

RARE Learning Program

Parent Handbook & Operational Policies

Thank you for signing up your child to the RARE Learning Program. The following are a list of RARE Learning Operational policies for your review. To maintain the standards and quality of the RARE Learning Program, and in order to be fair & consistent in our dealings with all our parents, we request you to please read these policies carefully and strictly adhere to all policies. Your submission of our online google forms that are required as part of the registration process is your acknowledgement that you have read and understood the RARE Learning Program Operational policies.

PROGRAM VISION/GOALS: RARE Learning is a fully licensed childcare facility operating at Cimarron Park & Mustang Park Recreation Centers & VRIC in Irving, Frisco Athletic Center & ICF in Frisco. Our goal is to be North Texas's leading Academic Preschool Program. Our program gives children ages 3-5 years enriching opportunities to develop their academic and social skills.

We focus on learning through individualized work in math and language curriculum and themed group activities to build a child's curiosity and learning potential. We believe a balance of academic focus with structured group activities enhances growth and development in all areas: physically, socially, emotionally, creatively, and intellectually. This is achieved in a safe and loving environment with teachers who are well-trained and dedicated to enriching children's lives.

NON-DISCRIMINATION POLICY: RARE Learning does not discriminate on the basis of gender, race, color, religion or national or ethnic origin in admittance, education or other administrative policies and extends to all the rights, privileges, programs and activities generally made available to students at the program.

HOURS OF OPERATION: RARE Learning Program All-year-round operating hours are as follows:
Cimarron Park/Mustang Park: 9:05 am-12:00/1:00 pm, Monday-Friday, Frisco Athletic Center: 9:15-12:00 & 12:15-2:00, Monday-Friday, ICF: 9:15-12:00/2:00/2:30 Monday - Friday, Tom Muehlenbeck Center: 9:15-12:00 & 12:15-2:00 T/TH & 9:15-11:00, 11:15-2:00 on Friday, & VRIC Monday - Thursday 9:15-2:00. We close to observe the following holidays (Tuition is NOT prorated): New Year's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Good Friday, Eid Day, Thanksgiving week, Holiday weeks, Spring break week and any of the days that the centers are closed & All National Holidays that schools are closed on.

ENROLLMENT PROCEDURE: RARE Learning Program registrations are done directly with the RARE Learning program at Cimarron, Mustang, VRIC & ICF locations by either emailing info@rarelearning.com, visiting the class for a scheduled FREE trial, or by calling/texting 972-567-1771. At FAC (Frisco) & TMC (Plano) registrations are done at the center.

Upon enrollment, RARE Learning requires that the REGISTRATION packet be completed for our files that includes the Enrollment form, medical & emergency consent forms, allergy information & waivers, updated immunization records, emergency contacts & phone numbers & physician statement & a health statement if applicable. These forms must be on file before the child can be left at the RARE Learning class. Students will only be allowed to start the program once all documentation is completed, policies signed & acknowledged and tuition paid. Parents will be notified of any policy changes before the new policy will begin being enforced.

RARE Learning follows a 4-6 week tuition cycle. It is an ongoing program and we enroll students on an ongoing basis. If a student is enrolled in our program and after a few sessions instructors feel that their schedule may need to be altered in order to get them accommodated to the class better, RARE Learning has the right to reduce a child's hours in class. Schedules may be increased anytime on parent's request if the teachers feel the student is ready for the extended time.

HEALTH STATEMENT: A health statement is (1) A written statement, from a health-care professional who has examined the child within the past year, indicating the child is able to take part in the child-care program; (2) A signed affidavit from the parent stating that medical diagnosis and treatment conflict with the tenets and practices of a recognized religious organization of which the parent is an adherent or a member; or (3) A signed statement from the

parent giving the name and address of a health-care professional who has examined the child within the past year stating that the child is able to participate in the program (Available to sign on the enrollment form). You must have a health statement on file at the center, **within one week** after the date of admission, for each child who does not attend pre-kindergarten or school away from the child-care center. This must be followed by a signed statement from a health-care professional as specified within 12 months of the date of admission.

If any health life threatening issues are listed then the parent must provide a **Health Plan** from the physician immediately for student's safety. Health plan must include:

*Specific health issues MUST be named. If several issues than each must be listed.

* Any symptoms - severity of symptoms especially if food related (meaning student could be allergic to peanuts when eaten but no reaction if touches it. Some are allergic even from touch

* **Specific actions to be taken by teachers from administering medication to calling 911.**

IMMUNIZATION RECORD: Current immunization records for students are required **at the time of registration** to be able to be admitted to the RARE Learning Program. As per licensing we must maintain current immunization records for each child in our care, including any immunization exemptions or exceptions. All immunizations required for the child's age must be completed by the date of admission, unless the child is exempt from an immunization, and the exemption or exception is verified by the date of admission on the registration form. RARE Learning does not require immunization for teachers/employees.

