



PARENT HANDBOOK

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Families should retain this handbook and the current Enrollment Agreement/Fee Schedule.

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Version 2026.2

How this handbook works

This handbook states Schola's daily operating policies and family expectations. Texas law and licensing standards control non-waivable duties. The signed Enrollment Agreement and Fee Schedule control tuition, deposits, late fees, withdrawal notice and other financial terms. A written child-specific plan controls approved accommodations, health procedures and individualized supports.

If documents appear inconsistent, Schola will apply controlling law first, then the signed Enrollment Agreement/Fee Schedule for financial terms, then the most recent written child-specific plan for approved individualized care, and then this handbook for general operations. Only the Director or owner may approve an exception, and any exception must be written.

IMPORTANT: Nothing here waives a child's or parent's non-waivable rights, excuses negligence, limits required reporting, or prevents anyone from contacting regulators, law enforcement or emergency services.

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SECTION	WHAT PARENTS WILL FIND
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Parent policy examples	Common situations showing the parent action and Schola response
Acknowledgments	Parent Handbook signature form and administrative adoption record

Family quick reference

Situation	What to do
Emergency or immediate danger	Call 911 first, then notify the school.
Suspected abuse or neglect	Urgent: 1-800-252-5400. Emergency: 911. Non-urgent online reporting: txabusehotline.org .
Absence or communicable illness	Notify Schola by 9:00 a.m. through Brightwheel or the approved channel.
Child becomes ill at school	Arrange pickup promptly, ordinarily within one hour.
Different pickup person	Send written authorization through the approved channel; the adult must bring photo ID.
Medication or allergy change	Provide updated authorization, action plan and unexpired medication before attendance.
Concern or complaint	Send the Director a concise written statement of facts and the requested resolution.
Need the calendar, curriculum or handbook	Scan the Parent Resources QR code (posted at the school and on scholainternational.com) for the current calendar, curriculum guides and this handbook.

Essential school contacts

Contact	Information
Schola main phone	512-305-3908
Emergency backup	info@scholainternational.com or 512-771-8058
Emergency relocation information	Posted in every classroom

Contact	Information
Texas HHSC Child Care Regulation	Central Texas Area — Austin 14000 Summit Drive, Suite 100 Austin, TX 78728 Intake/reporting: 512-834-3426
Neurodiversity Holistic Center (referral resource)	512-243-8825 • contact@neurodiversityholisticcenter.com neurodiversityholisticcenter.com Independent bilingual early-intervention provider; see Section 15 for details.

1. Welcome, mission and educational approach

Schola International offers a nurturing, inquiry-led preschool environment inspired by Montessori, Reggio Emilia and Waldorf principles. Children learn through relationships, purposeful play, practical life, creative expression, movement, nature, culture and hands-on investigation.

1.1 Our mission

Schola's mission is to transform children's lives by providing a safe, nurturing, and inclusive learning environment that feels like home. We support each child's academic and social-emotional development within a multicultural, multilingual community. By partnering with families and equipping our team with high-quality tools and resources, we help every child learn, grow, and thrive.

Value	What families can expect
Joy	Warm relationships, celebration and meaningful play.
Kindness	Empathy, repair, service and care for others.
Respect	Dignity, boundaries, cultural responsiveness and bodily autonomy.
Communication	Clear, timely and honest partnership.
Integrity	Accurate records, consistent policies and responsible decisions.

SHARED COMMITMENT: Families and educators may disagree. We address concerns through facts, documentation, calm conversation and child-centered action—not blame, threats or public conflict.

2. Licensing, parent rights and equal access

Schola is a licensed Texas child-care center subject to 26 Texas Administrative Code Chapter 746 and oversight by Texas Health and Human Services Child Care Regulation (CCR). Current minimum standards and inspection information are available from HHSC.

- **Parents may** enter and examine the operation during operating hours, subject to lawful safety and confidentiality procedures.
- **Parents may** review the most recent inspection report and applicable minimum standards, and receive information about their own child as allowed by law.
- **Parents may** contact CCR, report suspected abuse or neglect, and exercise protected rights without retaliation.
- **Schola will** provide required notices about material policy changes, reportable incidents, emergencies and enforcement actions.

Schola does not unlawfully discriminate based on race, color, national origin, language, religion, sex, disability, family structure or other protected status. Admission and continued enrollment depend on space, licensing limits, program scope, the child's needs, and whether reasonable supports can be provided safely without fundamentally altering the program.

3. Enrollment records and family disclosures

3.1 Required before attendance

- Completed admission forms and signed Enrollment Agreement.
- Current emergency contacts and authorized pickup list.
- Health statement and immunization record or valid exemption documentation.
- Complete allergy, medication, disability, behavior, custody and safety information needed for care.
- All program-specific permissions selected by the family.

3.2 Duty to update

Parents must promptly update contact information, custody orders, health status, allergies, medication, developmental needs, authorized pickup persons and other material care information. Schola may pause attendance until required records, essential supplies or a safe care plan are complete.

3.3 Eligibility and placement

Schola currently serves children approximately 18 months through 7 years, within the ages and capacity authorized by its license. Admission and classroom placement depend on available space, age, developmental readiness, staffing, ratios, the program's ability to meet disclosed needs safely and completion of all required enrollment steps.

Enrollment is not complete until Schola has accepted the child in writing, received the required registration payment, obtained signed enrollment and tuition documents, and confirmed a start date. A tour, application, verbal discussion or payment alone does not guarantee placement.

3.4 Adjustment and connection period

Most new children participate in an individualized adjustment period, commonly one to two weeks. Schola may begin with shortened days and gradually increase attendance based on the child's regulation, participation, rest, eating, separation response and classroom safety. This period is part of enrollment and does not create a tuition reduction unless approved in writing.

The school and family will use predictable goodbye routines, approved comfort items, daily observations and brief progress communication. Parent presence may be invited for a limited time and location when it supports the child without disrupting supervision or other children's privacy.

3.5 Classroom transitions

A move to another classroom is based on age, development, readiness, space, ratios and program needs—not age alone. When practical, Schola will give advance notice, arrange brief visits, share necessary care information between teachers and increase time gradually. Exact timing may change for staffing, enrollment, licensing or safety reasons.

Schola follows the latest complete court order or legal document supplied to the school. Staff do not interpret family disputes. Families are responsible for providing updated orders.

