

Ennis Community Children's School Parent Handbook



Parent Handbook

2023-2024

1 Scheduling and Payment Policy

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(Updated 7-25, 2023)

MISSION STATEMENT

The overall mission of the Ennis Community Children's School is to increase our children's perception of the world around them and become enthusiastic learners. Through activities and play, we aspire to prepare children for educational and lifetime successes with the assistance of parents and the community. We are challenged to provide a child-centered environment to help build critical thinking skills, develop positive self-concepts, facilitate independence and foster cooperation and participation.

FACILITY QUALIFICATIONS

2Scheduling and Payment Policy

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Ennis Community Children's School Parent Handbook

The Ennis Community Children's School is governed and licensed by the Montana Department of Family Services. Under their jurisdiction, we are a licensed day care for children ages 2-12. The family membership is open to all children and their parents regardless of sex, race, handicap, religion or national origin. Each year the facility is inspected for fire, health and safety, record-keeping, and curriculum content by the State Fire Marshal, County Sanitarian and the County Health Inspector/Nurse.

STAFF QUALIFICATIONS

The staff of ECCS includes a director, primary caregivers (teachers) and aides. The positions have varying roles and experience in childcare. All staff members work together to develop and implement the curriculum and daily structure of activities for the facility.

Teri Larson, Director
Sarah Bell, Teacher
Liz Oleary, Teacher
Lori Jackson, Teacher
Cassidy Straszewski, Teacher

ROLE OF BOARD OF DIRECTORS AND STAFF

Chairperson- Responsible for public relations, board meetings, fundraising and contributions, legal documents, building maintenance, health and safety and general administration.

Vice Chairperson- Responsible for conduct of all school employees.

Secretary- Responsible for correspondence, board minutes, and administrative records.

Treasurer- Responsible for accounts payable and all other disbursements, financial records and reports, and

3Scheduling and Payment Policy

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Ennis Community Children's School Parent Handbook

overview of Bookkeeping staff.

Board Members at Large- Responsible for fundraising activities and for the organization and facilitation of the School.

Staff- Responsible for daily activities, scheduling field trips, discipline, testing and records, and health and safety of children.

Chairperson:

Parker Redmond

Vice-Chairperson:

Lindsey Wilson

Secretary:

Erika Bartlett

Treasurer:

Jessica Harvey

Members at Large:

Megan Slevin

Communication to all board members: boardofdirectors.eccs@gmail.com

Communication with Director: ennisccs@gmail.com

GOALS OF THE FACILITY

The goals of our activities reflect the philosophy of the Montana Early Learning Standards which is to promote the social, emotional, intellectual (cognitive) and physical development of each child. These standards "ensure

4Scheduling and Payment Policy

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Ennis Community Children's School Parent Handbook

that children from birth to age five have the skills and knowledge they need to achieve success in learning and reach their full potential in life". While striving to attain maximum development in these areas, our overlying concern is with the child's self-esteem. Montana Early Learning Standards can be found at opi.mt.gov/curriculum/earlychildhood.

The most important goal of our early childhood activities is to help children become enthusiastic learners. This means encouraging children to be creative explorers who are not afraid to try out their ideas and to think their own thoughts. Our goal is to help children become independent, self-confident, inquisitive learners. We are teaching them how to learn, not just in a day care facility, but all throughout their lives. We are allowing them to learn at their own pace and in ways that are best for them. We are helping them learn good habits and attitudes, particularly a positive sense of themselves, which will make a difference throughout their lives. Our activities identify goals in all areas of development:

- **Social:** to help children feel comfortable in their environment, trust their new environment, make friends, and feel they are a part of the group.
- **Emotional:** to help children experience pride and self-confidence, develop independence and self-control, and have a positive attitude toward life.
- **Cognitive:** to help children become confident learners by letting them try out their own ideas and experience success, and by helping them acquire learning skills such as the ability to solve problems, ask questions, and use words to describe their ideas, observations, and feelings.
- **Physical:** to help children increase their large and small muscle skills, and feel confident about what their bodies can do.