HEARING & VISION SCREENING/TB TESTING: . Hearing and Vision Screening for possible vision and hearing problems is required by the Special Senses and Communication Disorders Act, Texas Health & Safety Code, Chapter 36, for children 4 years or older. Children enrolled must be screened each year within 120 days of enrollment. Children enrolled in a facility who turn four years of age after September 1 of that year are exempt from screening until the following September. Please refer here for details <https://www.dshs.state.tx.us/vhs/rules.shtm>. TB Testing is not required by our Program, unless required by the regional health authority.

TUITION/REGISTRATION: As per RARE Learning & center policies, **no student will be allowed to attend class if the tuition is not paid in full.** As a reminder our sessions DO NOT follow the calendar month but are on a 4–6-week cycle. Tuition may also be prorated if a student joins after the session has already started, provided we have spots open & the center allows. In some locations if a student joins mid-session, and they have a less than a 5-day schedule, they will need to pay FULL tuition and they will need to make up the missed days in that session. Tuition is ONLY prorated if a student joins later after the session start date pending approval. Tuition is due **ON or BEFORE the LAST WEDNESDAY** of the previous session (**NO EXCEPTIONS**). No student will be allowed to attend classes if the **TUITION & SEMESTER REGISTRATION FEE** is not paid in full. Tuition & Registration Fee may differ per location. We may collect tuition earlier if the class is full and we have a waitlist. This allows us to offer the spots to our existing students first with a payment deadline, and remaining spots will be filled by students on the waitlist. Some locations collect tuition at the front desk of the center & at some locations RARE Learning collects tuition directly.

All parents will receive a session reminder before the tuition is due. Please pay by the Registration deadline to avoid any LATE FEE. We will be charging a **Late Fee of \$25** if tuition is not paid by the due date. We will also offer the spot to a waitlist student if the tuition payment deadline is not met. We have limited spots available in classes as approved by licensing. Our session start dates differ each month. We will keep you informed as the sign-up date approaches. Changes to a student's schedule are subject to approval and will be made as per the discretion of the center Director.

Registration Fee:

For any student taking a break and intending to return, the \$50 registration fee will be applied again to their tuition, if they did not attend the full session during the break. If the full session tuition is not paid at the time of registration, a \$50 registration fee will be applied to their tuition total. A break is defined as not attending the full session. If a student misses any part of the scheduled session, with a predetermined time off request, they are considered to be taking a break.

DROP OFF POLICY: Please arrive on time at drop off so the class can start promptly. Please **DO NOT** drop your child earlier than the scheduled start time, as prior to class start, the teacher's time is dedicated to class set up and their focus

will be on that. We are not able to accept students into the class prior to the scheduled start time & the doors will promptly open only at the scheduled start time. As we are a drop off class, siblings & parents are requested to wait outside the class.

SIGN-IN/SIGN OUT (RELEASE OF CHILDREN): We maintain a sign-in/out sheet to track the child's attendance in class. It is very important that you **MUST** remember to sign in at arrival and sign out at dismissal. Please also indicate on the sheet if anyone other than yourself will be picking-up your child. Please make sure **ALL** fields on the sheet are filled. If you have a carpool, we will need to know before we can release the student to anyone else other than the parent. This can be stated in the sign-in sheet under 'comments' on who is going to pick up the child. The authorized pick-up person **MUST** be mentioned in the registration form as well.

Children must be signed in and out by the custodial parent or adult person approved by the parents. Only those persons approved by the child's parent & mentioned in the form as authorized persons to pick up, may take a child from the RARE Learning class. If those persons are not known to current staff, identification will be required. Please understand that due to liability issues, the staff members of RARE Learning are not permitted to take children home from our centers. Students will not be released to Minors.

BATHROOM: Please have your child take a **restroom break BEFORE** coming to class to minimize breaks during class as some locations do not have bathrooms inside the class and also to familiarize your child with the bathroom layout. This will allow us to use that time to accomplish all of our daily goals for the class. All students **MUST** be potty trained and be able to independently use the bathroom inside the stall. Our help is limited to taking them to the restroom and ensuring that they wash their hands before returning to class. As a policy, we do not help inside the stall as that takes away our supervision of the other students with us.

If the student is in the process of being trained and is in pull ups, we allow that with the understanding that if they soil their pull ups, the parents will be called for a change. We do not change as a policy and leaving a child in a soiled pull up for a long time cannot be allowed for health reasons. Sending students in **DIAPERS IS NOT ALLOWED.**

EMERGENCY NOTIFICATION: In case of an emergency, **please TEXT 972-567-1771** of your delay so we can make necessary arrangements & are aware of whom the child is going home with, if that individual is **NOT** on the Emergency contact list provided in the registration form. **The Emergency contacts MUST be other than parents.** The designated person who picks up your child **MUST** present a photo ID for us to be able to release the child to them. If their name is not on the Registration form, we **MUST** receive an email on info@rarelearning.com or text at 972-567-1771 prior to pick up time with the following information, this will ensure the proper safety of your child.

