



## Frequently Asked Questions:

**Are you a licensed child care facility?** Yes, we are licensed by the State of Texas. Each year we meet and exceed minimum standards and regulations set forth by the State of Texas through the Texas Department of Family and Protective Services. All staff must complete a minimum of 24 hours training annually.

**How many students are allowed per class? What is the teacher ratio?**

Class	Students per Class	Teachers per Class
Toddlers	8	1 + aide
Two-Year-Olds	10	1 + aide
Three-Year-Olds	12	1 + shared aide
Pre-Kindergarten	14	1 + shared aide
Kinder Prep	6	1 + shared aide

**Do you perform background checks on your staff members?** Yes, each staff member must submit to a background check including fingerprinting.

**Are your staff members trained in CPR and First Aid?** Yes, each staff member is trained and certified in CPR and First Aid. These certifications are kept current with additional training sessions as needed.

**How long have you been in operation?** Christ Lutheran Learning Center has been a leader in early childhood education since 1977.

**Do I send a lunch for my child?** We do not have a food service, so you will need to send a lunch and water bottle with your child each day. We will provide two snacks throughout the day.

**Do children nap daily?** Yes, we are required to offer a daily rest time. If your child has outgrown the need for a daily nap, he or she will be encouraged to rest quietly on their mat while the rest of the children sleep.

**What happens if you are late picking up your child?** If a parent or authorized person is late, a late fee of \$1 for every 1 minute will be applied. If a child is consistently picked up late, we will schedule a parent/teacher conference. Staff members are never allowed to transport children home. Please call if you know you will be late.

**Do we have to pay for the weeks that we go on vacation, holidays, or if my child is absent for another reason?** Payment is due in full each month of service regardless of absences, vacations, or school closings.

**Do you accept credit card payments?** We are not set up to take credit card payments. You may pay by check, cash, or electronic bank check.

An electronic bank check, which may be available through your bank, is a service that allows you to send money directly from your account to any recipient of your choice. This convenient service will cut and mail a check. You will set this up through your bank and can schedule one payment or recurring monthly payments. Be sure to plan ahead and add extra time for bank processing; five business days is usually necessary for the check to be cut and mailed. Monthly tuition payments are due on the first of the month and considered late after the fifth. Payments made after the fifth of the month must include a \$25.00 late fee.

**Do you accept payments via Venmo, Cash Apps, or PayPal's?** We do not accept funds from Venmo, Cash Apps, or PayPal. We only accept check, cash, or electronic bank check.

**How is the monthly tuition determined?** Tuition rates are determined by the Learning Center Administrative Board and reflect a non-profit policy. The rates are based on projected needs for the nine month period divided into a monthly fee. Therefore, tuition cannot be reduced when your child is ill, on vacation, or for months with holidays. Payments are due on the first day of each month and considered late after the fifth day of each month, unless other arrangements are made with the Center director. Payments received after the fifth of the month are subject to a late fee of \$25.00.

**What if I can't pick up my child? Can someone else come in my place?**

Written permission is necessary before anyone other than the parents or other designated persons may take the child. Anyone picking up a child who is unknown to the school staff will be asked to show a picture identification card before the child will be released. A child will NOT be released to anyone under 18 years of age.

**Should I stay to get my child settled when dropping them off?** For some children, this is their first separation from their parents. We understand that this is often a difficult experience for youngsters. It is important to let your child know you are leaving, but will come back for them after class. We recommend that parents say a quick "good-bye" to their child and tell him/her when they will return. We ask that if your child is upset at arrival time, that you allow the teacher to take your child from you so you leave once you have said your goodbyes. The teacher will then be able to interact with your child and engage him/her in the classroom activities. If you are concerned, you may wait out of sight of your child, and we will gladly report back to you. Children generally become eagerly engaged in a classroom activity shortly after a parent leaves.

**What should I do if my child is sick?** Please do not send a sick child to school. If a child arrives with symptoms of illness, the child will not be permitted to stay. Children will be excluded from contact with the other children; seated in the preschool office until parents can be notified. Please notify us if your child becomes ill and will not be attending preschool that day. We also ask that parents notify us when their child contracts a communicable disease in order to communicate with other parents and staff. A child will not be permitted to attend preschool when he or she has vomited, had diarrhea or had a fever during the previous 24 hours. Medication may not be administered during program hours, therefore, do not send any in with your child.

**What should I do if my child loses an item?** Please label all belongings. Christ Lutheran Church and Learning Center are not responsible for lost items. Personal belongings should be kept in the child's backpack. Notify the teacher of the lost item and we will try to find the missing item.

**What should my child wear to school?** Comfortable, washable, and weather-appropriate clothing that a child can manage by himself/herself should be worn to school. Shoes should be sturdy and should protect the feet. For your child's safety, we ask that your child wear tennis shoes instead of boots, flip flops, jellies, or sandals as these are not appropriate for playing on the playground. The children may get dirty so do not have your child wear their "Sunday best". Weather permitting, we will spend some part of the day outside. Parents should provide appropriate clothing, including hats and gloves.

**Can my child bring toys to school?** Children love to bring their belongings to school, but many times the child will leave the school upset because of a lost or broken toy. Therefore, please do not let your child bring unnecessary items to school. Personal belongings should be left at home, in the car, or in the child's backpack.