

# Welcome to Endless Discoveries

Hello and welcome to Endless Discoveries! We want to invite you and your child in for an exciting opportunity for growth and development. While your child is in our care they will receive opportunities to promote their cognitive, social, emotional, and physical development. We will provide a nurturing and caring environment that will offer your child consistency and security. It is very desirable for us to work with each and every family to build a quality relationship that is beneficial to all, especially your child.

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## Our Philosophy and Goals

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- Learning through active play
- Fostering an acceptance of self and the differences in others
- Developing respect and caring as a result of freedom within limits
- Strengthening a child's development socially, emotionally, physically and intellectually
- Providing individualized attention within a group setting
- Working with parents as active partners in their child's development

Endless Discoveries strives to meet the needs of the families in our community. Educational, safe daily child care is such a growing need among working families. From Infancy to School-Age, Endless Discoveries holds a higher standard for child care and supporting the community around us by providing developmentally appropriate activities for the children, a safe, loving environment for the families, and a challenging yet fulfilling work environment for the teachers.

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## Organized Routines

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Endless Discoveries believes in having an organized routine on a day-to-day basis. Each classroom has a scheduled time for inside and outside play, which provides a good balance between active and quiet play. By allowing children to have a set routine, they understand what will happen next even though they are unable to read a clock. With that knowledge, children move smoothly from one activity to the next with little problem.

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## Outside Play

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Our playgrounds are designed with your child in mind. We have playgrounds that are stimulating to the young mind and offer a wide range of physical challenges. During the Texas hot summer months, our teachers are happy to put sunscreen on your child in the afternoon as long as you provide the sunscreen and a note for our records. We will refrain from going outside in bad weather, including high temperatures (97° or higher), low temperatures (37° or lower), and ozone watch days.

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## Accreditations & Military Programs

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**National Accreditation Commission:** NAC is a nationally recognized child care accreditation system that is endorsed and managed by the National Association of Child Care Professionals (NACCP). NACCP is an organization comprised of early child care and education leaders, owners, directors, administrators and managers. NACCP is committed to strengthening the professional skill level of its members. NAC accreditation offers early care and education programs the opportunity to demonstrate and document quality performance using research-based criteria. NAC accreditation values the rich and diverse tapestry of early care and education programs and the uniqueness of each. NAC's high standards for child care centers help improve the quality of safety, equipment, health policies, nutrition, administration, teacher training, ongoing evaluations, parent communication, and developmentally appropriate settings and activities for children. Endless Discoveries is proud to follow this criteria and become accredited with NAC for Excellence!

**Texas Rising Star Provider:** Endless Discoveries works with the State of Texas and the Texas Workforce Commission to provide quality child care to serve subsidized children and children enrolled in certified facilities such as foster homes. The Texas Rising Star certification is a process of improving the quality of child care facilities that voluntarily meets requirements that exceed the state minimum standards. Through assessment, centers are awarded on a graduated scale which offers three levels of certification (Two-Star, Three-Star, and Four-Star) to encourage providers to attain progressively higher certification requirements leading to a Four-Star level. Endless Discoveries has been awarded 4 Stars! Receiving this certification is not only a huge honor, but provides the parents who use our services confidence that we provide quality care and our staff additional training opportunities.

**Child Care Aware (Military Child Care):** Endless Discoveries Child Development Center is proud to be able to offer our military service men and women fee assistance through Child Care Aware, [www.childcareaware.org](http://www.childcareaware.org), 1-800-424-2246, Provider ID #37365. We offer assistance through both Operation Military Child Care (OMCC) and Military Child Care in Your Neighborhood (MCCYN). Ask our management team for more details on how these fee assistance programs may apply to your family.

Note: This information is currently in place for Endless Discoveries–Saginaw and the goal for Endless Discoveries–Glen Rose within the first year of opening.

823 Towne Court  
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682-286-9662

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



200 Commerce Street  
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## Communication

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It is our desire to have open communication lines with each of you. Endless Discoveries feels that it is important that we have a close relationship regarding the needs of your child. We welcome you to call during the day to talk to your child's teacher, although we may ask if a return call can be made if it is not an emergency and learning activities are going on in the classroom. Additionally, we are available through email; however, if there is a time or date importance, it is always best to call the school. We hope you will feel free to openly discuss any issues that you might have concerning your child's care in Endless Discoveries. As an ongoing effort to improve communication, we strive to provide information in many different ways:

- School-Wide Monthly Newsletter
- Classroom Monthly Newsletter
- Posted Notices on the Front Door, Classroom Doors, and at the Time Clock
- Classroom Bulletin Boards
- Parent Bulletin Board located in each lobby
- Email Updates, Special Items of Interest
- Remind Text Messages

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## Enrollment

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Enrollment will be deemed complete when the following forms are complete, and the registration and first month tuition has been received. The center requests all information pertaining to the child such as legal documents regarding custody and special needs assessments.