The activities we plan for children, the way we organize the environment, select toys and materials, plan the daily schedule, and talk with children, are all designed to accomplish the goals of our child care facility and give your child a successful start in learning.

The play world is the child's natural medium for personal growth and positive learning. Young people are the masters of this magic realm- they play and are the most influenced by play. Their play is both serious business and pure fun. At its heart, it signifies nothing less than how they will be in this world.

5 Scheduling and Payment Policy

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Ennis Community Children's School Parent Handbook

DAILY SCHEDULE

We are open from 7:30 A.M. to 5:30 P.M. Monday through Friday. We are closed on all major holidays and some days preceding or following. Any closures will be made known in advance and in writing. Since we concentrate on our most structured learning play between 8:30 and 11:00, we ask that all children are given the chance to participate by being dropped off by 8:30. This ensures that your child will get the most out of the morning routine, as well as giving respect to the children already present, so they are not interrupted in their focused activity.

A typical day might look like this:

7:30	Children arrive and begin morning activities
8:30	Centers
9:00	1st snack
9:30	Circle Time
10:00	Curriculum
11:00	Lunch
11:30	Outside
12:30	Settle Down
1:00	Nap Time
2:30	2nd snack
3:30	Outside Time
4:30	Clean up
5:30	Pick up

We do not try to rush through an activity to fit more in one day. If an activity is going well and children are interacting, we let the project go on for a while. We strive to learn to read the moments of good interaction between children, as they learn much about life from this.

6Scheduling and Payment Policy

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Ennis Community Children's School Parent Handbook

ECCS CLOSURES

ECCS is closed for Labor Day, Thanksgiving and the day after, Christmas, New Year's Day, Memorial Day, Independence Day and weekends. Please pay attention to the monthly activity calendar as it is intended to inform you of any upcoming ECCS closures, as well as scheduled Ennis Public School District closures. If an emergency closure occurs at ECCS, parents/guardians will be notified as soon as possible. We will send out surveys to assess further closures around holidays.

FINANCIAL INFORMATION

Rates: Two days per week: \$300 per month

Three days per week: \$425 per month

Five days per week: \$650 per month

\$35 per day for drop-in (if space is available)- Billed at the end of the month

A 25% discount rate is given on second (or more) children.

A \$25.00 late pick-up fee will be charged to your bill if you are not present at ECCS by **5:30 pm** to pick-up your child.

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PARENTAL INVOLVEMENT

Parent involvement is an important component of this program based on the belief that the best environment for children exists when there is a close family-child care facility relationship. Parents and guardians of current students are the most influential factor affecting the success of ECCS. Because parents and guardians have the greatest personal knowledge of ECCS's operation, their support is necessary to convey the important role of ECCS in the community and region. Efforts that parents and guardians make to improve the facility directly benefit the experience of the students enrolled. ECCS cannot continue to exist without its fundraisers and help from our parent members.

7Scheduling and Payment Policy

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Ennis Community Children's School Parent Handbook

Here are just a few ideas of how you can help ECCS:

- We welcome parents to help us out by providing items needed to run our center on a daily basis. These items may include: arts & crafts materials used for projects and activities at ECCS, laundry soap, dishwashing detergent, disinfecting wipes, etc. Please ask the Director for a list of current needs.
- Any contribution for repairs, weekly chores, or projects that you, as an involved parent can do, helps keep the cost of your child's care at its minimum. Please check with staff members to learn what assistance may be needed most.
- Activities are planned where family members may come to ECCS for special events. We also ask parents to become involved in our field trips and events, which are vital to the continued success of our program. Do plan to visit ECCS! We would love to have you! Parents are welcome to come and volunteer their time and spend time with his or her child during the day. Please communicate with the Director in regards to your visits.
- Since we are a non-profit organization, ECCS relies on income from fundraisers throughout the year to support our budget. **Parents are required to participate in the fundraisers/projects/work day throughout the year.** Parents will have the opportunity to sign-up to volunteer throughout the year via notice. If you do not participate, you will be graciously donating \$75 to ECCS per missed fundraisers/projects/work day.
- The Golf Tournament is a huge fundraiser to help keep tuition down. We ask that you sell the required amount of ball drop tickets (per child) or you will be charged \$200 (per child). We also ask that participate in selling sponsorships, obtain raffle items, pin prizes, donations, etc., and any other needed assistance.

