

Family Handbook



Q&APreschools

Lighting a Love for Learning

601 SW Alsbury Road
Burleson, TX 76028

817-585-1595

www.QAPreschools.org

Company Mission Statement

Q&A Preschools' mission is to ensure that each tiny scholar is school ready with authentic literacy and math skills, fine motor development, speech and communication, and social and emotional intelligence.

Company Vision Statement

Q&A Preschools' vision is for every tiny scholar to be able to read, write, and communicate with fluency.

Hours of Operation

Q&A Preschools hours of operation are 7:00 AM to 5:00 PM, Monday through Friday. Class is in session during the following times: AM Session- 8:30 AM to 12:30 AM. Full Day programming is 8:30AM to 3:00PM. Childcare Option is available at 7:00AM - 5:00PM. All scholars are expected to be in class, no later than 15 minutes of written start time.

Q&A Preschools follows its own academic calendar with some exceptions. Please see the Academic Calendar on the Q&A Preschools website. There may be days Q&A Preschools are in session while the local school districts are not.

Note to Parents

Per Texas state laws, parents have a right to access their child at any time. However, we strongly encourage parents to drop off their children by 8:30 AM each day so that the child can take part in our full educational program. No scholar will be accepted into programming after 9:00 AM without prior knowledge or a doctor's note. In the event that a parent is unable to pick up their child, they may authorize another legal adult to pick up. Children will not be released to a minor. Authorized adults must be listed on the enrollment form to pick up and the authorized adult must bring a picture ID. Children will not be released to adults without a picture ID.

Illness and Exclusion Criteria

Children who are ill should not attend preschool. The most common standards for exclusion are:

1. Illness that prevents the child from participating in child care activities, including outdoor play.

2. The illness results in a greater need for care than caregivers can provide without compromising the health, safety and supervision of the other children.
3. Oral temperature of 101 or armpit temperature of 100.
4. Symptoms and signs of possible severe illness such as lethargy, abnormal breathing, uncontrollable diarrhea, 2 or more vomiting episodes in 24-hours.

Procedure for conducting a health check

If a child becomes ill while in our care, we will contact the parent immediately. We will care for the child apart from the other children with proper supervision and give extra attention to hand washing and sanitation practices. **Parents need to pick up children within 1 hour of notification.** Should parents not pick up within the designated hours, emergency contacts will be called, Child Protective Services, or 911.

In the event of severe illness or injury, or if a parent fails to pick up their child within a reasonable amount of time, Q&A Preschools may call for an ambulance at the parent's expense. If a child is sent home sick from our program, they may not return until the child is symptom free for 24-hours.

Safe Sleep Policy

for Q&A Preschools Family Handbook

At Q&A Preschools, the safety and well-being of every infant is extremely important to us. Our program follows all applicable Texas Health and Human Services Child Care Regulation safe sleep requirements and recommendations to reduce the risk of Sudden Infant Death Syndrome (SIDS) and other sleep-related injuries or deaths.

Safe Sleep Procedures

For all infants under 12 months of age:

- Infants will always be placed on their backs to sleep unless a physician's written medical statement states otherwise.
- Infants will sleep alone in a safety-approved crib or play yard with a firm mattress and tightly fitted sheet only.
- Cribs will remain free from:
 - Blankets

- Pillows
- Toys
- Stuffed animals
- Sleep positioners
- Bibs
- Loose bedding
- Bumper pads
- Infants will not sleep in swings, bouncers, car seats, loungers, or other sitting devices unless medically required and documented by a physician.
- Swaddling is prohibited unless a signed physician's order is provided.
- Staff will visually monitor sleeping infants regularly and actively supervise all sleeping children.
- Infants who fall asleep outside of a crib will be immediately moved to an approved sleep surface.
- Sleep areas will be maintained at a comfortable temperature to prevent overheating. Infants should be dressed appropriately for the room temperature.
- Smoking, vaping, or use of tobacco products is prohibited in or around the facility and around infants.