- *Your child's full name
- * Location he/she attends
- * Pick up time
- * Who will be picking up
- * Copy of their driver's license if it is anyone other than parents.

As a last option, you may also try to call the front desk of the location the class is offered in and have them relay the message to the teachers in class. Cimarron Park at 972-910-0702, Mustang Park at 972-556-1230, FAC 972-292-6600, TMC 972-769-4404. Proof of emergency will be needed to waive the late pick-up fee. Please make sure you include it in your message.

PICK UP/LATE FEE: Students are required to be picked-up promptly at the time their scheduled paid class ends. **This also refers to anyone scheduled to leave earlier at 12:00 or 1:00 for classes that go up to 2:00 pm. You MUST pick your child at their designated pick-up time. This allows the teachers to promptly start their 12:00-2:00 curriculum for students who have opted to register for the longer hours.**

The centers may also have other classes scheduled in the room following ours. Arriving late makes it difficult for our teachers to vacate the room on the time contracted with the centers & allowed by licensing. We will be charging a **late pick-up fee of \$1.00 a minute** after the first 5 minutes. **Late pick up fees will need to be paid via zelle, venmo, or credit card(\$5 processing fee added for credit card) before the student can attend any further classes.** A LATE FEE of \$1 per minute will also be applied if approval for pick up is not taken in advance and the instructors have to wait after the class to get all approvals and necessary documentation in place. We **WILL NOT** release a child without all necessary documentation.

RECEIPTS/INVOICES: RARE Learning can provide receipts/Invoices of tuition payments. Please send in a request via email to raredirectors@gmail.com and write Child's full name, Parent's name, session dates the receipt is required for and amounts paid for that session & the class location your child attends. Receipts/Invoices will be sent via email. Please allow AT LEAST 5 business days processing time.

REFUNDS. Refunds for missed classes or funds transfers for missed classes to the following session will not be allowed. If your child is absent, we cannot carry forward the tuition for those missed classes to the following month or deduct that amount from the total tuition due next month. Refund requests after the session has already started are not permitted. Refund requests after the session has ended also cannot be entertained. Refunds are only allowed if the request is initiated by RARE Learning. **Registration Fee is NON-REFUNDABLE & there will be a \$25 refund processing fee. Please allow AT LEAST 5 business days for processing refund requests.** RARE Learning will conform to the refund policy of the location it operates in if applicable.

Refund in the form of Credits to a future session may **ONLY** be granted if the parent provides us with a doctor's note for the absence. These will also be **LIMITED TO ONE DAY'S CREDIT ONLY. The Doctor's note must include the date/dates the child was absent and the date the doctor recommends the child to go back to class, if different than the actual return date. Prescriptions are not accepted for this reason.**

MAKE-UPS: RARE Learning encourages students to make-up any missed classes **IF AVAILABLE** or in other locations as preferred. Make ups are offered as a courtesy & scheduled if available and are **NOT GUARANTEED**. We do however allow an opportunity for you to make up those classes, **limited to ONE per session only & only IF AVAILABLE**. If a student misses a class, it will need to be made up under the following conditions:

1. Students must be a current registered student of the Program.
2. Make-ups for missed classes need to be scheduled & approved in advance so that make-ups are scheduled on the days that we have enough teacher coverage - **NO EXCEPTIONS!!** RARE Learning teachers may refuse make-up if the class ratio is already maxed out.
3. Make-up class is within **THE SAME SESSION** of the missed class & is subject to availability.
4. Make-up class may be at any of the centers that RARE Learning classes are offered at and are subject to availability & are offered as a courtesy only, they are **NOT GUARANTEED**. Some locations may not have the option to make up classes.
5. Any other Make-up requests will be offered as a courtesy on the **virtual platform** subject to availability and will need to be scheduled.
6. For students attending the maximum schedule, there may not be an option for makeup.

COVID TUITION GUIDELINES: We will follow the State/City/County closure guidelines. Any remaining Tuition due to the closure can only be applied as credit towards ongoing virtual classes or in-person classes when they resume, and not as a refund. The credit can be applied to the tuition up to one year from the closure date.

WITHDRAWAL: Fourteen (14) days written notice via email info@rarelearning.com must be given for withdrawing a child from RARE Learning at ICF, VRIC, Cimarron Park & Mustang Park classes. There will be no refunds for any remainder classes. For FAC & TMC locations withdrawals are taken care of by the center and will follow their withdrawal policies. For Frisco Athletic Center & Plano Tom Muehlenbeck Center, please contact the front desk for withdrawal questions.

STUDENT WORK/HOMEWORK: All work done in class goes home with the students daily, so you are aware of what your child accomplished in class each day. Most of your questions may be answered by going through your child's work at home. In case you have any questions on the work done, please email us at info@rarelearning.com or schedule a time limited to once per session for a max time of 15 min. The Teachers are focused on their primary duty of instruction in the classes & are unable to answer and comment on each child's progress in detail on a daily basis as we may either have the afternoon class continuing or may need to vacate the room for another class.