3.6 Immunizations, tuberculosis, hearing and vision screening

Before admission and while enrolled, families must provide current immunization records or legally acceptable exemption documentation as required by Texas law and licensing standards. Tuberculosis screening or testing is required only when directed by the applicable regional Texas Department of State Health Services office or local health authority. Families must also provide hearing and vision screening records when required for the child's age, or documentation of a lawful exception. Attendance may be paused when required health records are missing or expired.

4. Hours, attendance, closures and arrival

Item	Policy
Operating hours	Monday–Friday, 7:30 a.m.–5:30 p.m., except announced closures.
Core program	8:30 a.m.–4:00 p.m.; classroom rhythms may vary.
Arrival target	By 9:30 a.m. unless an alternate plan is approved.
Absence notice	By 9:00 a.m.; report communicable illness promptly.
Calendar	Annual calendar plus later written notices.
Late pickup	Departure must be completed by 5:30 p.m.; fees and consequences follow the Fee Schedule.

4.1 Arrival and sign-in

- An authorized adult must complete sign-in and transfer the child directly to a staff member.
- Never leave a child unattended in a vehicle, hallway, entrance or classroom.
- Share urgent health, sleep, injury, medication, custody or emotional information at arrival.
- Staff may decline admission if required records are incomplete or exclusion criteria apply.

4.2 Closures

Schola may close, delay, relocate or require early pickup because of weather, utility failure, public-health conditions, security threats, staffing emergencies or government orders. Families must monitor Brightwheel, email and text messages and respond promptly. Unless confirmed otherwise in writing, closures, absences, vacations and shortened days do not create a right to a makeup day, credit or refund.

4.3 Operating hours and attendance choices

Schola operates Monday through Friday from 7:30 a.m. to 5:30 p.m., except announced closures. The core program is ordinarily 8:30 a.m. to 5:00 p.m.; extended care is ordinarily 5:00 p.m. to 5:30 p.m. A family must follow the dismissal time selected in its enrollment documents and may not assume later care is available without written approval.

Families should arrive by 11:30 a.m. unless Schola approves a different plan. Notify the school by 9:00 a.m. of an absence and promptly identify communicable illness. Frequent late arrival, unexplained absence or failure to follow the selected schedule may lead to a meeting or attendance plan.

4.4 Sample daily rhythm

7:30-8:30 arrival and free exploration; 8:30-9:00 creative expression; 9:00-9:30 morning snack; 9:30-10:00 outdoor play; 10:00-10:30 gross-motor movement; 10:30-11:00 STEAM discovery; 11:00-11:30 Montessori/practical-life cycle; 11:30-noon lunch; noon-12:40 language and culture; 12:40-2:40 rest or quiet time; 2:40-3:00 wake-up and quiet play; 3:00-3:30 snack; 3:30-4:30 Reggio-inspired exploration; 4:30-5:00 outdoor play; 5:00-5:30 extended care.

This schedule is a planning guide, not a guaranteed minute-by-minute service. Teachers may change the order, duration, location or activity to respond to age group, children's needs, special events, weather, staffing, health, safety and emergent classroom investigations. The posted classroom schedule is the current daily reference.

4.5 Calendar and closures

The annual calendar identifies holidays, professional-development days, seasonal breaks, early releases and special events. Tuition continues through scheduled closures because enrollment reserves staffing and program capacity. Schola considers public guidance but makes its own final closure decision. Later written emergency notices control when conditions change.

4.6 Operations in a larger preschool

- Classroom assignments and staff changes: Schola assigns children and employees according to licensing limits, ratios, age, developmental readiness, space, program needs and staff qualifications. A family may express a preference but cannot require a particular teacher, classroom, peer group or permanent assignment. Teachers, assistants, substitutes, room locations and groupings may change.
- Ratios and group movement: Required ratios and active supervision apply during classrooms, outdoor play, meals, rest, toileting, hallway movement and transitions. Children may participate in combined opening or closing groups, enrichment groups or temporary room changes when permitted and safely supervised.
- Shared spaces: Playgrounds, library areas, movement spaces and multipurpose rooms may be scheduled for different groups. Families and visitors must follow posted routes, wait areas and access limits so transitions remain orderly and confidential.
- Arrival, parking and traffic: Use designated parking, drive slowly, supervise children and siblings continuously, avoid blocking fire lanes or neighboring access, and complete handoff only with a staff member. A child is not in Schola's care until staff accepts the handoff and sign-in is complete.
- Staffing disruption: Illness, emergencies, training or vacancies may require substitutes, classroom consolidation, schedule changes, temporary activity limits, delayed opening or closure. Schola will communicate material changes but does not guarantee advance notice when the need is unexpected.
- Vendors and enrichment providers: Approved contractors or visitors may provide enrichment, maintenance, training or services. Schola determines required screening, access, supervision and documentation. An outside provider does not replace Schola's supervision responsibilities.

5. Authorized release and late pickup

- Children are released only to an authorized person whose identity can be verified; photo identification may be required every time.
- Pickup changes must come from an authorized parent or guardian through an approved written channel.
- Schola will not place staff in physical conflict during custody disputes; police or emergency services may be contacted.
- If a pickup person appears impaired or unsafe, Schola may delay release while contacting another authorized person or emergency authorities, consistent with law.
- If no authorized person can be reached after closing, Schola follows emergency and licensing procedures, which may include contacting law enforcement or child-protection authorities.

5.1 Custody, authorized pickup and repeated lateness

Schola follows the most recent complete, judge-signed court order delivered to the Director. Parents must provide updated orders before expecting a restriction to be enforced. Staff do not interpret custody disputes, accept screenshots of incomplete orders as final instructions or physically intervene between disputing adults.

Only an authorized adult whose identity can be verified may remove a child. A new pickup person must be authorized through the approved written process and must present photo identification. Phone calls, messages from an unverified account and a child's statement are not sufficient authorization.

Families must complete pickup and leave the premises by closing time. Repeated late pickup disrupts staffing and may create a safety risk. Schola may assess charges under the Fee Schedule, require a corrective pickup plan, suspend care or terminate enrollment. If a child remains without a safe authorized pickup, Schola may contact emergency contacts, law enforcement or child-protection authorities.

6. Tuition, fees, withdrawal and financial controls

CONTROLLING DOCUMENT: The current signed Enrollment Agreement and Fee Schedule—not this handbook—control amounts, due dates, deposits, late charges, withdrawal notice and refund terms.

