes plus \$5 per minute after 3:05pm will be due and payable. Late Pick-Up charges are calculated to the time the Child physically leaves the Center.

Withdrawal Terms and Fees for Children without a deposit on file

- In the event enrollment is cancelled prior to starting, ALL payments made at the time of registration are entirely non-refundable. These payments may include, but are not limited to, the registration fee, annual supply fee, deposit, advance tuition, enrichment class fees, and convenience fees.
- Tuition is due and payable for two full calendar months after the date of notice of withdrawal is given. The last month of enrollment is not pro-rated and the monthly tuition is due in full.

Withdrawal Terms and Fees for Children with a deposit on file

- The deposit may be refunded following a notice of withdrawal dated on or after October 6th through the enrollment confirmation date in the Winter of the upcoming Program Year, provided the Center has received two full months advance written notice of withdrawal.
- The deposit becomes a non-refundable “reservation fee” from the date you confirm you child’s Fall enrollment through October 5th. Children must remain continuously enrolled to retain their place.
- Tuition is due and payable for two full months after notice of withdrawal is given if the Child’s enrollment was previously confirmed for the following program year. The last month of enrollment is not pro-rated and the monthly tuition is due in full.
- All other payments for continuing children are entirely non-refundable, including all payments made at the time of registration, in the event enrollment is cancelled.

Hours of Operation

Child's Day is open year-round from 7:30am to 5:45pm, Monday through Friday. Classrooms open at 7:45am. Early drop off is available in the Activity Room in Building 1 from 7:30am to 7:45am for toddlers through Pre-K classes for no additional fee. Early drop off is not available for infant classes. The infant classes are open from 7:45am to 5:45pm.

Holidays and Closings

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

- | | |
|--|--|
| • New Year’s Day | • Staff Training Days (5 days in August) |
| • Martin Luther King Day (Staff Training/Volunteer Project) | • Labor Day |
| • President’s Day (Parent Conferences) | • Columbus Day/Indigenous Peoples Day (Parent Conferences) |
| • Good Friday | • Thanksgiving (2 days) |
| • Memorial Day | • Winter Holiday (5-7 days between Christmas Eve and New Year’s Day) |
| • Juneteenth | |
| • Fourth of July (and the 3 rd of July when it falls on a Monday and the 5 th of July when it falls on a Friday) | |

Child’s Day will have abbreviated operating hours (see School Calendar) on certain days:

- Wednesday before Thanksgiving
- Specified days before/after Christmas and New Year’s Day
- ACL Fridays
- Staff Events and Training Days
- School Maintenance (Various)

The School Calendar is on our web site at: www.childday.com.

Inclement Weather

Additional closings may be necessary due to weather conditions or other unplanned circumstances. 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.

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 7:45am to 8:45am.

Children may not enter or leave the Center unless accompanied by an adult. We ask that you refrain from talking on your cell phone while 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 while 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 using the Brightwheel app. Attendance information is also used during evacuation drills to ensure all children are safe and accounted for.

Early drop off for toddlers and older (7:30am-7:45am) will be in the activity room in Building 1. Please keep in mind that drop-offs may not happen during transition times. If you arrive during a transition, you will be asked to stay with your child until the transition is complete.

We ask parents to bring children to the Center no **later than 9:00am** 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 9:00am so he or 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. Please let your child's teacher know if your child will be arriving after 9:00am.

To avoid disrupting the class and for the safety of the children, please refrain from dropping off or picking up your child during transitions, lunchtime, or group naptimes. This time is generally between 11:00am and 2:30pm. Please check with your child's teacher to determine this period. If you have an extenuating circumstance and must pick up your child during this period, please let your child's teacher know in advance so that they can help minimize disruption to the other children.

The program day ends at 5:45pm. Parents are asked to leave the building by 5:45pm. Pick up after closing will be subject to late fees.

Departing children will only be released to parents or other persons shown on the "Approved Pick Up List". Parents may update their Approved Pick-Up List at any time through the Brightwheel app or by visiting the office. Any person picking up a child must provide an individualized four-digit PIN to check a child out. Any person picking up a child that is not known to the teachers must provide their photo ID.

Absences

Please notify us by calling or emailing the school office (office@childsday.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.

Nap and Rest Time

All children are offered a daily rest period based on their age-appropriate sleep needs. 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. 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.

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 and Support

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. Our lead teachers have one of the following or are in the process of obtaining one of the following: Early Childhood/Child Development degrees, Elementary Education Degrees, thirty-six college education hours, or a Child Development Associate (CDA) credential. Lead Teachers receive scheduled plan time during their work schedule. All teachers are offered benefits including health insurance, paid time off, bonuses, and employee feedback through annual evaluations. Lead Teachers are also encouraged to further their education through the Austin Community College/T.E.A.C.H scholarship program and Child's Day makes a commitment to support the teachers during their educational journey.