We do not give out additional worksheets. Homework is available at an additional cost of \$25 per session. Please let your teacher know if you would like to sign up to receive homework. Homework packets for the session will be sent electronically. Checking the Homework daily is the parent's responsibility and not to be submitted to teachers.

SNACK POLICY: RARE learning does not provide any meal or food services. Children bring snacks from home. We have a short 15 snack time during our class to give students a small break. Kindly keep that in mind when packing snacks for your child. When packing snacks please do not use glass containers & metal silverware. We suggest using

child-friendly plastic containers that children learn how to open/close independently & plastic cutlery so it is not a safety hazard in class. Please send **ONLY ONE or MAX TWO** snack items with a healthy drink, that kids enjoy eating independently and will finish in time. For children staying longer hours we will have a second snack break, so please pack accordingly. We do not keep extra snacks in class & do not allow sharing snacks. As teachers we always encourage our students with positive reinforcement to finish their snack but are not responsible to ensure that the snack is consumed in its entirety if they are not interested in eating. We cannot force them in any way to finish their snack. Please encourage your children at home and guide them to finish their snack in class on time.

We are a **NUT FREE** classroom. Please avoid sending nuts, and nut products like peanut butter, for the safety of those children who may be allergic. We encourage you to send healthy drinks such as water, or yogurt drinks. Water bottles **MUST** have a spout and not a cap to prevent spills. Please refrain from sending candies, candy bars, and sugary juices. 100% juice is allowed. Any snacks that do not follow our above guidelines will be kept back in the student snack bag.

Please avoid any items such as pretzels etc. that may pose a choking hazard to your child. Please tag your child's bag & snack box with his/her name and contact phone number. This will make bag identification easier. As a policy students do not share snacks. When students have food allergies, as a safety precaution, we put more distance between students at snacktime.

CLASS PHOTOS/VIDEOS: As we go through our daily routine, we are happy to take photos and make videos periodically as time permits. Our primary focus in the class is delivering our wonderful curriculum to our students. Please understand that we may not be able to take EACH CHILD's photo each day or take photos/videos daily. Sometimes with full classes & new students who are adjusting to the class, it is challenging and not possible. We will be posting class photos/videos IF ANY taken during the week ONCE A WEEK ONLY on the last day of class that week.

BIRTHDAY/CELEBRATIONS: We encourage parents to share their child's birthday in class if they wish to. Please get an approval from your class teacher prior to bringing anything in class at least 2 days in advance. We want to ensure that what you may suggest bringing is OK for all children to eat. ***We do not allow cupcakes with icing/sugary desserts.*** Parents may send a "store bought" treat to share with the class. Please make arrangements with the teacher several days in advance. Also, if you wish to hand out goody bags, please make sure that there is no candy which may be a potential choking hazard. We encourage you to provide candy free goody bags if possible. Goody bags will only be handed out at dismissal; it is the parent's responsibility to see what is inside the bag.

OUTDOOR PLAY: As a Child Care Licensing requirement, outdoor play is a regular part of the daily routine; weather permitting. Preschoolers are remarkably physical. They love to try out all the new skills they are learning. Playing outside in the sunlight enables to improve children's gross motor skills—balance, coordination, and agility Support more creative and cooperative play, Stimulates brain development/Improves academic performance & helps to build strong bones and muscles and to increase strength and endurance. Children should be prepared to play outside some part of every day. Please do not request that your child stay indoors. Per the Texas Department of Family and Protective Services, children too sick to go outside should not be at school. Please have the child wear closed-toe shoes for safety when running. Children may not wear flip flops due to the danger the shoes may cause while outside. We will engage in teacher-initiated & child-initiated outside time. We will NOT be using the playground equipment outside. We do some light exercise indoors to start the day off and have music and movement activity towards the middle of the day. The duration for indoor physical activity is approximately 10 minutes and the duration of outdoor time is approximately 15 minutes. Each location has its designated activity spots that are approved by licensing.

When extreme weather conditions pose a significant health risk that prohibits or limits outdoor play. We will plan to ensure physical activity occurs on those days by using the Gyms/or Main Halls within the different locations. Cimarron, Mustang & Frisco Athletic Centers have Indoor Gyms, ICF has a Main open hall right in front of the class with big open space & VRIC has open space near the rotunda that can be used. We will plan to have planned activities like running, catching and throwing balls, relays, gross motor skills exercises like stretching/yoga, obstacle course, Simon says, hopscotch, balls dribbling, crawling & jumping to name a few.

