



Parent Handbook

ACA Rules and Regulations

A Child's Academy

Welcome!

CONGRATULATIONS!!

You have chosen an opportunity for your child/children to expand their knowledge forever! A Child's Academy welcomes you and your family to join our caring, loving, well-educated staff at our center. We take pride in making your child our number one priority. We hope your family enjoys all we have to offer you.

Our Goals

Our goal is to ensure the children who attend feel accepted, appreciated and comfortable in their surroundings. We believe that communication between the parents and teachers is very important. Feel free to discuss any problems or concerns you may have with your child's teacher or the center director at any time.

Please sign the 2 forms located on the last 2 pages of your handbook. These should be handed in to the Director of the center with your enrollment forms.

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A Child's Academy reserves the right to modify the policies and other information in this handbook at any time.

Welcome To Our School

Welcome and thank you for choosing A Child's Academy. We are confident that your child's time in our school will be a happy and exciting experience. This handbook serves as an informative guide so parents can know and understand our schools policies and procedures. Please read carefully and keep it for future reference.

We understand the importance of your decision to entrust us with the care and education of your child. In any group care setting, good policies are an important part of maintaining proper health and safety. Many of our policies are the result of our effort to ensure strict compliance state and licensing regulations. It is understood that by enrolling your child in our center, you agree to abide by all of our policies and procedures.

A Child's Academy reserves the right to change or revise any policy, procedure, tuition, and/or fee at any time. Depending upon the nature of the change, the notification process may vary. Watch for updates on the pro-care check-in screen, parent information board, or a letter or e-mail to parents.

Our mission statement

At A Child's Academy we believe that children should be “hugged first, then taught ”

We strive to provide a nurturing, secure, and stimulating environment for young children, in which children can safely explore, learn, play, and develop in all areas of growth: physically, emotionally, socially, intellectually.

We believe in being supportive of our parents, and we welcome their involvement and presence at A Child's Academy at all times. We further believe that in such a caring atmosphere, where parents and teachers have open and honest communication, children thrive and have the opportunity to blossom into responsible, considerate, and contributing members of our society.

Non-discrimination statement

ACA is designed to care for children from infancy through twelve years old, including before and after school care and summer programs. In order to ensure that our children receive the best care possible, we can only accept a limited number. Children are accepted on a first-come, first-served basis, without regard for race, color, gender, sex, religion, marital or veteran status, national origin, handicaps or political beliefs.

A Child's Academy history

A Child's Academy is a private locally owned preschool, started by Barbara Harpe, who opened her first child care center in 1976 with 110 children, 18 staff members, and a basic philosophy that children should be “hugged first, then taught.” This heartfelt, caring philosophy brought great success. In fact, every center she has subsequently opened filled to capacity within 90 days. She founded A Child's Academy to find a better solution for her own children and for her genuine love for children. Through her many years of experience in childcare and reaching out with technological advances, Barbara has created a concept that is unique and on the cutting edge of the childcare industry.

Philosophy of A Child's Academy

A Child's Academy's learning environment and curriculum is based on the latest research regarding social and emotional development, how children think and learn, and on the principles of physical development as well as cultural influences. We feel that the love and enjoyment of children is the primary approach for successful implementation.

Children learn best through play, interaction and repetition. Children learn by doing. A Child's Academy learning environment is based on this philosophy and uses the environment -- the classrooms, the outdoors, the furniture, equipment, and the people -- at the foundation for children's learning. The children's needs and interests are taken into consideration when planning themes and activities.

Our WEE Learn curriculum is a Christian based curriculum that prepares children for the structure based classroom approach that children will receive when starting up their elementary education. We combine that with an environment that invites children to observe, to be active, to make choices, and to experiment using the developmental "hands-on" approach to learning.

During each week, we address all areas of development: social, emotional, physical (large and small motor), creative, cognitive, and language development. There is a balance between teacher directed and child initiated activities. Our classrooms are set up in a learning center configuration, which allows each child to choose his/her activities in different classroom areas. The activities in each learning Center are designed to facilitate discovery learning. The children are guided and encouraged to learn self-help skills, think for themselves, make choices, experiment, make mistakes, learn in a group setting, socialize, and having a lot of fun in the process.

A Child's Academy wants children to be successful learners now and in the future. We have proven this over time with the highest kindergarten readiness rate in Alachua County of 97%! The A Child's Academy learning approach encourages children to become independent thinkers, problem solvers, team players, and responsible citizens.

Tell me...and I'll forget

Show me...and I'll remember

Involve me...and I'll Understand

Programs

Classes are formed by age and developmental level. The following is a brief description of each of our programs.

Infants (six weeks to 12 months old)

Taking care of infants is both demanding and rewarding. Each infant has individual needs. In a warm, loving atmosphere, our staff provides for those needs as well as giving special attention to developmental milestones. Music and story time are everyday activities in the infant room.

Health and safety are our top priorities. To help maintain the cleanliness of the room, our infant rooms are shoeless and street shoes are not permitted in the room. Parents are asked to remove their shoes before entering or to wait until a teacher is available to hand belongings through the door. Each baby is

provided his or her own crib with a sheet and blanket that is laundered daily. In addition, toys are sanitized twice per day (noon and evening) and as needed throughout the day as well. Parents receive daily reports on feedings, diapering, napping and special activities.

We have two separate infant rooms -- one for smaller babies and one for babies who are scooting and crawling. This protects smaller infants from being crawled over and gives crawling infants the freedom to explore without hindrance. Therefore all the infants are given more opportunities for his or her developmental activities.

Physical separation for baby and parent is always difficult. A Child's Academy strives to help parents and children experience a calm transition of physical and emotional separation through our safe and loving environment. You can return to work with the peace of mind that your child is in good hands with us.

Toddlers (1 and 2 Year Olds)

Toddlers are learning many new and exciting things, experimenting, and meeting new challenges as fast as they come. They are learning new social skills and with those skills come new levels of emotions. A Child's Academy's Toddler program is developed to provide hands-on activities which allow children to explore, inquire, and discover solutions first-hand. Daily activities focus on language development, encouraging independence, an environment with structure and rules, boosting creativity, developing fine and gross motor skills, self help skills, potty training, sign language and social interaction.

Preschool (2 to 3 year olds)

Preschool children love to learn new information and master new tasks. Our program is designed to facilitate learning through many self-directed experiences. Throughout the day children have opportunities to explore the learning centers within the classrooms. Children benefit greatly from having clearly defined interest areas that are arranged to promote independence, foster decision-making, and encourage hands-on learning. Each learning center enhances the child's core components of development: social-emotional, language, cognitive, physical, and aesthetic. Our curriculum enhances the learning centers through a workbook and thematic approach. Children have many opportunities to see how reading and writing are useful before they are instructed in letter names, sounds, and word identification. An abundance of these experiences provide children opportunities to develop language and literacy skills.

Physical development needs are met daily with opportunities to use large muscles, including running, jumping, and balancing. Small muscle skills will be strengthened through play activities such as puzzles, painting, and cutting.

We have designed our preschool programs to be part of a nurturing and loving environment where your child is our number one priority. When children receive warm, responsive care, we feel safe and secure.

