**EAST END PRESCHOOL**

**PARENT HANDBOOK**

**EAST END PRESCHOOL MISSION STATEMENT:**

Our mission is to provide preschool-aged children with a quality learning experience. As a parent cooperative, East End Preschool views education as a partnership between parents and teachers. We believe that small classes and individualized attention encourage a creative, expressive environment while nurturing a sense of independence and ownership of the process of learning. Our school utilizes a center-based teaching philosophy that enhances cross-curriculum learning with lessons organized around themes.

**STATEMENT OF SERVICES:**

EAST END PRESCHOOL is a part-time program that offers care for children ages 6 weeks through Pre K 4. Daily activities consist of a flexible schedule that has been created to provide diversity and challenge for children in all age groups. Our activities include school readiness skills, arts and crafts, games, music, outdoor play and story time. A School Age Virtual Learning Program will be offered for the 20-21 school year.

**HOURS AND DAYS:**

East End Preschool begins the last week in August and will end the 3rd week in May. Early morning drop-off begins at 7:45 a.m. The regular school day is from 8:45 to 11:45 a.m. A Stay and Play option until 3:00 is available Monday through Friday, except one Friday of each month for Staff meetings. We are closed New Year’s Day, Good Friday, Labor Day, Thanksgiving Day (3 to 5 days), two weeks for Christmas, and Spring Break. These days will be decided by the GISD School Calendar. East End Preschool follows GISD academic calendar. All holidays will be charged at the regular rate.

A nine week summer program is also available. A School Age class may be offered to siblings of children who are enrolled in EEP or alumni of the program. This program begins the 2nd or 3rd week in June. The summer program is open Monday thru Friday, with the exception of the July 4th week. The hours are from 9:00 a.m. to 1:00 p.m..

**Closures:**

EAST END PRESCHOOL follows the GISD guidelines for snow and ice. Any days missed for snow and ice will not be made up. Due to COVID-19, East End Preschool may have a brief period when they will be required to shut down for cleaning and sanitizing procedures. Tuition will still be required during the event of a school closure.

**STATE LICENSING:**

We understand the importance of keeping strict compliance with the state licensing regulations in order to ensure a quality environment for your children. East End Preschool complies with the applicable state licensing regulations and policies. These requirements cover staff qualifications, facility, playground, health and safety guidelines, and child/staff ratios.

**ADMISSION REQUIREMENTS:**

Enrollment in our program is open to all families of our community. We operate on a non-discriminatory basis. No one shall be excluded from any of our programs because of race, color, religion, disability, sex or national origin. Only the child(ren)’s parent or legal guardian may enroll a child(ren) (Proof of custody may be required). All forms provided to you upon enrollment must be completed before your child may attend EAST END PRESCHOOL. All parents will be required to fill out a COVID 19 waiver before the start of school. All requested personal information is kept confidential. Parent’s are required to update all emergency data as needed, including address, home, cell and work numbers, and the names of individuals authorized to pick up your child. Current immunization information must be submitted to the center upon enrollment, and all immunizations must be current. EAST END PRESCHOOL must be informed of any custody situation in advance and will request that the proper paperwork be in the child(ren)’s file. Parents will be required to comply with all state regulations and center rules as set forth in this Parent’s Handbook.

**ADMISSION AND WITHDRAWL:**

Parents wishing to enroll their children in the center are encouraged to set up an appointment with the center office to come and tour the center and meet the director and their children’s Lead Teacher. (Tours are scheduled at the parent’s convenience; however, we encourage tours to be scheduled between 9:15 a.m. – 11:15 a.m. Monday through Friday). The purpose of the informal tour is to answer any questions you might have concerning our policies and procedures and make you aware of the flexible schedule of your child(ren)’s average day. At this time we will give you a copy of the Parent’s Handbook and any forms necessary to enroll your child(ren) in the center. All children shall be considered continuously enrolled from the time of enrollment until they are formally withdrawn according to the procedure outlined in the section “VACATIONS, ABSENCES, AND WITHDRAWL FROM THE CENTER” on page E-12.

**REGISTRATION:**

Registration for each school year will begin in March of the preceding year. Registration consists of a period of “In-House” enrollment followed by “Open” enrollment. During the “In-House” enrollment period, students currently enrolled at EEP will have the first opportunity of registering for the next school year, followed by siblings of current EEP students. Open enrollment is then available to all students, whether or not they are currently enrolled at EEP. No priority is given during open enrollment.

In order to register for the next school year, the student’s account for the current school year must be in good financial standing. All registration is on a first come/first served basis. Registrations will be recorded in the order of receipt of both the registration fee and a completed registration form. The registration fee is listed on the REGISTRATION INFORMATION SHEET and is evaluated yearly. The registration fee does not apply toward tuition costs and is non-refundable for all admitted students, without regard to their actual enrollment. After enrollment is filled, a waiting list for each class will be kept in order of inquiry. Students will be accepted from the waiting list in order.

Prior to your child’s (ren’s) first day you must bring your child’s(ren’s) enrollment packet (one for each child) along with the following for verification: Birth certificate (on request only), and shot records. Parents are required to notify the center prior to their child(ren) withdrawing including withdrawing from pre-registration. For more information see the “VACATIONS, ABSENCES, AND WITHDRAWL FROM THE CENTER” section on page E-12 for more details.

**PAPERWORK, FORMS and ANNUAL RENEWAL:**

We are required by the state to have current and updated information on each child in our center. This is also for your safety. As mentioned above, we require all forms to be filled out on each child prior to their initial attendance at East End Preschool. Also, each year in September we will have you renew and refresh all your paper work and all forms. There will be a deadline given for compliance to this requirement and a fine may be charged if the new paperwork is not turned in on time. **If East End Preschool is penalized or fined for incomplete information on one of our admissions forms or for failure to update/renew this information due to a parent’s neglect, that fine will be passed on to the client responsible including an additional $50 administration fee**.