As a general guideline, experts recommend being cautious and taking extra precautions when the temperature rises above 90 degrees Fahrenheit or falls below 30 degrees Fahrenheit .We will not let the kids play outside when the temperature is 100 degrees or hotter or 30 degrees or colder. While at play outside, to prevent heat stroke, we will monitor the children

during outdoor time on hot days for exhaustion or dehydration or to see if the children show any signs of being uncomfortable in the heat. We will Supervise the kids and pay attention to their faces being flushed & Provide water before, during, and after they play outside. Similarly we will monitor the cold weather and ensure children are properly dressed and don't look uncomfortable in the cold weather & ensure we take maximum precautions to prevent possibility of frostbites. Deet free insect repellent and licensing approved sunscreen will be applied as needed.

CLOTHING: Preschool children need to be dressed for the weather. Warm clothing must be worn during the cooler seasons for the daily outdoor play time. Accidents can happen even for the older preschoolers when they wait too long before going to the bathroom, or if they get wet during outside play. You may send in a change of clothing if you like. As the temperatures in the class are controlled by the centers, the class can get cold at times. please send a lightweight jacket in the child's backpack so they can stay warm if it gets chilly in the class.

SCHOOL SAFETY POLICIES: Parents need to personally escort their children inside the building to sign in and out when their children enter and leave the facility. Visitors picking up children must show valid identification before the children are released. (Space is provided to list emergency contacts on the registration forms). Parents are welcome to visit the center any time during the day to observe the child from outside. However, if you would like to visit the class during activities, please text 972-567-1771 for approval & scheduling so we can do a proper criminal history check, as required by Texas Department of Family and Protective Services. Our facility is equipped with a fire sprinkler system and fire drills are practiced monthly. As per the center's request, please do not leave your car unattended at the curbside and step in to pick up your child. You may be ticketed for that. It also is a safety hazard when your child may start running and get out to the car before you do. Therefore, please park your car in a designated parking spot, when you come to drop & pick up your child.

You will be notified of any incidents other than minor scrapes or bumps with a phone call/text. First Aid will be applied to minor incidents. In the event medical attention is required, we will notify you immediately. Parents are responsible for all medical fees.

ILLNESS & HEALTH PRACTICES: 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. Children who are ill should not attend RARE Learning as per the standards set by Texas Department of Family and Protective Services for ill children. The most common standards are:

- 1) Illnesses that prevent the child from participating in childcare 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.

Please consult your child's pediatrician if you have any concerns about your child's illness. Please notify us if your child has been diagnosed with a contagious condition so we can alert the other parents as a precaution. Children who may have the following symptoms should stay home:

- Excessive sneezing, coughing or blowing their noses.
- Diarrhea or vomiting & Drainage from the eyes.

Children may ONLY return to the RARE learning class if they do not have any of the above symptoms & if they have been fever free for 24 hours. Parents may be asked to provide a 'Back to School' letter from the doctor. Children who require medication to keep their temperatures down should NOT return to class. These medications lower the temperature but do not treat the underlying causes.

HANDLING MEDICAL EMERGENCIES: If a child becomes ill while in our care or has a medical emergency, we will contact the parents 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 immediately after they are notified. In the event of severe illness or injury or emergency, or if a parent fails to pick up their child within a reasonable

amount of time, or we are unable to reach the parents or their emergency contacts, RARE Learning will call 911 for an ambulance at the parents' expense.

In case of minor injury or accident, the staff will administer basic first aid. All staff members are CPR/First Aid trained. 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 class.

MEDICAL EMERGENCIES: We require all parents at registration to fill out a medical release form, that authorizes RARE Learning to secure immediate medical attention for a child if needed. In the event of an accident, the Center Director is notified & staff administers First AID. In case of medical injury or illness requiring immediate professional care (emergency), the staff will call 911, giving location and nature of the emergency. As appropriate, the staff will administer CPR for first aid measures. Parents will be notified immediately. If parents are unavailable, those individuals designated as emergency phone contacts will be notified. ALL CHILDREN THEREFORE MUST HAVE AN EMERGENCY MEDICAL RELEASE FORM ON FILE IN CASE OF SUCH AN EMERGENCY. Also the Emergency Contact on the Registration form MUST be someone other than the parents. All parents MUST provide a copy of their child's current immunization record and the doctor's information. If a child ingests or comes in contact with a poisonous substance, the staff will contact the Poison Control Center 1-800-222-1222.

MEDICATION DISPENSING: RARE Learning does not dispense any medication. The only exception is the Epi pen for severely allergic children. We will require a signed waiver from the parent indicating permission to use the Epi Pen if needed. Please sign the waiver and submit at admission time to give us permission to use the epi pen if needed.

EMERGENCY PREPAREDNESS PLAN: In the event of an emergency or any situation that renders the center unsafe such as a fires flood, or damage to center because of severe conditions, RARE Learning will follow the following procedure:

RARE Learning class follows the evacuation route as posted in the classroom. RARE Learning teachers will take the emergency bag & sign in sheet along so all parents can be called and notified. All students will be taken outside to a designated safe spot, until the emergency is no longer threatening to the children's safety. Each location has their own respective plan & designated safe spot indicated on our required postings binder in each licensed location.