Pre-Kindergarten (4 year olds)

The concept that children learn best through play is reflected in the setup of each classroom with learning centers designed to foster choice and independence. This environment encourages experimentation and provides comfort and the freedom of choice. The atmosphere encourages independence and the building of self-esteem. We've developed a Pre-Kindergarten program with kindergarten readiness skills in mind including literacy (phonics), writing, math, science and social

studies. Literacy focuses on a balanced approach between phonics and whole language. Math skills are developed through hands-on experience and experimentation with manipulatives.

School-age (5-10 year olds)

We provide after school care for children who attend elementary schools in our area. They have an afternoon snack, tutoring and homework time, organized sports, games, art, and other fun activities. In the summer, we offer a summer camp comprised of water days, themed activities, and field trips. A Child's Academy picks up and drops off from the following elementary schools: Glen Springs Elementary School, JJ Finely, Norton Elementary School, Littlewood Elementary School, and Talbot Elementary School.

If your child does not need to be picked up from school on a regularly scheduled day for any reason, you must call ACA by 11am. If we are not informed that we do not need to pick up your child from school, you will be fined \$20 per incident.

Florida VPK program

A Child's Academy participates in the Florida Pre-Kindergarten program. This program is for children who turn 4 years of age by September 1 of the current school year. Since it is a state-funded program, tuition for the program is free. You must provide a valid VPK certificate for enrollment in the program. Space and session is based on availability. VPK is a three-hour session, held five days per week according to the Alachua County public schools calendar. Students are only allowed to miss 20% of the year, which averages to 3 days a month. Parents are required to sign an attendance verification form each month. Attendance guidelines require a written explanation, signed by the parent for any absences from VPK past 3 days in a month. Extended absences may result in disenrollment from the VPK program; families are urged to plan vacations in accordance with school breaks.

At A Child's Academy we have developed several different VPK programs to meet the high level of educational demands that our parents have:

VPK Only - 9:00-12:00pm

Our VPK only class provides your child 3 hours of our VPK WEE Learn curriculum which will prepare your child with pre-reading, pre-math, language, and social skills necessary to succeed in Kindergarten. Our program also includes weekly chapel, music movement, arts and crafts, outside time on our enhanced playgrounds.

VPK Half Wrap – 7:00-1:30pm

We offer an extended half day enrichment learning program for our VPKers for an additional fee. It includes all the benefits of our VPK Plus option, plus breakfast and lunch, outdoor learning, and water days on our splash park and with our bounce houses. Children must be dropped off by 8:45am for the day.

VPK Full Day Wrap – 7:00-6:00pm

We also offer our full-time working parents a “wrap” program that allows for additional care from opening to closing for an additional fee. It includes all the benefits of our VPK Flex option, plus afternoon snack and naptime. Children must be dropped off by 8:45am for the day.

For more information on VPK eligibility, visit

http://www.floridaearlylearning.com/EarlyLearning/OEL_Parents_ProgramsServices_VPK.html or <http://www.elcalachua.org/> or e-mail us at info@achildsacademy.com.

Full-time versus part-time enrollment

We offer both full-time and part-time programs for families. For infants, we offer only full-time enrollment. For children ages one and older, we offer a three-day program scheduled on Monday/Wednesday/Friday or a two-day program scheduled on Tuesday/Thursday. If your child is enrolled in a part-time program they may not attend on non-scheduled days or times.

Drop in care

Drop in care is based on daily availability and starts after 8:45 am. There is a monthly minimum of \$36 is charged and this amount is then applied towards your time used. Payment is due at start of the day or first day of the week of care.

Licensing

Governing Regulations

The governing organization for childcare is the Florida Department of Children and Families. We comply with all state licensing regulations and requirements. Our school is subject to inspection by state and city health, fire, licensing, and building agencies. If you should have any questions, concerns, to see a copy of the regulations, or need resource information related to childcare please check out their website at www.myflorida.com/childcare.

A copy of our license, the current DCF regulations, and improved health care plan are available on-site for your review

Inspections

In an effort to help make sure that we do not overlook any regulations, we are inspected by the Florida Department of Children and Families. We **also** have undergone the Gold Seal Accreditation process and further intensive inspections to be held to those higher standards because we feel the State Standards are not enough to provide quality child care. In addition to Accreditation and the State Regulations, A

Child's Academy has also created an internal quality assurance department that inspects our school on a recurring basis.

Preparing for your first day

A positive daily transition from home to A Child's Academy is important for everyone. Children react differently to the separation from their parents when coming to school. Some children are full of confidence and are excited to be with other children. Some children are frightened or may seem angry. Others are afraid of being away from mom or dad. Many behaviors are based on the age of the child, if the child has been preschool before, or a number of other factors.

If it is your child's first time attending preschool, first time in our school, or first time away from you, please be sure to make every effort to spend additional time at the school in the beginning to help your child become comfortable in his/her new environment.

1. Visit the school with your child prior to his/her first day to allow them to become comfortable with the environment.
2. Children also feel your vibes -- if you're apprehensive he/she will be apprehensive too.
3. Start talking about going to a new school as early as possible with excitement and enthusiasm.
4. Quickly slide into your routine, i.e. be consistent on who brings the child to school everyday, what time you come to school, and what time you pick up.
5. Take your child to the classroom after checking in, give a big hug and kiss, let them know you will be returning, and immediately leave the room.

If your child is upset when you leave the classroom, take it in stride, they have usually calmed down by the time you make it to your car. REMEMBER - you can call and check on your child any time or use the Classroom Camera system in the Parent Lounge.

Also remember that you are transitioning your child to a group setting, please expect a 30 to 60 day transition for their immune system to adjust and don't be surprised if there are a few sick days in the beginning. However their immune system will become stronger and whether it is adjusted to social settings now or later in elementary school you will eventually have to go through the process. Our center director is here to walk you through and work with you in the transition phase and to answer any questions or concerns that you may have. A strong relationship with the center director is critical with executing a positive childcare experience.

Days & Hours of Operation

CENTER HOURS

- Our center is open Monday through Friday, from 7am to 6pm.
- Children must be picked up by 6pm (please arrive by 5:55pm, so that you may have time to gather your child's belongings, speak with your teacher and also check out via Procure).
 - A late fee equal to \$1 per late minute is assessed, beginning promptly at 6:01pm. The late pick-up fee will be automatically charged to your account.
- We do close at 6pm sharp. If you know you cannot pick up your child before closing time, we request that you notify the Center prior to 5:30pm and have another designated person pick up

your child. If you have not picked up your child by 7pm and all attempts to contact you and your emergency contacts have failed, A Child's Academy will call the Gainesville Police Department and the Florida Department of Children and Families. After three late pick-ups, you will be asked to find a center that better fits your needs.

- Part of our security includes using our Procure center management system. It is critical to maintaining security that you check in and out every day. We still do manual counts to make sure that our children are checked in. If we discover that you have not checked in or out there will be a \$20 fee imposed on your account for each occurrence.
- It is important that your child's day begin on a positive note. Upon arrival, all families are required to clock in and out via our Procure Child Center Management Software. After checking in please escort your child to their classroom and make sure your child's teacher knows your child has arrived so that the teacher may mark them present. It is important that the teacher acknowledges that you are dropping your child off and please remember that siblings are not permitted in the infant rooms. Upon departure, please make sure that your child's teacher knows you have picked up your child so we may mark him/her off the roll.