Tummy Time

Supervised tummy time will be provided daily while infants are awake to support healthy growth and development.

Parent Communication

Parents are encouraged to discuss their child's sleep needs with staff. However, the center must follow Texas Child Care Regulation safe sleep requirements at all times while children are in care. Any medical exceptions must be provided in writing by a licensed physician.

Staff Training

All caregivers responsible for infants receive training on safe sleep practices and follow Texas Health and Human Services safe sleep guidelines.

Medication

If medications need to be administered at school, the following conditions must be met:

- Prescription medication will be accepted only if it is in the original container and hasn't reached its expiration date.
- Nonprescription medication may only be administered by following the

manufacturer's recommendation on the label. Medication must be in the original container and accompanied with a copy of the information given to you by the pharmacy.

- Before any prescription or nonprescription medication can be administered, including sunscreen, we must have permission in writing by the child's parent or guardian. Please fill out the medication forms and enter instructions into the Daily Medication Log Book. Please bring a copy of the information given to you by the pharmacy.
- Medication needs to go home after the last date that the medication is administered.
- Medication will only be given at 10:30am and 2:30pm — which reflects snack before snack times.

Health forms are required to be completed at the time of enrollment showing any allergies, physical handicaps, a statement of general health, and a current immunization history. These must be updated and kept current. Medication may be given to children with a signed medical information sheet. These are located in the front lobby.

Procedures for Handling Medical Emergencies

In case of minor injury or accident, the staff will administer basic first aid. All injuries or illnesses not requiring immediate parental notification will be documented and reported to parents when the child is picked up at the end of the day. An incident report will be generated and must be signed by the caregiver at the time of delivery.

Emergency preparedness plan

Evacuation, relocation, and sheltering/lock-down of children including:

(A) The first responsibility of staff in an emergency evacuation or relocation is to move the children to a designated safe area which is the EAST Parking Lot in the event of a fire.

(B) Classroom Preschool C and D (12 months to 36 months of age) will exit the outside doors and cross into the field.

(C) Lockdown drills are quarterly and will happen in Sept., Dec., Mar., and May. All classrooms are secured with locks. Staff is to cover window and guide children into secured corner using shelf to cover from sight.

(D) Alternate shelter away from the center is Burleson Fire Department: 828 SW Alsbury Blvd, Burleson, TX 76028

(F) Teachers and staff will carry a staff clipboard with information. Should information not be available, but electronic accessible

In case of medical injury or illness requiring immediate professional care (emergency), the staff will call 911, giving location and nature of emergency. As appropriate, the staff will administer first aid measures. Parents will be notified immediately. If parents are unavailable, those individuals designated as emergency phone contacts will be notified. All children must have an emergency medical release form on file in case of such an emergency. If a child ingests or comes in contact with a poisonous substance the staff will contact the Poison Control Center 1.800.222.1222.

Procedures for Family Notifications

Open communication is encouraged for the success of scholars at Q&A Preschools. It is imperative that teachers and parents communicate frequently about **the academic and social** progress of the scholar. Q&A Preschools notifies parents in the following ways:

- Email
- Phone
- Written memorandums within student folders

Q&A Preschools Teachers are NOT permitted to share personal phone numbers with parents. We also ask that communication be made between the hours of 8am and 6pm. Should parents need to contact someone outside of these hours, they should not expect a response.

School Closing

In the event of a closing due to severe weather, notification will be sent via TEXT. This notification may not follow the procedures of family notification.

Discipline and Guidance

Q&A Preschools does not use corporal punishment nor do we use methods of humiliation or shame. Q&A Preschools does not use color systems, explicit timeouts, clip systems — nothing of that nature.

Q&A Preschools believes in positive reinforcement. Q&A Preschools teaches expectations, uses a positive behavior reinforcement system and highlights scholars that meet those standards. Should Q&A Preschools acquire a scholar who struggles to meet expectations, we provide said students with behavior goals to motivate milestones in behavioral growth.

