

## **Annie's Place at Parkland**

### **Frequently Asked Questions**

**1. Are you licensed?**

We are not licensed by the State of Texas but we follow the minimum standards put out by Texas Health and Humans Services and the Department of Family Services. We have a certified Director on staff and all lead teachers have a Lead teacher certification and 24 hours of ongoing training hours.

**2. What are your hours of operation?**

We are open from 7:00 AM – 6:00 PM Monday through Friday by appointment only. If there is an immediate need, please call to see if we have space.

**3. How much does it cost?**

This is a free service for when you have a doctor's appointment scheduled. You must have an appointment on campus to make a reservation with Annie's Place.

**4. What ages to you accept?**

Annie's Place provides a safe, nurturing, and educational environment for children newborn to 6 years of age, with some exceptions for school aged children.

**5. How do I make an appointment?**

You will be referred by your doctor's office. Annie's Place will then reach out to you and schedule your child(ren) based on your upcoming appointments.

**6. Is there a special place for my child's belongings?**

Yes, when you arrive with your child, we will give each child their own drawstring bag to keep their belongings in. We will provide everything your child needs for the day, so they are encouraged to leave their belongings at home to ensure it does not get damaged or lost.

**7. Is there parking at the center?**

No there is not parking at the center. You will drop off your child and then park on campus in one of the parking garages.

**8. Is there a shuttle to the hospital?**

Yes.

**9. How do you screen for Covid-19?**

We have a screening questionnaire you will answer before your appointment. When you arrive, we take everyone's temperature and look for signs of illness.

**10. What sanitation procedures are used at Annie's Place?**

Our center is cleaned everyday using a safe disinfectant, including all toys and equipment, classrooms, bathrooms, and offices. Everyone is expected to clean their shoes upon arrival and wash their hands. Staff will wash their hands according to our health and safety plan.

**11. How do you monitor who is coming in and out of the building?**

There are several safety procedures in place to protect children. Annie's Place has a keyless entry pad on the main entrance and the interior lobby door to limit access to the facility. You will not receive a code to enter the classroom area of the building. We are asking parents not to go back for safety of the children and to reduce the spread of germs. If you have notified us that a friend or family member will be picking up your child, they will be asked for identification to verify their identity before they are allowed access to the building for pick up.

**12. Are there cameras?**

Yes, Annie's Place is equipped with cameras. Cameras are specifically for the directors to use in monitoring the classrooms. For the protection of the children, there is no streaming video on a website or a mobile app.

**13. What is your teacher-to-child ratios?**

The ratio in each classroom is dependent on the state requirements. Annie's Place adheres to all guidelines and state standards especially during Covid-19.

**14. Is there a weekly learning plan?**

Yes, our teachers will follow lesson plans and the centers will be set up for learning experiences.

**15. Do I need to bring food for my child?**

No, we will have healthy snacks and drinks. We do not allow children to bring food into the school. Menu exceptions are allowed for children with documented religious or medical reasons. If a special diet is required, you may speak to the director about supplying the necessary food. Every staff member is trained and has their Food Handler certificate. If your child is nursing, you may bring milk. We have refrigerators in both infant rooms and bottle warmers.

**16. Can you tell me about your discipline policy?**

We use positive reinforcement and change of environment. Our trained staff will ask the child what is wrong and find a solution using positive and calm interactions.

**17. How do you communicate with parents?**

We will communicate with you through our Annie's Place app. You will be able to ask us questions in real time.

**18. Where do the kids nap?**

We do not have a set nap time at Annie's Place since children will be with us for a short amount of time. If your child needs a nap, we have cribs for the infants/toddlers and a quiet place for an older child to nap if requested by the parents at drop off.

**19. Will I get a copy of your policies and procedures?**

Yes, you will get a copy and we ask you sign off that you received this.

**20. Can I look around the center?**

We are asking for only staff and children to be back in the learning center. We are following the best practices put out by the state to limit the spread of infections.

**21. What happens if my child will not stop crying?**

Our teachers are trained in separation anxiety and we have a licensed play therapist on staff. We will do everything to calm them down. If your child has a hard time calming down, we will call you or text you.

**22. What happens if my child gets sick?**

We will separate your child from the group and keep them safe until you arrive.