DISCIPLINE POLICY

Discipline is a whole system of teaching. Effective discipline is occurring all the time, not just when children

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Ennis Community Children's School Parent Handbook

misbehave. It is never used to humiliate or shame a child. At ECCS any disciplinary action taken is to redirect the children towards positive behavior. Our goal is to empower children to “own their behavior” and learn to make good choices through setting clear expectations, informing children of consequences, following through, consistency and redirection.

Children are encouraged to use their words and talk through conflicts when they arise, with the teachers there as mediators rather than problem solvers. We do provide them with the tools needed to achieve this with their peers as well as teachers and adults. This includes learning to identify feelings and recognizing when we feel them, learning appropriate expression of these feelings, a safe place to calm down and the stages of working out a problem (everyone gets a turn to listen and to talk, respectfully).

Just as the parents have expectations of us, as a center, we have expectations of every child who attends. Our expectations are as follows: respect for self, peers, adults and our environment, the ability to participate in daily activities such as circle, snack, centers, rest time etc. in a non-disruptive manner and the ability to change a behavior with some redirection.

We realize each day is different for every child. Redirection of behavior is expected when working with children but when redirection is becoming constant, or more than usual, we will contact you, as the parent, for insight. This may be a phone call or a quick conversation at pick up or drop off. We respect the confidentiality of each child/family and strive to keep it. Therefore, we will choose a method with this in mind.

DISCIPLINE CONSEQUENCES

Aggressive Behavior: We are constantly helping children identify their feelings at ECCS and while all feelings are normal, how they handle their emotions is the real tool we're trying to teach. There are some behaviors we know will have to be redirected, such as: hitting, pushing, grabbing, kicking, and throwing items or destructive behavior to the environment, themselves or others. Aggression can be a natural reaction to some situations but is always redirected. We want children to know “it's okay to be mad but our hands are for helping” (our feet are for running, etc.).

9Scheduling and Payment Policy

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Ennis Community Children's School Parent Handbook

These behaviors will be redirected as needed. When an aggressive behavior continues despite the help of the staff, you, as the parent, will be contacted. If we continue to see aggressive behavior throughout the day you will be asked to pick up your child for the rest of the day. If you have been called three (3) times in one month, a meeting with the Board of Directors will be set up to determine the future of your child's attendance at ECCS. Please keep in mind that the safety of the children is our main concern and we want ECCS to be a pleasant, safe place for everyone.

When a child is involved in an incident, a staff member will fill out the Incident Report and notify the Director. This report will be provided to the parent/guardian by the end of the day and the parent/guardian will sign the report. The parent/guardian is offered a copy for their records. Depending on the severity, the Director will notify the Board. The Director and the Board will determine if Child Care licensing and/or CPS needs to be notified. They will follow procedures directed by the licenser and CPS.

Aggressive and inappropriate behaviors are not tolerated at ECCS. At the discretion of the staff on premises, the action may be corrected at the moment if appropriate in our environment. Any behavior deemed aggressive or inappropriate by an ECCS employee may result in an incident report and/or a temporary suspension. Depending on the severity, parents may be called to pick up their child and a meeting with the Board of Directors may be scheduled before the child may return.