Q&A Preschools promotes self-discipline and the golden rule, "Do unto others as you would to yourself". Q&A Preschools uses restorative practices to assist scholars after a poor choice was made and encourages our scholars to be kind and respectful of the class, peers, and teacher.

The following outlines the specific processes of Q&A Preschools regarding behavior:

1. Developmental Milestone Policy

Q&A Preschools uses the CDC Developmental Milestone Checklist (school-age) CLI Engage Developmental Milestone Checklist (up to 48 months) to screen children on their development. To coincide with curriculum-based assessment(s), we monitor each child's achievement of developmental milestones, share observations with parents/guardians, and provide resource information as needed for further screenings/ referrals, evaluations, and early intervention and treatment. Local resources will be provided to the parents/guardians, in addition to referral to local agencies specialized in early intervention. A list of early intervention specialists can also be found by clicking on this website:

<https://www.hhs.texas.gov/services/disability/early-childhood-intervention-services>

The developmental screening process is a collaborative one, involving parents/guardians and done in conjunction with the child's primary care provider and health, education, and early intervention consultants. Developmental screening is conducted with written consent from the child's parent/guardian(s) annually or based on the needs of the children. The CDC milestone checklist also offers an app for families to conduct screenings at home, and different resources that will help their child succeed, and offer community resources. The app and resources can be found

here: <https://www.cdc.gov/ncbddd/actearly/milestones/index.html>

2. Challenging Behavior Policy and Parent Collaboration

When a child demonstrates inappropriate or disruptive behavior, it becomes necessary for staff to intervene. The following actions will be taken in addressing challenging behaviors at our center to ensure the safety of everyone. All behavior plans/actions and discussions will be framed around the objective of our program.

a) The child will be told that his behavior is inappropriate. The teacher will first talk to the child about the behavior and try to guide the child into using more appropriate ways to communicate.

- b) The child will be redirected through age appropriate activities and strategies.
- c) Parents will be notified about the behavior. If repeated incidents occur, the director and staff will work with families to develop a plan of intervention that includes redirection, talking with the child, or removing the child from the situation.
- d) For incidents involving biting or aggressive behavior, the staff follows detailed policies based on common methods to address these potentially harmful behaviors.
- e) Parents will be kept informed of their child's progress daily, through conversations at pick up, email, and/or conferences. (Other examples: Positive Behavior plan, 1099 DFPS Positive Behavior Form, etc).

It is important that we partner to help resolve any challenging behaviors. We are a team and want what is best for your child/ren.

Suspension and Expulsion of Children

Q&A Preschools reserves the right to terminate admission due to behavior. Q&A Preschools always tries alternate means of support for behavior but will not tolerate behaviors that are not conducive to learning such as, but limited to:

- Biting or spitting
- Fighting or hitting peers and teachers
- Kicking
- Extreme temper tantrums

Q&A Preschools also considers the behaviors of adults. Should a Q&A Preschools family have an issue, we ask that families handle discrepancies with respect and care. Please know that Q&A Preschools strives to meet the needs of our families, teachers, and leadership. Should there be an unreconciled issue that cannot result in an agreeable medium, Q&A Preschools will consider the relationship irreparable; thus, the scholar's enrollment will end.

Also note, that in the event of termination of enrollment, no refunds will be administered regardless of time frame of month.

Meals and Food Preparation

Q&A Preschools does breakfast, but lunch is provided by parents. Parents are responsible for providing their child's lunch every day. We encourage parents to provide a healthy lunch. All toddlers should bring finger foods for self-feeding. Some suggestions are: a sandwich, crackers and cheese, raw vegetables and dip, fresh fruits and juices, yogurt and milk. Carbonated beverages and glass bottles are not allowed. Chips, chocolate or candy should be

limited. Q&A Preschools does not reheat food, so all foods must be able to be eaten straight from the lunch box. Q&A Preschools is not responsible for the nutritional value of the lunch each child brings to school.

