



Early Childhood Education Program

PARENT HANDBOOK

2025

Welcome to Eagles Child Care Center!

We are thrilled that you have chosen our center to meet the needs of your child. It is recommended that you and your family visit our center prior to the first day of enrollment so that our teachers and your child have a chance to get to know each other better. This will make parting ways on the first day a little easier.

This Parent Handbook has been written to describe our program, philosophy, policies, and all the practical details that contribute to making each day as happy and successful as possible. Please read this handbook carefully and retain it for future reference. The staff at Eagles Child Care Center will be happy to answer any questions or concerns you may have. Once again, welcome!

ABOUT US

Mission

Eagles Child Care Center (ECCC) embraces a Montessori educational philosophy that fosters independent learning and encourages children to progress at their own pace. This approach is rooted in the belief that children are natural learners who thrive when provided with the right tools and environment.

Our Montessori-based care emphasizes love for all people and focuses on nurturing the appropriate development of each child. We aim to unlock every child's potential by offering experiences that promote their intellectual, physical, spiritual, emotional, and social growth. In addition to language and mathematics, our curriculum includes practical life skills, sensory activities, and cultural education.

We believe that children are the primary actors in their education. They learn best through self-directed activities, which they plan and carry out with the guidance and support of classroom adults. Children in our learning centers have daily opportunities to choose materials and activities based on their interests and at their own pace.

Vision

To be a multicultural child care program recognized for its strong values and a leader in Montessori education for children from birth to five years old. Guided by Dr. Maria Montessori's vision of fostering a world where education cultivates happier, more fulfilled individuals who positively impact society. A quality program that transcends, inspires and transforms the communities and the world around them.

Core Principles

1. **Respect for the Child:** At ECCC, we respect the uniqueness of each child. We honor their freedom to choose, to move, to correct their own mistakes, and to work at their own pace. Every child is valued for their individuality and supported in their journey of self-discovery and growth.
2. **Absorbent Mind:** Children possess an extraordinary ability to absorb information from their environment. This capacity is akin to a sponge, allowing them to quickly understand their culture, surroundings, and build the foundations of their intelligence and personality.
3. **Sensitive Periods:** Children experience specific stages of development when they are most receptive to learning knowledge areas and skills. These "windows of opportunity" come with distinct characteristics such as intense concentration, repetition, commitment, and long periods of focus.
4. **Educating the Whole Child:** ECCC recognizes that all aspects of a child's development—intellectual, physical, emotional, and social—are interrelated and equally important. Our approach focuses on nurturing the full potential of each child.
5. **Individualized Learning:** Each child's learning experience is tailored in our program to their unique stage of development, interests, and needs, ensuring they receive a personalized educational journey.
6. **Freedom of Movement and Choice:** Children thrive when given the freedom to move around a prepared environment and make choices about their own learning. Hands-on experiences allow them to engage deeply with materials and explore at their own pace.
7. **Prepared Environment:** Our carefully designed learning space is orderly and purposefully organized, fostering logical thinking and providing a structured yet flexible environment where children can independently progress.
8. **Intrinsic Motivation:** Learning is intrinsically rewarding. In our program children gain a sense of accomplishment through completing tasks independently, reinforcing their self-reliance and confidence.
9. **Independence:** At ECCC, children are provided with the tools, guidance, and space to become independent thinkers and learners. They are born learners who are capable of self-education when given the appropriate stimulus.
10. **Self-Education:** Empower children to direct their own learning. Through engaging materials, children are naturally driven to explore, learn, and grow autonomously.

Objectives

- **Lifelong Values:** Establish a solid base for lifelong values with a child-centered approach that emphasizes wonder and discovery.
- **Passion for Learning and Healthy Living:** Instill a love for learning, promote healthy living practices, and foster respect for the environment.
- **Personal Growth and Skills:** Develop independence, self-esteem, self-regulation, self-discipline, self-confidence, critical thinking, and respect for others.
- **Social and Emotional Growth:** Promote positive social and emotional development in a nurturing and respectful environment that enhances empathy, fosters lasting friendships, and builds meaningful relationships.
- **Community and Collaboration:** Create mixed-age classrooms that encourage learning from peers at various stages of development, fostering a sense of community, reducing

unhealthy competition, and enhancing social skills. Older children mentor younger peers, while younger children learn by observation, all guided by teachers.

- **Meaningful Engagement:** Provide an education that helps children select meaningful work, fostering engagement, intrinsic motivation, focus, and a sense of responsibility.
- **Prepared Environment:** Offer a high-quality, prepared environment that nurtures children's natural curiosity and thirst for learning, fostering confidence in self-learning and exploration.

Hours of Operation

Child care services are provided from 7:30 AM to 5:30 PM, Monday through Friday.

Holidays

We are closed for certain holidays:

New Year's Eve, New Year's Day	Martin Luther King, Jr. Day
President's Day – <i>Staff Training Day</i>	Good Friday
Memorial Day	Juneteenth – <i>Staff Training Day</i>
Independence Day	Labor Day
Columbus Day – <i>Staff Training Day</i>	Veterans Day
Thanksgiving Day, Black Friday	Christmas Eve, Christmas Day

Eagles Child Care Center (ECCC) adheres to Austin Independent School District (AISD) related closures, late arrivals, and early pick-ups. <https://www.austinisd.org>

Admission & Enrollment

- **Forms and Payments:** All admission and enrollment forms must be completed, along with the application fee, enrollment fee, deposit, annual supply fee, and first tuition payment, prior to your child's first day of attendance.
- **Non-Refundable Fees:**
 - **Enrollment Fee and Application Fee:** These fees must be paid at the time of registration and are non-refundable.
 - **Tuition Deposit:** A one-week, non-refundable tuition deposit is required for each child enrolled. This deposit will be held without interest and will represent the final week of the child's enrollment.
- **Eligibility:** Our facility admits children from 3 months to 5 years of age, based on availability and openings.

Adaptation Process:

To facilitate the emotional process of adapting to a new early childhood education program, Eagles Child Care Center (ECCC) recommends:

1. **Visit ECCC:** Prior to enrollment, allowing your child to familiarize themselves with the center, teachers, and other children.
2. **Adjust Routines:** Begin changing routines, especially sleeping habits, at least 2 weeks before starting, so the child becomes accustomed to the ECCC schedule.
3. **Short Goodbyes:** Minimize prolonged goodbyes to ensure your child feels safe and secure.

E-mail: eagleschildcarecenter@gmail.com Phone: 512-595-9469 Website: <https://eagleschildcare.com>

4. **Patience:** Adaptation takes time and varies from child to child.
5. **Respect Individual Pace:** Allow your child to adapt at their own pace without comparisons to other children.
6. **Normalize Emotions:** Encourage your child to express emotions in a healthy way without repression.
7. **Positive Communication:** Avoid scaring or threatening your child about attending ECCC.
8. **Affection:** Provide affection without overprotecting your child.
9. **Duration:** The adaptation period may last from a few days up to two weeks, depending on the child's ability to adjust and family circumstances.

Non-Discrimination Policy:

At **Eagles Child Care Center** equal educational opportunities are available for all children, without regard to race, color, creed, national origin, gender, age, ethnicity, religion, disability, or parent/provider political beliefs, marital status, sexual orientation or special needs, or any other consideration made unlawful by federal, state or local laws. Educational programs are designed to meet the varying needs of all students. <https://tea.texas.gov/about-tea/news-and-multimedia/correspondence/taa-letters/required-annual-notification-of-nondiscrimination-3>

Inclusion

Eagles Child Care Center (ECCC) is committed to ensuring that children of all ability levels have equal opportunities for participation, acceptance, and belonging. We strive to make every reasonable accommodation to promote the full and active participation of all children in our program, tailored to their individual capabilities and needs.