- Registration and Enrollment Form
- Child Immunization Record, Doctor's Signature, and Hearing and Vision for Children 4+
- Emergency Authorization
- Enrollment Acknowledgement
- Tuition Contract
- Consent Form
- Orientation Plan
- Food Allergy Action Plan (if applicable)
- Authorization for Video Recording

# Safety, Security and Health

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## Training

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The State of Texas requires all professionals in the child-care field to complete at least 30 clock hours of training per year. We will complete these hours during two in-service days, President's Day and Columbus Day, as well as during our staff monthly meetings. Endless Discoveries will be closed during the in-service days, so you will have to make other arrangements if child care is needed during those days.

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## Health and Illness

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As a requirement by the state of Texas, a member of Endless Discoveries staff will conduct a quick visual and/or physical health check as each child enters the classroom for the day. If any concerns arise, the staff member may choose to take the temperature of the child or send the parent or guardian with the child to a member of management.

If your child shows the following symptoms of illness, they should not be brought to school: Vomiting – Fever of 99.4 or greater – Diarrhea – Sore Throat – Pink Eye – Skin Disorders – Head Lice. Please have your child seen by a doctor to determine if they can return to school. Children who have been ill may return to school if they have a signed doctor's statement, or if they have not shown any symptoms for 24 hours. If your child becomes ill while in care, they will be isolated, and pick-up within 45 minutes will be required by either parent or emergency contacts. This is necessary for health and safety reasons. As always we will look at the whole picture; for example, temperament, bowel movements, appetite, etc. We understand that every parent has a very demanding job, otherwise your children wouldn't be here, but we have the responsibility to provide the healthiest care we can for each child.

**Tuberculin Testing Requirements:** If the regional Texas Department of Health or local health authority requires tuberculosis testing for children attending the center, then you must have documentation of the test on file at the center.

**Hearing and Vision Screening Requirements:** The state of Texas requires vision/hearing screening for all four year olds. The verification of the screening must be on file at the center for all children 4 years of age and older.

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## Medications

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While your child is in care, medications can be distributed within the following State of Texas guidelines:

1. Prescription medications must be in the original container labeled with the child's name, date, directions, and the physician's name. The label dosage must be followed unless otherwise instructed by a doctor.
2. Non-prescription medication must be in the original container and labeled with the child's name and date it was brought. Either a health personnel or the child's parent must approve the medication in writing. The label dosage must be followed unless otherwise instructed by a doctor. This includes all diaper cream.
3. Medications that are to be given twice daily (i.e., once in the morning and once at night) should be given at home by parents. Endless Discoveries will only administer medication per doctor's instructions to be given during school hours.

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## Release Policy

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Your child will be released only to the names listed on your enrollment form. For you and your child's security, we require a picture ID for any person we do not recognize. We also require a written permission from you for any person not listed on your enrollment form. Should an emergency arise during the day, you are to call with any necessary instructions. In this instance, a code word may provide additional security for your family.

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## Procedures for Medical Emergencies

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For parents' peace of mind, Endless Discoveries has procedures in place for emergencies. Listed below are the steps we will take for each situation. The full emergency preparedness plan is available in the office.

- **Shelter Drills:** Shelter drills include bad weather and lock-down emergency preparedness. We will take refuge in hallways and bathrooms in the center of the building with a flashlight and a radio. We will stay there until bad weather passes or notified by authorities that the environment is safe.
- **Fire, Explosion, Toxic Fumes, or Other Chemical Release:** We will place infants and toddlers into the labeled fire beds and follow fire exit procedures shown on classroom walls. Older children will be escorted by their primary caregivers following fire procedures. Each classroom teacher will have their emergency book. The director will also have a school-wide emergency book as well as a cellular phone to contact emergency personnel and parents.