DEVELOPMENTAL READINESS

We believe home and childcare together form a positive support system for the growing child. Parents are always kept informed of their child's progress. Sometimes a child experiences difficulty adjusting to the ECCS environment for a variety of reasons. She/he may not yet be ready for a somewhat structured experience or may be experiencing problems the teaching staff is not qualified to diagnose or handle. In such a case, the director may hold a conference or simple discussion with parents to determine a course of action which is in the best interest of the child. This may involve the following: a nurse, social worker, director, teachers, psychologist, occupational therapist, and speech-language pathologist. No action will be taken without parent consultation,

10 Scheduling and Payment Policy

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Ennis Community Children's School Parent Handbook

but recommendations may be made which consider the child and his/her parents as well as our program.

If at any time parents have a concern about their child's progress or ability to progress, remember all of the professionals listed above are available to us, free of charge, through the public school system for consultation and evaluations.

RECORDS

You must fill out several forms before your child's first day at ECCS. These include a preschool service contract, immunization records and emergency information record. Additional forms may have to be filled out as required by state or agencies every year to insure our licensing requirements.

EMERGENCY INFORMATION CARDS

ECCS must have a complete emergency information card on file for all children.

This gives permission for emergency treatment for each child, contact information for any other persons authorized to pick up your children, and any person responsible for your child if you are out of town during the ECCS session. Parents are responsible for keeping their child's emergency information card current.

PICK-UP POLICY - CHILD SAFETY

Our concern for the safety of your children is our highest priority. The following guidelines will be followed regarding the release of children to adults.

1. No child will be released to a person other than a parent or guardian without the verbal or written permission of the parent or guardian as indicated on the Emergency Card and Pick-up Authorization form. If a parent/guardian desires his or her child be released to another person not indicated on the Emergency card the following information must be received in writing, or a phone call may be accepted if the teacher is certain to whom they are speaking.
 - name of person the child is to be released to
 - time when the child is to be released and returned
 - purpose of the release

11 Scheduling and Payment Policy

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Ennis Community Children's School Parent Handbook

2. Exceptions may be made in case of an emergency. The determination of an emergency is made by the teacher in charge.
3. No child less than First Grade will be permitted to walk home or to another destination unless the parent or guardian gives their permission for them to walk with an older sibling to a specific destination.
4. With regards to divorced or separated parents:
 - A parent without custody may have access to his/her child or have them released to him/her with written permission of the parent with custody.
 - Where applicable, parents with custody should inform the school of custody arrangements and, if necessary, provide a court order (restraining order) which will be kept on file. Without this court order ECCS cannot legally prevent non-custodial parents from taking the child from the school.

PREVENTION OF SHAKEN BABY SYNDROME AND ABUSIVE HEAD TRAUMA

Belief Statement

We, ECCS, believe that preventing, recognizing, responding to, and reporting shaken baby syndrome and abusive head trauma (SBS/AHT) is an important function of keeping children safe, protecting their healthy development, providing quality child care, and educating families.

Background

SBS/AHT is the name given to a form of physical child abuse that occurs when an infant or small child is violently shaken and/or there is trauma to the head. Shaking may last only a few seconds but can result in severe injury or even death. This policy has been developed in compliance with Montana Licensure of Child Care Facilities State Law Rule 37.95.169.

Procedure/Practice

Recognizing:

12Scheduling and Payment Policy

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Ennis Community Children's School Parent Handbook

Children are observed for signs of abusive head trauma including irritability and/or high pitched crying, difficulty staying awake/lethargy or loss of consciousness, difficulty breathing, inability to lift the head, seizures, lack of appetite, vomiting, bruises, poor feeding/sucking, no smiling or vocalization, inability of the eyes to track and/or decreased muscle tone. Bruises may be found on the upper arms, rib cage, or head resulting from gripping or from hitting the head.

Responding to:

If SBS/ABT is suspected, staff will:

- Call 911 immediately upon suspecting SBS/AHT and inform the director/owner.
- Call the parents/guardians.
- If the child has stopped breathing, trained staff will begin pediatric CPR.