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. In addition to the 30 hours of in-service training, we partner with community professionals to provide lunch and learns during the work schedule.

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 Goals

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.

Teachers use age specific scope and sequence as well as "Teaching Strategies Gold", TX Pre-K Guidelines, and TX Infant/Toddler Guidelines as the basis for weekly developmental plans and periodic child assessments.

Lead Teachers create weekly developmental plans for their classrooms based on the specific needs of the children in their class. 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.

So that teachers can provide a high quality and emergent curriculum, Child's Day provides its teachers with weekly planning opportunities, periodic age level, team, and staff meetings, and professional development opportunities throughout the year.

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 that is not weighted, does not have a drawstring, and allows the baby full movement of their arms. 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 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. Cloth diapers can be accommodated until 12 months of age. The use of cloth diapers must be approved by the Director. Due to space limitations, 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.

Link: [Healthychildren.org Screen Time Resource](https://www.healthychildren.org/Screen-Time-Resource)

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. Child's Day supports families and children who may need additional accommodations, to include home language, special needs/differing abilities, and/or cultural backgrounds. Please let us know if you require accommodations. 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 owners.

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.

Food Service, Health, 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.

Research has shown that 90% of fatal choking occurs in children younger than four years of age. **Below is a list of possible choking hazard foods that are prohibited at Child's Day according to the Texas Department of Family and Protective Services Child Care Licensing Division.** If any of these foods are accidentally packed in your child's lunch box, we will send it back home with a reminder note. This is applicable for every student in every classroom. We understand that your child may eat some of these foods at home. **Please be mindful that these foods are prohibited in group care.** Your child's teacher reserves the right to not serve a food item (even if unlisted) if they suspect it may be a possible choking hazard.

Please abstain from packing potential choking hazards and bringing them to school. Examples of foods that present a risk of choking include:

- hot dogs sliced into rounds
- dried fruit (raisins ok)
- whole grapes
- pretzels/pretzel thins
- hard candy
- chips
- string cheese
- peanuts
- nuts
- popcorn
- seeds
- marshmallows
- hard chunks or very small pieces of uncooked raw
- spoonful's of peanut butter
- vegetables (e.g., broccoli, raw peas, carrots) Soft
- chunks of meat larger than can be swallowed whole manageable vegetable pieces are ok.

Link: [Meal Planning Resource](#)

Link: [Nutrition](#)

Link: [Childhood Nutrition](#)

Link: [Farm Fresh Resources](#)

Link: [Oral Health Resource](#)

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. Child's Day has conferred with a Certified Health Consultant to develop the snack menu and our health and safety practices. Snacks follow licensing guidelines of nutritional and health 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 specific allergies additional paperwork may be required with medication. It may be necessary for parents to provide snacks for highly allergic children.**

Lunch

Please pack a balanced, nutritious meal with variety for your child to eat. 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. 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.

The children are learning to self-feed; please choose finger foods that will help increase their success. Please bring lunch in labeled containers that the children can open and are safe for children to handle, drop, and use (do not send glass or ceramic containers to school except for infant food in glass jars). **Please label every item inside your child's lunch, including things like Ziplock bags, pouches and individual packets of food to avoid mix-ups!**

Note: Food for infants should be cut no larger than ¼ inch square. Food for toddlers/2s should be cut no larger than ½ inch square.

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:

Link: [American Academy of Pediatrics - Benefits of Breastfeeding](#)

Link: [Support Information for Families from Healthy Children](#)

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**.

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.

Clothing Guidelines / 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 comfortable, safe, and appropriate for a school setting. Your child may not wear slippery soled footwear to school; this is a safety hazard. All shoes must have a secure back and must fit correctly. Children must enter the school wearing safe footwear. Teachers have the final say on deciding whether a child's footwear is safe for school. Teachers are not responsible for changing footwear at school. Water shoes that are snug and fit around the entire foot may be worn exclusively on Splash Days.

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.**

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 has entered 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** – 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. 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. If parents cannot be reached, those listed on the child's Enrollment Forms will be called to pick up the child. It is very important that all telephone numbers and emergency information be kept current so that parents can always be reached. If cell phone numbers have been provided to the school, please be sure cell phones are turned on while your child is attending school.
- **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 the child's Authorized Pick Up List through Brightwheel. Photo identification and a unique four digit PIN 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 as 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 Alpha School at 1201 Spyglass Drive (512-358-1672). If they are not available or accessible, then we will relocate to the restaurant located at 1101 S. Mopac Expressway (currently Salt Traders, 737-484-0095). Parents will be notified to pick up children from there, and staff will remain with the children until all are picked up. Child's Day uses Brightwheel to notify parents in the event of an emergency.