HOLIDAYS

- We are closed on the following holidays:
 - Labor Day - UF Homecoming - Thanksgiving Day & Day After
 - Christmas Day (Day Before & After also) - New Year's Day
 - MLK Day - President's Day - Memorial Day
 - 4th of July - Planning Days (1 in Spring, 1 in Fall)
- We will close at 12 pm on both Christmas Eve and New Year's Eve if we have determined that we are open on those days.
- Tuition accounts will not be credited for holidays. This policy is standard with reputable child care centers in the area and reflects the center's ongoing operating expenses.
- VPK and School Age programs follow the school district calendar for pre-planned closings, if our school is open these days your child can attend but will pay the normal full time rate for that time period (Halloween, Winter Break, Spring Break, etc). Please let the Director know in advance so that a spot can be held for your family otherwise their normal tuition rate will process.
- VPK Wrap, Flex or Plus programs are not based on school closings and during school closings when not being subsidized by VPK will pay the full time rate during those periods.

WEATHER & EMERGENCY CENTER CLOSINGS

- In the event of inclement weather or other emergency situation, every effort will be made to keep the center open. If the Center must close, we will request that each A Child's Academy location be specifically mentioned on the appropriate news agencies (indicated on the front cover).
- We are not responsible for mistakes in the school closing announcements.
- While it is impossible to anticipate every circumstance of a potential emergency, we do have the following general guidelines in place:
 - Throughout the Year:

- Before the center opens for the day:
 - In the event of utility outage (our, gas, and/or water) prior to 6:30 AM, the opening of the center will be delayed.
 - If the center is still without utility service at 11:30 AM, the center will remain closed for the day.
- After the center opens for the day:
 - In the event of a power outage during normal business hours, the center will remain open. As a courtesy, parents will be notified after 60 minutes whether or not the decision is to stay open or close.
 - In the event of a water outage during normal business hours, the center will announce its decision to close after 60 minutes. Parents will be notified by phone and required to pick up their children in
- If our center closes due to the weather, utility outage, or emergency situation, regular tuition charges will apply. This policy is standard with reputable child care centers in the area.

Registration & Payments

INITIAL REGISTRATION

- Upon registration, your account will be billed an annual fee, your child's first week's tuition, and a security deposit. Payment of the total amount due (including any previous account balance) is required to secure your child's enrollment in our program.
- The security deposit is equal to one week of tuition and will be credited towards your last week of attendance.
- If you decide not to begin enrollment, your registration fee, first week's tuition and security deposit will not be refunded.
- Infants follow an *annual calendar* for their program.
- Preschool in Pre-Kindergarten programs follow a typical *academic calendar*, from September through June, and a summer camp calendar from June through August.
- If you choose to un-enroll from any program you must give 30 days' notice by filling out an exit form and your account will continue to be billed for the 30 days.
- Upon registration and throughout enrollment, parents must notify the Center in writing of any special needs, including but not limited to allergies, medical conditions, dietary restrictions and disabilities; such knowledge is necessary to provide proper care for your child.

Annual enrollment

- Annual enrollment is required for Preschool and Pre-Kindergarten programs. Enrollment contracts are distributed in February and must be returned by March 31 to secure enrollment for the upcoming academic year.
- Parents of toddlers who will move up to the preschool program in the fall are also required to complete a new enrollment contract.
- After submitting the enrollment contract, if you decide not to begin fall enrollment, your first week's tuition and security deposit will not be refunded.

- Prior to your child’s start date at A Child's Academy, all enrollment forms, physical, and immunization records must be completed and returned us in order to meet state licensing requirements.

Summer camp registration (preschool, Pre-Kindergarten in school-aged children only)

Our summer program runs for 10 weeks, the same summer time frame defined by the Alachua County Public Schools.

- For currently enrolled families:
 - Infants through 4 year olds will follow their normal full time schedules and the summer program is automatically included plus any activity fees for special summer events.
 - For 5 years and older you will need to register by March 31st to secure your discounted pricing that is not available to new families.
- For new families:
 - You will fill out our Summer registration form in addition to our normal registration forms.

Payments

- Tuition is due in advance: Tuition is paid weekly in advance. Payment is due by Friday for the up-and-coming week. If your payment is late (after 6pm on Friday) or your account does not have a zero balance, a late fee of \$25 per day will automatically be charged to your account.
- If payment is not received by Friday at 6pm so that you have a zero balance. Our system will lock your account and you will not be allowed to check in until payment is made.
- Automatic Payment registration is required: We do not accept checks, if paying by cash payment must be received by end of business on Thursday (or wednesday if Friday is a holiday) or else your account will be run via the ACH or CC on file. For your convenience, we accept **ACH debits (also known as electronic checks)** from checking accounts, savings accounts and flexible spending accounts. By enrolling in automatic payment you are agreeing to have your account automatically debited on the Friday before on each weekly basis. Enrolling in automatic payment requires completion and submission of the ACH debit authorization form in compliance with all terms outlined therein.
 - All accounts also are required to provide a backup payment via credit card in case the ACH transaction fails. If the ACH transaction fails there will be a \$45 returned item billed directly your account.
 - There will be a convenience charge processed for having to use the backup payment method equal to 3.5% of the amount charged.
- Account receipts and statements:
 - Current account information: you may view your payment account on the check-in monitors when signed in as “Payer” responsible for that account.
 - For record-keeping purposes, the person who signs the enrollment contract is designated as the primary guardian. You may also request printed weekly and/or monthly statements.
 - If there is a co-guardianship arrangement, we can divide the accounting according to responsibility so that the payments do not get co-mingled. However both guardians are still responsible for the entire account balance.

- Past account information: you may request a year-end statement for tax purposes, given that your account is paid up to date. For account statements for prior years (more than two years ago) of attendance, please make a written request to our accounting department and include a \$50 processing fee; request for prior years may take several weeks to process.

Vacation Day Credits

Qualifying Vacation Families

- Full Time Families will receive vacation day credits to use towards extended pre-planned absences.
 - Only available for children older than 24 months.
 - Child must have been enrolled for 12 months continuously.
 - Parent must give 2 weeks' notice in advance.
 - You will receive one week of vacation day credits on your annual enrollment date and it must be continuous enrollment and billing. Any unused vacation credits expire each year.
 - Vacations may NOT be taken one day at a time, it must be taken as 1 continuous week.
 - Account must have a zero balance in order for vacation to be approved.
 - Vacation Day Credits must be used or they expire and they cannot be applied to an account balance if not used.
 - If you withdraw from our program, your available vacation day credits will expire on the date of notice of withdrawal is given.
 - After your vacation credits have been used, your account will not be credited for any additional absences.
- Drop In, 2 Day Part Time, 3 Day Part Time, 5 Day ½ Day, School Age Programs and any Subsidized Care Programs are not eligible for Vacation Day Credits.

How to Apply These Credits

- If you are planning a vacation, please complete a Vacation Request Form at the center and turn it into the director's office.
- Vacation requests must be submitted at least two weeks prior your vacation to receive a tuition credit and your account must qualify.
- Your tuition account will be credited the week after your confirmed absence.