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In the case of an emergency that requires Endless Discoveries–Saginaw to evacuate the children from our facilities, we will relocate the children to American Bank, 825 North Saginaw Boulevard, Saginaw, TX 76179. Endless Discoveries–Glen Rose will relocate to 202 Bo Gibbs Blvd., Glen Rose, TX 76043. In this instance, parents will be notified immediately and pick-up will be required within 45 minutes. In the event of a sheltering or lock-down emergency, the children will be relocated to the designated refuge locations until the Director gives further instructions. No one will be permitted to enter or leave the premises during this time. An emergency relocation diagram with instructions for staff is posted inside each classroom and available upon request. Staff have been trained, through the orientation process and drills, of care for the children if a situation requiring a lock-down occurs. Parents will be notified by the Director when children may be reunified with their families.

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## Minimum Standards and Important Numbers

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Every licensed child care center is required to follow detailed standards regarding the care of your child. These standards are available for parents to read at their request. Additionally, the most recent licensing report on Endless Discoveries is available for all to read. For parents' information the following numbers are listed to report concerns or to answer questions:

- Texas Department of Family and Protective Services: [www.dfps.state.tx.us](http://www.dfps.state.tx.us)
- Child Abuse Hotline: 800-252-5400

Local Department of Family and Protective Services Licensing Office is located at 1501 Circle Drive, Suite 310, Fort Worth, Texas 76119, Toll Free Number: 800-582-8286; Local Number 817-321-8604.

As a child care center we are mandated reporters to the Department of Human Services if we feel a child is being abused or neglected. Always be sure to let your child's teacher know when you drop your child off if he/she has any unexplained cuts or bruises. All children that come to Endless Discoveries with injuries will have them logged into the child's file.

To help prevent child abuse you need to understand what it is. It's any mistreatment of a child that results in harm or injury. There are four basic types of child abuse, though children often experience more than one kind of abuse. Examples of abuse include Physical Abuse, Emotional Abuse, Sexual Abuse and Neglect.

Children who are abused might show physical signs or sudden changes in their behavior or school performance. These signs don't prove that children are being abused, but they could be a signal that the children or their families need help.

General signs of abuse may include:

- Nervous around adults or afraid of certain adults.
- Reluctant to go home (come to school early or staying late, for example).
- Very passive and withdrawn or aggressive and disruptive.
- Tired a lot, or they might complain of nightmares or not sleeping well.
- Fearful and anxious.

Prevention techniques may include:

- Take a deep breath.
- Call someone or ask a friend to watch your kids while you calm down.
- Call the hotlines listed to find someone to talk to.
- Find a parenting class in your community to learn about ways to handle the stresses of dealing with kids.

More information on Abuse and Neglect can be found on [www.helpandhope.org](http://www.helpandhope.org).

Additionally, if you feel that you need to report abuse or neglect you can report anonymously on [www.txabusehotline.org](http://www.txabusehotline.org) or Child Abuse Hotline: 800-252-5400.

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## Transportation

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Endless Discoveries will not provide transportation for children four and younger, with the exception of children enrolled in the Pre-Kindergarten 2 program. Endless Discoveries will provide on-site learning activities for children not permitted to be transported. Infants and Toddlers may occasionally take walks in the four-seat stroller.

Endless Discoveries will provide transportation for children five and older to and from school, based on the needs of our families. If your child is scheduled to be picked up from a local elementary school and will not need transportation, you are required to notify Endless Discoveries an hour before the release of school. Non-notification will result in your account being charged \$10.

Additionally, Endless Discoveries will periodically take the School-Age children on field trips during school holidays and summer. All field trips will be posted 48 hours in advance, and all children wishing to attend must be signed up to go by their parent or legal guardian. In the event a child is not signed up, we will try to contact the parent/legal guardian for written permission, time permitting. If you do not want your child to participate in the field trip activities, alternative care will need to be arranged.

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## Water Play

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Endless Discoveries will provide sprinkler play during the summer months and water table play year round. School-Age children may be taken to a pool or splash park during the summer field trips. All children will be required to swim in the shallow unless they express an interest otherwise. At that point, each child will be given a swim test by one of our employees to establish their swimming ability.

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## Pets

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Each classroom will be given the option to have a class pet. Class pets must be aquarium kept and not handled by the children at any time.