**DROP-OFF:**

Parents will be encouraged to drop off at the door. During the first official week of school, parents will accompany their child into the building and sign them into their classroom.

Drop- off Process:

a. Parents may enter the parking lot off Winnie Street. Parents may pull in, 4 vehicles at a time, underneath the carport area. Other cars please line up behind.

b. Parents may then line up with their child(ren), no more than four families at a time on the sidewalk.

c. Two families, or a maximum of six people, can come up to the entry doors and wait to be checked in.

d. Once staff has completed their check in procedure, a staff member will then take your child to his or her designated group.

e. Parents will exit and return to their car.

Children will not be permitted in the building prior to opening hours. Children are not allowed to come into the EAST END PRESCHOOL alone a parent or guardian must walk them to the door and complete check-in procedure. This is for their protection in case of a fire or other emergency. We require that all children have direct contact with a person upon arrival for early detection of apparent illness, communicable disease, or unusual condition or behavior which may adversely affect the child or the group. If any of these things are determined, the child must go home immediately. During COVID-19 outbreak in our area, the parent is encouraged to wear a face mask during drop off and pick up times.

1. Parents will be encouraged to pick up at the door. During the first official week of school, parents will accompany their child into the building and sign them into their classroom.

Drop -Off  Process:

a. Parents may pull in the parking lot off Winnie. Parents may pull in, 4 vehicles at a time underneath the carport area. Other cars please line up behind.

b. Parents may then line up, no more than four families at a time on the sidewalk.

c. Two families, or a maximum of six people, can come up to the entry doors and wait for their child(ren).

d. A staff member will bring your child and their belongings to you.

e. You will exit and return to your car.

All children must be picked up by an adult and/or person approved by the parent and the center. Anyone, including all parents, who are to be allowed to pick the child up, ***must*** be listed on the ADMISSION INFORMATION Sheet or be approved in writing by a parent. In an emergency, parents may call the center and give verbal approval of an alternate individual. However, this is strongly discouraged. During COVID-19 outbreak in our area, the parent is encouraged to wear a face mask during drop off and pick up times .The center reserves the right to not allow any individual onto East End Preschool property for drop-off or pick-up if they have created a problem. Anyone not recognized by sight will be asked for a picture ID. In the event anyone out of the ordinary is to pick-up the child, please alert the office prior to that time. This is in addition to them being on the ADMISSION INFORMATION Sheet or approval as stated above. It is the parent’s responsibility to notify the office and make changes on this form whenever necessary. This form is re-submitted annually.

**PICK-UP:**

**PARKING POLICY:**

For the convenience and safety of all, specific traffic and parking patterns have been established. Always park facing north under the canopy. Due to the limited number of vehicles that may be in this area, please park in one of the parking spaces if you anticipate you will be in the building longer than 5 minutes. If you intend to spend time in the building, park in the church lot (with exception of the three spots reserved for the First Presbyterian Church Staff) or in the Knights of Columbus parking lot on the corner of 20th and Winnie. Do NOT park in the two parking slots closest to Winnie; these spots are reserved and you could be towed.

We strongly urge you to turn your car off and lock it when you come in to drop-off or pick-up your child(ren). EAST END PRESCHOOL is not responsible for items lost or stolen from cars or from the parking lot or facility.

**ADMISSION INFORMATION SHEET:**

All persons authorized to pick a child up from the center must be listed on the ADMISSION INFORMATION SHEET. To avoid confusion, it is the responsibility of the parent signing the child into our center to properly fill out all forms. In a custody situation the parent signing the child into our center takes full responsibility to ensure that this is in accordance with their specific court agreement, which must be attached to the enrollment forms if any limitation of rights is suggested by the ADMISSION INFORMATION SHEET. If a parent who is not listed, or who believes the information given to us was inaccurate, contests the authorization details they must first offer proof that they are indeed the legal parent or guardian and have legal rights to pick the child up. The Center will require lawyers for both sides to be contacted and both attorneys will be requested to give us documentation as to the individuals approved for pick-up. The center reserves the right to not allow any individual onto our property for drop-off or pick-up if they have created a problem.

**EMERGENCY MEDICAL CONSENT FORM:**

This form will give us your consent to call an ambulance or your child’s doctor if he/she needs emergency care. Please list your child’s doctor and the hospital you would prefer. Also, please list phone numbers, addresses, and additional emergency numbers of contacts. It is strongly suggested that all emergency contacts all be listed on your ADMISSION INFORMATION SHEET. If your child has any allergies or is on any medications, please include this information on the ADMISSION INFORMATION SHEET. All of these forms will be re-submitted annually. Immunization cards need to be presented on or before the first day the child attends the center. A photo copy of these will be kept on file. When your child receives additional immunizations, you are required to bring your immunization card back in for us to take a current photo copy of it so that we can up-date your file. Whenever any information on this card changes – it is your responsibility to notify us and up-date or re-do this form.

**INFORMATION CHANGE:**

Parents are to notify the center of any change in home or work phone numbers and addresses. This is for your safety so that we may reach you in an emergency. The center requires that someone listed on the ADMISSION INFORMATION SHEET of each child be available within thirty (30) minutes notice to pick up a sick child or a child that EAST END PRESCHOOL has determined needs to go home. It is required that all changes of phone numbers, places of employment, residence changes or changes in pick-up information be turned into the office immediately. Please give the Director written notice of the change as soon as possible.