6.1 Payment expectations—what parents must know

Tuition is due in full on the first calendar day of each month. Parents are responsible for arranging payment early enough for it to be received through an approved payment method. *Weekends, holidays, absences, vacations, school closures and a child's nonattendance do not change the due date unless Schola confirms a different arrangement in writing.*

A balance is considered unpaid if the required funds have not cleared. Any late charge, returned-payment charge or other amount is determined by the signed Enrollment Agreement and current Fee Schedule. A declined, reversed, disputed or returned payment does not count as payment.

If payment is not received

Schola may send a written balance notice and require immediate payment or a Director-approved written payment plan.

The parent must promptly identify any disputed item in writing and continue paying all undisputed amounts.

Schola may restrict or suspend attendance after notice while a balance remains unpaid. Tuition and other obligations continue as stated in the Enrollment Agreement during any suspension.

Repeated late, declined or returned payments—or failure to follow an approved payment plan—may result in termination of enrollment.

Only the Director or owner can approve a payment extension, waiver, credit or exception. The approval must be in writing and applies only to the specific amount and period stated.

6.2 Withdrawal—two weeks' written notice

A family withdrawing a child must give Schola at least fourteen consecutive calendar days' written notice through school email, Brightwheel or another Director-approved written channel. The notice period begins when Schola acknowledges receipt—not when a family first mentions a possible withdrawal.

Tuition and all other charges remain due through the last day of the fourteen-day notice period whether or not the child attends. Verbal notice, reduced attendance, vacation, illness, exclusion from care or stopping payment does not replace the required written notice. Deposit application, refunds and final-account rules remain controlled by the signed Enrollment Agreement and Fee Schedule.

A family must update pickup arrangements, collect belongings, return school property and resolve the account by the final enrollment day. Schola will confirm the effective withdrawal date in writing.

6.3 Other enrollment fees

Any application, registration, annual supply, enrichment, holding, late-pickup or returned-payment fee is stated in the current Enrollment Agreement or Fee Schedule. Unless those documents state otherwise, registration and supply fees are nonrefundable and separate from tuition. A place during extended absence is held only under a written Director-approved arrangement.

- Tuition reserves enrollment capacity and staffing; it is not a daily attendance charge unless the agreement states otherwise.
- A payment is complete only when funds clear. Attendance may be suspended for overdue balances after required notice.
- Families should raise billing questions promptly and continue paying undisputed amounts.
- Only the Director or authorized owner may approve a financial exception, and it must be in writing. Verbal discussions, app messages and past exceptions do not permanently modify the agreement.
- Withdrawal must follow the agreement's written notice method and notice period. Financial obligations continue during that period as stated in the agreement.

7. Health, illness and return to care

Staff make non-invasive health observations at arrival and throughout the day. A child must be able to participate comfortably in routine indoor and outdoor activities without requiring care beyond the program's staffing and authorization.

7.1 Parent responsibilities for health and safe care

- Tell Schola before arrival about fever, vomiting, diarrhea, rash, breathing concerns, significant injury, unusual behavior, diagnosed contagious illness, new medication, allergy exposure or another condition that may affect safe participation. Do not use fever-reducing or symptom-masking medication to send a child who otherwise meets exclusion criteria.
- Keep at least two reachable emergency contacts. When Schola calls for illness or safety pickup, an authorized adult must begin arrangements immediately and ordinarily arrive within one hour.
- Provide every required health form, provider order, allergy action plan and unexpired medication before attendance. Missing or inconsistent information may require exclusion or suspension until corrected.
- Promptly share material medical follow-up after an injury, emergency visit, new diagnosis or medication change so the school can determine whether the child may safely return.

7.2 A child may be excluded when

- Illness prevents comfortable participation or requires more care than staff can provide without compromising others.
- Symptoms or diagnosis create a risk of spread under licensing, public-health or school criteria.
- Fever, repeated vomiting, diarrhea, breathing difficulty, unusual lethargy, unexplained rash, drainage, severe pain or another concerning condition is present.
- Required health documentation, medication or an individual care plan is missing.

When exclusion criteria arise, the family must arrange pickup as soon as possible, ordinarily within one hour. Return depends on the child's condition, participation ability, current public-health guidance, licensing requirements and any requested medical clearance—not solely on the passage of 24 hours.

EMERGENCY SYMPTOMS: For breathing difficulty, anaphylaxis, loss of consciousness, severe bleeding or another urgent condition, staff may call 911 before contacting the family.

8. Medication, allergies and health plans

- Medication requires written authorization, must be allowed by current licensing standards, and must arrive in its original unexpired container with the child's name and matching instructions.
- Staff administer only the authorized dose, route, time and conditions. Ambiguous directions must be clarified first.
- Families must disclose diagnosed or suspected allergies and provide current action plans, medication and replacements before attendance when needed.
- A written feasible plan may be required for seizures, diabetes, asthma, feeding needs, mobility, toileting or other conditions.
- Attendance may be paused when essential rescue medication or a required plan is missing, expired, inaccessible or inconsistent with provider orders.

Schola uses reasonable allergy controls but cannot guarantee an allergen-free environment, especially when families provide food.

8.1 Medication and allergy rules—no informal instructions

Medication will not be accepted loose, expired, transferred to another container, labeled for another person or accompanied only by a verbal message. Written authorization and container directions must agree. Parents must resolve any conflict before administration.

For a child at risk of anaphylaxis or another time-sensitive emergency, the parent must provide the current action plan and required rescue medication in usable condition. Attendance may be paused immediately if essential medication is missing, expired or unavailable.

9. Injuries, incidents and emergency response

1. Protect children, stop the hazard and provide first aid within staff training.
2. Call 911 or obtain emergency assistance when reasonably indicated; emergency action does not require prior parent consent.
3. Notify the parent or guardian promptly using available contact information.
4. Document objective facts, observed injury, care provided, witnesses and follow-up.
5. Make required reports to CCR, law enforcement, public health or child-protection authorities.
6. Review contributing conditions and take reasonable corrective action.
7. Families receive required information about their own child. Schola does not disclose another child's identity, diagnosis, discipline history, family information, video or confidential investigation detail. An incident report records facts known at the time; it is not a medical diagnosis, final investigative finding or admission of fault. Additional facts may be documented later.