Parents are welcome to review those in class any time. Please ask the RARE staff if you would like to review the binder. RARE Learning will call 911 as deemed appropriate in case of an emergency.

DISCIPLINE & GUIDANCE POLICIES: RARE Learning staff members are trained to use a positive method of discipline and guidance that encourages self-esteem, self-control, and self-direction. Just a few examples used in this situation are praise and encouragement of good behavior instead of focusing only upon unacceptable behavior, reminding a child of behavior expectations daily by using clear, positive statements and redirecting behaviors. There may be times during the day when a supervised separation time is needed. This is "time out" and is used according to one minute per the child's age. RARE Learning never uses corporal punishment or negative discipline that may hurt or humiliate the child.

Research has been shown that positive guidance teaches children skills which help them get along in their physical and social environment. This aim is to develop personal standards in self-discipline, not to enforce a set of inflexible rules. Giving children understandable guidelines and redirecting their behavior helps them to develop internal control of their actions and encourages acceptable behavior. RARE Learning reserves the right to terminate care for the child due to discipline problems at any time.

A preventative approach to discipline is used whenever possible. Guidance policies at RARE Learning are designed to help the child develop self-discipline. RARE Learning expects all students to be kind and courteous to other students and be respectful to teachers. Our instructors do this through teaching, encouraging and supporting actions that show respect and fairness to everyone. We follow these Guidance Strategies:

- 1) Redirecting
- 2) Diverting/distracting
- 3) Substitution
- 4) Giving choices
- 5) Laying out consequences
- 6) Parental involvement

Following types of guidance and discipline are prohibited:

- Physical punishment
- Punishment associated with food and not taking to the restroom

- Pinching, shaking or biting a child
- Hitting a child
- Putting anything in a child's mouth
- Humiliating or yelling at the child
- Subjecting a child to harsh and profane language
- Placing a child in a locked room, bathroom or closet with door close,
- Requiring a child to be silent for long periods of time for the child's age. We use the 'Thinking chair' for a child to reflect what they may have done incorrectly. This is "time out" and as per licensing is one minute per the child's age. Parents are always notified verbally if a child was in trouble in class or was not listening. If needed an incident report form may be filled out for record and shared with the parents.

STEPS IN RARE LEARNING DISCIPLINE POLICIES/SUSPENSION & EXPULSION: Giving children understandable guidelines and re-directing their behavior helps them to develop internal control of their actions and encourages acceptable behavior. If a student admitted to the RARE Learning program is not conducting him or herself within the RARE Learning acceptable behavior guidelines, the following steps will be taken:

1. Child will be explained how to behave in class and will be given a FIRST warning. If the unacceptable behavior persists, then the parents will also be notified, and strategies will be discussed to best rectify the behavior, The child will be given a SECOND warning.
2. If the unacceptable behavior continues and the instructors do not see any improvement, the parents will be notified and the child given the LAST warning.
3. If the unacceptable behavior persists, the child will no longer be allowed to attend the program. We want to ensure that we are providing a safe and nurturing environment for ALL our students. If the behavior of one child disrupts that, it is unfair for the other participants in class. It is RARE Learning's firm practice to give the child a fair chance in accordance with the STATE Licensing guidelines to improve. However, Directors always retain the right to dis-enroll a child if it is in the best interest of the child or other children at the center. The Director will be in constant communication with the parents during this time period.

BITING/HITTING: Although Biting/Hitting is a common issue in early child development, we have a No Tolerance Hitting/Biting policy. The best way to deal with biting/hitting is consistency between providers and parents. Biting/hitting can occur for multiple reasons. Proper communication will help determine why a child is biting/hitting. RARE Learning will work with parents when these behaviors occur in class. We will make every effort to solve the issue as soon as possible. If these behaviors continue and we have followed the above steps in our discipline policies, we have the right to ask the student to leave.

INCLEMENT WEATHER/CLASS CLOSINGS: In such cases where you feel that the RARE Learning class may be canceled due to inclement weather, or any other reason, please adhere to the following guidelines:

- 1) Please call the center to verify if the class will be held that day or not. If RARE Learning cancels class, the Center will be able to give you that information as well.
- 2) If the Center is physically closed, there will be no class that day, and we will inform you of a suitable day for make-up for the missed class later.
- 3) If the Center is open, and we cancel class, RARE Learning will inform the Center of that as well, so if you do call the center, you will get the most updated information.
- 4) You are most welcome to text 972-567-1771 anytime to check on class cancellations as well.
- 5) RARE Learning will use our class group as the ONLY preferred method of communication. Please make sure you are in the class groups so you can be notified if we decide to cancel class last minute for any unforeseen circumstances that may occur. Please make sure that we have your most updated information in class.
- 6) If the respective ISD is closed for bad weather, RARE Learning classes will be canceled as well. Parents will be asked to fill out the Emergency form and leave with the teacher in class. It is very important that we have our most updated information on file so we may inform you on information regarding the classes, cancellations, sessions, class updates etc.