Code of Ethical Conduct

Eagles Child Care Center (ECCC) adheres to the **NAEYC Code of Ethical Conduct and Statement of Commitment**. We recognize that professionals working with young children must make moral and ethical decisions daily. The NAEYC Code of Ethical Conduct provides standards of responsible behavior and establishes a common framework for resolving ethical issues. https://www.naeyc.org/sites/default/files/globally-shared/downloads/PDFs/resources/position-statements/Ethics%20Position%20Statement2011_09202013update.pdf

Confidentiality

Unless we receive your written consent, information regarding your child will not be released, except for what is required by our regulatory and partnering agencies. All records concerning children at our program are strictly confidential.

Procedure for Updating Contact Information

Parents may submit any updates to their contact information via email or by completing the "**Contact Information Update**" form available on our website as soon as possible.

Parent's engagement

- All parents are required to attend the Eagles Child Care Center (ECCC) bimonthly parent meeting. One session scheduled with your child's leader guide, and the meeting will be held via Zoom. Each family plays a vital role as a child's first teacher.
- We value families as essential partners in the growth and development of the children in our program.
- We encourage parents and family members to actively engage by visiting classrooms, participating in events, and providing feedback to help us achieve our program goals.

Communication & Family Partnership

- **Daily Communications:**
Daily notes from center staff will provide updates on your child's activities and experiences at the center. A notebook will be placed into your child's backpack at the end of each day.
- **Bulletin Boards:**
Located throughout the center, bulletin boards offer center news, upcoming events, staff changes, holiday closing dates, and announcements.
- **Newsletters:**
Quarterly newsletters keep our families informed with important center news, events, and updates. These electronic newsletters will be conveniently delivered via email.
- **Parent Resource Blog:**
Our Parent Resource Room provides a welcoming space for parents to share opinions, ideas, and experiences while deepening their understanding of child learning and development.
- **Family Visits:**
Family participation is highly encouraged to visit classrooms, volunteer, join field trips, etc. For safety and protection, visitors must sign in, wear a visitor's badge, and sign out upon leaving.
- **Family Afternoon Event:**
During the summer, join us for a Family Celebration Afternoon filled with refreshments, drinks, and engaging age-appropriate activities. These events are a fantastic way for families to connect, share experiences, and create lasting memories in a fun and welcoming atmosphere.
- **Graduation**
Celebrate the milestones of our little graduates in a heartwarming Montessori-style ceremony. This special event honors their growth, achievements, and readiness to embark on the next stage of their educational journey. Families and friends are invited to join us in recognizing the incredible progress these young learners have made in a nurturing and child-centered environment.
- **Parent's Date Night**
At ECCC, we understand the importance of parents having time to strengthen their relationship. That's why we offer our Parent Date Night program. On the last Friday of every month, you can drop off your child at our center, where we provide free babysitting services until 11 p.m., giving you the time to relax and reconnect.

Staff Qualifications

Our staff is hired in accordance with state Minimum Standards requirements and qualifications. Teachers participate in orientation and ongoing professional development in key areas, Montessori Method, child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism.

We strongly discourage families from entering into employment contracts with staff (for example, for child care). Any private arrangements between families and our staff outside of the services we provide are personal matters and are not associated with or authorized by Eagles Child Care Center (ECCC).

Child to Staff Ratio

Children are always supervised. All Montessori guides teachers receive scheduled breaks which reduce fatigue and help ensure alertness.

We maintain the following Minimum Standards for child to staff ratio:

If the specified age of the children in the group is...	Then the maximum group size and number of children two or more caregivers may supervise is...
0 – 11 months	10
12 – 17 months	13
18 – 23 months	18
2 years	22
3 years	30
4 years	35
5 years	35

Open Door Policy

We are delighted to have family members participate in our program. Parents/Guardians are welcome to visit the program at any time during regular program hours. The infant room also welcomes mommies to nurse or feed their infants.

Please note that the Open Door Policy does not mean the doors will be unlocked. For the safety and protection of the children, external doors will always remain locked.

Our team is always happy to speak with parents/guardians, but since staff days are dedicated to caring for children, it is generally not feasible for long discussions during regular program hours. If a longer discussion is needed, kindly arrange an appointment.

Media

Photos of children may be taken at the center for use within the facility, in media, or on our website. Written permission will always be obtained prior to using any photographs. For publicity purposes, we will not use pictures or names of children unless explicitly authorized by the family

CURRICULUM & LEARNING

Learning Environment

Eagles Child Care Center (ECCC) provides a rich, developmentally appropriate learning environment utilizing Montessori curricula. These approaches are tailored to the specific ages within each classroom, ensuring that each child advances at their own pace. We emphasize that learning occurs through play, allowing children to explore, discover, and grow in a nurturing and engaging atmosphere.

- [Montessori Curriculum](#)

Hands-On Learning

Our program incorporates hands-on, interactive learning experiences facilitated through interest areas designed to enhance children's development in areas such as:

- Creativity
- Self-expression
- Decision-making
- Problem-solving
- Responsibility
- Independence
- Reasoning

We foster openness to diverse perspectives and encourage collaboration, teamwork, and the ability to engage in play with others.

Comprehensive Curriculum

Focusing on Montessori principles, our curriculum includes specialized programs in:

- Practical Life
- Intercultural Studies
- Sensory Exploration
- Music, Movement, and Art
- Language
- Math
- Life Science
- Earth Science

Celebration of Gratitude

At Eagles Child Care Center (ECCC), we begin each day with a Gratitude Celebration, teaching our little ones the beauty of thankfulness. This cherished ritual fosters a sense of community, appreciation, and joy, setting a positive tone for the day while strengthening the bonds among our children, families, and staff.

To deepen these values, we also host an annual Gratitude Celebration event, bringing together children, families, and staff to honor the bonds we share and celebrate the spirit of thankfulness.

This special celebration includes:

- **Family Participation:** Families are encouraged to join us for the celebration and contribute to the festive atmosphere by sharing their traditions or bringing a dish to share, if applicable.
- **Creative Activities:** Children will create gratitude-inspired crafts, artwork, or notes to express what they are thankful for, which will be displayed during the event.
- **Community Building:** We gather as a center to share stories, sing songs, and enjoy a sense of togetherness.
- **Giving Back:** As part of teaching gratitude, we may organize a community outreach activity, such as collecting donations for local charities or creating care packages for those in need.
 - Details about the date, time, and specific activities will be shared in advance. We look forward to celebrating this meaningful event with all of you!

Daily Routine & Outdoor Play

Our flexible daily routine features large blocks of uninterrupted time for independent work, group lessons, and individualized instruction. Outdoor play is an integral part of our curriculum, promoting self-confidence, independence, and self-esteem. Through play, children explore boundaries, overcome challenges, and develop essential skills such as physical coordination, creativity, teamwork, conflict resolution, and turn-taking.

Indoor Activity Plan

On days when the weather does not permit outdoor play, ECCC offers a variety of engaging indoor activities tailored to the children's interests.

Combining Montessori and Spanish Immersion:

At ECCC we combine these two educational approaches by creating an environment where children:

- **Develop Spanish Language Skills:** Through daily interaction, storytelling, songs, and activities done in Spanish, children become fluent over time.
- **Learn Independently and at Your Own Pace:** In a Montessori environment, students have the option to choose how to interact with the language, whether through games, books, or real-life conversations.
- **Cultivate Cultural Appreciation:** ECCC fosters respect for diversity by exploring Spanish-speaking cultures, traditions, and values in a natural and integrated way.