10. Emergency preparedness, abuse reporting and safety

Schola maintains an emergency plan for evacuation, relocation, shelter-in-place, lockdown, communication, continuity of care, children with additional needs and reunification. Emergency evacuation and relocation information is posted in every classroom near the entrance or exit where children and employees can easily view it. Staff may relocate children, contact emergency services, provide authorized first aid and arrange emergency transportation when reasonably necessary.

During an emergency, parents must follow official school instructions, avoid calling classrooms or entering a restricted site, monitor approved communication channels and bring identification to reunification. Children are released only through authorization and identity checks, even when delay is inconvenient.

Schola may call 911, provide first aid within staff training, evacuate or relocate children, and arrange emergency transportation when reasonably necessary before a parent can be reached. Parents are responsible for keeping contact and authorization information current and for promptly obtaining medical follow-up.

10.1 Large-group emergency accountability

During evacuation, relocation or reunification, each classroom or assigned group follows its attendance and accountability procedure. Staff may move children in groups, use alternate exits, delay individual release until identities and counts are verified, and change the reunification site when conditions require. Parents must not remove a child without completing the official release process.

10.2 Communicable-disease or public-health event

Schola may exclude an individual child, affected classroom or broader group; increase cleaning; limit visitors; require health documentation; modify activities; or close temporarily based on symptoms, exposure, licensing or public-health direction and operational capacity. Families will receive the information reasonably necessary for action without another child's identity or confidential medical details.

Event	Family action
Evacuation/relocation	Do not come to the school unless directed. Follow the announced reunification instructions and bring ID.
Shelter/lockdown	Do not call classrooms or enter the site. Monitor official school messages.
Early closure	Arrange prompt authorized pickup and acknowledge messages when requested.
Communication outage	Use info@scholainternational.com or call 512-771-8058, and follow emergency-authority instructions.
Delayed reunification	Remain patient; release requires identity and authorization checks.

10.3 Suspected abuse or neglect

Texas law requires prompt reporting of suspected child abuse or neglect. A child-care professional must make the required report no later than 48 hours after first having reasonable cause to believe a child has been abused or neglected; that professional duty may not be delegated. Staff do not investigate to prove a report before contacting the proper authority and may not notify a parent when notice could increase risk or interfere with an investigation.

- Emergency or immediate danger: call 911.
- Urgent report: Texas Abuse Hotline, 1-800-252-5400.
- Non-urgent online report when appropriate: txabusehotline.org.
- Child-care regulation concerns may be reported directly to Texas HHSC.

NO RETALIATION: Schola prohibits retaliation for good-faith safety questions, reports, regulator contact or cooperation with an official investigation.

11. Nutrition, rest, toileting and clothing

Families provide meals and snacks unless a written program notice states otherwise. Food must be labeled, safely packed, age-appropriate and consistent with the child's documented dietary and allergy plan.

11.1 What families send each day

Provide a morning snack, lunch and—when the child remains after 3:00 p.m.—an afternoon snack. Send food in a soft labeled lunch bag and containers the child or staff can open safely. Label the bag, each container and the water bottle with the child's full name; add the date when required.

Use an ice pack or insulated container when food requires temperature control. Schola does not guarantee refrigeration, reheating or preparation unless a classroom notice specifically offers it. Staff may decline spoiled, unlabeled, unsafe or improperly stored food.

11.2 Food safety and nutrition expectations

- Choose age-appropriate portions and a balanced variety of fruit or vegetables, grains or starches, protein and dairy or an approved alternative. Limit added sugar, highly processed snack foods, candy, chips, soda and colored or highly sweetened drinks.
- Cut and prepare food to reduce choking risk. Whole grapes, popcorn, hard candy, whole nuts for children who cannot safely manage them, large pieces of meat or cheese, spoonfuls of nut butter and other age-inappropriate choking hazards must not be sent.
- Do not send alcohol, cannabis products, medication disguised as food, unlabeled supplements or a known classroom allergen. Teachers may remove an unsafe item and return it at pickup.
- Families remain responsible for the nutritional adequacy and safety of food from home. Teachers supervise meals and encourage independence but do not force a child to eat or use food as punishment.

11.3 Celebrations and outside food

Arrange classroom celebrations with the Director at least seven to ten days in advance. Do not distribute invitations directly through the classroom unless approved. Celebration timing, visitors, decorations and photography must follow classroom, allergy, privacy and supervision rules.

Any shared food must receive advance approval and arrive factory sealed with a complete ingredient label unless Schola confirms another lawful arrangement. Low-sugar or non-food celebrations are preferred. The Director may prohibit an item because of allergies, choking risk, sanitation or classroom needs.

- Provide sufficient food and a labeled water bottle daily; use cold packs or approved containers when needed.
- Prepare food to reduce choking risk and avoid prohibited items and known classroom allergens.
- Do not send alcohol, cannabis products, medication disguised as food or unlabeled supplements.
- Celebration food or gifts require advance approval; ingredient labels or non-food celebrations may be required.
- Provide approved labeled nap items and at least two labeled changes of weather-appropriate clothing.
- Use closed-toe, secure, non-slip footwear. Avoid dangerous drawstrings, wheeled shoes and hazardous jewelry.
- Toilet learning is collaborative, respectful and never punitive. Families provide adequate supplies and communicate routines.

Staff may decline unsafe, spoiled or improperly stored food. Soiled clothing may be sealed and sent home. The school is not responsible for ordinary stains, wear, minor damage or loss inherent in active preschool play, except as required by law.

11.4 Rest and quiet time

Children who sleep are offered a supervised rest period. Children who do not sleep are offered quiet activities after a reasonable rest opportunity. Rest is never withheld as punishment. Families provide only the labeled rest items approved for the child's classroom and take washable items home each Friday for cleaning and return them Monday.

11.5 Clothing, belongings and required supplies

Children need comfortable, washable, weather-appropriate clothing that permits running, climbing, art, sensory play and independent toileting. Closed-toe, non-slip shoes are required. Avoid flip-flops, wheeled shoes, high heels, hazardous drawstrings, dangling jewelry and clothing or accessories that create an entanglement or choking risk.

- Keep the following labeled items stocked in the child's assigned space: two complete changes of clothing including socks and underwear; seasonally appropriate outerwear; a refillable water bottle the child can use safely; authorized sunscreen and child-safe insect repellent; diapers and wipes when applicable; and approved rest items for full-day children.
- Replace used, wet, outgrown, expired or missing supplies promptly after notice. Schola may restrict an activity or pause attendance when an essential item required for safe care is unavailable.