Reporting:

Instances of suspected child abuse and neglect are reported within 24 hours to the department child abuse hotline at 1 (866) 820-5437.

Prevention strategies to assist staff in coping with a crying, fussing, or distraught child

Staff first determine if the child has any physical needs such as being hungry, tired, sick, or in need of a diaper change. If no physical need is identified, staff will attempt one or more of the following strategies:

- Rock the child, hold the child close, or walk with the child.
- Stand up, hold the child close, and repeatedly bend knees.
- Sing or talk to the child in a soothing voice.
- Gently rub or stroke the child's back, chest, or tummy.
- Offer a pacifier or try to distract the child with a rattle or toy.
- Take the child for a ride in a stroller.
- Turn on music or white noise.
- Other

In addition, the facility:

13 Scheduling and Payment Policy

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Ennis Community Children's School Parent Handbook

- Allows for staff who feel they may lose control to have a short, but relatively immediate break away from the children.
- Provides support when parents/guardians are trying to calm a crying child and encourage parents to take a calming break if needed.

Prohibited behaviors

Behaviors that are prohibited include (but are not limited to):

- shaking or jerking a child
- tossing a child into the air or into a crib, chair, or car seat
- pushing a child into walls, doors, or furniture

Resources

- Contact DPHHS

Communication

Parents/Guardians

- ECCS will review the policy with parents/guardians of currently enrolled children up to five years of age.
- A copy of the policy will be given and explained to the parents/guardians of newly enrolled children up to five years of age on or before the first day the child receives care at the facility.
- Parents/guardians will sign the handbook to acknowledge reading this policy.
- The child care facility shall keep the signed parent acknowledgement form in the child's file.

CHILD ABUSE POLICY

ECCS is governed by the State of Montana and has adopted the Ennis Public School Child Abuse Policy. This policy establishes the appropriate method and forms to be completed when reporting to the proper authorities suspected child abuse and/or neglect. This policy has also been developed to conform to the provisions of Montana Law relating to child abuse and or neglect. Under section 41-3-201 of Montana Law it is required of

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Ennis Community Children's School Parent Handbook

any person who suspects a child is being or has been abused to report this suspicion to the proper authorities.

ILLNESS

To insure a POSITIVE, HEALTHY experience for all children, ECCS will initiate the following procedures regarding illness:

- Parents will be asked to take home any child who arrives at school with signs/symptoms of being ill or becomes ill while at school.
- The staff has the authority to exclude children from school for illness or other health related reasons.
- If your child cannot play outside because he or she has a cold, please keep them home until they are well. We cannot leave a child inside alone while the other children enjoy their outside play.
- Parents, or other authorized contact, will be notified immediately if their child experiences one of the following:
 - vomiting
 - fever
 - is suspected of ingesting poison or other toxic substance
 - other symptoms of illness that prevent the child from participating in ECCS activities
- In the case of possible ingestion of poison or toxic substances, in addition to calling the parent or authorized contact, we will immediately contact the poison control center.
- Please follow this chart for when your child is sick.








15 Scheduling and Payment Policy

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Ennis Community Children’s School Parent Handbook

I NEED TO STAY HOME IF...

I HAVE A FEVER	I AM VOMITING	I HAVE DIARRHEA	I HAVE A RASH	I HAVE HEAD LICE	I HAVE AN EYE INFECTION	I HAVE BEEN IN THE HOSPITAL
						
Temperature of 100 degrees F or higher	Within the past 24 hours	Within the past 24 hours	Body rash with itching or fever	Itchy head, active head lice	Redness, itching, and/or pus draining from eye	Hospital stay and/or emergency room visit

I AM READY TO GO BACK TO SCHOOL WHEN I AM...