**IMMUNIZATION REQUIREMENTS:**

All children enrolled must have their immunization records up-to-date. An exemption affidavit must be provided if your child is exempt from shots due to a medical reason. The exemption form must be notarized and the physician must sign off on the form that the child is exempt from shots due to medical reasons. The child’s immunization record must be provided by the parent and all information must be current. The parent shall also provide proof of this with a form signed by a health care provider. This form will state that the child has received all current, age-appropriate immunizations. Parent’s wishing to take a religious exemption must contact the office to find out the proper procedure for providing an affidavit of such a religious opposition. If East End Preschool is penalized or fined for non-compliance of immunization cards due to a parent’s neglect, that fine will be passed to the client responsible including an additional $50 administration fee.

**MEDICATION:**

All medication to be given to children must be in the original bottle with the instructions clearly printed on it as provided by the doctor’s prescription or by the pharmaceutical company. All medicine, including scripted and un-scripted medications, must be in an up-to-date bottle and not be out-dated or past-dated. All prescription medication must have that child’s name on the script. All non-prescription medicine must have a permanent sticker with the child’s name and the date the medication was left at the center. A PERMISSION TO GIVE MEDICATION FORM needs to be filled out prior to the administration of any medication including bug repellant and sunscreen. All medicines must be personally handed to the teacher in charge at the time of arrival along with the PERMISSION TO GIVE MEDICATION FORM (Filled out). Bug repellant and sunscreen can be applied to the children through written parental consent. Parental consent forms are in the enrollment paperwork for East End Preschool. East End Pres EAST END PRESCHOOL reserves the right not to give medicines if the dosage is questionable or not according to the label. EAST END PRESCHOOL reserves the right to request a doctor’s consent via hand written prescription for any non-prescription medications. A copy of the AUTHORIZATION TO GIVE MEDICATION FORM (example on page Z-19) along with the medication bottle and any remaining medication will be given returned to the parent upon completion of the course of medication.

**ALLERGIES:**

East End Preschool must be aware of any food or other known allergies that affect your child. If your child has any known food allergies, you will need to list any such allergies on your ADMISSION INFORMATION SHEET. Each food allergy must have a Food Allergy Emergency Plan filled out. The Food Allergy Emergency Plan must be completed by the doctor and returned to the center. Food Allergy Emergency plans will be kept where food is being stored, in the classrooms where the children are present, and in the office. Food allergies must be confirmed by a doctor to be considered a true food allergy. This allows the center to alert all staff to be on guard of their allergy. The ADMISSION INFORMATION SHEET must be turned into the office as soon as this allergy has been identified. This form must be updated annually. The Center also needs to be aware of any non-food allergies that can affect your child. If your child has any non-food allergies you will need to fill this out on the ADMISSION INFORMATION SHEET which must be turned in to the office as soon as this allergy has been identified. This form must be updated annually. You will also need to fill out an AUTHORIZATION TO GIVE MEDICATION FORM (Example on page Z-19) if your child requires an Epi-pen or other emergency treatment.

**ILLNESS AND CONTINUED HEALTH:**

These guidelines are for the welfare of all children. In order to provide a safe and healthy environment East End Preschool relies on parents to monitor their children with these guidelines in mind. Outdoor play is essential to your child’s development. We feel that if your child is too sick to play outdoors then they are too sick for group care. A child that is ill or has a temperature over **100 degrees orally, Tympanic (ear) 100 degrees, or Axillary (armpit) 99 degrees** should be kept at home. All children shall have direct contact with a staff member upon arrival for early detection of apparent illness, communicable disease, or unusual condition or behavior, see the Drop-Off section above. A child that is too ill to remain in the center shall be supervised and cared for until the child can be cared for elsewhere. The child will be sent home if he/she is running a temperature of \over 100 degrees, if he/she is vomiting or has diarrhea, or if it is suspected that he/she has a contagious disease. In the event you are called to pick up an ill child, you must pick your child up within 30 minutes, or overtime rates will apply. The child must be symptom free and fever free for **72 hours** before they may return. If a child needs to be sent home and their parents are unreachable, we will call the emergency contacts listed on the ADMISSION INFORMATION SHEET. If no one is available by contact after 30 minutes the overtime rate will apply. The center reserves the right to request the child to see a physician or have a physician’s note prior to returning. For further clarification refer to the F-Section of this manual for our full “First Aid/Medication Policy” and our “Guidelines: When A Child Can Return.” If your child tests positive for COVID 19 they must stay home for 2 weeks and return following the CDC guidelines.

**Vision and Hearing Screens**

Children who are four and five years of age by September 1 of each year must be screened for possible vision and hearing problems. Prior to completion of the first 90 days of enrollment, parents must submit documentation from a healthcare professional for the screening. Hearing and Vision forms will be provided by the EEP office.

**ACCIDENT/INCIDENT REPORTS:**

Safety is a top priority of EAST END PRESCHOOL. Yet, there are times when a child will have an accident or an incident may occur between your child and another child. If the accident/incident requires more than a hug and a kiss, our teachers will complete a report for you detailing what happened and the nature of the injuries. If any first aid is administered, the treatment will be described to you. A copy of this accident report, signed by the teacher in charge at the time of the accident, will be provided to you and a copy filed with the Director’s office. We ask that you sign the copy provided to you and return it to the Director’s office to confirm that you were notified of your child’s injury. This system is aimed at ensuring communication at all levels and can be a very good way to be certain little things are not forgotten in a hasty departure. If your child happens to be injured by another child, we ask you to please respect the child’s privacy by not asking us to reveal the name of the child. It not only puts our staff in an awkward situation but could cause a confrontation between our families. We will handle any and all behavior problems in a professional and appropriate way.