SUPPORT INCLUSIVE SERVICES: Research has shown that children with disabilities benefit from learning alongside their peers in high-quality inclusive settings. One study found that young children with disabilities in high-quality inclusive early childhood programs made larger gains in their cognitive,

communication, and social-emotional development compared to their peers in segregated settings. In addition, inclusion has benefits for all children, not just children with disabilities. Young children without disabilities who participate in an inclusive classroom learn life skills such as empathy and compassion. RARE Learning will make every effort to provide a child with special care needs with the accommodations recommended by a health-care professional or a qualified professional affiliated with the local school district or early childhood intervention program. We will ensure that activities integrate children with and without special care needs and that caregivers vary methods as necessary to ensure that we care for a child with special needs in a natural environment

OPEN DOOR POLICY: We welcome & encourage parent involvement, especially with helping out with class parties & volunteering. For more frequent visits to the class, we will be requiring a background check for parents staying in class for extended periods of time.

CONFIDENTIALITY: RARE Learning holds staff and volunteers to the highest level of expectation regarding confidentiality. Information about children, families and staff is to be strictly kept confidential. Volunteers will need to sign a document prior to volunteering in class.

PARENT RESPONSIBILITIES: There are several ways you can help us maintain the best possible teaching atmosphere for your child:

- 1) Communicate any concerns regarding our program or your child immediately to RARE staff.
- 2) Please read any notices and information posted on groups/mailed or sent home with the child.
- 3) Pick up your child's papers/projects daily. Their work is very important to them and provides another means of communication between parent and child and helps the parent share in the child's day and reinforce their learning by going over what they did in class. In case you have any questions on the work done, you may ask the teacher the next day or schedule a time limited to once per session for a max time of 15 min. We do not have the time to discuss your child's work and progress daily after class as teachers are contracted for set hours. We may have the afternoon class continuing or may need to vacate the room for another class.
- 4) Please do not let your child bring gum or candy into the classroom.
- 5) Periodically check on your child's bag for any item your child may have accidentally brought home from class.
- 6) In order to not confuse school toys with a child's personal property, we ask that children not bring playthings from home. RARE Learning staff cannot be responsible for lost or broken personal toys. The only exception is if it is used for Show and Tell. You will be notified by your child's teacher if and when classes have Show and Tell.
- 7) The Texas Department of Family and Protective Services do not allow smoking on the premises, either indoors or outdoors.
- 8) Cell phone use is also not allowed in class at the drop off or pick up time.
- 9) We expect parents to always be courteous to our staff. We reserve the right to cancel enrollment if this is violated.

PARENT NOTIFICATIONS: Parents will be notified immediately by a phone call if a child:

- Is injured.
- Has a symptom or is exposed to a child requiring exclusion from the class.
- Has been involved in any situation that placed a child at risk.
- Has been involved in any situation that renders the center unsafe, such as a fire, flood, or damage to center because of severe weather.
- Has been exposed to a child or an employee who has contracted a communicable disease that law requires to be reported to the local Health Department.
- Has been exposed to lice or other infestations in the center.
- Parents will also be notified of any changes to procedures or policies.

Parents are welcome to anytime:

- Volunteer in the class with prior approval from the center director by emailing info@rarelearning.com or calling 972-567-1771. Background check MUST be completed prior to them volunteering.
- Review a copy of the Child Care minimum standards available in class. You may request this from the Teacher. You may also review the most updated copy online at your convenience.

<https://www.hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/provider-portal/protective-services/ccl/min-standards/chapter-746-centers.pdf>

- Review the Child Care Permits and inspection reports available in class by asking the Director or the teacher Incharge.
- Visit and observe the class anytime.
- Discuss any questions, comments or concerns with the director anytime. Please email your request to info@rarelearning.com so a time may be set up for discussion.
- Contact the Local Licensing office at 214-583-4253, DFPS child abuse hotline at 1-800-252-5400 or online at www.txabusehotline.org and visit the DFPS website at www.dfps.com for any further information.

PARENT RIGHTS: As a RARE Learning parent you have the right to:

- Enter and examine class during our hours of operation without advance notice.
- File a complaint against our center
- Review RARE Learning's publicly accessible records
- Review our center's written records concerning your child
- Review inspection reports & our center's compliance history
- RARE will comply with a valid court order signed by a judge that prevents another parent from visiting or removing your child from your center
- View any video recordings of an alleged incident of abuse or neglect involving your child as long as Video recordings of the alleged incident are available

PARENT'S CODE OF CONDUCT: Please understand, young children are present in our class. Some adult language is not appropriate for young children. RARE Learning prohibits swearing or cursing on our premises.