- Do not send personal electronics, money, gum, candy, small choking hazards, weapons, toy weapons or toys from home unless a teacher has approved a specific comfort, learning or sharing purpose.
- Label every item. Schola will use reasonable care but is not responsible for ordinary stains, damage or loss of unlabeled or unnecessary belongings, except as required by law.

11.6 Toileting and diapers

Toilet independence is not required unless a specific program placement states otherwise. Families and teachers will use a respectful, consistent plan. Families provide correctly sized diapers, wipes, clothing and other approved supplies. Toilet learning is never forced, shamed or punished.

11.7 Infant safe sleep, if infants are accepted

- Infants are placed on their backs for every sleep. A different sleep position or arrangement is allowed only when Schola has a completed Sleep Exception Form signed by a healthcare professional.
- Infants who can roll from back to stomach and stomach to back may change positions independently after being placed on their backs.
- Each non-walking infant younger than 12 months sleeps in an individual, safety-compliant crib. Walking infants may sleep on an approved crib, cot, bed, or mat, as permitted by Texas regulations.
- Sleep spaces are kept free of loose blankets, pillows, toys, bumper pads, and other prohibited items.
- Infants may not sleep in car seats, swings, bouncers, or other restrictive devices unless medically authorized. If an infant falls asleep in one of these devices without an approved exception, staff will move the infant to an appropriate sleep space as soon as possible.
- Infants may not be swaddled for sleep or rest unless Schola has a completed medical Sleep Exception Form specifically authorizing swaddling.
- Caregivers supervise sleeping infants and complete all required sleep checks and documentation.
- Schola cannot follow family requests that conflict with safe-sleep requirements unless the required medical authorization has been provided.

11.8 Breastfeeding and breast milk

A parent has the right to breastfeed or provide breast milk for a child in care. Schola provides a comfortable place with an adult-sized seat in the center or classroom for breastfeeding. Breast milk must be labeled and handled under current health and licensing procedures.

12. Learning, outdoor experiences and media

Schola integrates multilingual language exposure, practical life, literacy, mathematics, discovery, construction, creative expression, dramatic play, sensory investigation, movement and outdoor learning. Curriculum descriptions are goals, not guarantees of a particular developmental outcome, language proficiency, teacher assignment or daily activity.

12.1 Planning and enrichment

Teachers use annual curriculum themes and weekly plans that combine teacher-guided lessons, child-led investigation, small-group and individual work, hands-on centers, outdoor learning and reflection. Experiences may include practical life, early literacy and mathematics, STEAM discovery, art, music and movement, library experiences, soccer or other gross-motor activities, and Spanish, English and French language and culture.

Enrichment providers, days and offerings may change. Enrollment does not guarantee a named outside provider, instructor, activity, language outcome or uninterrupted schedule. Schola may substitute, postpone or discontinue an enrichment activity for safety, staffing, enrollment, vendor or program reasons.

12.2 Limited screen-time policy

Hands-on play and human interaction are the default. Screen use is not routine entertainment. When used, it must be brief, teacher-led, age-appropriate, previewed and connected to an educational purpose or unusual weather contingency.

Children under age two are not provided planned screen viewing. For children age two and older, a typical screen activity will not exceed 15-20 minutes and ordinarily will occur no more than one in a week. Current Texas requirements control if they are more restrictive.

No passive television, cartoons for entertainment, unsupervised internet access or child use of personal phones, tablets or handheld games is permitted. Screens do not replace required physical activity, outdoor learning, rest, meals, supervision or relationships.

- Children ordinarily participate in outdoor, nature, art, sensory and water-related experiences when conditions and permissions allow.
- Families provide appropriate clothing and authorized sunscreen or insect-repellent supplies.
- Activities may be modified or canceled because of weather, air quality, staffing, health, equipment or assessed risk.
- School-managed devices and approved systems may be used for educational documentation and authorized family communication.
- Separate written permissions should distinguish private family sharing, internal training and external marketing. Consent may be withdrawn prospectively in writing.

Parents and visitors may not photograph, livestream or record other children, private conversations, care routines, records or restricted areas without authorization. If cameras are used, they support security and incident review but do not replace supervision. Footage is not routinely available to families because it may contain confidential information about others.

12.3 Physical activity and outdoor-play plan

Daily physical activity supports health, coordination, confidence, self-regulation and learning. Children receive developmentally appropriate structured and unstructured movement indoors and outdoors through playground play, walks, dance, games, gross-motor materials and classroom movement. The planned duration for each age group is listed in the current classroom schedule and activity plan and meets applicable Chapter 746 requirements.

- Settings may include classrooms, the licensed outdoor area and approved off-site locations.
- Children need weather-appropriate, washable clothing and secure closed-toe, non-slip shoes that permit free movement.
- The Director or designee limits outdoor play when heat, cold, storms, lightning, air quality, unsafe surfaces or another condition creates a significant health risk, using current weather and public-health information.
- When outdoor time is limited, teachers provide comparable indoor gross-motor movement in a safe approved space.

12.4 Sunscreen and insect repellent

Schola applies only parent-provided, labeled sunscreen or insect repellent with current written authorization, unless the school separately identifies an approved school-supplied product in writing. Products are used according to the label, age restrictions and parent instructions, kept out of children's reach and documented when required. Aerosols are not sprayed near children's faces or in a manner that exposes others. Families must update authorizations and report sensitivities.

12.5 Transportation, field trips, water activities and animals

- Transportation: Schola does not transport children. Parents or authorized adults are responsible for transportation to and from school. Any future transportation service would require a written policy update, applicable permissions and compliance with Chapter 746 before it begins.
- Field trips: Schola does not conduct field trips requiring school-provided transportation. Any future off-site activity would require advance written notice, applicable permission and a written policy update.
- Water activities: Sprinklers, water tables, splash or swimming activities occur only with applicable permissions, ratios, active supervision, sanitation and safety controls. Parents receive additional notice when required.
- Animals: Any animal contact is supervised and limited to animals suitable for children. Schola follows vaccination, sanitation and handwashing requirements and considers allergies, fears and health risks. Families must disclose relevant animal allergies.

13. Positive guidance and unsafe behavior

Guidance is individualized, developmentally appropriate and designed to protect safety while teaching regulation, communication, empathy, boundaries and repair.