**CHILDREN REQUIRING SPECIAL ACCOMMODATIONS:**

EAST END PRESCHOOL complies with the Americans with Disabilities Act (ADA) and other applicable regulations pertaining to providing services to individuals with disabilities. We desire to make special accommodations for children who require such accommodations, provided it is within our power and authority to do so. Accommodation can be a specific treatment prescribed by a professional or a parent, or a modification of equipment, or removal of physical barriers. The accommodation shall be recorded in the child’s file. Whenever we deem it appropriate to the needs of the child to have a child with special needs in our center, the entire staff must follow the reasonable accommodations we have made for that child. Any questions about the accommodations of the child should be referred to the leadership staff.

**DISCIPLINE:**

At EAST END PRESCHOOL the staff are trained in using positive reinforcement as a means of discipline. Our goal is to find solutions and to provide the very best environment for your child. We have a detailed Discipline Policy located on page E-14.

**TOILET TRANING:**

Toilet training is best accomplished with the cooperation of teachers, parents and children. Children learn toileting skills through consistent positive encouragement from adults at home and at the center.

Toilet training usually begins around 2 years of age. When a child shows an interest in toilet training, the parents and teachers should complete a Potty Training Contract that describes how they will cooperate to encourage toilet training. This form is available from the director. This plan is commitment to work with the child in a consistent manner; it is not a timeline for completing toilet training. This contract will be kept on file.

Each child will begin at a different time and progress at a different rate. The staff will provide documentation of your child’s progress each day. The director and staff are available as a resource to answer any questions about your child’s toilet training progress at EAST END PRESCHOOL. Several complete changes of clothes should be kept on-center during this process.

**TOYS:**

EAST END PRESCHOOL has a wide variety of toys, games and other resources to offer children during center time. Preschool classes may have show and tell related to the week’s lesson. Personal toys are not permitted in the center, as they can cause disputes and can be broken or lost. The exception to this is show-and-tell or sleep-toys which should be labeled with the child’s name. EAST END PRESCHOOL is not responsible for stolen, lost or broken toys or clothing.

***Do not bring toy guns, war toys or other toys of destruction.***

**CLOTHING:**

We encourage the children to dress for play and comfort as the seasons change. Because our program is based on play and exploration your child WILL get dirty!! Children will have opportunities for outdoor play twice a day when weather permits. Children will go outside if the temperature is above 32 degrees or below 100 degrees with the wind chill and heat index taken into consideration. It is required that you bring one set of extra clothes for your child in case of a spill or accident. Clothing used for outdoor play should be lightweight and breathable, and protect them from the sun. Shoes should be sturdy and durable in order to prevent injury out on the playground. We have some extra clothes available, but we may not have the item your child needs in his/her size. If your child comes home in center clothes, please wash the clothes and return them within one week. **It is strongly suggested that all clothing brought or worn to the center have the child’s name on it.**

**NAPTIME:**

Children who remain in care longer than 5 hours will be required to nap. Children are required to have individual sleep mats and or crib. Sleep mats and cribs cannot be shared. Children will be required to bring in their own bedding from home. Children who do not fall asleep within an hour will be given an alternate activity to do for the remainder of the naptime. All children will be supervised during naptime.

**DIAPERS:**

Please provide diapers and diaper ointment (if needed) for your non-potty-trained children. All items must be labeled with the child’s first and last name. You can bring a package of diapers to leave at the center. You will be notified when your child is running low on diapers. If you run out of diapers we will provide them to you automatically for a fee of $2 per diaper. If you have any questions please check with the office.

**SUPPLIES:**

Each child will be provided with all the instructional supplies necessary here at EAST END PRESCHOOL. An annual materials fee of $110 to $200 (depending on how many days a week the child(ren) are enrolled) will be added each September. Children who enter the center after September or prior to September of the following year will pay an initial supply fee upon registering and an additional supply fee added on September 1. No pro-rations will be given on this fee.

**CURRICULUM:**

Children learn by doing. They learn through play, experimentation, exploration, and testing. Learning should be a joyful, natural experience. The program at East End Preschool is based on developmentally appropriate practices that encompass a philosophy of “learning by doing”. The classroom curriculum is organized around themes. Teachers will send home a calendar at the beginning of each month highlighting themes and some of the month’s activities. 90% of brain growth occurs from zero to 5 years old. Each class’s lesson plans and your child’s class flexible schedule are posted on the parent’s board in your child’s room. We incorporate current trends in Early Childhood and School Age Education and then structure this curriculum to meet the needs of the majority of the children in the group. Our curriculum, although it will vary depending on age, is guided by the following underlying principals:

* Children learn through dynamic investigation
* Children instigate their own learning
* Learning comes from open-ended experiences
* Adults are facilitators of children’s learning

**AGES AND STAGES:**

East end Preschool has partnered with Smart Family Literacy to incorporate the Ages and Stages assessment. Parent’s will be sent home the assessments twice a year. Assessments are to be filled out by the parent and then turned into the teacher. Teachers and families work in cooperation as a team to establish individual goals per child.

**OUTDOOR PLAY REQUIREMENTS.**

All children enrolled at East End Preschool must participate in outdoor play. Outdoor play promotes healthy benefits such as, building muscle strength and endurance, reduces risk of chronic disease risk factors, improves self-esteem, and reduces stress and anxiety. Beyond these known health effects, physical activity may also have beneficial influences on academic performance. Research has shown that physical movement can affect the brain’s physiology. Children for every 3 hours in care will be provided 20 minutes of vigorous to moderate play. If your child is too ill to participate in outdoor physical play, please keep them home. Physical activity may take place in the classroom or on the playground when weather permits. All children will participate in two occasions of active physical play if in care longer than 3.5 hours. Active physical play will be a combination of teacher lead activities and child lead activities. All activities will be age appropriate to the child’s age.