Benefits:

- **Bilingualism:** Children at ECCC become proficient in both their native language (if not Spanish) and Spanish, providing cognitive, academic, and social benefits.
- **Enhanced Cognitive Skills:** By learning multiple languages and using the hands-on Montessori approach, problem-solving skills, creativity, and critical thinking are helped to improve.
- **Global Citizenship:** At ECCC, exposing our children to a second language and culture fosters empathy and understanding of people from different backgrounds.

Flagship Programs

1. **“Brilliant Entrepreneurs” Program:**
This Montessori Practical Life-based program is tailored for all age groups. It focuses on life skills such as creativity, independence, conflict resolution, decision-making, and responsibility through real-world experiences. Additionally, the program incorporates Values like empathy, love, gratitude, and solidarity, helping children develop a strong foundation of compassion and social responsibility.
2. **“Composting and Recycling” Program:**
This program introduces children aged 3 to 5 to the concepts of composting and recycling in an engaging, age-appropriate manner. Through hands-on activities such as sorting waste into compostable and non-compostable bins and observing the decomposition process, children learn the importance of sustainability and environmental stewardship. Interactive tools such as books, songs, and crafts make the learning process fun and memorable.
3. **Little Kitchen Academy Program:**
is a Montessori-inspired cooking school that focuses on teaching children between the ages of 2-5 years old essential life skills. Through hands-on cooking experiences, children develop valuable life skills, improve their understanding of math, language, and core subjects, and enhance independence, creativity, and confidence. This approach supports a holistic learning environment, combining practical life skills with academic growth in a nurturing, Montessori-inspired setting.
4. **Parent's Date Night Program:**
At ECCC, we understand the importance of parents having time to strengthen their relationship. That's why we offer our Parent Date Night program. On the last Friday of every month, you can drop off your child at our center, where we provide free babysitting services until 11 p.m., giving you the time to relax and reconnect.

Curricula & Assessment

At Eagles Child Care Center (ECCC), we are committed to fostering a nurturing and stimulating environment through the Montessori methodology. This approach enables us to provide a well-rounded educational experience that promotes independence, curiosity, and a lifelong love of learning.

To support each child's development, we utilize the CDC milestones as a foundation for developmental screening. Regular assessments allow us to track each child's progress and tailor

instruction to meet their unique needs. These assessments are shared with families periodically throughout the year, ensuring open communication and a collaborative approach to your child's learning journey. <https://www.cdc.gov/ncbddd/actearly/milestones/index.html>

Electronic Media

At Eagles Child Care Center (ECCC), in our Montessori environment for young children, electronic media is excluded. Emphasis is placed on hands-on sensory experiences with concrete materials, encouraging activities that promote direct manipulation and exploration over passive screen time.

Multiculturalism

Multiculturalism is essential for all children, fostering social goals and promoting respect for all people and the environment. We incorporate books, music, games, and a variety of activities to teach children respect for our world and the diversity of life.

Eagles Child Care Center (ECCC) Diversity and Inclusion Policy:

At Eagles Child Care Center (ECCC), we embrace the richness of cultural diversity by celebrating holidays from various cultures. Our approach ensures meaningful recognition and respectful integration of traditions into our curriculum, fostering a sense of belonging and understanding within our community.

Key Aspects:

- **Celebrating a Variety of Holidays:** Recognizing and celebrating holidays from diverse cultures, extending beyond those traditionally observed in the local community.
- **Family Engagement:** Encouraging families to actively participate by sharing their holiday traditions through presentations, storytelling, cultural activities, or food sharing.
- **Culturally Sensitive Activities:** Planning thoughtful and meaningful activities that honor the significance of each holiday while avoiding stereotypes or oversimplifications.
- **Educational Opportunities:** Integrating lessons and activities into the curriculum to teach children about the customs, traditions, and practices of various cultures.

Policy Objectives:

Through this inclusive approach, ECCC strives to:

- **Promote Inclusion & Foster Cultural Awareness:** Create a welcoming environment where every child and family feels valued and respected for their unique cultural identity.
- **Build Community:** Strengthen connections among families, children, teachers, and staff by providing opportunities to share heritage and celebrate together.
- **Reduce Discrimination:** Actively combat bias and stereotypes by encouraging knowledge and appreciation of cultural diversity.

By adopting these practices, ECCC not only celebrates diversity but also nurtures empathy, understanding, and a sense of global citizenship among children and their families.

Rest Time

- **Infants** sleep on their own schedules and are put to sleep in the safest manner following the **ABC Safe Sleep Policy** - Always place infants alone, on their backs in a safe crib.
- A teacher **always remains in the infants' sleep room**, providing visual and auditory supervision to ensure their safety.
- **Quiet Rest Time:** After lunch, all children participate in a quiet rest period. While children may sleep, they are not required to do so and may engage in quiet activities.

Eagles Child Care Center (ECCC) Potty Training Policy

Potty training is a collaborative journey between parents and ECCC staff. To support families, ECCC:

- Provides the book *Potty Training in 3 Days: The Step-by-Step Plan for a Clean Break from Dirty Diapers*.
- ECCC personalizes education, meeting each child at their developmental stage.
- The provided guide covers preparation for potty training, the training process, and encouragement strategies post-training.
https://getparentingtips.com/toddlers/development/expert-tips-for-potty-training-success/default.asp?gad_source=1&gbraid=0AAAAABtpBjosoVwk6hqmNYPXbNQKnF1m&gclid=Cj0KCQiAkJO8BhCGARIsAMkswyJX3K9VwHo4ASSFdqvV0vmzTgyWlpWq9TFDYZiqjFP3oJlOMV2BQOUaAlyCEALw_wcB

Once readiness is established, staff will:

- Take children to the toilet frequently.
- Use positive reinforcement.
- Handle accidents calmly and supportively.
- Role-play with toys.
- Counting down the days to no more diapers on the calendar.

Important Considerations:

- The most crucial factor for successful potty training is a strong partnership between family and teacher that supports the child.
- Research indicates that children are not physically, psychologically, or emotionally ready to learn toilet use before 24 months of age.
- Pediatricians generally recommend that most children under 24 months are not physically capable of regulating bladder and bowel muscles effectively.
- Positive potty training occurs when children show signs of physical control, awareness of bodily functions, and express an interest or curiosity in the process.

GUIDANCE

General Procedure

- Eagles Child Care Center (ECCC) is dedicated to fostering a learning environment that is caring, responsive, and safe—free of discrimination, violence, and bullying.
- Our goal is to ensure that each kid has the opportunity and support to develop to their fullest potential and form meaningful connections within the school community.
- We prioritize thoughtful direction and proactive planning to prevent problems and encourage appropriate behavior.
- Communicating consistent, clear rules and involving children in problem-solving helps them develop self-discipline.
- We encourage children to be fair, respectful of others and their property, and to understand the results of their actions.

Discipline Policy

At Eagles Child Care Center (ECCC), our discipline policy reflects our commitment to positive guidance and fostering a nurturing environment for all children. This policy is designed to encourage self-regulation, respect for others, and appropriate social interactions.

A detailed copy of our discipline policy, **Form 1099**, is included in your enrollment package for your review. We require all parents/guardians to carefully read and sign this document as part of the enrollment process.

If you have any questions or need clarification regarding the discipline policy, please feel free to reach out to our administrative team.

<https://www.hhs.texas.gov/sites/default/files/documents/laws-regulations/forms/1099/1099.pdf>

Challenging Behavior

Children are guided to treat each other and adults with self-control, love, and kindness. Each student at ECCC has the right to:

- Learn in a safe and friendly environment
- Be treated with respect
- Receive support and care from caring adults
- When a child displays verbal or physical aggression, we intervene immediately to ensure the safety of all children.
- Our approach to addressing challenging behaviors focuses on teaching problem-solving through appropriate interactions.
- Discipline is consistent, clear, and age-appropriate.
- We uphold a **zero tolerance for bullying**.