Used at Schola	Never permitted
Connection, co-regulation and clear limits	Corporal punishment, shaking, striking or physical abuse
Redirection, environmental changes and limited choices	Humiliation, ridicule, threats, profanity or frightening language
Modeling, visual supports and replacement skills	Withholding food, water, toileting, rest or necessary care
Safe, logical consequences and supervised breaks	Punishing accidents, illness, disability-related behavior or sleep difficulty
Collaborative family support plans	Unsupervised isolation, locked/dark areas or requiring one child to discipline another

13.1 Biting, aggression and recurring risk

Biting, hitting, scratching, pushing and throwing can occur in early childhood. Staff first care for the affected child, interrupt behavior calmly, support regulation, document objective facts, notify each family about its own child, protect confidentiality and review triggers and supervision.

If behavior repeats or risk increases, Schola may adjust the environment, increase supervision, convene a family conference, create a written support plan, seek authorized professional input, shorten attendance temporarily or impose other reasonable safety conditions. Decisions are individualized; no fixed incident count automatically determines blame, disability status, program fit or termination.

13.2 Biting response and family partnership

Staff first separate safely, comfort and assess the affected child, provide first aid, calmly stop and redirect the child who bit, and document objective facts. Each family receives information about its own child the same day when required. The identity of the other child remains confidential.

Teachers review likely triggers such as teething, crowding, frustration, communication, fatigue, sensory needs, transitions or competition for materials and adjust supervision, environment and teaching strategies.

If biting recurs, Schola may schedule a conference and create a written plan with prevention strategies, family actions, review dates and measures of progress. The family must participate and share relevant health or developmental information.

If risk remains significant despite reasonable support, Schola may shorten the schedule, require additional evaluation or supports, suspend care or end enrollment after individualized review. Immediate action remains available for serious injury or urgent risk.

14. Communication, complaints and respectful conduct

Channel	Use
Brightwheel	Daily updates, attendance notices, routine questions and school announcements.
Email	Detailed non-urgent concerns, documents and meeting follow-up.

Channel	Use
Phone	Time-sensitive matters during operating hours.
In person	Brief handoff only; sensitive or extended matters require a scheduled private meeting.
Emergency services	Immediate danger, medical emergency or urgent safety threat.

14.1 Concern-resolution pathway

- For immediate danger, alert nearby staff or call 911.
- For a routine concern, send the Director a concise written statement with date, people involved, known facts and requested outcome.
- Schola will ordinarily acknowledge the concern within two business days.
- The Director will review appropriate records and speak with relevant people while protecting confidentiality.
- Schola will ordinarily respond within five business days; complex or official investigations may take longer.
- Unresolved operational concerns may be escalated in writing to the owner/authorized administrator. Regulatory complaints may go directly to HHSC.
- Staff are not expected to respond outside work hours or while supervising children. A message is not received until acknowledged through an approved school channel. Schola may require one designated family representative, written communication, a meeting agenda, an administrator/witness or a written follow-up summary when needed for orderly operations.

14.2 Communication and staff boundaries

- Use Brightwheel, school email, the main phone number or another Director-approved channel for school business. Personal texts, personal email, social-media messages and conversations with an employee outside work are not official notice to Schola unless the Director confirms them in an approved channel.
- Employees may not promise tuition adjustments, policy exceptions, enrollment outcomes, diagnoses, confidential information about others or changes to a child-specific plan unless authorized for that decision. Families should request written confirmation from the Director before relying on a material exception or change.
- Meetings about sensitive concerns may include an administrator or witness and may be summarized in writing. Participants must not record, photograph, livestream or publish a meeting, child, employee, record or restricted area in a way that violates privacy, school rules or applicable law. A request to record should be raised before the meeting so lawful confidentiality safeguards can be arranged.

14.3 Daily and developmental communication

Brightwheel or another approved app is used for attendance, routine messages, school notices and available daily information. Teachers may provide a brief handoff at pickup. Schedule a private meeting for a detailed concern, developmental discussion or information that should not be discussed around children or other families.

Portfolios, observations and classroom documentation illustrate learning but are not standardized assessments, medical diagnoses or guarantees. Children's work products and frequency of app updates will differ because learning and classroom events differ.

14.4 Parent access, visits and participation

Parents may enter and examine the center during operating hours without advance notice as provided by Texas law. Every visitor must check in, identify themselves and follow safety, confidentiality, health, emergency and supervision directions.

Access does not allow a visitor to direct staff, discipline or interview children, inspect another child's records, enter restricted private-care areas, photograph or record without authorization, or interrupt active supervision. Schola may guide the location and manner of observation to protect children and comply with law.

Volunteering, extended classroom participation or regular contact with children may require advance coordination, orientation and background checks. Brief visits should minimize disruption. Parents supporting a classroom transition must follow the agreed gradual plan.

14.5 Parent and visitor conduct

- Speak respectfully and disagree without insults, threats, shouting or discriminatory language.
- Follow check-in, access, supervision, parking, pickup, health and emergency instructions.
- Do not confront, question, photograph, record or post about another child or family.
- Do not interfere with supervision or demand an immediate meeting during care duties.
- Do not contact employees repeatedly through personal channels, pressure staff to disregard policy, retaliate against a reporter, or direct harassment toward staff, children or families in person or online.
- Do not distribute another child's, family's or employee's private information, images, records or allegations. Good-faith complaints, truthful reviews, legal claims and regulator reports remain permitted.
- Keep weapons, illegal drugs, impairment, smoking and vaping away from the operation.

IMMEDIATE SAFETY ACTION: Violence, credible threats, stalking, weapons, dangerous impairment, deliberate disruption or imminent risk may lead to removal, police contact, restricted access consistent with law, suspension or termination without progressive warning.

14.6 How Schola responds to conduct concerns

For lower-level concerns, Schola may use a reminder, written warning, meeting, communication plan, restricted channel, designated family representative or access condition. Repetition or failure to correct the concern may lead to suspension or termination.

Immediate restriction, suspension or termination may occur for a safety threat, violence, credible threat, weapon, stalking, dangerous impairment, unlawful conduct, deliberate interference with supervision, severe harassment, nonpayment, repeated late payment or pickup, missing essential health/custody records, material misrepresentation or refusal to follow an urgent safety plan.

A parent's good-faith complaint, truthful review, licensing contact, abuse report or exercise of a protected right is not misconduct and will not be the basis for retaliation.

