

Welcome to Endless Discoveries

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

Our Philosophy and Goals

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

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

Organized Routines

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

Outside Play

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

NAC National Accreditation Commission for Early Care and Education Programs

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



823 Towne Court
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Communication

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

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

Enrollment

Enrollment will be deemed complete when the following forms are complete, and the registration and first month tuition has been received.

- Registration and Enrollment Form
- Child Immunization Record
- Emergency Authorization
- Enrollment Acknowledgement
- Tuition Contract

Safety, Security and Health

Training

The State of Texas requires all professionals in the child-care field to complete at least 15 clock hours of training per year. We will complete these hours during two in-service days, President's Day and Columbus Day, as well as during our staff monthly meetings. Endless Discoveries will be closed during the in-service days, so you will have to make other arrangements if child care is needed during those days.

Health and Illness

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

Medications

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

1. Prescription medications should be in the original container labeled with the child's name, date, directions, and the physician's name.
2. Non-prescription medication must be in the original container and labeled with the child's name and date it was brought. Either a health personnel or the child's parent must approve the medication in writing. This includes all diaper cream.

Release Policy

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

Procedures for Medical Emergencies

For parents' peace of mind, Endless Discoveries has procedures in place for emergencies. Listed below are the steps we will take for each situation.

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

Minimum Standards and Important Numbers

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

- Texas Department of Family and Protective Services: www.tdfps.state.tx.us
- Child Abuse Hotline: 1-800-252-5400

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Transportation

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

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

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

Water Play

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

Pets

Endless Discoveries does not have pets on the premises and will discuss the matter with each parent if this were to change. Endless Discoveries may maintain a fish tank for all to enjoy.

Security

Endless Discoveries is very secure, equipped with a card reader system for entry through the front door. In order to enter our building, persons need to have either an active security card or an escort. No unfamiliar persons are able to enter the building without having proper identification. With our card reader system, each family is issued one card upon enrollment. If an additional card is needed, a \$5.00 charge will be posted to the family's account, to be paid with the next tuition payment. In the case of withdrawal, cards will be deactivated and need to be returned to the office.

Internet Viewing

Endless Discoveries has a camera system throughout the entire building. This viewing system is in place for two reasons: for family members to see their children throughout the day and for management to watch over the activities of each classroom. The viewing system subscription is paid for through each child's tuition, so no extra money is required to use the system.

Student Accident Policy

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

Yearly Updates

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

Gang-Free Zone

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

Our Programs

Parental Visitation

Endless Discoveries has an open door policy extended to every parent who has a child attending. These visits can be at anytime and does not require prior approval. It is the belief of Endless Discoveries that the most important people in your child's life are their parents and your involvement in their development is welcomed.

Infant & Toddler Program (0-24 Months)

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

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

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

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

Preschool Program (2- to 4-Year Olds)

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

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

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

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Pre-Kindergarten Program (4-Year-Olds)

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

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

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

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

Private Year-Round Kindergarten (5-Year-Olds)

Endless Discoveries believes a great school experience starts here. The best kind of learning happens when children are having too much fun to notice. Activities are developed that stimulate children's natural curiosity, allow them to independently explore the different centers offered in the classroom, and guide them to form a love of learning that will carry them through their education. Lessons are tailored to meet children's individual needs and to give them opportunities to explore, question, communicate, and create in a fun, supportive environment. With two teachers, one of whom is a certified Master Teacher recognized by the Texas Education Agency (TEA), and 26 available spots for students, our Private Kindergarten program uses The Creative Curriculum, along with many other resources.

Our Private Kindergarten program accepts 4-year-olds with birthdays through December 31 based on the best interest of the child as determined by parents and teachers. Our curriculum fulfills the Texas Essential Knowledge and Skills (TEKS) guidelines that are set forth by the TEA and recognized by the Eagle Mountain-Saginaw Independent School District. Upon completion of our Private Kindergarten, children under the school's age requirement for first grade need to undergo testing to be accepted into their first grade program. As stated in the Eagle Mountain-Saginaw admission policy, "Underage students shall not be permitted to enter the first grade without completing an approved kindergarten program and receiving the approval of the Superintendent or designee; such students shall be enrolled only when the administration has determined that adequate facilities are available both in terms of classroom space and teacher load."

In conjunction with the Education Code attendance policy, Endless Discoveries observes the following attendance requirements. The school day commences at 8:00 a.m. and concludes at 3:00 p.m. Students may arrive earlier than 8:00 a.m., but will be considered late if they are not in attendance by 8:00 a.m. Parents may pick up their child at 3:00 p.m. or later. Students must attend all school days, unless there is a medical condition, appointment with a health practitioner, or other special family matters approved by the director. If the student is absent from school on ten or more days within a six-month period in the same school year or on three or more days or parts of days within a four-week period without an excuse, Endless Discoveries may be forced to fail the student. Our school calendar will be passed out at the beginning of each school year, with holidays and six-week periods noted.