If you have concerns regarding this, please report them to the Director of the Center.

Parent Guidelines: Ensuring a Positive Environment at ECCC

To maintain a safe, respectful, and nurturing environment at Eagles Child Care Center (ECCC), we ask all parents and guardians to adhere to the following guidelines:

1. **Model Respect and Empathy**

- Children learn by observing adults. We encourage parents to resolve conflicts respectfully and empathetically, actively listening, understanding others' perspectives, fostering forgiveness, and striving for positive change.

2. **Respectful Communication**

- To preserve a safe and positive environment, the use of profanity, name-calling, or derogatory language is strictly prohibited on ECCC premises.

3. **Zero Tolerance for Threats**

- Threatening behavior toward staff, children, or other parents is not permitted. This aligns with the Texas Department of Family and Protective Services' guidelines.

4. **Termination of Care**

- ECCC reserves the right to terminate care if a parent or guardian engages in disruptive or inappropriate behavior that affects the well-being of children, staff, or the center's environment.

5. **Professional Communication**

- Any concerns should be addressed professionally by communicating directly with administrative staff.

6. **Developmentally Appropriate Conversations**

- Conversations held on ECCC premises should be age-appropriate and non-aggressive in tone, ensuring they contribute to a supportive and nurturing environment for children.

7. **Child Safety**

- Any actions or behaviors that compromise the safety and welfare of a child will result in immediate expulsion from ECCC.

By following these guidelines, we can work together to create a positive and enriching environment for all children, families, and staff at ECCC.

TUITION & FEES

Eagles Child Care Center (ECCC) Admission Policy

Admission Process:

1. Submit an online application through our website, (or visit in person by requesting an appointment with the Program Director, Mrs. Yamile Santos).
2. Schedule a tour of the program and interview with the ECCC program director.
3. **Eligibility Criteria:**
 - **Age Requirements:** Children between 3 months and 5 years of age.
 - **Tuition and program fees** may be paid annually, semi-annually, or in 12 equal monthly installments.

4. Tuition Payment Schedule:

- **Annual Payment:** Due the first week of January.
- **Monthly Payments:** Due the 1st of each month throughout the year.
- **Weekly/ Biweekly Payments:** Due the Friday before the new week or the last day your child attends the program in the previous week.

5. **Sibling Discount:** A 10% discount is offered for the third child, off the lowest tuition rate.

Late Fees Policy

1. Tuition Late Fees

- A late fee of **\$35 per child** will be charged on the Monday following the payment due date (Friday).
- An additional **\$15 fee** will be applied for each subsequent day the payment remains unpaid.

2. Termination of Care

- If payment, including all accrued late fees, is not received by the **fifth day after the payment due date** (referred to as the "late day"), ECCC reserves the right to immediately terminate your child's care.

3. Re-enrollment After Termination

- To continue in the program following termination, you will be required to pay the **enrollment fee** again.

We appreciate your understanding and cooperation in adhering to these policies to help us provide a consistent and high-quality experience for all families.

Eagles Child Care Center (ECCC) Tuition Policy

Tuition is payable weekly on the Friday prior to the week in which services will be provided, with no deductions for absences, holidays, teacher workdays, or days when the school is closed due to inclement weather.

Important Notice

- All payment and fee processing will be completed by Eagles Child Care Center (ECCC) Program Director.
- The Program Director will oversee collecting tuition and other fees and handle any concerns or issues regarding payment. For any payment inquiries or concerns, please contact Program Director.

Tuition Rates Full Time

Program	Monthly Rate	Age Group	Hours of Operation
Nest	\$1,850.00/month	3 weeks to 18 months	7:30 AM to 5:30 PM
Children's Community	\$1,700.00/month	18 months to 3 years	7:30 AM to 5:30 PM
Children's House	\$1,700.00/month	3 to 5 years	7:30 AM to 5:30 PM

Full-Time Admission Fee

- **Application Fee:** A non-refundable \$50 application fee is required when you submit your application.
- **Enrollment Fee:** A non-refundable \$250 enrollment fee per child is due upon execution of the enrollment contract.
- **If a child withdraws from the program** and later decides to re-enroll, a new enrollment fee will be required.
- **Annual Supply Fee:** A non-refundable \$250 supply fee is due each January. This fee will also be required for re-enrollment annually.
- **Deposit:** A deposit equivalent to one week of tuition must be paid at the time of signing the contract. This deposit will be applied to your account balance.

Program	Fee
Nest	\$462.50
Community & Children's House	\$425.00

Withdrawal Policy

- **Notice Requirement:**
 - A **two-week written notice** is required before withdrawing your child from the program.
 - If two weeks' notice is not provided, you will be charged for two weeks of care, even if your child is no longer attending.
- **Deposit Application:**
 - For parents who provide the required two weeks' notice, **one week of the deposit** will be applied toward the final charges.
 - By adhering to this policy, we can ensure proper staffing and resource planning to maintain the quality of care at ECCC.
- **Re-Enrollment Fee:** A non-refundable \$250 re-enrollment fee is required when re-enrolling your child for the following year.

Reserving a Spot in the Program

- A non-refundable reservation fee is required to hold a vacancy enrollment.

Program and Reservation Policy

Reserving a Spot in the Program: To reserve a spot for your child at Eagles Child Care Center (ECCC), the following process applies:

Reservation Fee Payment:

- A reservation fee of one week of tuition is required at the time of securing your child's spot.

- This fee will be applied to the enrollment deposit upon acceptance into the program.

Program	Fee
Nest	\$462.50
Community & Children's House	\$425.00

Reservation Period:

- The reservation holds a spot for a maximum of two months.
- If the reservation period exceeds two months, an additional week's fee will be required.
- **Non-Refundable Reservation Fee:**
- The reservation fee is non-refundable if you decide not to enroll your child.

This policy ensures a secure and consistent planning process for ECCC while providing families with options to secure their child's spot in a timely manner.

Part-Time Admission and Fees

Tuition Rates (Part-Time)

Program	Nido	Community & House
3 Days	\$1,450	\$1,350
2 Days	\$1,100	\$1,000
Biweekly	\$1,050	\$935

- **Application Fee:** A non-refundable \$50 application fee is required when submitting your application.
- **Enrollment Fee:** A non-refundable \$200 enrollment fee per child is due upon contract execution.
- **If a child withdraws and decides to re-enroll,** a new enrollment fee will be required.
- **Annual Supply Fee:** A non-refundable \$150 supply fee is due upon enrollment and re-enrollment each January.

- **Deposit:**

Schedule	Nido	Children's Community & House
3 Days	\$362.50	\$337.50
2 Days	\$287.50	\$287.50
Biweekly	\$525.00	\$467.50

Reserving a Spot in the Program

- A non-refundable reservation fee is required to hold a vacancy enrollment.

Program	Fee
3 Days	\$337.50
2 Days	\$287.50
Biweekly	\$467.50

Reservation Period:

- The reservation holds a spot for a maximum of two months.
- If the reservation period exceeds two months, an additional week's fee will be required.
- **Non-Refundable Reservation Fee:**
- The reservation fee is non-refundable if you decide not to enroll your child.

Methods of Payment

ECCC offers several payment options for families' convenience:

- Cash
- Check
- Money Order
- Zelle
- Brightwheel
- Credit Card
- Automatic Electronic Funds Transfer (EFT):
 - To set up automatic, recurring payments, please contact a Program Director for assistance.
 - This ensures a smooth process and timely payments for your child's tuition.