Absences

- We do not provide tuition refunds or reductions for absences due to illness or other reason. This policy is standard with reputable centers, given that the centers' operating expenses remain constant.
- If a child is sent home sick, that child will not be allowed back in school for a full 24 hours (entire next day) per state regulations.

- As a courtesy; we request that you call the center to inform us if your child will be absent. Your notification allows our teachers to begin the daily educational activities on time and eases our concern for your child’s well-being. You will appreciate when other families do this so that your child can receive the maximum educational impact.

Adding & Switching Days

Short Term

- You may add additional days to your child’s normal schedule/program, provided that space is available, advance notice is given, and your account is paid up-to-date. Please call the Director as soon as you know that you will need child care for an additional day or time period. If you add a day, your account will be charged the appropriate tuition fee, typically the standard daily rate. Tuition must be paid in advance and refunds will not be given should your child not attend on this scheduled day for any reason.
- Switching days cannot be permitted, as it is difficult to schedule teachers, plan menus, implement curriculum and learning activities and run an efficient center.

Long Term

- You can switch days for the long term (i.e. a permanent schedule change) provided that space is available, advance notice is given, and your account is paid up-to-date.
- You must provide two weeks notice via written notification to the Director who will update your paperwork and have you sign the updated related forms.

Allergens

- A Child’s Academy cannot guarantee an environment free of any allergens, including peanuts, peanut oil and peanut dust. It is impossible to control the peanut residue that can linger on children’s hands, on classroom furniture, or on items that children bring from home. We do attempt to minimize the risk of allergen exposure by:
 - Prohibiting the sharing of food or utensils;
 - Requiring store-bought treats/food with ingredients listed, and
 - Washing or sanitizing tables where meals are served.
- Parents of children with allergies should consult with their physician and with the Center Director to properly assess the child’s needs, and his/her ability to participate in the A Child’s Academy program. Students with allergies must have an “Allergy Action Plan” on file.

Arrival & Departure Times

- Our school opens at 7am and children can be dropped off until 8:45am
 - If you can’t get there by 8:45am please call the Director by 8:30am to inform them and to let us know when your child will be there.

- If your child has an appointment after 11:00 am, please bring your child to school at their normal scheduled time and then come back to pick them up for the appointment.
 - If your child has more than 3 unexcused absences or late drop offs in a month, your child will not be allowed to stay for the day.
- Please be consistent in your drop off and pick up times. Predictable schedules help out the children in our program so that we can maximize the education they are getting.
- Why do we do this?
 - #1 – We are not a daycare, we are a preschool. We have a curriculum and education program planned for every child in the school.
 - #2 – Distractions affect the learning environment, not just of your child but all of the children in that classroom become affected by these types of distractions. We pride ourselves on how advanced our graduates are and take the responsibility of educating them very seriously.
 - #3 – Non-predictable schedules makes it difficult on the teacher to prepare and plan adequately thus decreasing the effectiveness of our educational program.
 - #4 – Children adjust better to the classroom schedule and routine (this makes for an easier day for all involved, teachers and parents)
- Your child must be escorted into the building every morning, signed in and taken to the appropriate classroom. There will be a \$20 fee assessed on your account for not checking in or out.
- Your child will be released only to those persons specified on the signed parental agreement form. No person under the age of 18, including family members, may pick up your child from the center.
- In shared custody or divorce situations, parents must provide our center with court documentation showing custody arrangement. Each parent will create a pick up list for their custody days. Parents are responsible for keeping the pickup authorization cards up-to-date. The center must be notified in writing if someone other than those authorized will be picking up your child from the center.
- When leaving, please sign out your child and take his or her belongings home (art projects, notes and toys from home).
- Arrival and pickup times often become very busy, if an issue arises at this time, please make an appointment with the director. We encourage an open door policy to parents and we want to address concerns *immediately* rather than waiting for concerns to build up, which typically leads to a family becoming unhappy and then withdrawing. We can't fix anything if we don't know about it.
- Our parking lot can be a busy place at certain times of the day. Please help us in providing a safe environment by holding a child's hand at all times and driving slowly in our parking lot. You may park in our parking lot off of the Glen Springs Road entry or in the dirt parking lot off of the 34th St. entry. Cornerstone Academy starts at around 8 AM and ends around 3 PM. We advise our parents to use Glen Springs Road parking lot near these times because of how busy the property becomes. For safety reasons, do not keep your car running. Turn your car off when you come in to pick up your child.

Policy on Intoxication or Impaired Individual

ACA has the right to not release your child to you if you appear intoxicated or impaired. We will use your contact list if this situation arises.

Babysitting After Hours

Hold Harmless; Procurement Fee

- We discourage our employees from making babysitting arrangements with enrolled families.
- If you enter into an agreement with an A Child's Academy employee to babysit your child outside of our center:
 - You understand that the sitter enters such agreement as a private citizen and not as an employee of A Child's Academy.
 - A Child's Academy does not assume any responsibility for its employees in any such agreement.
 - You agree to hold A Child's Academy harmless for any action which results from such an arrangement.
 - If you enter into an independent child care arrangement with A Child's Academy employee during your child's enrollment at A Child's Academy or within six months thereafter, and this arrangement results in our employee leaving our company you will be billed a \$2500 procurement fee (finder's fee). You also agree to the conditions set forth above.

Behavior management

- A Child's Academy is committed to the well-being of each and every child. In order to provide a safe, loving, and stimulating environment for all enrolled children, we expect a reasonable degree of cooperation from each child and parent.
- Our goal is to create an environment that minimizes the need for disciplinary action. Our staff members therefore have age-appropriate expectations for children's behavior, and are consistent and supportive in their efforts to help children manage their own behavior.
- If efforts to redirect inappropriate behavior are unsuccessful; our teachers will use a gentle timeout policy for discipline. The child is briefly removed from the group's activities and is allowed time to regain composure. The teachers make sure the child understands the reason for the timeout and helps him or her to reenter the group in a positive manner.
- If timeouts become a regular necessity and appear to be ineffective, a parent/teacher conference should be held to discuss the situation. If there is little or no improvement in a child's behavior and the behavior becomes a detriment to the rest of the group, termination of enrollment may become necessary.
- In all situations, our faculty will partner with you to provide your child with consistent, positive support. We therefore ask you to join us in modeling positive behavior for all children in our

care, and to avoid using developmentally inappropriate language or discipline strategies at the center.

Expulsion Policy and Behavior Guidance

We believe that all domains of learning are supported during play and through strong, positive, interactions with adults. Promoting healthy social and emotional development, including self-control, is one of the fundamental responsibilities our program. The preschool period is a critical time for children to learn to control their thoughts, feelings, attention, impulses, and behavior. They are learning how to get along with others and how to be a friend. Children are not born with these skills. Teachers and caregivers must teach social-emotional skills just as they teach washing hands, or learning colors and shapes.