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## Security

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Endless Discoveries is very secure, equipped with a card reader system for entry through the front door. In order to enter our building, persons need to have either an active security card or an escort. No unfamiliar persons are able to enter the building without having proper identification. In the instance that your child is being picked up from Endless Discoveries-Saginaw, Building 2, and you do not have a card, you will need to come to the main office in Building 1 to be escorted by a member of management to your child's class. With our card reader system, each family is issued one card upon enrollment. If an additional card is needed, a \$5.00 charge will be posted to the family's account, to be paid with the next tuition payment. In the case of withdrawal, cards will be deactivated and need to be returned to the office.

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## Internet Viewing

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Endless Discoveries Saginaw and Endless Discoveries Glen Rose are equipped with digital video security cameras and are installed in various parts of our building and outside areas that may conduct video surveillance of any portion of the premises at any time, excluding private areas of restrooms and changing areas. This viewing system is in place for family members to see their children throughout the day, for management to watch over the activities of each classroom, and to promote the safety and security of the people and property. The viewing system subscription is paid for through each child's tuition, so no extra money is required to use the system. A video/audio/photo waiver of privacy rights specific to this webcam system for any children attending a facility operated by Endless Discoveries Child Development Center Series, LLC is a condition upon enrollment.

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## Student Accident Policy

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Endless Discoveries carries a student accident policy for children injured at the school.

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## Yearly Updates

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Every September, Endless Discoveries requires each family to review their enrollment information. It is imperative that emergency contacts and phone numbers are correct. We require any changes during the school year to be made in writing either through email or signed note.

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## Gang-Free Zone

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Endless Discoveries has a strict policy regarding the safety of our facilities and all who enter the premises. Endless Discoveries designates 1,000 feet from our center as a gang-free zone. Gang-related activity or engaging in organized criminal activity within 1,000 feet of Endless Discoveries is a violation of this law.

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## Volunteers/Parent Chaperones

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Volunteers and Parent Chaperones are welcome at Endless Discoveries. Volunteers are people who request to come into the center to either observe the children or work with the children. Volunteers are never counted into the teacher-to-child ratio; however, they can participate in activities with the children. Parent chaperones are parents who attend on- and off-site activities with their child. These activities may include class parties and field trips. To ensure the safety of the children in our care, all volunteers and chaperones will need to have a copy of their driver's license on file and a signed agreement of the code of conduct while participating in Endless Discoveries' sanctioned events. Additionally, all volunteers will be required to submit a background check, which is done at the cost of the volunteer.

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## Not Permitted

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Pursuant to Section 30.06, Penal Code (Trespass by Holder of a License to Carry a Concealed Handgun), a person licensed under Subchapter H, Chapter 411, Government Code (Concealed Handgun Law), may not enter this property with a concealed handgun.

Pursuant to Section 30.07, Penal Code (Trespass by Holder of a License to Carry a Concealed Handgun), a person licensed under Subchapter H, Chapter 411, Government Code (Concealed Handgun Law), may not enter this property with a concealed handgun.

In addition to firearms, hunting knives, bows and arrows, and other weapons are prohibited on the premises of the child care center. E-Cigarettes and vaporizers are restricted from entering the child care center.

# Our Programs

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## Visitors

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Endless Discoveries has an open door policy extended to every parent who has a child attending. These visits can be at anytime and do not require prior approval. It is the belief of Endless Discoveries that the most important people in your child's life are their parents, and your involvement in their development is welcomed. Endless Discoveries welcomes visits by therapists and state and local personnel with prior approval from the enrolling sponsor in the child's file. All visitors must be announced by written communication with names and dates of approval.

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## Infant & Toddler Program (0-24 Months)

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Endless Discoveries understands that it is difficult to leave your child in the care of someone other than yourself, but many families do not have any other option. Endless Discoveries is the perfect solution. We have personnel that are trained in CPR/First Aid, SIDS, Infant Brain Development, and Shaken Baby Syndrome, as well as other child development classes. Our teachers are caring to each child and treat each child as one of their own. We provide an environment that is safe, healthy, and stimulating to each child. A variety of activities allow for both active and quiet times throughout the day, in addition to the individualized care and lessons we provide for each child. Endless Discoveries also provides a written daily sheet to parents that describes their child's eating, sleeping, diapering, and developmental activities throughout the day. Teachers are also required to keep a portfolio for each child that highlights developmental accomplishments, growth, or funny incidents. We also love to take pictures of the children, which we will share with parents.

Endless Discoveries Child Development Center will provide a comfortable place with a seat for mothers to breastfeed their child if they choose to do so. Parents may also provide breast milk for their child to be served while in our care.