**CLASS DIVISIONS AND CLASS SIZE:**

We endeavor to have a challenging and appropriate atmosphere for children of all ages. Homeroom class divisions are based upon three issues. These are: the individual developmental needs of each child, state set student to teacher ratios, and the overall enrolment management plan of the center. Children not yet in school are generally divided into classes by age since this usually keeps them with children in their own developmental level and keeps our age-based student to teacher ratios easy to calculate. In most cases it is our target to have children together with the children with whom they will be attending Kindergarten.

**SCREEN TIME:**

Screen time may be used for up to 1 hour a day for children ages 2 and above. Screen time shall not be used with children younger than 2. Screen time activities should not be used during mealtimes and naptimes. Screen time activities will not replace educational activities for students. Screen time activities shall not promote violence of any kind and must be age appropriate for the children in the group. Screen time activities will not be used 1 hour before naptime. Screen time activities must have a educational goal in place.

**SUMMER CAMP:**

A summer camp program is offered during the summer months for children 6 weeks to 3rd grade. Activities include various art projects, music, water fun, sports, stories, cooking, theatre and field trips. A separate summer program fee is generally charged to help cover costs.

**TODDLER AND PRESCHOOL CURRICULUM:**

The preschool curriculum will cover the following areas:

Movement and Coordination

* Physical attention and relaxation
* Gross motor skills
* Eye-hand, and eye-foot coordination
* Group games
* Creative movement
* 40 min of vigorous to moderate physical play

Autonomy and Social Skills

* Sense of self and personal responsibility
* Working in group setting
* Promoting self-help skills as toileting, handwashing and mealtime

Work Habits

* Memory Skills
* Following directions
* Task persistence and completion

Language

* Oral language
* Nursery rhymes, poems, finger plays/songs
* Emerging literacy skills

Mathematics

* Patters and classifications
* Geometry
* Measurement
* Numbers and numbers sense
* Basic Addition and subtraction
* Money

Orientation in time and space

* Vocabulary
* Measure of time
* Passage of time (past, present, future)
* Actual and represented space
* Simple maps
* Basic geographical concepts

Science

* Human, animal, and plant characteristics
* Physical elements (water, air, and light)
* Tools

Music

* Attend to different sounds
* Imitate and produce sounds
* Listen and sing
* Listen and move

Visual arts

* Attend to visual detail
* Creating art
* Looking at and talking about art

**INFANT CURRICULUM:**

We will keep your child on his/her daily schedule as much as possible. During the day, we will do activities with your child to help them develop their social, emotional, cognitive, language and physical skills. These activities may include, playing with toys, art, pretending, enjoying stories and books, discovering sand and water, music, and exploring outdoors, AND tummy time. Texas Child Care Minimum Standards (746.2426,746.2427,746.2428) requires childcare operations to place all infants on their backs to sleep in a crib and to ensure that infants do not sleep in restrictive devices and are not laid down to sleep swaddled. Cribs shall be free from stuffed animals and bedding shall fit tightly around the mattress. If an infant has documentation from a health- care professional that alternate methods should be used such as sleep positions or restrictive devices parents must fill out form J-800-2710 Infant- Sleep Exception found in our forms section in the back of our Parent Handbook. This form shall be posted in the classroom for easy review and a copy shall be kept in the child’s enrollment packet.

**OUR STAFF:**

At EAST END PRESCHOOL we strive to provide nurturing, quality care in a highly interactive learning environment. Our friendly, qualified staff is an integral part of providing this environment. Our current staff has had

* A detailed interview and screening process.
* Complete 1 hour or more of annual Child\Abuse and neglect focusing on prevention, recognition and reporting of child abuse and neglect, including (1) factors indicating a child is at risk for abuse or neglect, (2) warning signs indicating a child may be a victim of abuse or neglect, (3) internal procedures for reporting child abuse or neglect, and (4) community organizations that have training programs available to child-care center staff members, children, and parents.
* We will increase your awareness and the awareness of our employees on issues regarding child abuse and neglect by routinely sharing information on the types of abuse and neglect, causes of abuse and neglect, the warning signs of abuse and neglect and other related information.
* Primary methods of prevention will include the general distribution of information related to child abuse, including how to recognize and report abuse and what resources are available for the prevention, intervention and treatment of child abuse. We will also utilize services and interventions targeted to high risk families.
* We will utilize strategies to coordinate with community organizations who offer services for high risk families. We provide information programs for pregnant women that encourage prenatal care; teach child care techniques, provide home health visits for newborns, and assist parents of children with special needs. We will identify community and faith base organizations that sponsor food banks and shelter programs. These programs address the lack of resources such as adequate shelter, child care for working parents, appropriate nutrition, health and mental care, transportation and education. We will also identify organizations that provide aid in prevention through crisis and emergency services, parent education, domestic violence shelters and health and mental health treatment for victims.
* You must take action if you aware of abuse or neglect. There are two ways it may be reported. Call The Texas Abuse and Neglect Hotline1-800-252-5400, the Abuse Hotline toll free 24 hours a day, 7 days a week, nationwide or make a report through the secure website. [www.txabusehotline.org](http://www.txabusehotline.org). You will receive a response within 24 hours. If this is a life threatening or emergency or emergency situation, call your local law enforcement agency or 911 immediately.
* Approval by the state of TEXAS through a background analysis that cross references state and federal criminal records as well as child abuse reporting records to insure that each employee has a background that is clear.
* State CPR and first aid requirements fulfilled
* ***East End Preschool teachers are required to keep their immunizations up to date.***

We believe firmly in training and continued education for all our employees and staff. Each has qualified themselves to work with your children by attending specific training classes and often college level courses to learn about early education and the needs of children. We emphasize training and encourage all of our employees to exceed the state minimum number of clock hours of training required to be qualified to continue to work in an early education setting.

**STAFF AND CLIENT RELATIONSHIPS:**

East End Preschool is not legally or financially liable for our employees or any of their actions when they are off the clock or no longer employed by EAST END PRESCHOOL. It is suggested that parents do not solicit any employee for any type of work.