Tuition Policies Full-Time & Part-Time

At Eagles Child Care Center (ECCC), we strive to provide consistent, high-quality care for all families. To support our commitment, the following tuition policies apply:

- **Weekly/Biweekly/Monthly Schedule Contract:** Families must adhere to the payment schedule selected in their enrollment agreement form.
- **Tuition Payment Requirement:** Tuition payments are required to cover staff and operational expenses, regardless of whether your child attends ECCC.
- **Maximum Balance Allowed:** Families are not permitted to accrue a balance exceeding one week of tuition
- **Automatic Payment Plans:** Repeated late payments may require families to enroll in automatic or credit card payment plans.
- **Allocation of Payments:** Payments received will first be applied to the oldest outstanding charges.

- **Annual Fee Basis:** Tuition fees are calculated on an annual basis and remain due even during your child's absence.
- **No Proration or Refunds:** Tuition is not prorated, reduced, refunded, or waived for any reason, including illness, holidays, unnotified vacations, or emergency school closings.
- **Absence Policy:** If your child is actively enrolled in the program, tuition must be paid regardless of any absences.
- **Re-enrollment Policy:** If a child's care is terminated for any reason, they may not return to the program until the full enrollment payment is received.
- **Withdrawal Policy:** Tuition payments will not be credited or refunded in the event of a withdrawal from the program.
- **Program Placement Commitment:** Enrollment secures a spot in our program. Due to licensing regulations, our capacity is strictly limited, and holding a spot ensures your child's placement.

Additional Policies

- **Collections and Legal Action:** Payments more than 15 business days past due may result in recovery efforts through small claims court or transfer to a 3rd-party collections agency.
- Families will be responsible for all associated fees, including court and attorney costs.

Late Pick-up Fees

- Late pick-up is not a normal program option and will only be considered as an exceptional situation.
- The late pick-up fee is \$30 for the first 15 minutes after the scheduled pick-up time and \$1 for each additional minute.
- It will be charged from the end of the agreed pick-up time and must be paid upon arrival. Repeated late pick up may result in child care services being terminated.

Returned Checks and Rejected Transactions:

- A \$30 fee (or applicable bank collection fees) will be charged for returned checks, rejected ACH (automatic debit), or credit card transactions.
- Additional charges incurred by the bank will also be billed to the account.
- Fees may be collected electronically.

Cash-Only Status:

- Accounts with two or more returned checks or rejected transactions will be placed on a cash-only payment basis.

Credits and No-Credit Policy

- **Weekly /Biweekly/Monthly Schedule Commitment:** Families are contracted for a specific weekly schedule as outlined in the **Enrollment Agreement Form**.
- Tuition payment is required every **week year-round**, regardless of attendance, including:

- Sick days
- Vacation days
- Holidays
- Staff training closures
- Weather-related or environmental issues
- Infectious disease closures (with limited exceptions noted below)

Eagles Child Care Center (ECCC) No Credits Policy

Weather-Related or Environmental Disasters/Pandemics:

- In the event of a crisis (e.g., severe weather, environmental disaster, pandemic) that prohibits operation, families are required to continue paying **100% tuition** until the crisis concludes.
- Tuition payments ensure staff retention, operational expense coverage, and the retention of your child's spot for reopening.

Credit Exception Policy:

- **Serious Illness/Injury:**
 - Credits may be issued for extenuating circumstances such as hospitalization, contagious disease, or other serious illness or injury.
 - A written doctor's note is required for credit eligibility.
- **Purpose:**
 - This policy supports the financial stability of the center.
 - Ensures staff continuity.
 - Guarantees families their child's spot in the program during periods of serious illness or injury.

By establishing this policy, families are supported during challenging times while maintaining the center's operational and financial health.

Eagles Child Care Center (ECCC) Additional Fees Policy:

- **Field Trips:**
 - Additional fees may be required for special activities or field trips.
 - These fees are due prior to the event, activity, or trip.
- **Special Events:**
 - ECCC may request voluntary contributions for additional special projects or activities that require parent support.
 - Participation in these contributions is entirely at the discretion of families.
 - This ensures transparency regarding additional costs while maintaining a collaborative approach with families for special activities and events.

ATTENDANCE & WITHDRAWAL POLICIES

Absences

- If your child will be **absent** or arriving after **8:00 a.m.**, please notify us by:
 - Calling **512-595-9469**
 - Emailing **eagleschildcarecenter@gmail.com**

If we do not hear from you, we will be concerned about your child's well-being.

Vacation Policy

While we value family vacations, **Eagles Child Care Center (ECCC)** does **not provide credit for vacation days**.

Closures Due to Extreme Weather

- **Severe Weather Conditions:** In the event of snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, or utility outages (loss of power/water), notifications will align with announcements made by the **Austin Independent School District (AISD)**.
- **Early Closures:** If conditions require an early closure, families will be contacted as soon as possible. Arranging your child's early pick-up is your responsibility.

DROP-OFF & PICK-UP

General Procedure

- **Opening Time:** The center opens at **7:30 a.m.** Children should not be dropped off before this time, unless you have made special arrangements with a program director in advance.
- **Drop-Off:** Parents are required to accompany their child into the center and sign them in upon arrival.
- **Closing Time:** The center closes at **5:30 p.m.**
 - Parents must allow sufficient time to arrive, sign their child out, and leave the premises before the closing time.

Authorized & Unauthorized Pick-up

Eagles Child Care Center (ECCC) Pick-up Policy

Authorized Pick-up:

- Your child will only be released to you or individuals listed as **Emergency and Release Contacts** on the enrollment form.
- The person picking up your child **must show a photo ID** for verification.
- Please inform your designated pick-up person of this requirement.

Eagles Child Care Center (ECCC) Child Custody Policy

- To ensure your child's safety, ECCC requires copies of court-ordered custody agreements.
- Without such an agreement, we cannot prevent the release of your child to either parent.
- In the absence of court documentation, both parents/guardians are considered to have equal custody rights.
- ECCC is legally obligated to follow the wishes of the parent/guardian with legal custody, as established by a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule.
- ECCC will not assume responsibility for determining custody rights in cases where no court documentation is provided.

Late Pick-up:

If your child is not picked up by **closing time** and we have not heard from you, we will:

1. Attempt to contact you and the individuals listed as Emergency and Release Contacts.
2. Provide supervision for your child as long as possible.
3. After **1 hour** of unsuccessful contact, we will notify the **local child protective services agency**.

Right to Refuse Child Release

ECCC staff may refuse to release a child if there is **reasonable suspicion** that the person picking up the child:

- Is under the influence of **drugs or alcohol**.
- Is **physically or emotionally impaired** in a way that could endanger the child.

In such situations, staff may:

- Request that another adult listed as an **Emergency and Release Contact** pick up the child.
- Contact the **local police** to prevent potential harm to the child.
- **Reoccurring Issues:** Repeated instances of impaired pick-up or similar situations may result in **termination of enrollment** from the program.

PERSONAL BELONGINGS

What to Bring

Infants:

- Enough clean bottles for one day's use, labeled and dated.
- At least 6 diapers per day. (ECCC will provide wipes)
- At least 2 changes of clothes per day.

Toddlers:

- Enough clean bottles for one day's use (if applicable), labeled and dated.
- Six diapers (ECCC will provide wipes).
- At least 2 changes of clothes per day.

Preschoolers:

- At least two changes of clothes, socks, and shoes.

Labeling and Care of Items

- Label all personal items with your child's name (e.g., clothes, bottles, diapers, pacifiers, crib sheets, blankets).
- ECCC is not responsible for lost or damaged items, including expensive items such as jewelry, etc.
- Sheets and soiled clothing will be sent home as needed for laundering and return to the center.

Parents are encouraged to:

- Work with the center staff to establish a mutually agreed-upon start date for your child.
- Choose a weekend to continue and reinforce potty training at home in alignment with the methods and strategies outlined by ECCC and the provided guide.
- Maintain consistency between home and center routines to support your child's progress.
- Share their home toilet training strategies with the child's lead teacher.
- Maintain open communication with staff regarding the child's progress or concerns.