Our curriculum in this age group will be a mixture of several different curriculum books in order to get the best individualized lessons for each child. Some curriculum books will be:

- Baby Play by Masi and Leiderman; Gymboree
- Toddler Play by Masi; Gymboree
- Active Learning Series by Cryer, Harms, and Bourland; Addison-Wesley
- Games to Play with Babies and Games to Play with Toddlers by Jackie Silberg
- The Creative Curriculum® for Infants and Toddlers by Dombro, Colker, and Dodge; Teaching Strategies, Inc.
- Baby Signs by Acredolo and Goodwyn

These curriculum books will provide a variety of different activities, ideas, and styles that each caregiver can choose from to create the perfect lesson plan for each child. Sign language will be taught to help each child communicate before they are able to speak and encourage language development when they are ready to speak.

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## Preschool Program (2- to 4-Year Olds)

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Young children are like sponges. Our primary focus at Endless Discoveries is to make sure children in these classrooms are kept busy with educational activities throughout every day. We believe that the busier children are, the less time they have to get in trouble. The main interest in this age group from parents' eyes is what their children are learning and how they are learning it, so we have compiled a list of different curriculums that we will be using to encourage skill-building from every aspect. Some curriculum Endless Discoveries will use in this age group will be:

- A Beka by Dr. Arlin Horton: This curriculum is Christian-based, but we will be using the curriculum without adding the religious aspects. Endless Discoveries will be using this curriculum to enrich our language program.
- Active Learning Series by Cryer, Harms, and Bourland; Addison-Wesley
- The Creative Curriculum by Diane Trister Dodge, et al
- Count on Math by Pamela Schiller, et al
- The Young Child and Mathematics by Juanita V. Copley
- Preschool Math by Robert Williams, et al
- DIG: Develop, Inspire, Grow™ by Abrams Learning Trends

Endless Discoveries believes development of the "whole child" includes art, music, dramatic play, social awareness, cooking, and outside play, but our curriculum will be designed to focus on Language and Math. We will have a theme-based curriculum that is tailored to combine each subject and draws the attention of every child.

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## Pre-Kindergarten Program (4-Year-Olds)

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Our Pre-Kindergarten Program is designed with your child in mind. In order for us to successfully create this curriculum, we place ourselves on the children's level and experience what they experience. It is important to us that the children learn through play and enjoy what they are learning. Endless Discoveries has designed a curriculum that is theme based and employs the teachers' creativity and educational experience to ensure your child's academic success. The activities that are offered are intended to meet the following goals for each child:

- Building self confidence;
- Enhancing skills for intellectual, physical, emotional and social development;
- Working on social skills, such as listening, sharing and cooperation;
- Achieving a sense of self;
- Taking responsibility for themselves and their actions;
- Behaving in a pro-social way (showing empathy and getting along with other personalities); and
- Problem-solving.

Endless Discoveries believes a great school experience starts here. The best kind of learning happens when children are having too much fun to notice. Activities are developed that stimulate children's natural curiosity, allow them to independently explore the different centers offered in the classroom, and guide them to form a love of learning that will carry them through their education. Lessons are tailored to meet children's individual needs and to give them opportunities to explore, question, communicate, and create in a fun, supportive environment.

Endless Discoveries believes development of the "Whole Child" includes art, music, dramatic play, social awareness, cooking, outside play, with our main focus on Language and Math. We use a variety of curriculum, including:

- A Beka by Dr. Arlin Horton: This curriculum is Christian-based, but we will be using the curriculum without adding the religious aspects. Endless Discoveries will be using this curriculum to enrich our language program.
- Active Learning Series by Cryer, Harms, and Bourland; Addison-Wesley
- The Creative Curriculum by Diane Trister Dodge, et al
- Count on Math by Pamela Schiller, et al
- The Young Child and Mathematics by Juanita V. Copley
- Preschool Math by Robert Williams, et al
- DIG: Develop, Inspire, Grow™ by Abrams Learning Trends
- Frog Street Pre-K by Pam Schiller, et al

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## Before-School and After-School Program (5- to 12-Year Olds)

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At Endless Discoveries, school-age children (kindergarten through age 12) experience an innovative before- and after-school program. We tailor our program to a club environment so that children can independently find engaging activities that build on their natural curiosity. Our school-age program is broken down into three age specific groups so each child is able to develop social skills such as listening, sharing and cooperation with other children their age. We provide an environment that is safe, healthy and stimulating by allowing an ample area and activities that are fun and age-appropriate.