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.

Enrichment Opportunities

Through support of outside vendors and in-house trained teachers your child can register for 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 children aged 4 years and then again for all children aged five years in the State of Texas. Child's Day is required to collect vision and hearing screening results for all children that turn 4 by September 1 and submit the results to the State of Texas.

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.

Walks and Nature Walks

Walks and Nature Hikes may be made on the Centers property. There may be walking trips to visit people or places of interest, to become familiar with the Center and neighborhood environment, or to make observations as a part of the curriculum. Ideas for walking trips include going to look at buildings, trees, flowers, rocks, trucks, puddles, people, animals, birds, mailboxes -- all kinds of things. Pebbles, leaves, sticks, and other "nature" items may be collected.

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, or 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.***

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.

Illness

The health of your child is of the utmost importance to us. Child's Day and Child Care Licensing requires that precautions be taken to safeguard the health of all children enrolled. This includes excluding children from attending with symptoms outlined below. **Please notify the school when your child is out sick and if a specific diagnosis is confirmed.** The school will notify families and staff about any illnesses.

Administrator or staff will ask parents at drop off how their child is feeling and if a child appears to be sick, it is also the Administrator or staff'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 health checks on each child during the day, which may include temperature checks. Admin/staff will question parents about scrapes, bruises, etc. that are visible. 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 administrative personnel.

If Your Child Becomes Ill at School

A child who becomes ill at school will be removed from their classroom and cared for in a separate space by one caregiver until their parents are able to promptly pick them up from school. 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.***

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

School Illness Policy: Specific Symptoms

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

Symptom/Diagnosis	When Child will Be Sent Home or Excluded	When Child may Return
Fever	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	The child must be fever free for 24 hours without fever reducing medication before returning to school. The child must be well enough to comfortably participate in a group care setting.
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.	When exclusion criteria are resolved or with a doctor's note stating the child is not contagious and the child can cope with the routine activities of group care.
Cold Symptoms Nasal Congestion Sneezing Watery eyes Cough	If accompanied by fever (see fever criteria above)	The child must be fever free for 24 hours without fever reducing medication before returning to school or with a doctor's note stating the child is not contagious. The child must be well enough to comfortably participate in a group care setting.
COVID-19	Child tests positive for COVID-19	The child must be fever free for 24 hours without fever reducing medication before returning to school. The child must be well enough to comfortably participate in a group care setting.
Diarrhea	After 2 occurrences within a 24-hour period	When diarrhea subsides for 24 hours without medication or doctor's note stating child is not contagious
Diaper Rash	If sores are oozing and leak body fluid	When exclusion criteria are resolved
Active Head Lice	When live nits/eggs are present	When exclusion criteria are resolved and after first treatment is complete
Hand, Foot & Mouth Disease	When spots/bumps/lesions are noticed or present in the following areas: <ul style="list-style-type: none"> • Hands, feet & mouth • Diaper area • Thigh/legs 	The child must be fever free for 24 hours without fever reducing medication before returning to school. If lesions or spots are still present, the child must have a doctor's note stating when the child is no longer contagious.
Itching	If itching is suspected to be caused by any of the following: Scabies, Impetigo, or Ringworm	When exclusion criteria are resolved or with a doctor's note stating the child is not contagious



Symptom/Diagnosis	When Child will Be Sent Home or Excluded	When Child may Return
Appearance or Behavior Changes, Lethargy, Irritability	If the child looks or acts differently, is lethargic, 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 comfortably and safely, they should remain at home.	When child can participate comfortably in the routine activities of the program.
Mouth Sores	When sores cause drooling	When exclusion criteria are resolved or with a doctor's note stating the child is not contagious.
Eye Discharge - Pink Eye (Conjunctivitis) - Allergies	Thick mucus or pus from eyes When discharge is noticed Pinkish/red swollen or irritated eyes	When exclusion criteria are resolved or with a doctor's note stating the child is not contagious and has taken medication for at least 24hrs
Rash – Skin/Scalp	When unidentified rash is noticed and is accompanied by: <ul style="list-style-type: none"> • Behavior change • Persistent itching • Fever • Has oozing/open wound/sores • Child is unable to participate 	When exclusion criteria are resolved or with a doctor's note stating the child is not contagious and return date
Chicken Pox	<ul style="list-style-type: none"> • When lesions are noticed or present 	When all lesions are dried and crusted. Typically takes 6+ days and doctor's return date
Strep Throat	If child has a positive strep culture	After at least 24 hours of antibiotic medicine and note with return date
Vomiting	After one occurrence within a 24-hour period. Gagging/minimal drool/spit-up due to excessive crying/anxiety does not constitute vomiting.	When vomiting subsides for 24 hours without medication and able to participate comfortably in the routine activities of the program.