Fever free without the assistance of medication for 24 hours (i.e., Tylenol, Motrin, Advil)	Free from vomiting for 24 hours.	Free from diarrhea for 24 hours.	Free from rash, itching or fever. I have been evaluated by my doctor if needed.	Treated with appropriate lice treatment at home.	Free from drainage and/or have been evaluated by my doctor if needed.	Released by my medical provider to return to school.
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If your child has strep throat or another bacterial infection, he/she should stay home until the antibiotic has been given for at least 24 hours and your health care provider has given permission for your child to return to school. We encourage you to seek medical attention when your child is sick and to follow your health care provider’s recommendations about returning to school and other activities.

MEDICATION AND INJURY

Parents need to discuss giving prescriptions and over the counter medicines with the teacher(s). A *Medication Authorization Form* must be completed by the parent indicating the name of medication, how the medication is

16Scheduling and Payment Policy

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Ennis Community Children's School Parent Handbook

to be administered, the amount to be administered and the times when medication is to be administered. Prescription medications must be brought to ECCS in the prescribed bottle.

FIRST AID EMERGENCY

In the event of a medical emergency situation, all staff have been certified in First Aid and CPR and would administer aid to the child according to what would be appropriate. For example, 911 or Poison Control would be called.

In less dire situations, our staff would try and contact one of the child's parents/guardians first. If the parent/guardian was unavailable, the director would attempt to contact the other emergency contact people listed on the child's emergency contact sheet.

When the child suffers a bump or scrape that is not an emergency, it is our policy to send home a report describing what happened to the child, along with what care was administered. Parents must sign this report and give it back to a teacher or director, a copy can be requested and given to the parent.

PROCEDURES FOR INJURIES AND MEDICAL EMERGENCIES

1. Child is assessed and appropriate supplies are obtained, and the Director is immediately notified.
2. First Aid is administered. Nonporous gloves are used if blood is present.
 - If the injury/ medical emergency is life-threatening, one staff person stays with the child and administers appropriate first aid, while another staff person calls 911. If only one staff member is present, person assesses for breathing, circulation, administers CPR for 1 minute if necessary, and then calls 911.
 - If further information is needed, staff trained in First Aid refer to the First Aid Guide.
 - If the Director is not available to, the staff member shall call the parent/guardian or designated emergency contact if necessary. For major injuries/medical emergencies, a staff person will remain with the injured child until a parent/guardian or the emergency contact arrives, including during transport to a Hospital.

17 Scheduling and Payment Policy

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Ennis Community Children's School Parent Handbook

- An injury is always recorded on the Injury Log. The entry will include the child's name, staff involved, and a brief description of the incident. We maintain confidentiality of this log by keeping a cover sheet over the log.
- The Child Care Licensor is called immediately for serious injuries/ incidents which require medical attention. This is done by the Director.
- Staff will record the injury/ medical emergency on Accident/ Injury/ Incident Report which is kept in a file in each classroom.

Recording for non-life threatening injury

- When a child suffers a bump or scrape that is not an emergency, a staff member will fill out an owie report. This report will be given to the parent/guardian by the end of the day. The parent will sign the owie report and is offered a copy for their records. Once the owie report is signed, it is filed with the Director.

Recording for life threatening injury or medical emergency

- When a child suffers a medical emergency or life threatening injury , a staff member will fill out the state issued Accident Report. This report will be provided to the parent/guardian as soon as possible and the parent/guardian will sign the report. The parent/guardian is offered a copy for their records. Once the owie report is signed, it is filed with the Director. The Director will send it to Child Care Licensing no later than the day of the incident.

PANDEMIC PLAN

In the event of a pandemic in our area, you will be provided with a school policy specific to the pandemic.