We know that when children are given the opportunities and support to develop (learn, practice, discuss, etc.), self-control and other social and emotional skills, it gives them the foundation needed for academic and life success. We support this development through:

Our Environment

- We provide children with materials and engage them in activities that are appropriate for their age and respectful to them as individuals
- We develop schedules to meet the needs of young children and avoid long periods of wait time without activity
- We are flexible in our schedule and follow the interests and needs of the children's cognitive, physical, and biological needs
- We regularly observe the environment and the children as they interact in it to ensure it promotes healthy social interactions (ex. Having multiples of the same toy)

Our Teachers

- Work to develop a relationship with each child
- Encourage peer relationships by creating social opportunities and working with children to resolve conflict
- Always speak to children in a calm tone, especially during redirections
- Put words to children's emotions (ex. "Billy, I can tell you were mad when James took your block.")
- Use social stories with young children to teach healthy social skills

Our Families

- Communicate regularly with staff to ensure consistency in guidance between home and school
- Partner with us and allow us time to work with all children, including those needing higher levels of support
- Understand and acknowledge that we do not expel children as they are learning these skills. We strive to serve individual needs while ensuring the safety of young children
- To best serve children, we may need to partner with social and emotional experts to help give a child the best foundation for academic and life success

Our Children

- Learn how to handle conflict in a healthy manner (using appropriate words and not hands)
- Develop confidence and self-efficacy
- Develop skills to help them control their behavior and emotions

Thank you for choosing to allow our staff to support your child's development. We are committed to each child's social emotional development and so we do not dismiss children from our program because of concerns with behavior. Behavior concerns tell us that children need more time, support and practice to develop their social and emotional skills. When serious concerns arise, we will partner with parents and professionals who specialize in supporting children's social and emotional health. On rare occasions, we may work with families to seek the best care for their child if all parties agree that our program can no longer meet the needs of an individual child.

Birthdays

- A Child's Academy is happy to celebrate your child's birthday at the center.
 - Please make arrangements with your classrooms teacher if you wish to celebrate your child's birthday at the center.
 - For 1 and 2 year olds if you, as the parent, wish to attend and participate we ask that you plan on bringing your child home with you for the rest of the day because of separation issues that occur.
 - For 3 and older we allow participation with parents.
- Our company policy prohibits homemade treats. You may opt to bring in a store-bought cake or snack. If you intend to supply a special treat, please let us know ahead of time in case we need to address allergy issues.
- You may bring in a clown, magician or other entertainer with prior approval from the director. Also, please make sure that your hired entertainer provides an insurance certificate naming A Child's Academy as the certificate holder and additional insured. We may have a list of entertainers who already have insurance certificate on file at A Child's Academy.

Biting policy

- While biting is a common developmental stage, particularly for toddlers who may use biting as a form of communication, it is nonetheless an unpleasant and unacceptable behavior. Our faculty strives to minimize biting incidents by providing a safe, supervised environment and by empowering children to use more acceptable means of communication. However, despite our best efforts, it is likely that your child may be bitten at some time.
- When a biting incident occurs, our faculty's first priority is tending to the needs of the child who has been bitten. To help the child who bit better understand his or her actions, the teachers often include in their efforts to come for the child who was bitten (i.e. by giving a hug, apologizing, and/or offering an ice pack or cold compress). We will also document the incident in an Accident Report, which is shared with each set of parents.

- We do maintain confidentiality in all biting incidents, so the report will not include the name of the other child who was involved.
- If your child bites, our faculty will work with you to try to correct the problem. However, if the behavior does not improve in a reasonable amount of time, termination of enrollment may be necessary.

Boo-boo reports

Even in the highest quality centers, accidents can and do happen as children explore the environment around you many precautions are taken to ensure a safe environment. If an incident or injury occurs (i.e. a visible mark or break of skin occurs), first-aid is administered, and Accident Report is filled out and copy is given to you. Please remember that skinned knees and similar incidents do occur in the normal course of play, unless the child is showing extended pain or injury we generally don't report these. We reserve the accident reports for injuries as a result of aggression, busted lips, visible injury, etc. This report will describe the nature of the incident and any follow-up care that was provided. Please understand that a group care setting, we do witness most incidents, but occasionally there may be an incident which we do not see. Our teachers simply cannot be expected to see everything. If your expectation is that your child will never have an accidents while under our care, and your expectations of what can be accomplished in a group care setting may be unrealistic. One-on-one care (i.e. a nanny) may be best for your family. Please see our director if you have any concerns about this matter.

Celebrations and holidays

- Our students are a diverse community of learners. We embrace opportunities to introduce the children to customs, traditions, holidays, and other celebrations that are important to their peers.
- We are a Christian based academy. We hold chapel on a weekly basis and we welcome you to review our lesson plan that is followed for our chapel. We also observe and educate about all Christian based events. We encourage parents to come join us for chapel or be a guest speaker.
- You are encouraged to share your family's experiences with your child's class, and are always invited to participate in other celebrations and events.

Classroom placement & transition

- A Child's Academy accepts children ages 6 weeks through 12 years. Upon enrollment, your child will be placed in the appropriate classroom based upon his or her chronological age. Classrooms are arranged as follows:
 - Infants (6 weeks – 12 months)
 - Toddlers (12 months – 2 years old)
 - Twos (2-3 years old)
 - Preschool (3-4 year olds)
 - VPK (4-5 year olds)
 - School-age (5-12 years)

- For brief periods of time in the early morning and late afternoon during drop-off and pickup periods, certain age groups and classrooms may be combined; children ages 12 months and older may participate in these multiage groupings. Please ask the center director for specific information on which classroom your child should be dropped off and picked up from.

As your child grows and matures, he/she will become ready to transition to a new classroom. We look at several factors when making a determination of whether your child is ready or not. Some components of the decision are based on maturity level, developmental level, and the age of your child.

Transitioning a child is a decision that should be made by teachers, parents, and administrative staff area although we have a plan for transitioning a child, we also observe the child's behavior during the process in either lengthen the transition time or decreased the time taken to make the change. Below is our standard policy:

1. Transition meeting between the parents, the current teacher, and the new teacher.
2. Transition begins on Monday:
 - a. Monday -- child will spend one to two hours in new classroom
 - b. Tuesday -- child's been three or four hours in new classroom
 - c. Wednesday -- child will have lunch with new classroom
 - d. Thursday -- child will nap with new classroom
 - e. Friday -- child will spend a full day in new classroom

If the child is struggling, the transition cycle will be rolled into a two week period. During the transition week, if the child is happy and content in the new classroom, he/she is not required to return to the old classroom.

Communication

Daily communication

- Daily sheets are provided to the parents outlining the events of the day. It will detail your child's day including how they ate, slept, played, and what they learned. For younger children, the report will include information on diaper changes and/or potty training. Everything cannot be put on the paper. We encourage you to contact child's teacher if you have any specific questions.
- Daily reports are done for infants through 3 years old.
- Parents are notified daily regarding any injuries, bites, or unusual behavior by child.

Weekly communication

- A weekly lesson plan will be posted in each classroom on the parent information board. These lesson plans detail the classroom activities for the week.

Monthly communication

- A monthly calendar is generated to outline activities of the school.
- A monthly menu is posted for your review.

Other communication

- As needed we may e-mail parents with school information
- Please be sure to read any messages that appear on the check in/out screen.