Cubbies

- Upon enrollment, each child will be assigned a personal "cubby."
- Cubbies will be labeled with your child's name and picture for easy identification.
- Please check your child's cubby daily for items that need to be taken home, such as artwork, clothing, or notes from teachers.

Lost & Found

- If your child misplaces an item, you can search for it in the lost and found box, located in the basket on the left side of the building's entrance hall.
- While we encourage families to label personal belongings, please note that the center is not responsible for any lost or misplaced items.

Toys from Home

- To avoid distractions and potential conflicts, we ask that children refrain from bringing toys from home into the center.
- Exceptions will be made for scheduled show-and-tell activities, where children can bring a special item to share with their peers.

NUTRITION

Foods Brought from Home

We kindly request that food from home is not brought to the center except during special celebrations when you would like to share food with all children in your child's classroom.

Recommendations for Bringing Food:

- **Coordinate with Teachers:** Please plan ahead with the lead teacher in your child's classroom to ensure the food aligns with class needs and preferences.
- **Fully Cooked Foods:** All baked or cooked foods should be fully cooked, and prepared with fresh ingredients.
- **Timely Delivery:** If the food requires heating or refrigeration, coordinate with the lead teacher for the best time to bring it so it can be served immediately.
- **Ingredient List:** An ingredient list is required to accommodate any allergies or dietary restrictions, and enough food must be provided for all children in the class.
- **Proper Storage:** Store and bring food to the center in covered containers to maintain freshness and hygiene.
- **Leftovers:** Leftover food will be discarded unless it is non-perishable, does not require refrigeration, and is commercially packaged and unopened.

Food Prepared for or at the Center

All food prepared for or at the center is planned, prepared, and portioned following the guidelines set by the **Child and Adult Care Food Program (CACFP)** and complies with state food service requirements.

<https://www.fns.usda.gov/cacfp>

Montessori Food Preparation Goals

- At ECCC, we integrate food preparation into our Montessori education to encourage independence, responsibility, and essential life skills. Children are involved in the following activities:
 - **Helping to Prepare:** Children assist in preparing food, such as spreading, mixing, or slicing with safe tools.
 - **Serving Themselves:** Encourages self-reliance and decision-making as children learn to serve their portions.
 - **Cleaning Up:** Promotes responsibility and care for the environment by cleaning up after meals.
 - **Choosing What to Eat:** Encourages autonomy by allowing children to decide what to eat within healthy options.
 - **Developing Skills:** Children practice skills like order, sequencing, and respect for others while fostering independence.

- **Learning Etiquette:** Teaches basic table manners, such as chewing with their mouths closed, waiting for turns, and using polite language.
- By combining food preparation and Montessori principles, we aim to develop children's practical life skills while fostering a sense of community and respect.

Food Allergies

- **Notification Requirement:** Parents must notify us in writing if their child has a food allergy. This ensures we can make appropriate food substitutions to accommodate the allergy.
- **Substitution List:** The written notification should include a list of suitable food alternatives. This list must be updated at least once a year.
- **Emergency Action Plan:** Since food allergies can be life-threatening, an emergency care action plan must be completed by the child's physician.

Meal Time

We aim to make mealtime an enjoyable and educational experience for children while fostering independence and community.

- **Table Setting:** Dining tables are set with real plates, cutlery, and small bowls from which children can serve themselves.
- **Seating Arrangement:** Everyone in each classroom sits together at the same table to encourage a sense of community.
- **Self-Service:** Children are encouraged to help themselves to food passed around the table, promoting independence and decision-making.
- **Healthy Menu:** Meals are freshly prepared, home-cooked, and made with high-quality ingredients to provide nutritious options.
- **Manners and Etiquette:** Good table behavior and manners are taught and reinforced during mealtimes.
- **Menu Transparency:** Weekly menus are posted for parents or guardians to view and stay informed about what their child is eating.
- **Safety Precautions:** All staff are trained in first aid for choking and are present during every meal to ensure the safety of all children.
- By creating a structured yet warm mealtime environment, we aim to teach children essential life skills and foster a positive relationship with food.

Infant/Toddler/Preschoolers Feedings: Eagles Child Care Center (ECCC) Policy

- Eagles Child Care Center (ECCC) requires parents to provide written instructions and a feeding plan for their baby.
- The feeding plan must be updated every **three months** to ensure it reflects the baby's current needs and routines.
- This practice helps us provide the best care and nourishment tailored to each infant's development.

Bottle-Feeding Guidelines

- Infants are held for bottle-feeding until they can hold their own bottle. Bottles are never propped for feeding.

- Feeding occurs "on cue" whenever possible, typically at least every 4 hours and no more than hourly, with a consistent teacher.

Breastfeeding Support

- Nursing mothers are provided a comfortable place to feed their babies.
- Expressed breast milk brought from home must be:
 - Frozen or kept cold during transit.
 - Clearly labeled with the child's name and the date the milk was expressed.
 - Thawed breast milk must be used within 24 hours.
 - Frozen breast milk can be stored in the center's freezer for up to 5 days.
 - All unused breast milk or formula must be returned to the child's home or discarded at the end of the day.

Labeling Requirements

- Breast milk and formula brought from home must be dated and labeled with the child's name.
- Labels must be resistant to wear from washing and handling.

Introduction of Solid Foods

- Solid foods are only introduced after consulting with the child's family.

Children 24 Months and Older

Meal Timing

- No child shall go more than 3 hours without a meal or snack being provided.

Encouragement of Self-Feeding

- Children are encouraged to self-feed as they develop the necessary skills.
- Children are encouraged, but not forced, to eat a variety of foods.

Choking Hazard Prevention

Round, firm foods that pose a choking hazard for children under 4 years old are not permitted.

These include:

- Hot dogs
- Whole grapes
- Peanuts
- Popcorn
- Thickly spread peanut butter
- Hard candy

This ensures a safe and nurturing environment for children to explore their independence while minimizing risks.

HEALTH

Immunizations

Requirements

- Immunizations are required according to the current schedule recommended by the U.S. Public Health Services and the American Academy of Pediatrics (www.aap.org).
- Each December, ECCC consults with the public health department or the American Academy of Pediatrics for updates to the recommended immunization schedule.
- ECCC follows state guidelines regarding attendance of children who are unvaccinated for religious or medical reasons. Unvaccinated children are excluded during outbreaks of vaccine-preventable diseases as directed by the state health department.

Texas Immunization Exemptions

- Texas Administrative Code (TAC) §97.62 covers the conditions under which students can request an exemption from getting immunizations at their child care center. There are three conditions for exemption:
 - If a health care provider determines that it is not safe for them to get a certain vaccine
 - If they are in the United States military
 - If they have a religious or personal belief that goes against getting immunized
 - Parents are required to submit a duly notarized affidavit.

Physicals

Routine Physical Examinations

- In accordance with current recommendations from the American Academy of Pediatrics (www.aap.org), routine physical examinations are required.
- A copy of your child's physical exam must be submitted at the time of enrollment and prior to their start date in the program. This ensures that all necessary health documentation is on file for the safety and well-being of your child.
- Children aged 4 years or older must have a vision and hearing exam and submit it to the Center Admin.
- Families are responsible for ensuring that their child's physical examinations are kept up to date and that a copy of the child's health assessment results are provided to the program.

Illness

Health & Safety

- To protect other children, you may not bring a sick child to the center. The center reserves the right to refuse a child who appears ill.
- You will be called to retrieve your child if your child exhibits any of the following symptoms (this is not an all-inclusive list):
 - Fever
 - Vomiting
 - Diarrhea
 - Contagious rash
 - Severe cold or flu symptoms
 - Other symptoms deemed contagious or potentially harmful by ECCC staff.
- Children will be excluded from all activities until you arrive to take them home.