Threatening staff, children or other parents will not be tolerated per Texas Department of Family and Protective Services. RARE Learning has the right to terminate care in the event of disruptive behavior from a parent or guardian. RARE Learning must follow particular rules on discipline and guidance as outlined in the Texas Minimum Standards for Child Care Centers. All adults, including parents, must follow these rules while on our property.

PARENT REFERRALS/SIBLING DISCOUNTS: We greatly appreciate your business and know that you will be so pleased with our program that you will tell all your friends and acquaintances about us! If one of those families decides to enroll their child(ren), we will take \$25 off each of their totals for the first month. The more parents you refer to, the more you earn. We also offer a \$10 sibling discount. Referrals/Discounts are an adjustment to the tuition amount and are not paid out as cash/check.

OUTSIDE EMPLOYMENT: Employees of RARE Learning are prohibited from outside employment with parents of the organization. This includes, but is not limited to, babysitting, tutoring and/or nanny-type jobs.

CYBER IDENTITY/SOCIAL NETWORKING WEBSITES: Team members of RARE Learning are prohibited from participating in social networking with parents and children.

CUSTODY SITUATIONS: RARE Learning WILL NOT get involved with custody disputes. If your family has a court order on file, please provide us with the most recent copy for your child's file. RARE Learning will follow a court order exactly as written & will comply with the court order submitted. PLEASE NOTE: PER STATE LAW, IN THE ABSENCE OF A COURT ORDER, BOTH PARENTS HAVE EQUAL RIGHTS. With this being said, it is imperative that all enrollment forms be completed by both parents. A copy of the child's birth certificate may be requested at the director's discretion. In the event that a custody dispute takes place on our property, the police will be called and asked to handle the situation. Our staff will not be placed in the middle of such disputes. If a custody issue creates a risk for our faculty or staff, RARE Learning has the right to terminate care.

NURSING AREA: If a parent has a younger sibling with them at drop off or dismissal time, and should the younger need to be nursed, there are spaces available within the centers that may be used.

CELL PHONES: Proper parent communication is imperative when working with young children. It is difficult to communicate when cell phones are in use. Effective Dec. 1, 2010, the Texas Department of Family and Protective services

passed new regulations prohibiting the personal use of cell phones in classrooms. Please help us stay in compliance with this new standard.

GANG FREE ZONE: Under the Texas Penal Code any area within 1000 feet of a childcare center is a gang free zone, where criminal offenses related to organized criminal activity are subject to harsher penalties. RARE Learning Programs are housed within city & private facilities which are GANG FREE ZONES.

CHILD ABUSE REPORTING LAW REQUIREMENT: RARE Learning follows all policies outlined in the Texas Minimum Standards for childcare centers. As a parent, you can review the Texas Minimum Standards and our most recent licensing inspection at any time. Here is a link for your convenience:
<https://www.hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/provider-portal/protective-services/ccl/min-standards/chapter-746-centers.pdf>.

If you have any concerns, feel free to contact RARE Learning at 972-567-1771. You can also contact our state licensing representative at www.dfps.state.tx.us or view the latest report in class. The statewide Abuse & Neglect phone number is 1-800-252-5400, if you would like to report any suspected abuse or violence.

RARE Learning is REQUIRED by Texas State Law and licensing requirements to report immediately to the police or Child Protective Services (CPS) any instance when there is reason to suspect the occurrence of physical, sexual, or emotional child abuse, child neglect, or exploitation.

The staff may not notify parents when the police or CPS are called about a possible child abuse, neglect or exploitation, except on the recommendation of CPS or the police when they are called. Some examples of abuse and neglect are: leaving a child in a vehicle unattended, not securing a child i

TRANSPORTATION/WATER ACTIVITIES/FIELD TRIPS: RARE Learning does not provide any transportation, water activities, field trips or contact with animals.

STAFF TRAINING: All RARE Learning staff is qualified based on child care licensing criteria. Staff is provided 24 hours of annual training on topics outlined by licensing and from trainers approved by licensing. Center Directors are allowed to conduct the training as long as they demonstrate core knowledge in child development, have not been placed on probation or suspended, revoke or refuse to renew permit, & does not have an administrative penalty over the past 2 years of service as the Director.

COMMUNICATION: If you have any questions or concerns please email us at info@rarelearning.com. Going forward we will be transitioning to email as the primary mode of outside class communication as a company policy. We will be available after class via email only. Please send us your questions/concerns via email. Once we have your email we will reach out to you to take care.

We would like to maintain open communication with you, our valued parents. Your satisfaction is vital to the success of the RARE Learning program. Please let us know if you have any ideas or concerns to share with us by emailing info@rarelearning.com. We would greatly appreciate it. Thanks a lot!

Saba Nanjiani
President & CEO
RARE Learning, Inc.
972-567-1771

***Thank You for registering your child to the RARE Learning Preschool Program!
We look forward to being a part of your child's academic journey.***