Snacks follow guidelines of nutritional needs for children. If your child has dietary restrictions or allergies, please be sure to let the teacher and office know. Q&A Preschools is not a nut, milk, or egg free school. Please inform Q&A Preschools administration should your student have any food allergies. Q&A Preschools wants all families to know that should a scholar have a severe allergy that prevents others from bringing certain items to class, Q&A Preschools will do what is in the best interest of all students. A list of breakfast and snacks provided by the school is available at the front office and on our website.

Immunizations

Immunization records must be current for all children enrolled. Immunization records must include a signature by the doctor in the form of a rubber stamp or electronic signature. You have the right to waive immunizations. To do so, a notarized state required waiver must be provided in your child's enrollment packet.

Vision and Hearing Screening

The State of Texas states that children enrolled in a facility who are four years of age on or before September 1 require a vision and hearing screening performed by a licensed professional. The results of the screening must be submitted to the school.

Enrollment Procedures

All enrollment paperwork is required before the child can start our program. Incomplete forms will not be accepted. Forms required for enrollment include:

- Enrollment Form
- Physician's Statement
- Immunizations
- Tuition Agreement
- Tuition Auto draft Parents will be notified within 30 days of any policy change in writing. Signatures from parents may be required.

Outdoor and Water Activities

Outdoor play is an essential part of your child's day. Q&A Preschools offer daily scheduled supervised outdoor activities on age appropriate equipment. Q&A Preschools offers scholars up to 25 minute blocks of outdoor play daily. Please check the weather and dress your child accordingly. Q&A Preschools expects its scholars to wear closed toed shoes with appropriate soles for running and playing. No Crocs style shoes without heel-straps or heeled boots. Q&A Preschools recommends clothing and footwear that allows scholars to participate freely and safely in physical activities.

Classes also receive up to 30 minutes of structured indoor motor lab. When the weather does not permit unstructured outside play, the indoor motor lab will be used in rotation. Q&A Preschool teachers will also conduct indoor play.

Children will also participate in water activities during the warmer months. Each family must sign the water activities permission within the enrollment form. In addition, all caregivers must sign the acknowledgement before admission can take place.

Appropriate Dress

Q&A Preschools require our scholars to be appropriately dressed for the activities and weather. Shoes that promote running and playing are required. Boots, closed toes sandals, or Croc styled shoes (in activity mode) are permitted. Please ensure your scholar is prepared in the cooler months with warm clothing.

Accidents happen. Please ensure your scholar has a full change of clothing: Shirt, bottoms, underwear, socks, and a pair of extra "school shoes". Please make sure all items are labeled with the scholar's name.

Also note, preschool is intended to be fun learning. This means clothing may become stained. Please send your scholar to school wearing items that "can" be stained. While we use washable materials, that does not always mean "washable" will wash out of cloth.

Sunscreen and Insect Repellent Application

Q&A Preschools must have authorization from the caregiver before the application of sunscreen or insect repellent. Q&A Preschools families should provide sunscreen and insect repellent for their scholar. Note: 1. these items will be stored in a cabinet or shelved away from the scholar's reach. 2. Products are specific to the scholar for whom the product(s) was purchased and will not be used for another scholar.

The Academic School Day

Q&A Preschools follows Circle by CLI Engage for literacy, math, social studies, and science. We supplement using Conscious Discipline for social emotional learning. Our focus is to ensure our scholars leave “school ready” both academically and socially.

Daily activities include planned lessons and activities in various developmental areas. Daily activities and lessons may include the use of tablets and TVs/screens for learning related activities*. Teachers create lesson plans for their class based on the theme, Texas PreK Guidelines, Infant/Toddler curriculum, and interest of the scholar. Daily activities include planned lessons and activities in various developmental areas.