15. Privacy, access and accommodations

Schola limits child and family information to care, education, administration, safety, licensing, legal duties and authorized purposes. Parents receive records about their own child as allowed by law, not confidential information about others.

15.1 Recording, photographs and social media

- Parents and visitors may photograph or record only their own child when Schola has authorized photography for the particular event or location. They may not photograph, video, audio-record, livestream or publish another child, another family, confidential records, care routines, private conversations, classrooms during active care or restricted areas without authorization.
- Do not post another child's name, image, behavior, medical information, incident details or family information online. If a school-authorized image unintentionally includes another child, the parent must crop, obscure or refrain from posting it.
- Concerns about an employee or child should be reported through the concern-resolution pathway or appropriate authorities—not investigated through confrontation, online identification, crowdsourcing or publication of confidential information.
- Nothing in this policy prevents a truthful review, legal claim, police report, licensing complaint, mandated report or other protected communication. It does prohibit harassment, threats, knowingly false statements and disclosure of protected information.

15.2 School records and retention

Schola may create and retain enrollment, attendance, sign-in/out, authorization, custody, health, medication, allergy, incident, billing, communication, access, camera and acknowledgment records for care, licensing, safety, insurance, business and legal purposes. Records are kept for at least the period required by applicable law and longer when reasonably required by an investigation, insurance matter, litigation hold, contract or documented school retention schedule; disposal must be secure.

Parents must use approved methods to request or correct their child's records. They may not alter school records or demand deletion when preservation is required for licensing, an investigation, insurance, litigation hold or another legal obligation. Access to a parent's own child records does not create a right to another child's confidential information.

If Schola maintains video of an alleged abuse or neglect incident involving a parent's child, the parent may view available footage as required by 26 TAC §746.521. The parent may not retain portions depicting another child, and Schola must give the required written notice to the parent of any other child shown before the viewing. Schola may coordinate the viewing to preserve evidence and confidentiality.

Parents have access rights under Texas law. Visitors must identify themselves and follow procedures that protect children, confidentiality and active supervision. Access does not include unsupervised contact with other children, confidential records, staff-only systems or disruption of care. Volunteering or regular classroom participation may require approval, orientation and background checks.

15.3 Staff qualifications and training

Schola assigns employees only after required eligibility and background-check requirements are satisfied. Staff qualifications, caregiver training, director qualifications, ratios, supervision and records follow applicable Chapter 746 requirements.

Caregivers receive required pre-service and ongoing training in child development, supervision, positive guidance, health and sanitation, emergency procedures and recognition and reporting of abuse or neglect. Required CPR and first-aid coverage is maintained. Parents may review staff training records and qualifying in-house training curriculum as provided by Texas parent-rights law.

Schola considers reasonable modifications through an individualized, interactive process. Review includes the child's needs, requested support, professional recommendations, licensing requirements, staff qualifications, ratios, physical environment, emergency capacity and whether a modification is reasonable and effective without fundamentally altering the program or creating an unmitigated direct safety threat. A diagnosis or accommodation request does not automatically determine admission or termination.

15.4 Neurodiversity, developmental support and therapy referrals

Schola maintains a referral relationship with Neurodiversity Holistic Center, an independent, bilingual (Spanish/English), culturally responsive early-intervention provider co-located at 9002 Anderson Mill Road, Austin, Texas. Families may contact the Center directly, at little to no cost, for support related to early signs of neurodiversity in young children.

- Initial family consultations in Spanish and developmental screening and observation.
- Interdisciplinary evaluations and personalized family support plans.
- Parent education workshops and ongoing therapy coordination.
- Art and music therapy, mindfulness training, movement and sensory work, and nutrition education.

Contacting the Center is optional and family-directed. It does not replace, substitute for or guarantee Schola's own individualized, interactive accommodation review described above, and it does not by itself change enrollment status, staffing, ratios or classroom placement at Schola.

INDEPENDENT PROVIDER: Neurodiversity Holistic Center is a separate organization, not owned, operated, supervised or guaranteed by Schola. Schola does not control the Center's evaluations, advice, therapies or outcomes and is not responsible for services families receive there. Families who use the Center do so under a direct relationship with the Center and remain responsible for confirming credentials, cost, consent and any information-sharing with Schola.

15.5 Texas parent rights

Consistent with 26 TAC §746.521 and Texas HHSC Form 2987, a parent or guardian of a child in care has the rights summarized below. Schola provides the current state form at enrollment for separate review and acknowledgment; if the state form and this summary differ, the current state form and controlling law govern.

- Enter and examine the center during operating hours without advance notice.
- File a complaint and review publicly accessible records.
- Review written records concerning the parent's own child during a conference as provided by law.
- Receive HHSC inspection reports and information for accessing the center's online compliance history.
- Have Schola immediately follow a valid judge-signed court order restricting another parent's visit or removal rights, while the order remains effective.
- Receive Child Care Regulation contact information.
- View available video of an alleged abuse or neglect incident involving the parent's child under the safeguards described above.
- Obtain a copy of Schola's operational policies.
- Review staff training records and any in-house training curriculum upon request.
- Exercise these rights without retaliation.

PARENT-RIGHTS RECORD: Schola retains the signed Parent's Rights acknowledgment and the handbook acknowledgment with the enrollment file. Asking questions, contacting CCR or making a good-faith report will not be used as a basis for retaliation.

16. Suspension, withdrawal, termination and policy control

16.1 Enrollment action may be considered for

- Nonpayment or repeated payment failure under the Enrollment Agreement.
- Materially false, incomplete or withheld safety information.
- Failure to maintain required records, medication, supplies or pickup arrangements.
- Repeated policy violations or refusal to participate in a necessary safety or support plan.
- Child or adult conduct creating significant safety, harassment or operational risk.
- Program inability to meet a child's needs safely after individualized review and reasonable-support consideration.
- Loss of license, facility availability, staffing capacity, program closure or other operational necessity.

When circumstances permit, Schola will communicate the concern, identify expected corrections, document support efforts, set a reasonable review date and provide written notice of any enrollment action. Immediate restriction, suspension or termination may occur for urgent safety risk, credible threats, violence, unlawful conduct, essential-record or rescue-medication failures, abandonment at pickup, nonpayment under the agreement, material misrepresentation, or another serious circumstance. Decisions will identify the effective date and authorized decision-maker. This policy does not prohibit truthful reviews, regulator reports, legal claims or protected speech; it requires confidentiality, non-harassment and accurate, good-faith communication.