One of our goals is to find teachers that are caring to each child and treat each child as one of their own. It is important to us that we have teachers that are excited about teaching and can foster enriching activities. With an effective and positive style of guidance, energy, flexibility and a sense of humor, our teachers facilitate, guide and illustrate a love of learning that can be achieved through organized, fun activities.

Endless Discoveries provides transportation to and from local schools for the convenience of working parents. Additionally, we provide care during school breaks and strive to find fun and educational field trips during those breaks. For parents' peace of mind, our buses are driven by employees with a clean driving record and insured through our insurance company. We drive the safest vehicles that are specialized by child care use and maintain a log to ensure repairs are done in a timely manner.

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## Summer Camp (5- to 12-Year-Olds)

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Endless Discoveries offers a Summer Camp program for all school-age children, providing a relaxed and balanced schedule with time to learn through play and engage in social activities with friends. A variety of clubs are offered with weekly meetings and stimulating activities.

Every two weeks, our Summer Camp has a new innovative theme, allowing children to exhibit their natural curiosity without getting bored. Our teachers prepare different games and activities based on each theme, with children choosing from a variety of activities that include quiet and active games with both small and large motor interaction. Our program also offers a range of field trips for off-site educational fun.

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## Extracurricular Activities

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Endless Discoveries offers a variety of different extracurricular programs throughout each month. These programs are offered separate from your family's monthly tuition. Talk to the front office for more information on the extracurricular programs available.

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## Child Assessments and Parent/Teacher Conferences

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Child assessments are completed when your child moves from one classroom to the next. During the month prior to your child transitioning, your child's current teacher will encourage each family to set up a time to meet to evaluate your child's progress in all developmental areas. The teacher may also note any areas of concern that, as a team in your child's development, Endless Discoveries would work with you on. Any additional time that your family would like to have a parent/teacher conference can be requested by written note or email. All child assessments are kept on file at Endless Discoveries, and a copy can be given to the family upon request.

# General Policies

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## Fees

A nonrefundable registration fee is charged at enrollment and on September 1st every year thereafter. For families that choose to pay weekly, tuition payment is due by Friday preceding the week of care. A late fee of \$10 is charged on Tuesday, and child may not return on Wednesday unless payment is made. For families that choose to pay monthly, tuition payment is due monthly, payable in advance on the first business day of the month. If your family chooses, you may split the monthly rate to be paid on the 1st and the 15th days of the month. An additional \$10 charge is accrued for bi-monthly payments. A late payment fee of \$10 will be charged for every business day after the payment due date. The child may not return to care if payment has not been received by the end of the 3rd business day. For any family enrolling in June or July, Endless Discoveries prorates the registration fee, with full registration due September 1st. Enrollments in August are not charged anything additional. We are unable to hold checks for a later date. A waiting list fee of \$15.00 is charged for every child hoping to be enrolled upon availability. Tuition remains the same for months with absences or holidays.

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## Payment Methods

You may pay by cash, money order, or personal check. Credit and debit cards are also accepted for a convenience fee of 2% which will be calculated upon the total amount that is being paid. Online bill-pay through Chase QuickPay is also acceptable with your last name as the account number. If insufficient funds occur, a \$25 fee will be charged to your account, and the full tuition in cash or money order will be due no later than one business day later. For accounts with two insufficient fund notices, cash or money orders will be required thereafter. We are unable to hold checks for a later date. All families are required to have a back-up account on file through Tuition Express. Tuition can be paid by any of the options listed above on or before the due date; however, if there is a balance remaining on the account on Wednesday at noon, the back-up account will be charged.

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## Hours of Operation

Endless Discoveries will be available to care for children from 6:30 AM to 6:00 PM, Monday through Friday. It is recommended that your child be restricted to 10 hours per day in child care for the welfare of your child. If your child will not be attending on any given day, a courtesy call is required by 9:00 AM. If your child remains after 6:00 PM, we will charge \$5 per child for every five minutes thereafter, to be collected upon arrival. At 6:10 PM if your child has still not been picked up, our staff will begin to contact every phone number listed on your child's enrollment paperwork. If no one can be contacted, Endless Discoveries is required to notify Child Protective Services (CPS) and the local police department.

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## Sign In/Out Procedures

According to TDFPS guidelines, Endless Discoveries is required to keep on file when your child is dropped off, when your child is picked up, and by whom. Therefore, we require that you clock your child in and out with our timeclock located in the front of the school.