**WRITTEN COMMUNICATION:**

The success of our program is based on establishing a partnership between our parents and our staff. Open and frequent communication will help your child have a positive early learning experience. We will endeavor to keep you informed concerning your child’s day and overall development through several written means.

* Monthly parent newsletters to keep you informed as to the overall program.
* Parent Board – updated with current information about EAST END PRESCHOOL and curriculum
* Daily written communication in the form of “Daily Report” forms, “Incident/ouch” forms, and classroom memos will be place in the child’s “cubby” from time to time.
* Parent/Teacher meetings each year
* Parents always have the option of requesting specific parent/teacher interaction to aid in the child’s development.

**VERBAL COMMUNICATION:**

We will endeavor to be communicative during drop-off and pick-up times. However, this is not a good time for extended conversations since the staff members/teachers have responsibilities for all of the children in the group. Furthermore, the person caring for your child at the pick-up time may not be the individual who has spent the majority of the day with your child. We suggest that you go to your child’s “lead” or “primary” teacher to obtain detailed information on your child’s general growth and development. You may call to see how your child’s day is going or to speak to your child’s teacher for more detailed conversation. There is always a member of management available for you to talk to in person or on the phone. You may also e-mail us at [info@eastendpreschool.org](mailto:info@eastendpreschool.org)

**PARENTAL INVOLVEMENT:**

Because EEP is a parent cooperative, parents are expected to support the school in the following ways:

1. Budget Planning
2. Supply and equipment acquisition
3. Planning of special events
4. Participation in scheduled workdays
5. Public and parent relations
6. Committee participation
7. Field trip participation
8. Classroom needs
9. Fundraiser participation

**Fundraising is fundamental to the success of our organization and is required to compensate for budget deficits. Fundraiser participation is mandatory**, for both fall and spring, if you chose not to participate you will be charged an opt out fee. Participation is fulfilled when you have sold or purchased the minimum requirement set forth. The opt out fee for each semester is $150.Volunteer opportunities will be presented throughout the school year, and we encourage each family to volunteer 2 hours per month.

We encourage all parents and or guardians to be involved in these activities. We believe that parental participation is key to any successful childcare program. Children should be raised by parents. At EAST END PRESCHOOL, we strive to fill the gap created during early separation and educational opportunities and when parents are not available. We welcome parental visits. We have an open door policy that allows parents access to the center during operating hours. We have enclosed a sample list of some of the opportunities for involvement in our center. Parents are in no way limited to the involvement listed below. Any parent wishing to be involved in another area is strongly encouraged to contact the EAST END PRESCHOOL office with their suggestion.

1. Parent Board Meetings (monthly meetings)
2. Individual conferences/year
3. Programs and Special activities
4. Classroom Volunteer
5. Send special treats for snack or meals (please notify the teacher a day or two in advance)
6. Help with fundraising
7. Participation in a parent’s group
8. Reverse Field trips (When we bring a “field trip” type activity to our property)

**We also expect parental involvement in discipline and behavior intervention as outlined in these policies.**

**POLICY FOR PARENTS WHO CANNOT PARTICIPATE IN SPECIAL EVENTS:**

In the event that a parent feels like they would like to be more involved in the center but cannot due to their work schedule, or due to other conflicts, we will help them find a project or area which they can do on their own time. A member of the leadership staff will meet with the parent to find their area of interest. We will offer suggestions to them based on their interests and time. For example, if the parent is savvy with technology, we may ask them to help in keeping the schools website up-to-date.

**CHILDREN’S BIRTHDAYS:**

Birthdays are special days for children. If you wish to celebrate your child’s birthday at EAST END PRESCHOOL, please make early arrangements with your child’s teacher. Hard or chewy candy and balloons are not permitted because they pose a choking risk. (See “Bringing Food From Home” on page E-12 for more specifics concerning food snacks brought for parties or to celebrate a child’s birthday)

**VISITING THE CENTER:**

You are welcome to visit your child at the center at any time. We do ask that you check in with the office before going to your child’s room. It is the responsibility of each employee to make sure any visitor for a child or employee has checked in with the office. If you are coming to eat lunch with your child, please let us know in advance. Persons not listed on the ADMISSION INFORMATION SHEET, will not be allowed to visit your child. In a custody situation, please note that the same procedure will be followed as listed in the Pick-Up section. Parents are encouraged to pre-arrange opportunities to share lunch with their child or visit the class. Extended family members such as grand parents and aunts are also welcome to visit in certain pre-arranged situations. The custody challenges of our current society demand that we follow strict guidelines in this regard. Feel free to contact a member of the management team if you wish to set up a “visit” from an extended family member.

**CLASSIFICATIONS:**

Due to strict licensing guidelines and safety issues we require that all individuals on our property be categorized as one of the following:

1. A scheduled employee during the regular course of their work day
2. A Child who is in our care (all paperwork has been filled-out)
3. Parents or others during the course of regular drop-off or pick-up (This to be approximately fifteen (15) minutes)
4. Delivery personnel – From a regular or expected company delivering items to the center (should be in eye sight of an employee at all times and arriving at an expected time)
5. Visitor’s – Must be approved by the office and should be accompanied by an employee at all times not to exceed twice per month and limited to a maximum of 2 hours
6. Volunteers – Anyone who is helping with a class party or in any other capacity or anyone who has been a “visitor” for more than once a month or for over 2 hours.
7. An Intruder – Action will be taken by the staff to notify the proper authorities

Therefore anyone who is in the building or on the property for an extended period of time must be considered either a “visitor” a “volunteer” or an “intruder” including parents and employees who are off the clock.