*According to Child Care Licensing, children under two years old may not have ANY screen time. Children older than two years are only allowed two hours of screen time per week at school. All other classrooms are allowed 1 hour per week. There are many benefits to limited screentime in children. You can learn more about the benefits and strategies here:

<https://sph.uth.edu/research/centers/dell/child-health-toolkits/child-screen-time-toolkit>

The needs of scholars are determined by the teacher’s observations, parent input and the completion of developmental milestones checklists. Lesson plans are designed with the goal of supporting your child’s individual growth in various developmental areas. Lesson plans are posted in the classroom, in the classroom, and the overview of learning is shared with families via Procure and the monthly family blast.

Your scholar should arrive at school in clothing that will allow them to actively participate in all parts of the day. Classes go outside twice a day for physical activity; therefore, clothing should accommodate physical activity and outside activities and weather. When weather does not permit outside activities, teachers will plan indoor physical activities. Please do not send toys as your child will not be able to use these items during the school day, and we will not be responsible for these items.

Q&A Preschool Family Involvement

Open communication is best. For the resolution of disputes, please do the following:

1. Speak with teacher first
 - Reach out via **817-656-5990**
 - Reach out via email
 - Schedule a time for a conference
 - Call the preschool: 817-585-1595
2. Complete a "Parent Concern Form". After the request, someone will contact you with a response or resolution.

Should the above not suffice...

3. Speak with principal

Call the office for direct

Schedule in-person meeting with director

Request meeting with director and teacher

Parent Participation is welcomed on the Q&A Preschools campus. Q&A Preschools recognizes the importance of home-ties and would like for the home experience to be shared on the campus. Families are welcomed for celebrations and other events — such as reverse field trips and other family friendly activities. Families must sign in and get a visitor's pass. Families may not roam the premises, but must stay with their scholar's class. Families wishing to participate beyond infrequent activities, should complete a background check. Please inform the administration if you or someone within your family is looking to volunteer.

Also note that Q&A Preschool families do not need a secured approval to visit the campus to observe their students. We do ask that you avoid distracting your scholar from learning.

Gang Free Zone

Under the Texas Penal Code, any area within 1000 feet of a child care center is a gang-free zone, where criminal offenses related to organized criminal activity are subject to a harsher penalty. Early Care and Education is a GANG-FREE ZONE.

Half Day Arrival and Departure

Scholars should arrive no later than 15 minutes after class start time. It is imperative that Q&A Preschool teachers and staff maintain the class routines and procedures for all. Upon arrival, families should deliver students to the receiving staff. Your teacher will take attendance. Q&A Preschools wants scholars to develop independence therefore, families do not walk scholars to class on the regular basis. Our teachers follow an arrival routine that does not allow much interference.

At dismissal, teachers will bring scholars with items to the front. In order to maintain security, families only need to come to doors with their dismissal card and your scholar will be delivered to you.

This is a time for major transition and is not the best time for conversing with your teacher, as the teacher may be assisting in monitoring or leaving for other operational duties. If you need to speak with your teacher, we ask that you follow the communication guidelines. If the issue is pressing, please come to the arrival area and speak **with** the director on staff.

Full Day/Childcare Arrival and Departure

Scholars should be present by 9:00 AM daily. Exceptions are made for doctor's visits/appointments. We ask that parents notify us via TEXT of expected late arrival. Families are expected to walk scholars to class and transfer scholar into class as quickly as possible. Note that prolonged departures can cause higher levels of anxiety in tiny scholars.

At dismissal, families should retrieve all items from cubby (unless scholar is M-F enrollee) and check out via app.

Absences

When your scholar is going to be absent, please let us know in advance by messaging your teacher via the Procure app. Should you not do so, administrators will reach out to you during our official attendance period (9:30am - 10:00am).

Parents that receive CCS, please govern yourselves accordingly regarding absences: Absence counting officially began on August 4, 2025, as part of the full implementation of the TX3C attendance system. All CCS children's absence counts reset to zero on August 3, and tracking resumed the next day.

To support this transition, KinderSystems and Child Care & Early Learning have developed helpful tools for both families and providers:

One-Pagers Now Available:

These quick guides walk users through how to check children in and out using KinderSmart or KinderSign.