16.2 Updates, temporary directives and exceptions

Schola may revise policies for legal, licensing, insurance, public-health, operational or educational reasons. Changes are provided to employees and to parents in writing. At least one signed and dated copy of updated operational policies or the updated enrollment agreement is retained for each family as required by 26 TAC §746.505. Temporary written procedures may supplement this handbook during emergencies, outbreaks, investigations, repairs or government action. An exception is valid only when authorized in writing by the Director or owner and does not create a permanent waiver.

Schola may preserve attendance, sign-in/out, authorization, billing, incident, health, communication, access-control and policy-acknowledgment records for licensing, safety, business, insurance and legal purposes according to its retention practices and applicable law. Families must not alter school records or submit false, misleading or incomplete documentation.

CONTROLLING LAW: If a provision conflicts with law, the law controls and remaining policies continue to the extent permitted. Financial, liability, venue and dispute-resolution terms belong in the Enrollment Agreement.

16.3 Gang-free-zone notice

Under Texas law, any area within 1,000 feet of a child-care center is a gang-free zone. Certain criminal offenses related to organized criminal activity are subject to harsher penalties when committed in this zone.

16.4 Employee vaccine-preventable-disease notice

Schola does not require employees to receive specified vaccines under its current risk-based policy. The school will review this determination if applicable law, public-health direction or workplace risk changes. Individual employee medical information remains confidential except as required by law.

16.5 Parent policy examples: how the rules work

These examples explain typical application; they do not limit Schola's response when facts, law, licensing, safety or a child-specific plan require a different action. Similar situations use the same decision framework, although outcomes may differ when the facts differ.

EXAMPLE	PARENT RESPONSIBILITY	SCHOLA RESPONSE
Tuition is not received on the 1st	Confirm payment status, correct a failed method and pay all undisputed amounts.	Send a balance notice; apply the Enrollment Agreement/Fee Schedule; require payment or a written plan; suspend or terminate for unresolved or repeated nonpayment.
Family gives verbal withdrawal notice	Send written notice through an approved channel and obtain Schola's acknowledgment.	Start the 14-calendar-day period when written notice is acknowledged; tuition remains due through that period.
Parent arrives after closing	Call as soon as delay is known and arrange authorized pickup; still complete pickup by closing whenever possible.	Continue supervision; apply the Fee Schedule; document lateness; require a corrective plan; suspend or terminate if repeated.
New person will pick up	Submit authorization through the approved written process; tell the adult to bring photo ID.	Verify authorization and identity. Do not release based only on a phone call, child statement or unverified message.
Custody restriction changes	Give the Director the complete updated judge-signed order before pickup.	Follow the most recent enforceable order on file; do not mediate disputes; contact authorities if needed for safety.
Child has fever or vomits at school	Respond immediately and arrange authorized pickup, ordinarily within one hour.	Supervise separately as practical, document symptoms, contact the family, clean affected areas and apply return-to-care criteria.
Rescue medication is expired	Replace it and update the action plan before attendance.	Pause attendance until essential medication and documents are complete and usable.
Food contains a choking hazard	Provide safely cut, age-appropriate replacement food.	Remove or decline the unsafe item, notify the family as appropriate and return it at pickup.
Child bites another child	Review information about your own child calmly and participate in prevention strategies.	Provide care, notify each family about its own child, protect identities, document facts and create a support plan if behavior recurs.
Parent wants information about another child	Share observations and concerns about your own child and the requested safety outcome.	Explain the response concerning your child but withhold the other child's name, diagnosis, records, discipline and family information.
Parent visits without notice	Check in, identify yourself and follow the directed observation location and classroom rules.	Permit lawful access while protecting active supervision, restricted care areas and other children's confidentiality.

EXAMPLE	PARENT RESPONSIBILITY	SCHOLA RESPONSE
Parent posts a classroom photo online	Post only when authorized and remove, crop or obscure every other child and private detail.	Request removal or correction; preserve evidence if necessary; apply conduct or access measures for serious or repeated privacy violations.
Teacher or classroom changes	Support the child's transition and direct concerns to the Director—not individual staff during supervision.	Use qualified staffing and lawful ratios; communicate material changes; share necessary care information and provide transition support when practical.
Family threatens or shouts at staff	Stop the conduct, leave when directed and use the written concern pathway.	Protect children and staff; end the meeting; restrict access or communication; contact police; suspend or terminate when warranted.
Emergency relocation occurs	Monitor official messages, go only to the announced site and bring identification.	Account for children by group and release only after authorization and identity checks, even if reunification is delayed.

Parent Handbook Acknowledgment

Child's full name: _____

Parent/guardian name(s): _____

- I received or was given access to this Schola International Parent Handbook, identified by its effective date and version.
- I received the current Texas HHSC Parent's Rights form for separate review and acknowledgment.
- I am responsible for reading it, asking questions and following applicable policies.
- I understand that Texas law and licensing standards control non-waivable duties, and the signed Enrollment Agreement/Fee Schedule controls financial terms.
- I understand that monthly tuition is due on the first calendar day of the month and that withdrawal requires at least fourteen consecutive calendar days' written notice acknowledged by Schola.
- I understand that nonpayment, repeated late payment or pickup, safety threats, violence, missing essential health/custody records and other serious violations may result in immediate restriction, suspension or termination.
- I will keep emergency, pickup, custody, health, allergy, medication and contact information current.
- I understand that Schola generally cannot share identifying information, records, discipline or footage concerning another child or family.
- I will use the concern-resolution pathway respectfully, without waiving my right to contact regulators, report suspected abuse, seek emergency assistance or exercise protected rights.
- I understand that preschool involves ordinary childhood risks and Schola cannot guarantee prevention of every illness, conflict or injury; this acknowledgment does not waive non-waivable legal rights or excuse negligence.
- My signature confirms receipt and understanding; it is not a release of claims, an indemnity, or a waiver of any right that Texas law does not permit a parent or child to waive.
- I authorize operational notices through the approved contact methods in my enrollment record.

Parent/guardian signature: _____ Date: _____

Second parent/guardian signature: _____ Date: _____

School representative: _____ Date: _____

FAMILY COPY: The family should receive a complete signed copy. The school should retain the acknowledgment with the applicable handbook version.