**VOLUNTEERS:**

Parents are welcome to observe and/or participate in the classroom at any time. Parents are encouraged to share interests, cultures, hobbies and careers with your child’s class. Any parent wishing to help chaperone an event must go through our screening process. Volunteers are also welcome in our center. Anyone visiting or volunteering for more than one day per semester must go through a screening process. Our screening process includes, but is not limited to, 1) a signed statement indicating whether or not they have had a conviction of any law in any state, or any record of founded child or dependent abuse in any state; 2) a signed statement indicating whether or not they have a communicable disease or other health concern that could pose a threat to the health, safety or well-being of the children; 3) undergoing a fingerprinting and background check 4) a signed statement regarding child abuse 5) going through New Teacher Orientation. Any “visitor” who spends extended periods of time in the center will be considered a volunteer and be required to go through the screening and training listed above.

**VISITORS:**

The safety of the children is our first concern. Although we have an open door policy and welcome parents to visit their children we also have a commitment to the parents of the other children in the program. Since we cannot attest to the background of anyone that has not gone through our screening process we also cannot allow parents to spend extended periods of time in our facility without requiring them to fulfill certain screening and training requirements. These are set by state law and our policies. Any individual who does not submit to our safety policies concerning “Visitors” and “Volunteers” must be considered an intruder and steps will be taken according to the “Intruder” portion of our “Safety and Evacuation” policies.

**MEALS AND SNACKS:**

Each child brings his/her lunch to school, so please ensure that your child has a nutritious lunch every day. Good nutrition plays a very important role in the growth and development of a child. Lunch time is an opportunity for learning and developing social and motor skills. Infant food, bottles and toddler food MUST be labeled. East End Preschool is not responsible for the nutritional value of lunch or for meeting the child’s daily food needs.

Children in the Tiny Tot and Toddler classrooms need to bring a mid-morning snack and drink. Please label and date all containers with the child’s first name and last initial. Children staying for Stay & Play need to bring an afternoon snack and drink.

**FOOD FOR INFANTS AND CRAWLERS:**

Parents must provide food/ formula/ liquid/ milk for children in the Tiny Tots room. The Tiny Tot room is equipped with microwave and refrigerator. All bottles are required to have a sticker with the child’s name and the date the bottle was made. Please be certain to inform staff in the classroom the type of formula your child is using, and any other facts regarding diet. Do not bring open baby food jars - Licensing requirements restrict us from serving prepared baby food from previously opened jars. Any unused baby food will be sent home or thrown away each evening. Breast milk may be brought in for the infant. Breast milk must be handled in a sanitary manner. All breast milk must be clearly labeled with child’s name and dated. Comfortable adult sized chairs are available in the infant room for nursing moms.

**BRINGING FOOD FROM HOME:**

TREATS

Sometimes, particularly for birthdays or other special occasions, you desire to bring a food treat. Please notify the teacher of your plans. Modest refreshments are appropriate, but no gifts are to be exchanged. Additionally, it is the parent’s responsibility to notify the teacher if your child has any dietary or other restrictions which would exclude him/her from receiving certain foods. To ensure that the children are eating safe food, the following guidelines will be met. 1) If this food is considered a supplement to what the child brings from home it meets nutritional guidelines. 2) Perishable food brought from home should be contained to avoid contamination. 3) Prepackaged snacks may be brought from home for birthdays and parties that do not meet nutritional guidelines. (Please notify the child’s teacher prior to bringing special treats.)

**REGISTRATION AND MATERIALS FEES:**

As stated in the *Registration* section of this policy, there is a registration fee and supply fee that are due prior to the child’s first day at EAST END PRESCHOOL. The registration fee is due upon initial enrollment annually each March. Prior to the first day of school there is also a Supply fee of $110 to $200 due (priced according to total days of attendance when registering) This fee shall suffice for that school year’s materials fee provided the child remains continuously enrolled in the program. Children who pull out of the program for a specified or un-specified length of time will be required to pay a re-registration fee as well as an additional materials fee upon returning. The exception to this will be children who physically pull out of the program but whose parent’s continue to pay their full weekly fees in order to retain the spot in our program.

**MONTHLY TUITION FEES:**

It is our philosophy that clients are paying for the spot their child will take in our center. This is not based upon attendance but rather on a set monthly fee that is due regardless of the attendance habits of the child who has the spot. Our fee structure is based upon a monthly fee that is set by the contract which is signed by the parent upon enrolling the child(ren) in the program. These contracts may be adjusted from time to time as needed with a two weeks notice of intent to change services. This to be allowed at the discretion of the management based on space availability. Contracts are re-submitted annually prior to the first of March. Even though the monthly set fees remain the same, a bill will be given to remind you of these fees. Added fees may occur such as in the case of Early Morning/Stay & Play for children who utilize these services. In the case of summer break, a new contract will be entered into by the parent’s specifying the charges for this period. A 10% discount will be applied to families with multiple children. This applies to tuition ONLY.

**PAYMENT POLICIES AND PROCEDURES:**

Monthly fees are due on the first day of school each month. We encourage families to use Tuition Express- part of Procare software we use to manage the center- to make payments. All families must create an account at [www.myprocare.com](http://www.myprocare.com/) to view statements and payment history. Families will have two payment options: (1) *Parent-Initiated Online Payments*-Parents submit payments at their convenience using myprocare.com. Credit and debit cards accepted. Because of the cost associated with this service, and the nature of our non-profit co-op, there will be a convenience fee of 2.8%. Payments are still due on the first day of school each month. (2) *Automated ACH Transactions / Credit Card Transactions-* Parents can enroll in hassle-free automatic payments processed from either your bank account or credit card. There is NO fee associated with bank transactions. There will be a convenience fee of 2.8% for credit card transactions. Payments will be processed on the first of the month but can range until the 5th of the month depending on holidays and or weekends.