POTTY ACCIDENTS

It is a requirement that your child is potty trained by their start date at ECCS. All potty accidents will be treated with the utmost respect for the child. You are required to have a clean set of clothes, labeled with your child's name, in their cubby. If a child wets themselves or has a bowel movement a teacher will contact a parent to let

18Scheduling and Payment Policy

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Ennis Community Children's School Parent Handbook

them know. Upon an accident occurring, we will help your child into fresh clothes, but the soiled clothing will be put into a plastic bag for cleaning at home. Please remember to return an extra set of clean clothes the next day. If your child is having frequent accidents at home due to an illness or other circumstances please notify the school. If a child has three (3) accidents (wet or bowel movement) within a short period of time the parents will be asked to meet with the director and/or teacher. It is the decision of the staff and director to determine whether the child is actually potty trained. The director has the authority to exclude children from school whom they believe are not potty trained.

LUNCH AND SNACKS

Children need to bring a healthy lunch and water bottle each day. Try to remember they are not adults and while they eat well it is easier to finish an amount equal to their size than to have an insurmountable mound of food. Each child is expected to eat the healthy portion of the meal sent before going onto the treats. If your child does not eat his/her meal, the staff will repack the lunch into the original containers to be sent home with the child. There is a microwave at the school for heating portions of children's lunches that are packed in microwave safe containers. A lunch box including a small thermos (or juice box) and room for sandwiches and fruit is the best container for children's lunches. These are easy for children to manipulate themselves.

ECCS participates in the Child and Adult Care Food Program (CACFP) to provide healthy snacks twice daily. Menus are posted at ECCS for the current and upcoming week. Each family will be asked to complete an Income Eligibility Form with registration packet to determine the highest level of reimbursement for our facility. If your child does not want the snack offered they do not have to eat it, however, no other option will be offered. We encourage children to try a "no thank you helping" of each snack item in order to expose them to different nutritious foods. If your child has special dietary needs (i.e. allergy or food intolerance), please communicate with ECCS staff who will ask you to complete the *Medical Statement to Request Special Meals and/or Accommodations* form. This information will help determine appropriate substitutions for your child and will be kept confidential. Snacks are not intended to take the place of a child's breakfast or lunch. Be sure your child eats a good meal before coming to ECCS. Parents are encouraged to bring healthy snacks whenever they want. Healthy snacks include fruits, vegetables, cheese, bread, crackers, juices, etc. Please consult our staff for further suggestions. Birthdays are celebrated at ECCS so special snacks for your child's birthday are

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Ennis Community Children's School Parent Handbook

welcome.

TOYS

Books to share are always welcomed. Toys brought from home can easily get misplaced or even broken, we prefer your child enjoy them at home. Show and Tell days are scheduled throughout the month for children to bring in their item of choice and toys can be brought only on those days.

FIELD TRIPS

The children are sometimes taken on field trips to places of interest in the area. The Parent Contract sheet asks that you indicate permission for any walking field trip. Whenever a trip entails transportation by motor vehicle, parental permission forms must be signed before a child may participate. The form will be given out with as much advance notice as possible. There may be an additional fee required for some field trips.

COMPLAINT AND GRIEVANCE

It is our goal to strive for quality and excellence in the care of your child. Therefore any positive comments or suggestions are greatly appreciated and can be made to the Director of the facility. We always welcome your input and feedback toward the care of your child. The Director appreciates questions, or discussions of any kind that affect a positive outcome for your child. However, if you feel that there is a problem concerning the facility or a staff member, please follow the steps as listed:

1. Speak with the educator involved with your child.
2. Allow follow up from the educator to you.
3. If you are still not satisfied with the results of your concerns, please make an appointment to personally talk to the Director.

All comments made to staff members are relayed to the Director, so that the Director is aware of any problems or issues. If a complaint is made, the Director will listen carefully to the issue that the parent has, and will attempt to work with the parent(s) to rectify the problem. At this time it may be appropriate to discuss any other issues that the Director may feel is important concerning the child in the context of the complaint.