For illnesses not specifically listed above, please refer to the Texas Department of Health and Human Services [School Communicable Disease Chart](#).

Your child's exclusion and readmission to the program is subject to review by their receiving classroom staff and/or a Director. If your child has a chronic illness or disability, please discuss a plan for reasonable admission/exclusion criteria with a Director.

The school will make efforts to notify your child's classmates of any illness in the classroom.

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 Directors, 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.

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, Neil Sicarelli, is who will answer all billing questions (neil@childsday.com).

How do I pay my tuition?

Option 1: You have the ability to pay your tuition online through your Brightwheel account, which you can access using the parent portal button in the upper right hand corner of the school website or through the Brightwheel app. If you choose to pay your tuition through Brightwheel, there is a convenience fee of 2.75% for credit cards or debit cards and no fee for ACH bank draft. You may set up automatic payments to be processed through Brightwheel.

Option 2: Some families pay tuition using their bank's auto bill pay feature. To use this option, you would log into your online banking and add "Child's Day" as a Payee. You can use your child's first and last name as your "account number". You may be asked to enter our address, which is 2525 Wallingwood Drive, #100, Austin, TX 78746. This payment option is free.

Option 3: You can mail a check to the school (see address above) or drop a check off in the black tuition box in the office.

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?

You can update your authorized pick-up list by logging into your Brightwheel account. You may also come to the school office and speak to the Office Manager and she will add the appropriate names to your authorized pick up list.

When can I register for the next school year?

Registration is held in January and February 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?

You may use Brightwheel to send your child's teachers a note, call the school office and ask that the teacher return a call to you, or email your child's teacher (classname@childsday.com). Teachers will respond when they have a moment. Please know that their first priority is supervising and interacting with the children in their care. If you have time sensitive communication, please call the school office or send a note through Brightwheel.

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. Please call the office or send an email to michelle@childsday.com to schedule a time to meet.

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. Since the children will almost always go outside, remember to send your child in clothing appropriate for the weather. Children must wear shoes which are comfortable, safe, and appropriate for a school setting. Your child may not wear slippery soled footwear to school; this is a

safety hazard. All shoes must have a secure back and must fit correctly. Children must enter the school wearing safe footwear. Water shoes that are snug and fit around the entire foot may be worn exclusively on Splash Days. Every child should have several changes of clothing in his/her cubby in case of an accident.

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 7:45AM to 5:45PM Monday through Friday. The phone is manned at all times; if by chance your call is not answered please call back.

COMMUNITY RESOURCES FOR PARENTS

Counseling & Parent Support

Jennie Flynn Buckley, M.A.T.

Parenting Support

(512) 476-9490

917 W. 29th St.

INFO@FOR-KIDS-SAKE.COM

www.for-kids-sake.com

Katie Malinksi, LCSW

Parenting Support

1704 W Koenig Lane

512-940-4477

www.parenthoodunderstood.com

Brianna Berkowitz, MSEd

Parent Coaching

1102 W. 6th Street

bri@connectedfamilypartners.com

www.connectedfamilypartners.com

Leslie Grove, M.Ed., LPC

Counseling & Parenting Support

(512) 448-5100

3311-B Hampton Rd.

lesliekgrove@gmail.com

Any Baby Can

Parent Education, Child Development Resources

512-454-3743

info@anybabycan.org

www.anybabycan.org

Dr. Sarah Crawford

Conscious Parent Coaching

Counseling and Parenting Support

602-653-8048

sarahcrawfordphd.com

sarah@sarahcrawfordphd.com

Occupational/Physical/Speech Therapy

From the Heart Therapy

Occupational and Speech Therapy

(512)306-1707

4613 Bee Caves Rd., Ste. 202

www.fthts.com

Kidventures

Occupational, Speech, Physical Therapy

(512)327-4499

5524 Bee Caves Rd., Bldg. L

www.Kidsventurestherapy.com

Kids Works

Occupational, Speech and Physical Therapy

(512)444-7219

3607 Manchaca Rd.

<http://kidworkstherapy.com/>

Big Sky Pediatric Therapy

Occupational, Speech and Physical Therapy

(512)306-8007

925 Westbank Dr., Ste. 200

www.bigskyfriends.com

Lisa Famiglietti

Central Texas Speech Pathology Services, Inc.

(512)327-6179

ctsps@sbcglobal.net

2525 Wallingwood Dr., Bldg. 2

<http://www.centraltexasspeech.com/>