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## Personal Items

Parents will provide diapers, wipes, a change of clothes, diaper cream and a water cup. These items may be stored at the school and replenished as required. Each child will be provided a cubby to store all personal items. The center will keep diapers for instances where no diapers are brought. If we use a school-provided diaper, your child care account will be charged \$1 per diaper.

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## School Calendar

Endless Discoveries will be closed for all major holidays including New Year's Day, President's Day, Memorial Day, 4th of July, Labor Day, Columbus Day, Thanksgiving Day and the day after, and Christmas Day and the day after. We will also close at noon on Christmas Eve. In the event that Christmas Day or New Year's Day falls on a Saturday, Endless Discoveries will be closed the Friday prior to the holiday. If the holiday falls on a Sunday, Endless Discoveries will observe it the Monday following. The monthly tuition will remain the same during the months with these holidays.

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## Vacation

Endless Discoveries understands the importance of family time; therefore, we will offer each family the opportunity to have five days of vacation per year. This week will be effective 90 days after your child's enrollment date to the anniversary thereafter. At that point, vacation time starts over again for the next year. The vacation days may be used as needed; however, Endless Discoveries prefers that the days are taken consecutively according to the Monday through Friday school week. Vacation does not apply to Summer Camp. Please give the director a two-week advance notification to help in monthly budgeting. Any other time your child is out will not result in a refund or prorated tuition.

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## Meals, Snacks and Nutritional Needs

Endless Discoveries will provide morning and afternoon snack, lunch, milk and 100% juice. Our menus are posted on our bulletin board in each classroom for your information. These meals and drinks will count for some, but not all of your child's daily nutritional needs. You,

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the parent, must understand that Endless Discoveries is not responsible for meeting all of your child's daily food needs. Infants that are not ready for the food listed on our menu will be required to supply all bottles and jar food from home with instructions on the child's daily feeding schedule. Bottles must be pre-made with the child's name on the bottle.

Parents with children suffering from food allergies or who have religious preferences may communicate their needs with the kitchen personnel and the office. All limitations, in regards to the food Endless Discoveries serves, must be documented in writing by the parent/guardian and the child's physician and received by management, the child's classroom, and the kitchen. Parents are responsible for supplying any/all substitutions of food/drinks. In this event, tuition will not be reduced or discounted. Endless Discoveries strictly prohibits any food made with nut products.

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### **Bad Weather Days**

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When the local public school is closed for bad weather, Endless Discoveries will be closed as well. In the case of impending bad weather during the day, during the time your child is in care, you will be called to pick up your child as soon as possible. Additionally, if bad weather occurs during a public school holiday, the Director will make a decision based on the local news whether to close for the day or delay openings. Endless Discoveries is registered with NBC to communicate school closings or delay openings. A message will also be left on our answering machine and on social media channels with further information. There is no reduction in tuition for late openings or closures due to inclement weather.

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### **Personal Belongings**

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Endless Discoveries has a variety of safe and developmentally appropriate toys for the children to play with during their day. For that reason and because we would not like to see anything broken, we do not allow your child to bring toys or electronic devices into the center. If you would like to share a toy from home for all the children, ask your child's teacher first. Your child may bring something to cuddle with during nap time, but all items must be able to fit into their cubby and be taken home weekly to be washed. No blankets or loose materials are allowed for infants 0-12 months.

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### **Clothing**

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Endless Discoveries asks that all children wear comfortable, seasonal clothing that can be washed. As accidents may occur, we also ask that each child has a set of extra clothes that is labeled with your child's name. We require that all children wear closed toe shoes with backs. Sandals and flip-flops are not allowed, and any injuries resulting from wearing these shoes will not be covered by school insurance.

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### **Non-Discriminating Policies**

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Endless Discoveries does not discriminate in its acceptance of clients on the basis of race, color, national origin, creed, disability, religion or gender. Furthermore, the school is an equal opportunity employer and does not discriminate on the basis of race, color, national origin, creed, disability, religion, gender or age in its hiring practices.