Clothing, diapers and items from home

- **Infants:** Please provide an adequate supply of disposable diapers and wipes. Additional items should include ointments, at least two changes of labeled clothing, and appropriate outdoor wear for the season. Every item should be labeled with the first and last name of child.
- **Toddlers:** Please provide an adequate supply of disposable diapers and wipes. You should also provide two changes of labeled clothing and appropriate outdoor wear for the season.
- **Ages 3 – 5:** Please keep a complete set of labeled clothing at the center. If you bring home a soiled set of clothing, please replace the extra set the next day and please provide the appropriate outdoor clothing for each season.
- **School-age:** Please provide appropriate outdoor clothing for each season.
- We use messy art and craft supplies every day to produce our children's masterpiece. Smocks are provided, but please dress your child appropriately for everyday art and craft activities. Our products claim to be washable, however A Child's Academy is not responsible for damaged clothing.
- To prevent accidents, please dress your child in shoes with a back or strap around the heel. No flip flops.
- During rest time, a favorite blanket and or stuffed animal is welcomed. These items should be small enough to fit inside your child's cubby space. You also will need a small sheet to cover their mat for nap time (crib sheets and blankets are provided free of charge in the infant room). Please launder your child's blanket and mat sheet on a weekly basis.
- We do not recommend that children bring toys from home to the classroom. A Child's Academy is not responsible for lost or broken items.

Conference opportunities

- Individual conferences with your child's teacher are always available upon request, as are meetings with the center director. Either meeting can be arranged by speaking with your center director.
- We also invite you to take advantage of scheduled conference opportunities, which include parent teacher conferences to discuss assessment scores and also individual meetings with the director. We also encourage parents to participate in our annual orientation.

Confidentiality

- A Child's Academy respects the right of each family to privacy and confidentiality. Information relating to your child and family will not be released unless written authorization is provided by a parent or legal guardian.
- If your child is involved in a biting incident or an altercation with another child, A Child's Academy will not reveal the identity of the other child.
- In the event of suspected child abuse, A Child's Academy will share information regarding the child and family with the appropriate agencies, as required by various federal and state statutes and regulatory rules. All faculty members participate in "Identifying and Reporting Child Abuse and Neglect" training, and are therefore identified as mandated reporters.

Discount policy

Discounts (Private pay families only, not available for subsidized or part time families)

- 5% tuition discount for active military, police, or fireman
- 5% tuition discount for each additional child within one family (discount taken from oldest child's tuition)

** \$50 tuition discount for the families referring a family that enrolls

Policies

- Discounts are only applied on a weekly or monthly basis given that you have a zero balance. If you don't have a zero balance the discount will not be applied.
- Prepaid tuition is nonrefundable.

Enrichment activities

- Children enrolled in our Preschool and Pre-Kindergarten programs will participate in computer instruction, introductory Spanish and dance and fitness enrichment programs free of charge (if offered on your child's schedule days of attendance). Please see your center director for a full list of days and times for these programs.
- For infants and older, we offer sign language enrichment program using the Baby Signing Time curriculum.
- We don't currently offer 3rd party enrichment programs but plan on implementing this in the future and will give parents notice of the change.

Forms

- Certain A Child's Academy forms, including the medical statement and medication consent form are available in our front office.

General authorization

- By enrolling your child at A Child's Academy, you give permission for your child to:
 - Take part in all program activities including use of all indoor and outdoor equipment.
 - Be photographed or videotaped in connection with daily program activities and have those images displayed in the center, used in promotional materials, and/or used for enrolled families personal use.

Health policies: medical statement

- In the event your child becomes sick while at the center, you will be promptly notified. We expect that you will come to the center within 1 hour to pick up your child. We are a Center for healthy children. A child who is not well does not benefit from our program and can adversely affect the health of the class. If you have doubts about your child's health, please keep your child home and contact your family doctor.
- Injuries can and do happen both on the playground and in the classroom to both Parents and Students. Parents and Children attending A Child's Academy must have health & accident insurance through their own families policy. Your family insurance would also be used if the need of an ambulance is requested however you can make a request to us if you have a doctor or hospital preference in advance of such an event.
- In the event that any of the following occur, we ask that you keep your child at home:
 - temperature of 100° or above
 - any fever accompanied by:
 - a deep cough,
 - earache or draining ear,
 - spasms of cough, or
 - sore throat
 - diarrhea or vomiting defined as two loose bowel movements or one vomit (your child must be free from the symptoms for at least 24 hours before returning to school)
 - a rash of any kind until diagnosed, treated or declared harmless by a physician
 - red, running or matted eyes -- this might be pink eye (conjunctivitis)

Childhood Illness Chart

<i>Illness</i>	<i>For your child's comfort & well-being, s/he may return when approved by a physician or:</i>
Chicken Pox.....	24 hours after lesions have crusted
Conjunctivitis.....	24 hours after start of treatment (if drainage & excessive tearing have stopped)
Croup.....	After illness has subsided
Diarrhea-Gastro Enteritis.....	24 hours after last loose stool or after 1 normal bowel movement
Impetigo.....	24 hours after start of treatment
Fever.....	24 hours after temperature returns to normal
Influenza.....	24 hours after symptoms subside
Lice.....	24 hours after start of treatment
Strep Throat.....	24 hours after start of antibiotic treatment
Poison Ivy.....	After lesions have dried up
Pinworm or Ringworm.....	24 hours after start of treatment

For any illness not listed above, please contact the Director.

Medication Policy

- Over-the-counter topical ointment such as diaper cream, first-aid creams, sunscreen and insect repellent may be applied to your child with written parent permission.
- In a drug policy for infants younger than 18 months of age: A Child's Academy recommends that every infant have a valid state issued medication consent form on file for Benadryl or the generic level. Completion of the written consent form ensures that A Child's Academy can administer these medications in an emergency situation.
- Medications with fever reducers will not be given to children unless they have a low grade temperature from teething.
- Benadryl policy for children 18 months of age and older: in an emergency situation, A Child's Academy must first receive verbal consent from the child's parent before we administer Benadryl. Please keep your telephone numbers and physicians information up to date.
- All other medication, both prescribed and over-the-counter, will only be administered according to the following policies, with no exceptions:
 - The child's parent and physician must both complete and sign the state issued medication consent form or equivalent prior to administering medication. Attach notes or scripts cannot be substituted for information which is required to be written on the form. We will not accept verbal consent.
 - A separate state issued medication consent form must be completed for each type of medication administered.
 - All state issued medication consent forms must be updated at least every six months (including as needed medications such as Epipen, Tylenol, Motrin, cough syrup, and inhalers).
 - All medication, both prescribed and over-the-counter, must be supplied in the original packaging and must be accompanied by the original package insert or printed pharmacy instructions. These instructions must indicate the correct method for administering the medication, dosage restrictions, potential side effects, any other pertinent warnings.
 - Prescription medication must indicate your child's name on the pharmacy label. Over-the-counter medication must be labeled with your child's name on the original packaging.
 - The medication cannot be expired.

- We cannot exceed the dosage indicated on the prescription label and/or the state issued medication consent form.
- If a child's medication is to be administered twice a day, parents must administer it before and after school. If the child's medication is to be administered three times a day, we will administer a dose during lunchtime.
- The exact name of the medication must be written on the consent form, i.e., if the consent form specifies Tylenol you must provide Tylenol, not the generic equivalent (such the generic brand of acetaminophen).
- Parents, grandparents and relatives of the child within the third degree of consanguinity of the parents were set parents of a child may administer medication at the center without the need for the state issued medication consent form. A note from the parent authorizing the relative to administer medication is required.
- Our medication policy is consistent with the regulations provided by the Florida Department of Children and Families. There absolutely no exceptions to this policy.

