



Frequently Asked Questions

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Drop-in Cancellations

We understand plans change. We will gladly issue a full refund for any cancellation requests received more than 2 days before the reservation. **No refunds on cancellation notices received less than 48 hours before the reservation made.** Early pick-ups are not eligible for refunds.

We use reservations to project the number of caregivers required to provide the best possible care to all our students and drop-ins.

What are your pick-up policies?

During your enrollment process you must provide at least one emergency contact and authorized pick-up. You may add or delete authorized pick-ups at any time from your ProCare account. For drop-ins, we will request a picture ID during drop-off and pick-up. **WE WILL NOT RELEASE STUDENTS TO ANYONE NOT LISTED ON THE PROCARE APP.**

Will I be charged a fee if I'm late for pick up?

We allow a 5-minute grace period. After that 5-minute period, we will charge the full cost of another hour.

What do I need to bring?

Parents must provide diapers and wipes for their children ages 6 months - 24 months who are not potty trained. Diapers can be brought daily (at least 6 per day). Diapers will be changed every 2 hours or as needed when soiled. We recommend all children to bring at least 1 change of clothes in case of accidents. **PLEASE LABEL ALL EXTRA CLOTHES.**

What are the qualifications of your teachers?

1. Background checks conducted by the Child Care Regulation Centralized Background Check Unit.
2. Pediatric First Aid and CPR Certification
3. 2 years of experience in a licensed childcare center OR a 24 pre-service training in the following topics:
 - a) Developmental stages of children
 - b) Age-appropriate activities for children
 - c) Positive guidance and discipline of children
 - d) Fostering children's self-esteem
 - e) Supervision and safety practices in the care of children
 - f) Positive interaction with children
 - g) Understanding early childhood brain development
4. 24 hours of annual trainings

Is your staff trained to care for students with special needs?

Caring for children with special needs is part of our pre-service training and the yearly trainings. We welcome students with disabilities and special needs. If we ever feel like we are not equipped to care for your child we will inform you.

How many teachers are there?

The classroom ratio is the number of children one teacher may supervise and is shown in the following chart. The classroom ratio is based on the specified age of the children in the group:

Age Group	Number of children per caregiver
0-11 months	4
12-17 months	5
18-23 months	8
2 years	9
3 years	10
4-5 years	11
6-8 years	12
9-13 years	13

How many classrooms are there?

We have a total of 7 classrooms and a playroom. Each classroom is around 450 square feet and licensed to be used for up to 13 students at a time.

Will my children be with older students?

Students are separated based on their chronological age. Infants (students under 18 months) always remain separated from older students. As per licensing guidelines, we must ensure that oldest child in a group is not more than 18 months older than the youngest child in a group.

Group combining might happen during:

- 1) Mealtimes
- 2) The first 30 minutes after opening and before closing the center
- 3) Special events and/or activities

Can my kid be with their younger sibling?

Students are separated based on their chronological age. As per licensing guidelines, we must ensure that the oldest child in a group is not more than 18 months older than the youngest child in a group. If your children's age is separated by more than 18 months, they cannot be in the same group/classroom.

Does the center have a camera system?

The center has video cameras in all classrooms and halls accessible to children. To protect the privacy of all students, access to the video surveillance is restricted to staff. In the case of an accident (bite, fall, scratch, etc.) you can request to view the video tape. All videos must be watched in person. Please allow up to 72 hours so we can access the video records.

Can I visit the center while my child is in care?

As per licensing guidelines, you retain the right to visit the center at any time during our hours of operation to observe your child, our center activities, and our center without securing prior approval. However, you are not allowed to remain in the center for the whole stay of your child's visit.

Will my child get a naptime?

We must provide a supervised sleep or rest period after the noon meal for all children 18 months of age or older who are in our care five or more consecutive hours, or according to the child's individual physical needs.

Will my child visit the playground?

Students who stay over 5 hours under our care will also have an opportunity to visit the outdoor playground.

Can my child bring his/her favorite toy in?

All toys and materials inside our center have been inspected to ensure the safety of all our students, including our babies. We will not allow outside toys to prevent accidents with toys that might be a choking risk to younger students or that are not safe according to our standards.

Do you administer medicine?

We only administer medicine to our full-time students.

Why do I need to submit an immunization record or a letter of exception?

We are a licensed child care center, which means we follow all standards determined by the Texas Health and Human Services Commission.

Subchapter C states we must collect an immunization record or letter of exception for all students enrolled in our program, even for drop-ins. If your child's immunization record is on file at a school or another child care center, we just need the name of the school.

My child is not potty trained, can they attend?

Yes, our staff is trained on diaper training. Diapers and wipes must be provided.

How often is the center sanitized?

We sanitize toys and surfaces daily.

My child has allergies, can they visit?

Yes, you must notify us of the allergy plan, as stated in the enrollment documents.

Is drop-in care just free play?

If child is attending regularly, they will join the class activities i.e., 2-3 times a week

How will I know what my children did while at The Edutainment Zone?

Parents will receive hourly pictures of their child's activities.

Will my child get fed?

We provide snack or meal every 3 hours. A copy of our menu is posted on our website.

Can I bring food from home?

For the safety of all our students, outside food is not allowed.

Do you host birthday parties?

Yes, please contact our director for prices and availability.