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### **Discipline and Guidance**

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- Discipline must be:
  1. Individualized and consistent for each child;
  2. Appropriate to the child's level of understanding; and
  3. Directed toward teaching the child acceptable behavior and self-control.
- A caregiver may use only positive methods of discipline and guidance that encourages self-esteem, self-control, and self-direction, which include at least the following:
  1. Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
  2. Reminding a child of behavior expectations daily by using clear, positive statements; and
  3. Redirecting behavior using positive statements.
- There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:
  1. Corporal punishment or threats of corporal punishment;
  2. Punishment associated with food, naps, or toilet training;
  3. Pinching, shaking, or biting a child;
  4. Hitting a child with a hand or instrument;
  5. Putting anything in or on a child's mouth;
  6. Humiliating, ridiculing, rejecting, or yelling at a child;
  7. Subjecting a child to harsh, abusive, or profane language;
  8. Placing a child in a locked or dark room, bathroom, or closet with the door closed; and
  9. Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

The four main points to highlight in Endless Discoveries' Discipline and Guidance Policy are:

- Treat each child with respect. Respect will promote positive attitudes towards caregivers and parents, as well as other adults in the child's life.
- Explanation of inappropriate behavior and expectations of appropriate behavior. This will promote an understanding of the behavior the caregiver wants to see from the child as well as why inappropriate behavior is not accepted.
- Consistency of rules among all caregivers. Consistency will help the child see that limit-testing will not be successful.
- Discipline will consist of redirection for smaller children or removal from the activity and friends for older children. Removal will be termed "Chill-Out Time," and the caregiver will express to the child: (1) what the child did wrong, (2) how the caregiver expects

the child to act better, and (3) the choice to act better when the child is finished thinking about their inappropriate choices. The child will be in control of their own "Chill-Out Time."

In the event of consistent discipline issues with a child, the parent or guardian will be required to meet with the teacher and management staff to create a development plan for the child.

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### **Damages**

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If your child causes any damages, such as broken windows, you will be held responsible. This damage does not include toys your child plays with or other items specifically for child purposes.

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### **Withdrawal**

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If, for any reason, you decide to withdraw your child, a thirty-day written notice is required, with your account balances paid in full. This will allow Endless Discoveries to give the available spot to a child on the waiting list.

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### **Special Needs Children**

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Endless Discoveries will make every effort to accommodate children with special needs, but the determination will be done on a case-by-case basis. If caring for one special child results in our staff not being able to also properly and safely supervise and care for our other children, we cannot accommodate that child.

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### **Grievance Procedures**

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As an ongoing effort to improve communication, it is Endless Discoveries' belief that families with grievances must follow the chain of command and the procedures listed below.

1. The family must try to work out the issues of concern with the involved party on an informal basis.
2. The family must discuss the grievance with the Director as soon as possible after the issue of concern has arisen. The family may be asked to give a written description of the grievance. If the grievance involves the Director, the written grievance must be filed with the Owner.
3. A mediation meeting will be held to discuss the grievance and to brainstorm ways to solve the issue.
4. A follow-up meeting will be held to ensure a positive resolution for all parties.

If, as a result of this grievance, either the family or Endless Discoveries feels that the resolution does not meet their needs, the child may be withdrawn without the thirty-day written notice requirement. No refund of fees will be granted unless the Board Members of Endless Discoveries agree that proper steps of both parties were taken in order to resolve the concern.

In the case a refund is requested, a form must be filled out by the Director as to why the request has been made and the amount of the refund. The Director will submit the form to the Owner, which may take up to one month for a response. The Owner will notify in writing of the result.

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### **Program Improvement**

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Endless Discoveries will conduct a semi-annual Program Improvement meeting comprised of parent and teacher volunteers. This meeting will encourage the participants to discuss improvements that can be made to the school or to the program itself. The participants will also review the suggestions made at the prior meeting and discuss any further plan of action on those suggestions. All improvements or suggestions that are made will be typed and posted on the Parent Board.

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### **Use of Media**

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Endless Discoveries believes that children need to learn how to use computers and their software. Therefore, starting in the Pre-Kindergarten classrooms, computers will be available for the children's use. We will provide educational, developmentally-appropriate software. Outside software will not be permitted.

We do not promote watching television at Endless Discoveries. On occasion, your child's classroom may watch a movie, but it is required to be part of their lesson plan and have discussion afterward. All movies must be posted 24 hours in advance. If you do not want your child to watch the movie, we will provide another activity for your child during that time. School-age children are allowed to watch movies on school holidays and special events.

As a requirement set forth by TDFPS and an ongoing effort to limit electronic media to two hours per day, children are not allowed to bring devices such as phones, tablets, etc. Any devices brought into Endless Discoveries will be asked to be put away; however, if it becomes a problem, they will be taken away and placed in the front office for pick-up by the parent or guardian.