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

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

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

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

At Endless Discoveries, school-age children (kindergarten through age 13) experience an innovative before- and after-school program. We tailor our program to a club environment so that children can independently find engaging activities that build on their natural curiosity. Our school-age program is broken down into three age specific groups so each child is able to develop social skills such as listening, sharing and cooperation with other children their age. We provide an environment that is safe, healthy and stimulating by allowing an ample area and activities that are fun and age-appropriate.

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

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

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

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

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

Extracurricular Activities

Endless Discoveries offers a variety of different extracurricular programs throughout each month. These programs are offered separate from your family's monthly tuition.

- [Hooked On Phonics](#) by Gateway Educational Products: This program will be taught by an Endless Discoveries teacher that is trained in teaching the program. We will have a group size of five to six children and will complete 10-15 minute sessions four times a week.
- [Dance](#): Available for children aged three and above.
- [Stretch-N-Grow](#): An educational and fun way for children to learn how to stretch and exercise.
- [Computer Classes](#): Children aged two through four may participate in one of two programs.
- [Music](#): Available for all age groups.

General Policies

Fees

A one-time non-refundable enrollment fee will be charged per child upon registration. Tuition is due monthly, payable in advance on the 1st business day of the month. If your family chooses, you may split the monthly rate to be paid on the 1st and the 15th day of the month. An additional \$10.00 charge is accrued for bimonthly payments. A late payment fee of \$10.00 will be charged for every business day after the payment due date. We are unable to hold checks for a later date. If payment has not been received by the end of the third business day, enrollment will be terminated. A waiting list fee of \$15.00 is charged for every child hoping to be enrolled upon availability. Monthly tuition remains the same for months with absences or holidays.

Payment Methods

You may pay by cash, money order, or personal check. Online bill-pay is also acceptable with your last name as the account number. If insufficient funds occur, a \$25 fee will be charged to your account and the full tuition amount in cash or money order will be due no later than one business day later. For accounts with two insufficient fund notices, cash or money orders will be required thereafter. A receipt will be issued every year, or upon request.

Hours of Operation

Endless Discoveries will be available to care for children from 6:30 AM to 6:00 PM, Monday through Friday. It is recommended that your child be restricted to 10 hours per day in child care for the welfare of your child. If your child will not be attending on any given day, a courtesy call is required by 9:00 AM. If your child remains after 6:00 PM, we will charge \$5 per child for every five minutes thereafter, to be collected upon arrival. At 6:15 PM if your child has still not been picked up, our staff will begin to contact every phone number listed on your child's enrollment paperwork. If no one can be contacted, Endless Discoveries is required to notify Child Protective Services (CPS) and the local police department.

Sign In/Out Procedures

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

Personal Items

Parents will provide diapers, wipes, a change of clothes, and diaper cream. These items may be stored at the school and replenished as required. Each child will be provided a cubby to store all personal items.

School Calendar

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

Vacation

Endless Discoveries understands the importance of family time; therefore, we will offer each family the opportunity to have a free week of vacation per year. This week will be effective from your child's enrollment date to the anniversary thereafter. At that point, vacation time starts over again for the next year. The vacation days need to be taken consecutively, according to our Monday through Friday school week. Please give the director a two-week advance notification to help in monthly budgeting. Any other time your child is out will not result in a refund or prorated tuition.

Meals, Snacks and Nutritional Needs

Endless Discoveries will provide morning and afternoon snack, lunch, Vitamin D milk and 100% juice. Our menus are posted on our bulletin board in each classroom for your information. These meals and drinks will count for some, but not all of your child's daily nutritional needs. You, the parent, must understand that Endless Discoveries is not responsible for meeting all of your child's daily food needs. Infants that are not ready for the food listed on our menu will be required to supply all bottles and jar food from home with instructions on the child's daily feeding schedule. Bottles must be pre-made with the child's name on the bottle.

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



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Bad Weather Days

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

Personal Belongings

Endless Discoveries has a variety of safe and developmentally appropriate toys for the children to play with during their day. For that reason and because we would not like to see anything broken, we ask that you discourage your child from bringing toys into the center. If you would like to share a toy from home for all the children, ask your child's teacher first. Your child may bring something to cuddle with during nap time, but all items must be able to fit into their cubby and be taken home weekly to be washed.

Clothing

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

Non-Discriminating Policies

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

Discipline and Guidance

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

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

- Treat each child with respect. Respect will promote positive attitudes towards caregivers and parents, as well as other adults in the child's life.
- Explanation of inappropriate behavior and expectations of appropriate behavior. This will promote an understanding of the behavior the caregiver wants to see from the child as well as why inappropriate behavior is not accepted.
- Consistency of rules among all caregivers. Consistency will help the child see that limit-testing will not be successful.
- Discipline will consist of redirection for smaller children or removal from the activity and friends for older children. Removal will be termed "Chill-Out Time," and the caregiver will express to the child: (1) what the child did wrong, (2) how the caregiver expects the child to act better, and (3) the choice to act better when the child is finished thinking about their inappropriate choices. The child will be in control of their own "Chill-Out Time."

Damages

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

Withdrawal

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

Special Needs Children

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

Grievance Procedures

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

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

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

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

Child Assessments and Parent/Teacher Conferences

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

Program Improvement

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

Use of Media

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

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