Note: For more information, please see the Eagles Child Care Center (ECCC) **Illness and Exclusion Policy** attached to the parent introduction packet.

Allergy Prevention:

Notification & Documentation

- Families are expected to notify us regarding children's food and environmental allergies.
- Families of children with diagnosed allergies are required to provide a letter detailing the child's symptoms, reactions, treatments, and care.
- A list of the children's allergies will be posted in classrooms, and kitchen.
- ECCC staff is trained to familiarize themselves with the list to avoid exposing children to substances to which they have known allergies.
- ECCC is required to file a report with the Texas Department of State Health Services no later than 10 business days after administering an unassigned epinephrine auto-injection.
[Required Reporting Form](#)

Medication Administration Policy

- Our center does not administer prescription or over-the-counter medications to children.
- All medications must be handed directly to a staff teacher leader in the classroom, along with specific written instructions for administration.
- Medications must never be left in a child's cubby or given to the child to self-administer.
- Staff teacher leader will document all medication details and dispense medications in accordance with the provided instructions.

Prescription Medication Requirements

Prescription medications require:

- A signed note from the parent/guardian.
- A written order from the child's physician.
- The medication label must include the following information (this satisfies the physician's order requirement):
 - Child's name
 - Dosage and administration time(s) for each medication
 - Current date
 - Frequency of administration
 - Medicine route (e.g., oral, topical, etc.)
 - Physician's name and phone number

Additional requirements:

- All medications must be in their original container.
- Pharmacies can provide medications in two labeled bottles upon request.
- Parents/guardians must specify the dosage **and** time(s) for administration of each medication.

Sunscreen and Insect Repellent Policy

EPA Guidelines

- ECCC follows all recommendations provided by the Environmental Protection Agency (EPA).
- Sunscreen and insect repellent are considered over-the-counter topical medications, and parents must adhere to the following policies:
 - **Written Permission**
 - * Parents must provide written permission for ECCC staff to apply sunscreen and/or insect repellent to their child's exposed skin.
 - * Children without written permission will not have sunscreen or insect repellent applied.
 - **Provision of Supplies**
 - Parents must provide sunscreen and insect repellent for their child.
 - Containers must be clearly labeled with the child's name and placed in a Ziploc bag.
 - **Application**
 - ECCC staff will apply sunscreen and insect repellent before going outdoors.
 - Only the child's designated sunscreen and insect repellent will be used, and children may not share these items with each other.
 - This ensures the safety and proper use of topical medications for all children at ECCC.

Eagles Child Care Center (ECCC) Daily Health Checks Policy

To maintain a safe and healthy environment, ECCC has established the following Daily Health Checks Policy:

Purpose

- Many infectious diseases have incubation periods of less than 21 days, making daily health checks a critical component of managing the health and well-being of children. These checks help identify potential health concerns, including symptoms of illness or injury, and ensure a timely response to any changes in behavior or appearance.

Definition

- A health check involves a visual or physical assessment of a child to detect potential health concerns.
- This includes observing for symptoms of illness or injury and noting any changes in the child's behavior or appearance since their last attendance.

Procedure

- **Drop-Off:** Upon arrival, staff will conduct a quick visual scan of the child.

- **Observation:**
 - The lead teacher for each child will observe and document any unusual or out-of-the-ordinary signs or symptoms.
 - Observations will include visual assessments and discussions with the parent/guardian regarding the child's behavior or appearance.
- **Reporting:**
 - Any concerning observations will be reported promptly to ECCC administrative staff.
- **Notification:**
 - If a child is found to be ill or injured, parents or guardians will be notified immediately, and appropriate actions will be taken.
- **Implementation:**
 - ECCC staff will ensure health checks are conducted thoroughly and in compliance with the outlined procedures.
- **Training:**
 - All staff are required to complete annual training on **Texas Minimum Child Care Standards**, which includes understanding the importance and procedures for conducting health checks.

This policy ensures that health concerns are promptly identified and addressed, safeguarding the safety and well-being of all children in our care.

SAFETY

Clothing Policy

Eagles Child Care Center (ECCC) emphasizes practical clothing that promotes safety and comfort for children.

Dress Code

To ensure safety, comfort, and ease of participation in activities, we kindly ask parents to adhere to the following dress code guidelines:

- **Clothing:**
 - Dress your child in clothing that allows freedom of movement and is appropriate for the weather.
 - Children will engage in a variety of activities, such as painting, outdoor play, sand, mud, play, and sensory activities. Clothing may become stained or worn during these activities, so please select outfits accordingly.
 - To prevent safety hazards, please remove all drawstrings from your child's clothing, as playground equipment may pose risks of entanglement or choking.
- **Footwear:**
 - Sandals, flip-flops, and other open-toed shoes are not suitable for center activities. These types of footwear may restrict participation and increase the risk of injury.
 - Please ensure your child wears closed-toe shoes that are secure and comfortable for active play.

These guidelines are designed to ensure that all children can participate safely and comfortably in the center's daily activities. Thank you for your cooperation!

Extreme Weather and Outdoor Play

Temperature Guidelines:

- Outdoor play will not occur if the outside temperature is greater than 80°F or less than 35°F.
- ECCC will prohibit outdoor play if the temperature reaches 100°F or higher due to the risk of heat stroke.
- When temperatures are consistently above 80°F, outdoor play will be limited as a precaution for the safety of children.

Eagles Child Care Center (ECCC) Water Activities and Outdoor Play Policy

- **Outdoor Play**
 - All children will have daily opportunities for outdoor play twice a day on age-appropriate playgrounds, based on their age group.
- **Safety Monitoring**
 - ECCC staff will continuously monitor weather conditions to ensure children's safety during outdoor play.
 - If weather or temperatures are deemed unsafe, children will engage in active play within the classroom.
- **Water Availability**
 - Water will be readily available to children during and after outdoor or water play activities to keep them hydrated.
- **Summer and Hot Days**
 - During summer months and hot days, ECCC will incorporate sprinklers, water play, and other water-based activities.
 - Parents will be notified in advance of these activities and must dress their children appropriately for water play, including:
 - * **Water shoes:** Sandals, flip-flops, and other open-toed shoes are not permitted
 - * **Clothes:** A complete set of clothes and a towel for changing after water play.
- **Communal Water Play**
 - **Unsupervised communal water play** is strictly prohibited.
 - **Supervised water play** is allowed, with appropriate precautions to prevent the spread of communicable diseases.
 - ECCC staff will closely monitor water safety, especially for infants and toddlers, recognizing that drowning can occur in less than **1 inch (2.5 centimeters)** of water.
- **Water Safety**
 - Continuous supervision will be maintained during all water activities to ensure the safety and well-being of every child.

Eagles Child Care Center (ECCC) Injuries Policy

- **Safety Inspections**
 - Safety is a top priority at ECCC. Daily safety inspections are conducted inside and outside the center to help prevent injuries.

- **Minor Injuries**
 - If your child experiences a minor injury (e.g., a scraped knee), a trained caregiver will administer first aid.
 - An incident report detailing the incident and the actions taken will be provided in writing upon your arrival.
- **Serious Injuries**
 - If an injury causes swelling or requires medical attention, you will be contacted immediately.
- **First Aid Preparedness**
 - Each classroom is equipped with a first aid kit that meets state regulations.
- **Medical Emergencies**
 - In the event of a serious medical emergency, your child will be transported to the hospital immediately by ambulance.
 - While your child is being transported, we will attempt to contact you or your designated emergency contact as quickly as possible.

