



## PARENT FAQs

### **Q. What / Who is Otter Learning?**

A. Otter Learning is a network of early childhood education centers dedicated to successful outcomes for all students in its care and staff members. Our goal is to increase access to high-quality childcare for families by introducing best-in-class practices and elevating the service offering at each school in our network.

#### Mission

- Be Safe, Be Kind - Let's Grow Together.

#### Vision

- Our vision is to be the leader in providing community-focused early childhood education for children from all backgrounds. We will be known for our exceptional educational programs, talented teams, and community relationships. We will always take pride in our unique blend of fun and learning in a safe and nurturing environment.

#### Values

- Growth & Innovation - We will continue our efforts to promote education, constantly improve our services, and nurture top talent to provide a unique and exciting environment for everyone in the Otter Learning family.
- Partnership - We believe in working together as a team and community.
- Quality - We will offer an environment that fosters development, facilitates success, and encourages integrity.
- Inclusion – All children, families, and team members are welcome.
- Safety – We will deliver a safe setting for our students, team, and community.

### **Q. Can I enroll my child in an Otter Learning school at any time?**

A. Yes. Enrollment at all Otter Learning locations is ongoing as long as space is available.

### **Q. How do I communicate with Otter Learning?**

A. We ask that daily communication continue through your school's Assistant Director and Director, who will escalate to their Regional Director as necessary. If you need to speak with a supervisor, your on-site Director will gladly connect you with the appropriate contacts.

### **Q. Where can I find the enrollment forms?**

A. Please connect with the Admin team of the school you are interested in to collect and receive guidance on how to fill out the school-specific forms for enrollment.

### **Q. I was not able to enroll my child at my preferred location because there was no space available. Can I be put on a waiting list?**

A. Yes. To place your child's name on the waiting list, contact the center director and provide them with your child's information. In the meantime, they can assist you in finding available space in one of the other convenient Otter Learning locations until space becomes available for you to transfer to your preferred location.

### **Q. How can I find an Otter Learning center near me?**

A. Visit the Otter Learning website for a list of all schools ([www.otterlearning.com](http://www.otterlearning.com)).

### **Q. Does the school use a curriculum?**

A. Yes. Otter Learning has partnered with Learning Beyond Paper, an age-appropriate, digitally-enabled curriculum that allows our teachers and students to explore thousands of weekly lesson plans meeting all state-specific standards. Your child will be introduced to art, music, mathematics, science, reading, fitness, and more! We provide monthly take-homes for parents to track exactly



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what their students will be learning in the classroom so that you can follow along and continue the learning experience at home.

Many of our schools also offer school-specific and age-specific supplemental curriculum based on parent and student feedback. Our goal is to ensure that each community receives the ideal educational experience in each school.

### **Q. What is the average adult-to-child ratio at most Otter Learning locations?**

A. Each Otter Learning school meets or exceeds state regulations regarding adult-to-child ratios. You can rest assured that your child will receive an abundance of attention from trained and caring early childhood professionals.

### **Q. How will I be informed about my child's progress at school?**

A. Effective communication happens on an ongoing and daily basis, beginning with a daily report that you will receive detailing your child's day via Procure Engage. In addition, teachers will track your child's development by taking observation notes based on our curriculum. Of course, directors and teachers are always available to speak with you at any time.

### **Q. Are there any extracurricular activities offered at Otter Learning schools?**

A. Yes. Otter Learning is committed to providing a well-rounded educational experience. Many of our schools offer extracurricular activities such as art classes, music lessons, and physical education programs. These activities are designed to enhance your child's creativity, physical development, and overall enjoyment of the learning process.

### **Q. Is there financial assistance or scholarship opportunities available for enrollment?**

A. Otter Learning believes in making high-quality early childhood education accessible to all families. While specific offerings may vary by location, most schools within our network provide financial assistance or scholarship opportunities. Please reach out to the school's administrative team to inquire about any available assistance programs.

### **Q. What health and safety measures are in place at Otter Learning schools?**

A. The health and safety of our students, staff, and families are our top priorities. Otter Learning schools strictly adhere to all local, state, and federal regulations regarding health and safety in childcare settings. We have comprehensive safety protocols in place, including regular sanitization, health screenings, and emergency preparedness plans. Additionally, our staff members are trained in first aid and CPR.

### **Q. Can I tour an Otter Learning school before enrolling my child?**

A. Absolutely! We encourage parents and guardians to schedule a tour of their preferred Otter Learning school to see our facilities, meet our staff, and get a firsthand look at our educational programs. To arrange a tour, please visit the school website page to fill out an inquiry form, which will prompt the ability to sign up for a tour.

### **Q. Are there opportunities for parental involvement at Otter Learning schools?**

A. Yes. Otter Learning values the partnership between parents and educators. We actively encourage parental involvement through various means, including parent-teacher conferences, volunteer opportunities, and special events. Our goal is to create a supportive and collaborative community where families can actively participate in their child's educational journey.

### **Q. Are meals provided for children at Otter Learning schools?**



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A. Yes. Otter Learning schools prioritize nutrition as an essential component of a child's development. Nutritious meals and snacks are provided at many schools, taking into consideration whether the school has an on-site kitchen and any dietary restrictions or allergies. Our menus are designed to meet or exceed nutritional guidelines, ensuring that your child receives well-balanced and healthy meals while in our care.

**Q. Is there a referral program for current Otter Learning families?**

A. Yes. Otter Learning appreciates the support of our families and offers referral programs at some locations. If you refer a new family to Otter Learning, you may be eligible for special incentives or discounts. Please inquire with your school's administration for details on the referral program at your specific location.

**Q. How does Otter Learning support children with special needs or unique learning requirements?**

A. Otter Learning is committed to inclusivity and providing a supportive environment for all children. Our staff members receive training to accommodate diverse learning needs. If your child has special needs or unique learning requirements, please communicate with the school's Director during the enrollment process. We will work collaboratively with you to ensure that your child receives the individualized support they need to thrive at Otter Learning.