Payments can also be made in the office via cash or check. (Please make a notation on the bottom of the check indicating the child’s name and month of payment.) There will be a $25.00 late payment fee added if the account is not paid by the close of business on 10th. An additional $5 maintenance and collection fee will be added each day the account is not paid in full. Failure to pay on time will result in termination of services after the 15th of the month. No account will ever be allowed to carry a balance unless arrangements have been approved by the Director. There will be a $25.00 fee added on all returned checks. After two NSF checks are received by the center, payment will be required by cashiers check or money order. Fees for two weeks will be added if a two-week written notice is not given prior to your child leaving the center. In the event of a school closure related to COVID 19 all fees will still be required. Clients may pay by cash, check and My Procare. **Checks** **payable to: EAST END PRESCHOOL.**

**Payments may be given directly to Director or Assistant Director or may be placed in the office.** All tuition is non-refundable except for prepaid tuition that is over-and-above any additional charges, including the two weeks notice. All clients will pay the last weeks fees in advance. This will also be adjusted annually or as the contracted rates change. See the REFUNDS policy below. Registration fees are non-refundable. EAST END PRESCHOOL may seek collection of fees due and clients may be required to pay a two-week termination fee, and any collection costs and attorney’s fees incurred by EAST END PRESCHOOL to collect this amount. If East End Preschool elects, it may immediately terminate all services provided by it including but not limited to the immediate dismissal of the children from the facility.

**REFUNDS:**

We do not issue refunds. In the event you have over-paid the credit will be applied to your next month’s tuition. In the event you have a balance after your child’s last day, all applicable fees including the two weeks notice required will be subtracted from any balance prior to a final refund being issued. Checks for this are cut monthly and will be mailed according to our monthly bill payment schedule.

**RECIEPTS AND STATEMENTS:**

Receipts are written for all cash payments. Receipts are available upon request for all other transactions. Annual statements for tax and accounting purposes are available upon request for all accounts with a zero balance. Statements and history can be viewed on your account via mrprocare.com

**LATE PICK-UP FEE:**

There will be a $5.00 fee added per minute if pick-up takes place after children’s dismissal time. This fee is non-negotiable and is the responsibility of all clients. Parents, or those picking the children up, are required to call ahead if they feel they are going to be more than 5 minutes late. Parents notified that a child is ill and needs to leave the center for the day a “reasonable period of time” to pick-up the child or the above “Late Pick-up Fee” will also apply. If no parent or emergency contact can be located within 30 minutes of trying to contact the parent, the “Late Pick-up Fee” will also apply. An attempt will be made to contact individuals on the emergency contact list after children have been left 15 minutes past closing.

**VACATIONS, ABSENCES AND LEAVING THE CENTER:**

Vacations and illnesses will be charged at the regular monthly rate. Failure to notify the center will cause all fees to continue until written notification is given. The center reserves the right to require the dis-enrollment of a child according to our “Discipline Policy”. The center also reserves the right to require the dis-enrollment of any child whose parent and or guardian has become a problem at the center or who has developed and un-cooperative, aggressive, dissatisfied, or angry demeanor towards the center, its policies or its staff.

**CHILD ABUSE REPORTING POLICY:**

The State of Texas requires that EAST END PRESCHOOL and all members of child care institutions be on the lookout for, and report to the State and appropriate authorities any and all suspected cases of abuse to a child.

At EAST END PRESCHOOL our center and staff are mandatory reporters of Child Abuse. All incidents or suspected incidents will be turned over directly to the Child Protective Services for investigation. We are not allowed to do our own investigation and are required by law to report anything of a suspicious nature. It is advised that clients make the staff aware of any lingering bruising or other visible injury to minimize suspicion of possible child abuse or endangerment.

The following steps are to be taken if a staff member is suspected of child abuse:

* A staff member who has a situation or investigation pending should immediately notify the Director or most senior leadership staff member in the building.
* The person who suspects abuse should bring it to the attention of the Director or most senior leadership staff member in the building.
* The supervisor will check on the complaint and if they agree that there may be abuse, the supervisor will report the incident to Child Protective Services and our State licensing authority.
* We will then follow their advice regarding whether or not to suspend the staff member

If a staff member is founded in a case of child abuse, we will take the following steps:

* We will allow the staff member to appeal the decision
* The Director or an appointed member of the leadership staff will meet with the individual to go over the incident and form an opinion as to its validity and/or consequences to the Center and the individual.
* Based on the advice of our licensing agent, we will either suspend the staff member or allow them to continue their job until the appeal is completed.
* The staff member will meet with the Director or an assigned member of the leadership staff during this time and steps will be taken to ensure that there won’t be any problems.

If after the appeal the decision is still founded, we will take one of the following steps based on the advice of our licensing agent:

* The staff member will be terminated from their position at the Center, or
* We will inform the parents that we have a staff member who has a founded child abuse on record. We will also let the parents know what the charge was.

**TRANSPORTATION POLICY:**

Parents are responsible for their child’s transportation to the center and for arranging their own car pools.

**FIELD TRIPS:**

Children in the three year old and four year old classrooms may go on field trips. Trips will vary by age and by class. Activities will be selected on an age appropriate basis. Advance notice of field trips will be posted and will appear on the monthly calendar. Parent chaperones are needed for field trips. Parents will be notified about field trips in advance and written permission will be obtained. Parents will also need to fill out the form on Page Z-13. This form should be re-done annually.

**INSURANCE REQUIREMENTS:**

EAST END PRESCHOOL complies with the minimum insurance coverage as suggested by our independent agent.

For more information concerning policies and liability see management.

**ADDITIONS AND CHANGES:**

EAST END PRESCHOOL reserves the right to edit or adapt the policies in this handbook as the needs arise. Clients and customers will be notified of these changes through the normal written communication system of the center at the time they are made effective.