Biting

- Biting is a normal stage of development that is common among infants, toddlers, and sometimes even preschoolers. Most young children will try biting at least once.
- When biting occurs, our response focuses on caring for and helping the child who was bitten while guiding the biter to learn more appropriate behavior.
- Notes will be written to both the family of the child who was bitten and the biter's family.
- We will work together with both families to keep them informed and develop strategies for managing biting behavior.

Respectful Behavior

- All children and families will be treated with respect and dignity.
- In return, we expect the same from all families.
- We will not tolerate hostile or aggressive behavior. If this occurs, we reserve the right to ask you to control your behavior or to remove your children from our care.

Smoking

- The use of tobacco in any form is prohibited in both indoor and outdoor center environments, including vehicles used by the center. Smoking is not allowed on the center's premises.

Prohibited Substances

- The use of alcohol or illegal drugs is prohibited on the center's premises.
- Possession of illegal substances or unauthorized potentially toxic substances is prohibited.
- Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances is required to leave the premises immediately.

Dangerous Weapons

- A dangerous weapon is defined as any object, such as a gun, knife, or razor, that is capable of inflicting bodily harm.
- Families, children, staff, or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted on the premises.
- In cases that clearly involve a gun, or any other weapon on our premises, the police will be called immediately, and the individual(s) involved will be immediately removed from the premises. This policy applies to both visible and concealed weapons.

Maintain a Clean, Sanitized, and Healthy Environment

- ECCC maintains a clean, sanitized, and healthy environment to help prevent the spread of germs and contagious illnesses.
- We teach your child proper cleanliness and hygiene, including frequent handwashing.

Suspected Child Abuse

- ECCC is required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred.
- The child protective service agency will determine appropriate action and may investigate.
- It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met.
- Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

EMERGENCIES

Emergency, Weather on Ground, and Evacuation Preparedness Plan

Emergency Drills

- ECCC conducts monthly fire and emergency evacuation drills without prior notice.
- If you are present in the building or parking lot during a drill, follow ECCC's procedures and evacuate with the children.
- Do not interrupt drills, as it may confuse the children.
- Staff will continuously communicate updates to parents via Brightwheel, text message, or email, especially during evacuation situations.

Emergency Procedures

- **Primary Responsibility:**
 - In the event of an emergency, ECCC's priority is to move children and staff to the designated safe area.
 - If necessary, children will be relocated to designated alternate shelters.

- Parents authorize ECCC to contact emergency personnel and authorize medical treatment in case of an emergency.

Eagles Child Care Center (ECCC) Fire Safety Policy

Compliance and Safety

- ECCC complies with all local fire codes and regulations. Our priority is the safety of children and staff during a fire emergency.
- The center is equipped with smoke detectors in all classrooms and throughout the building, connected directly with the nearby Fire Station. Additionally, cribs have wheels for easy evacuation if needed.

Fire Drills

- Regular fire drills are conducted at least once a month, varying the time of day and evacuation route to maintain readiness.
- Designated exits are clearly marked, and the building has 3 emergency exits that are always accessible and free of obstructions.
- A Safe Meeting Point is established outside the building for staff and children during an evacuation.

Evacuation Plan

- Staff roles during evacuation are clearly defined, including specific responsibilities for assisting children with special needs, carrying the emergency backpack, contacting emergency services, and conducting headcounts.

Fire Prevention Measures

- Flammable materials are stored appropriately and away from heat sources.
- Regular inspections of electrical cords and appliances are conducted for safety.
- Proper kitchen safety procedures are maintained during cooking activities.
- Smoking is prohibited inside the building and outdoors on the premises.

Staff Training

- ECCC ensures that staff are trained in fire safety, including the proper use of fire extinguishers, evacuation routes, and child safety during a fire.
- Basic first aid and CPR training are also provided to staff to handle emergencies effectively.

Emergency Evacuation Plan:

- A diagram of the emergency evacuation plan is posted in each classroom near the entrance and exit doors.

Medical Emergencies:

- In the event of a medical emergency, ECCC will take appropriate emergency measures, call 911 if necessary, and notify parents immediately.
- **Up-to-date contact information, emergency medical information, and authorization for medical treatment** are essential for all enrollment forms.

Lost or Missing Child

- In the unlikely event that a child becomes lost or separated from a group, all available staff will search for the child. If the child is not located within 5 minutes, the family and the police will be notified.
- In Texas, child care facilities must report a missing child as a serious incident to the state licensing department. ECCC must notify the Texas Health and Human Services Commission (HHSC) as soon as possible, but no later than two days afterward.
- Serious incidents are defined as events that put children at risk, such as a missing child, a serious injury or illness, or a disaster that requires closure of the facility.
- The Texas Health and Human Services Commission (HHSC) regulates child care operations and child-placing agencies to ensure the health, safety, and well-being of children. HHSC's responsibilities include:
 - Investigating complaints about violations of Minimum Standards
 - Allowing and monitoring operations and agencies to comply with state regulations
 - Informing the public and parents about compliance with child care Standards
 - Providing technical assistance to child care providers to comply with Minimum Standards
 - HHSC enforces the minimum standards created by the Texas Human Resources Code, Chapter 42.

<https://www.hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/provider-portal/protective-services/ccl/min-standards/chapter-746-centers.pdf>
- **Eagles Child Care Center (ECCC) Emergency Transportation Policy**
 - In the event your child needs transportation due to a medical emergency, and no other authorized person can be contacted, an ambulance will be called for immediate transport.
 - A trained staff member will accompany the child and remain with them until a family member or emergency contact arrives.

Intruders and Lockout Procedures

- In the event of a lockdown or potential threat at ECCC, the following steps will be taken:
- The **ECCC Director or designee** will inform all classrooms to implement lockdown procedures.
- Parents/guardians will be notified immediately via Brightwheel, text message, or email with complete instructions.
- Lockout procedures will be maintained until the situation is resolved and it is safe for children and staff to resume normal activities.

Parent Communication and Involvement:

- At the time of enrollment, the ECCC Director will inform parents about the child center's fire safety policies and evacuation plan.
- Emergency contact information must be accurate and up to date.
- ECCC teaches age-appropriate fire safety rules to children, such as "stop, drop, and roll" and actions to take upon hearing a fire alarm.

ACKNOWLEDGMENT FORM

_____ I have read and agree to the Eagles Child Care Center Tuition and Payment Policy.

_____ I have read and agree to the Policies included and attached to the Eagles Child Care Center Parent Handbook and Parent Welcome Packet.

_____ I give permission for Eagles Child Care Center to use photographs/videos of my child for advertising, training, and educational purposes and to post them on Shutterfly (no names will be used).

Signature: _____

Date: _____

Signature: _____

Date: _____

IMPORTANT RESOURCES FOR PARENTS

In Texas, parents can contact the Texas Health and Human Services Commission (HHSC) to access information about a child care facility, as HHSC regulates child care operations and can provide details about a facility's compliance with state standards; they can be reached by calling (800) 862-5252 to speak with the Child Care Regulation department.

Key Points on Contacting HHSC Regarding Child Care Facilities in Texas:

- **Function:** HHSC's Child Care Regulation (CCR) program is responsible for overseeing and regulating all child care facilities in the state.
- **Accessing Information:** Parents can use the HHSC website or call the designated number to look up information about a specific child care facility, including licensing status, inspection reports, and any complaints filed against the facility.
- **Concerns or Complaints:** If a parent has concerns about a child care facility, they may also file a complaint through HHSC.
- View the inspection form
<https://childcare.hhs.texas.gov/Public/ChildCareSearch>
- Contacts Licensing: address, phone number, and website
14000 Summit Drive Austin, TX 78728 512-834-3105
- The Department of Family and Protective Services
<https://www.txabusehotline.org>
1-800-252-5400