-  [Parent TX3C Attendance Help – English \(PDF\)](#)

Quick Reminders:

- Sponsors (parents/caregivers) must record attendance daily.
- Providers may assist only when transporting children.
- More than 40 unexplained absences in a 12-month period is considered excessive, and child care may be terminated.
- **Programs not using the required attendance system may be placed on a Service Improvement Agreement (SIA) and risk payment delays and possible termination of their agreement if they do not come into compliance with attendance policies**

Enrollment and Fees

Registration will be held in February each year for the next school year. Currently enrolled scholars will be given the opportunity to enroll first. Siblings of current scholars will register next and then enrollment will be open to the general public. All families must complete Q&A Preschools enrollment forms.

A non-refundable registration fee and supply fee are due upon registration to secure their place in the program. Families are expected to pay their tuition before or on the 1st day of the month unless bi-weekly or weekly paying family. Payment must be made before services are

rendered. In order for currently enrolled families to register for the upcoming year, their financial obligations must be current.

A waiting list is maintained for those interested in enrollment when space is no longer available. As space becomes available families will be contacted in the order that the names appear on the list, with siblings of currently enrolled scholars being given priority. Children wishing to enroll with a later start date are required to pay the registration fee, supply fee and the first month's tuition at time of registration.

Tuition and Payments

Tuition payments are collected in three ways:

1. Monthly - On the 1st day of each month
2. Bi- monthly - 1st and the 15th of each month
3. Weekly - The Friday of every week prior to the week of services. (3% increase)

No allowances, credits or refunds shall be made for absences — including vacations, illness or other holidays; nor is credit given if the school must be closed due to weather events, national emergencies, or any other events beyond the school's control. Tuition is calculated on an annual amount that is divided into ten equal payments.

Note to weekly paying parents: During the school year, your tuition is not paused. Your tuition reflects the monthly amount divided by 4.3 and multiplied by our 10-month year.

Lastly, please note, you are not paying for days of attendance, but a seat within a program. There are no make up days and you cannot transfer days of attendance nor can you be refunded for days missed in a program.

Upon registration, Q&A Preschools families will set up their automatic payment method. Once the payment method is set, the Q&A Preschools family will need to speak with a director to make changes. Tuition payments that are non collectible will prevent the scholar from participating in programming. For every day that the scholar is in programming without payment, the family is responsible for the current “member” drop-in rate. No scholar should attend more than two days without payment. Within two weeks of non-payment, the scholar’s account will close. Scholars will have to start the enrollment process.

Statement of understanding: Q&A Preschools Families, we understand we life happens. We teach preschool so that your scholar can be the best student beyond this campus. We need your open communication. Should you need to discuss options, please contact the director immediately upon the discovery of insufficient funds.

Drop in Scholars

Payment must be made in advance for services. No scholar will be admitted without payment. Invoices are generated one week prior for the Membership Scholars. If payment has not been received before the scholar's arrival, a quickpay link will be collected at drop off.

Late Pick Up Fees

Q&A Preschools must adhere to the adult to child ratio. Age is also a factor within caring for children. There is no grace period at Q&A schools. The expectation is that the family will pick up their scholar within the timeframe and before closing. There will be a \$15 charge at the minute thereafter mark. There is a \$1/minute charge thereafter. **Late fees are due before the scholar returns the next day. Account or card on file will be charged.**

ABUSE OF GRACE PERIOD POLICY: Q&A Preschools reserves the right to add late fees to an account based on excessive tardiness after close. A family may use this the grace period no more than TWO times per month.

Withdrawal

Q&A Preschools families must provide — in writing- the intention to withdraw from programming with 14 business days notice. Automatic tuition draft will end after the cycle. Please note that a business day's notice must come before the draft. Should the Q&A Preschool family decide to reenroll the scholar within the same academic year, a registration fee is not required.

Acknowledgement Form