Information changes

- It is the parent's sole responsibility to notify the center immediately of any changes concerning allergy and health issues, home address, pick up authorizations, and home or work telephone numbers and e-mails.

Internet use

- We have implemented the use of the internet at A Child's Academy to take advantage of the vast amount of educational resources available to children.
- We have a rolling Smart Board which is the children's only access to the Internet. The usage of the Smart Board is only administered with the assistance of the teacher present and the children do not have access once the training of the enrichment program is over. All other computers on site are only used for office and training purposes for staff.
- Even with all the security measures that we have implemented, we cannot guarantee 100% safe access to the Internet. We believe that the chance of your exposure to inappropriate material is very small, however, we must inform you that the possibility still exists.
- By signing up for the Smart Board enrichment program you're also acknowledging that small possibility expressed above has been acknowledged.

Television/Video Policy

We limit the use of television. We primarily use it for short transitions or for educational purposes only.

Meals and Snacks

- Infants:
 - Parents must provide A Child's Academy with written feeding schedule, complete with detailed instructions

- Parents must also provide bottles, formula or breast milk, and any necessary baby food; bottles must be filled and ready to serve
- Please label all food items, including bottles, with your child's first name and last name.
- As your infant transitions to table food, we will happily assist you in doing this, you will just need to bring the prepared food in a labeled container with First and Last Name each day.
- We serve breakfast, lunch and afternoon snacks. All meals and snacks are prepared in a kitchen, which has been approved by the health department.
- If your child arrives after 7:30 AM and needs breakfast, we ask that you inform the classroom teacher. After 8 AM we do not provide breakfast.
- Our menu has been approved by a licensed nutritionist and is posted on our website and parent board for your review. If your child does not like a menu item, parents are welcome to bring in a nutritional brown bag lunch that does not require refrigeration or heating.

Nap time

- Children enrolled at A Child's Academy need time during the day to rest and relax. Infants are of course, on individual schedules based on the child's need in the parent's preferences, but a group nap time is scheduled for all toddlers, preschoolers and pre-kindergartners, beginning at approximately 12:30 PM.
- Teachers provide individual mats for the children (parents must provide a crib sheet to cover this mat), and encourage them to lay down with a blanket and comfort item from home. Stories, soft music and dim lights help the children with the transition to this rest period. Children who do not fall asleep are provided with quiet opportunities to learn and play, including but not limited to books, and puzzles.
- Back to sleep: Infants are placed on their backs to sleep in accordance with Florida regulations and American Academy of pediatrics recommendations. Infants with medical conditions that require other sleeping arrangements must have detailed written instructions from a physician on file.

Accreditation

- A Child's Academy has earned prestigious accreditation by FACCМ.
- Participation in FACCМ is evidence of A Child's Academy's commitment to early childhood education and dedication to continuous improvement.
- FACCМ provides us with higher standards than DCF requirements, which helps us provide a better educational environment for your children.

Open Door Policy for Enrolled Families

- As a member of the A Child's Academy family, we consider our center to be a comfortable extension of your home -- a place where you're always invited, always welcome, and always appreciated.

- ACA host special celebrations where families will be invited to participate in a breakfast or luncheon with their child that day. These celebrations include: Mother's Day, Father's Day, and Thanksgiving.
- Our teachers and directors are always available to answer your questions, to review your child's progress or to discuss any concerns that you may have as we encourage you to speak to your child's primary teacher regularly, and to work together to identify the best possible time and method for daily communication.
- Parents are encouraged to visit the center at any time, and pre-notification is not necessary. You may participate in our classroom activities, play with your child on the playground, or have lunch together. If you're interested in discreetly observing your child's day, you may also use the Parent's lounge to watch your child's classroom on the video monitors. Although parents are welcome to visit their child's class, in our experience it is best for the parent and the child if parents exit the room in a quick and efficient manner. Excessive time in the classroom may upset your child and the other children in the classroom.
- Grandparents, aunts, uncles and family friends are also welcome to visit, however we request that you provide us with advanced notification. If the visitor is not listed on a child's enrollment application, you must provide written authorization prior to the visit. All visitors are required to provide photo identification.

Outdoor play

- Outdoor play is an integral part of our educational program, contributing to your child's health and development. Children remain inside when the weather is inclement (including extreme heat or cold), but otherwise participate in daily outdoor activities.
- Except in case of extreme heat or cold usually in inclement weather children are still able to hold outdoor activities under our covered porches.
- Please dress your child appropriately for daily outdoor play, including sneakers or other sturdy, rubber sole shoes.

Parent's lounge

- You're encouraged to use our parent's lounge at any time. Resources from newspapers and telephone for local calls are available for your use.
- Coffee -- you're welcome to take a cup of coffee with you to work, or you may drink the coffee in the lounge. Coffee is hot, so please use caution when drinking. For safety reasons, please refrain from bringing coffee in classroom.
- Video surveillance system -- the CCTV monitors located in the parents lounge are available for your use. You may request your child's classroom for your viewing.

Becoming a Parent Volunteer

- A Child's Academy welcomes volunteers. Volunteers are assigned to do a variety of tasks within the center. Volunteers are required to comply with the minimum standards for employees. If

you're interested in becoming a parent volunteer, please see the director for more details and to obtain a parent volunteer orientation form.

School-age enrollment

- Tuition and education policy
 - If your child is enrolled in our after school program, tuition is each week, regardless if school is open or closed, however you can credit tuition towards the full time rate when schools are closed. If you need care during school holidays or breaks, please see your director to check on availability.
 - School-age and wraparound students (including VPK) do not receive vacation day credits, since we do not bill tuition on school holidays or breaks if your child does not attend.
- Elementary school holidays, breaks, and early school dismissal
 - Your child must be registered in our program prior to attendance, with up-to-date enrollment and medical forms.
 - Please schedule in advance if you need child care when your child's elementary school is closed for a holiday or break.
 - After such arrangements are made, we will bill your account the appropriate tuition amount. Refunds will not be issued if your child does not attend.
- Weather-related and emergency elementary school closings
 - Your child must be registered in our program prior to attendance, with up-to-date enrollment and medical forms.
 - If your child's school closes, please call the center at a time to make sure that the center is open and that space is available for your child. Once we reach our licensed capacity, we can no longer accept additional children.
 - If your child is enrolled in our afterschool program and does not attend due to a school closing, your account will be credited the daily afterschool rate.

Security

- A Child's Academy maintains a state of the art security system which requires cooperation from every parent. Centers are equipped with biometric access.
- Each parent leaves a fingerprint to gain access into the center. Your finger scan only works when your child is scheduled to attend the center. Centers will keep your fingerprint image on file throughout your child's enrollment.
- When entering the building, we ask you do not hold the door open for anyone you do not recognize. This will help us ensure a safe environment.
- Please close the gate behind you. If left open, it is a safety hazard as children can run ahead of their parents and teachers and into the parking lot.