20Scheduling and Payment Policy

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Ennis Community Children's School Parent Handbook

We feel that communication is essential to the success of your child's care. We must make sure that we can openly share any concerns or questions that may arise. We believe in an open door policy and encourage parents to feel free to call and check on your child's day if you have any concerns. We understand that, to you, the most important person in the entire center is your child and we respect that fact and in turn treat your child with just as much respect. We try to put ourselves in the parents place and we recognize that you have a right to expect the best care possible for your child.

Communication between parents and staff members is very important. We encourage daily interaction between parents and staff to ensure that as parents you are kept abreast of how your child's day was and that you are made aware of any specific incidents.

Also, it is equally important that staff members are kept abreast of any concerns parents may have about your child at the center and/or at home that may assist in the care of your child.

All comments are taken very seriously and we will all do our best to ensure your complete satisfaction. We aim to keep parents stress-free and self-assured knowing that their children are in our loving care.

CONFIDENTIALITY

ECCS takes the responsibility of maintaining the confidentiality of all persons associated with our school very seriously. Parents need to be aware of the confidentiality of all children, families and employees, not just their own. Any parent who shares any information considered to be confidential, pressures employees or other parents for information, which is not necessary for them to know, will be considered a violation of the Confidentiality Policy and will be dismissed from the program.

CURSING/SWEARING

Parents and visitors must understand young children are present in our building. Some adult language is not appropriate for young children and some adults. ECCS prohibits offensive words on our premises, this including but not limited to, swearing or cursing. Please also be mindful of music that may be heard from your vehicle in our parking lot.

21 Scheduling and Payment Policy

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Ennis Community Children's School Parent Handbook

THREATS AND CONFRONTATIONS

From time to time, parents may have questions about their child's care and education. ECCS promotes open communication and discussion. We expect parents to handle disagreements in a calm and respectful manner. Threatening staff, children, or other parents will not be tolerated. ECCS has the right to terminate care in the event of disruptive behavior from any parent, guardian or visitor. In order to maintain safety, all threats will be taken seriously. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law.

NONDISCRIMINATION STATEMENT AND COMPLAINT PROCEDURE

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue SW, Washington, D.C., 20250-9410 or call (800) 795-3272 (TTY). USDA is an equal opportunity provider and employer.

TERMINATION OF ENROLLMENT

The first two weeks of childcare are to be an adjustment (assessment) period. It is our responsibility to let the parent know if the child seems unhappy or the arrangement is unsatisfactory for any other reason. It is the parent's responsibility to let us know the same. The parent or ECCS can terminate the contract anytime during the adjustment period in writing on or before the 14th day of care.

ECCS will provide the parents with one month's written notice if we are no longer able to care for your child. You are still responsible for paying the monthly fees during this notice regardless, whether your child attends or not.

We can and will terminate our child care arrangements immediately for any of the following reasons (but not solely limited to):

- Failure to comply with the contract.
- Destructive or hurtful behavior of a child that persists even with parent cooperation in stopping the

22Scheduling and Payment Policy

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Ennis Community Children's School Parent Handbook

behavior.

- Non-Payment of childcare fees or late and/or recurring late payment of fees.
- Failure to show up for 5 days in a row without any communication.
- Failure to complete required forms.
- Inability to meet the child's needs without additional staff.
- Blatant disrespect towards the provider or any employee.
- If parents knowingly bring their child ill.
- Conflict between parent / ECCS
- Extreme Behaviors

All decisions to terminate enrollment must be made by the ECCS Board of Directors.

**The board of directors and staff reserve the right to adapt existing and implement new policies as deemed necessary. A minimum of one-month notice will be provided for any policy change.

This document was revised July 2023 and replaces all other versions to date.

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Ennis Community Children's School Parent Handbook

PARENT HANDBOOK ACKNOWLEDGMENT FORM

I, _____
acknowledge that I have received and will abide by the ECCS Parent Handbook dated 2023-2024.

Signed: _____

Dated: _____

*Please sign, date, and return to ECCS

24Scheduling and Payment Policy

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