Children with Special needs

- A Child's Academy will provide reasonable accommodations for children with special needs, given that such care does not require specialized equipment or caregiver training.
- Should a child require additional equipment or one-on-one caregiver assistance, as the necessary by the center director, such additional costs shall be paid for by the parent or guardian.
- If you suspect your child may have an unidentified special need, please ask the center director for more information about the county's early intervention program. Early intervention services are often free of charge, and are designated to help parents of young children identify needs and secure appropriate treatment. Similar options are available for older children, via the local school district.

Subsidized Care

- We do accept subsidized care at A Child's Academy. We have our own internal policies to handle these accounts in order to be able to be accepted into our program:
 - Accounts must pay the full tuition rate for their program for the 1st 4 weeks of attending ACA.
 - After we receive the monthly care check from ELC we will then split your account so that you will be responsible only for the parent fee portion of the subsidized care.
 - The extra payments made over the 1st 4 weeks will be held as a deposit to make sure that you attend and meet all ELC requirements to stay in the program. This deposit is held because we usually don't find out about subsidy changes for 4 weeks.

Teachers and assistants

At A Child's Academy, our teachers are professional, experienced and trained in early childhood developmental practices.

We hire teachers based on their education, experience and professional demeanor. A Child's Academy teachers are caring, gentle people with a genuine concern for each child's well-being.

All staff is fingerprinted and receives background checks by county, state, and federal agencies.

Additionally all staff is screened for drugs and alcohol.

All staff is required to have 40 hours of training in the following areas:

- state and local rules and regulations
- health, safety, nutrition
- identifying and reporting child abuse and neglect
- child growth and development
- behavioral observation and screening
- age-appropriate practices
- early literacy and language development
- positive guidance and discipline techniques

All staff is required to have a minimum of 10 hours of continuing education each year. All staff members are trained in first aid and CPR.

Termination

- A Child's Academy reserves the right to terminate any child's enrollment immediately, for reasons that we deem necessary.

Toilet training

- As with all other areas of your child's development, A Child's Academy will support your child during the toilet training process, and will not pressure you to begin training at a specific age.
- When you observe signs of readiness, please inform our faculty that you're initiating training at home. With your cooperation and support of developmentally appropriate practices, we will make every effort to ensure consistency between home and the center.
- All children must be potty trained before entering into the 3 year old classroom.

Waterpark policy

The waterpark schedule will be posted in your child's classroom. Children ages two years and older are able to participate. The following rules apply to the waterpark at all times:

- All children must wear a swimsuit in order to participate.
- All children must wear protective footwear (water shoes/aqua Sox). No sandals, open toe shoes, open heeled shoes, or bare feet are permitted.
- If necessary, sunscreen will be applied prior to outdoor fun. Please be sure that a sunscreen administration form is completed, signed, and returned for your child. If you do not complete or return to form, we will not be permitted to apply sunscreen to your child.
- Children must bring a labeled towel on their scheduled water days.

WebCam/video surveillance system

- The center is equipped with video surveillance cameras inside the classrooms and outside on the playground. The purpose of the video surveillance system is to monitor center activities by the director and administration. We have also placed a monitor in the parents lounge for live viewing for parents.
- A Child's Academy has never had a serious injury or accident occur at any of our centers. If a serious injury or accident should ever occur, we will release the applicable recordings to the Florida Department of Children and Families for their investigation.
- The cameras are positioned to view a majority of the center activities. Certain areas of the center are not viewable. Bathrooms do not contain cameras. The quality of the images may vary at times.

- The video surveillance system may be turned off during equipment service/maintenance visits. Also we cannot guarantee immediate repair and maintenance when problem is discovered. We will try to correct problems in a timely manner.

Withdrawing from A Child's Academy

- We hate to see you go, but in the event you decide to withdrawal, you must complete and submit an Enrollment Withdrawal Form/Parent Exit Interview at least 30 days before withdrawing your child from the center. This form is available from the center director.
- If you do not fill out the enrollment dropout form within the 30 day timeframe you will be held to an additional 30 days of billing per your contract agreement and additional contract obligations associated and detailed in the registration and payment section of the center policies.
- Prepaying families with a monthly or annual discount who withdraw during the prepaid period will have the discount removed prior to the refund of the remaining tuition is issued.
- If you withdraw your child from A Child's Academy and decide to return at a later time, you will be placed on a waiting list. You will also be required to provide new enrollment information and be required to pay a new registration fee and deposit.
- If you are withdrawing for a period of 2 weeks or great and wish to reserve your childs spot for when you return, a \$100 per week holding fee will be charged for each child. This IS NOT available for infants or toddlers.

A CHILD'S ACADEMY PARENT AGREEMENT

I HAVE REVIEWED AND UNDERSTAND THE GUIDELINES FOR A CHILD'S ACADEMY.

BY SIGNING THE AREA BELOW, I ACKNOWLEDGE THAT I AM RESPONSIBLE FOR FOLLOWING THE POLICIES AND GUIDELINES OF A CHILD'S ACADEMY AND REALIZE THESE POLICIES AND GUIDELINES ARE NECESSARY FOR THE SAFETY OF MY CHILD/CHILDREN, OTHERS, AND THE CHILDCARE CENTER.

CHILD/CHILDREN'S NAME

PARENT OR GUARDIAN SIGNATURE

DATE

A CHILD'S ACADEMY TUITION POLICES

1. Registration (non refundable)—To register your child and reserve a spot, you must pay an annual registration fee, your child's first week's tuition, and a one week security deposit.
2. Withdrawal Policy-ACA requires **30 days notice** in writing for withdrawal. Families will be charged for 30 days of tuition beyond the date of notice.
3. Payment-All tuition payments will be processed through ACH (Automated Clearing House) Program every week.
4. Service Charge- There will be a \$45.00 charge for ACH payments that are unable to be processed and on all returned checks.
5. Suspension-ACA reserves the right to suspend a child from the school for non-payment of tuition by the child's family. The child will be able to resume when the tuition is up to date.
6. Continuation fee-This is a \$125.00 annual fee.

A CHILD'S ACADEMY TUITION AGREEMENT

I agree to the following terms and conditions:

1. I am responsible for and agree to pay a non-refundable registration fee as noted on the rate sheet.
2. I understand that I am responsible for giving a **30-day notice in writing**, signed and approved by ACA if I wish to withdraw my child from ACA and I am responsible for and agree to pay up to the day we leave ACA.
3. I understand that I am responsible for giving a **2 week notice** via our change form if I wish to change the schedule of my child/children.
4. I am responsible for and agree to pay the weekly tuition rate for my child's program. I understand that my child's tuition will be processed through ACH (Automated Clearing House) every Friday.
5. I agree to be charged a \$45.00 charge for ACH and CC payments that are unable to be processed and on all returned checks
6. I understand ACA reserves the right to modify or change the policies, procedures or programs at any time.
7. I understand that the ACA Parent Handbook is a contract between ACA and you, the parent of a child attending ACA.
8. My signature indicates that I have read and understood the above conditions and the Parent Handbook in its entirety, and that I agree to comply with these terms.

CHILD'S NAME: _____

PARENT NAME(S): _____

ADDRESS _____

PHONE: _____

SIGNATURE: _____ DATE: _____