

Carol's Learning Academy

Policy Handbook

Mission Statement

Our mission is to provide each child with a quality learning experience. We strive to create a safe and nurturing environment that fosters individual development and education. We believe that a successful learning experience is grounded in the mutual respect and collaboration of our staff and parents. We believe in empowering children by presenting them with learning opportunities that foster creativity, critical thinking, and growth. It is our goal that children will gain confidence in their abilities and establish healthy relationships with teachers and peers. By offering an engaging curriculum, it is our mission that each child will develop a positive outlook towards education, a better understanding of the world, and an appreciation for learning.

Hours Of Operation

Carol's Learning Academy (CLA) is open from 7:00 A.M. to 6:00 P.M. After 6:00 P.M., a late fee of \$1.00 per minute will be enforced for any parent or guardian picking up their child. The check must be payable to C.L.A. Additional information can be found under our Late Pick-Up Policy section.

Daily Schedule

7:00 a.m. center opens/free play
7:30 a.m. breakfast and bathroom
8:30 a.m. circle time
9:00-10:00 a.m. structured activities preschool program
10:00-10:30 a.m. structured activities preschool program/snacks offered
10:30 a.m. outside play (weather permitting)
11:30 get clean up and get ready for lunch
12:00 p.m. lunchtime and bathroom
12:45 p.m. story time and naptime
3:00 p.m. afternoon snack and bathroom
3:30 p.m. outside play (weather permitting)
5:00 p.m. free play/snack
5:30 p.m. clean up/prepare to go home
6:00 p.m. center closes

Carol's Learning Academy

Registration

A child will be considered for admission into CLA once the registration form and registration fee of \$50 is received. This fee is non-refundable. The application form and fee is required for each child seeking enrollment with CLA. Registration fees guarantee your child's placement and will only be accepted if space is available for your child.

Payments

Although CLA accepts checks and cash, checks are preferable. Unfortunately, we cannot accept credit or debit cards at this time. CLA requests that you write your child's name on the memo line of the check for record-keeping purposes. Payments are due on the first day of the week of service and cover the entire week including days missed due to illness, vacation, or holiday. Parents may pay in advance on a multi-week basis.

Late Payments

A late fee of \$10.00 will be assessed if payment is not received by 6:00 p.m. on Friday, prior to the week of care. If full payment, including late fee, is not received on Monday morning, the child will not be accepted for care until the fee is paid. Upon three incidents of late tuition payment, termination of services may result and their registration fee will not be refunded. CLA reserves the right to take any and all legal action to necessary collect outstanding dues. Please keep your account up-to-date.

Refunds

Registration fees are non-refundable. Registration fees are only refundable only in the instance of withdrawal. A written notice of withdrawal must be provided two weeks in advance.

Returned/Void Checks

CLA will charge a \$ 30.00 fee for each returned, void, or invalid check. CLA reserves the right to request that tuition be paid in cash should a check be returned.

Carol's Learning Academy

Holidays

The following Holidays are observed during the year: New Year Eve and New Year's Day, Good Friday, Memorial Day, July 4th, Labor Day, Thanksgiving Day and the Friday after, and Christmas Eve, Christmas Day. Our Center is closed on these holidays. **Please Note:** Fees are based on a full year's operating budget and consideration for holidays is already included. Accordingly, Weekly Fees remain the same regardless of holidays. **During some Holiday periods, our Center may selectively close for maintenance and staffing purposes. Parents will be notified in advance of any HOLIDAY CLOSURES.**

Absence and Vacation

Weekly tuition fees are due regardless of family vacation or illness. There are no exceptions for missed days.

Notice of Withdrawal

CLA requires a written notice of your intent to withdraw your child two weeks in advance. Without this two-week notice in writing, your registration fee will not be refunded.

Medical symptoms requiring removal of child from day care

CLA recognizes a fever as a temperature of 100 F or higher, as taken from under the arm. A child must be fever-free for a minimum of 24 hours before returning to daycare. We request that temperature is naturally below 100 F and is not affected or reduced with the aid of any fever-reducers.

A Child will also not be permitted if the following symptoms are present:

- Sore throat, rash, vomiting, earache, diarrhea- runny, watery, and/or bloody/ loose stools within the last 4 hours.
- Breathing trouble, sore throat, swollen glands, loss of voice, hacking or continuous coughing
- Runny nose draining eyes or ears.
- Lice, rash, or any other spots that resemble childhood disease including ringworm.

Carol's Learning Academy

Medical Forms

State regulations require us to obtain a medical record for each child. A physical examination is required one month prior to admission to CLA. A physician should fill out the required medical record and have it returned to CLA on the day of registration. The Medical record must be current and updated.

Medical Alerts

If your child has any medical condition that requires our care and attention, please let us know by filling out the Medical Alert Form.

Prescription & Non-Prescription Medications

Parents must complete a Medicine Administration Form for us to administer medications. Only medications in their original containers (prescription or over-the-counter) will be administered. Certain medications will need a doctor's note.

Minor Injuries

Minor bumps and scratches are inevitable, but we make every effort to keep the children safe through supervision and childproofing. Minor injuries receive appropriate first aid, and if an emergency injury or illness occurs, you will be contacted as soon as possible. If necessary, your child will be taken to the nearest hospital where you will be asked to meet us.

Picking Up Your Child From School

The child's parent or guardian must approve a person picking up a child. Please advise CLA if someone other than yourself will be picking up your child.

We will require proof of identification and a picture ID for the person picking up your child with no exceptions. This is for the safety of your child. Please make sure all authorized persons are documented on your registration form.

Sign In/ Sign Out

You or the registered person responsible for picking up and/or dropping off your child must sign in or sign out each time. This helps CLA to keep a record for the safety of your child.

Carol's Learning Academy

Late Pick Up Policy

We open at 7:00 A.M. and close promptly at 6:00 P.M.

We ask that Parents respect our teacher's time and arrive early to pick up their child and gather his or her belongings. If you want to speak with your child's teacher, please arrive earlier before 6:00 P.M. If for some reason you are late to pick up your child, you must contact CLA and notify the staff of your estimated time of arrival. After 6:00 P.M., a \$1.00 per minute late fee will be enforced. This late fee must be paid directly to C.L.A. CLA reserves the right to terminate enrollment to a family who is consistently late.

If a parent or guardian does not pick up or arrange to have someone pick up his or her child by 6:00 P.M. CLA staff will implement the following policy:

- * Starting at 6:00 P.M. we will try to contact the parent or guardian by phone.
- * If unable to contact the parent or guardian we will contact the emergency contact(s) listed on the child's registration form.
- * At 6:15 P.M. if we are unable to contact the emergency contact(s), we will contact the local police department for further instruction.
- *CLA will remain responsible for any child until a parent, guardian, authorized person, or the police department will pick up the child.
- *Please make sure to keep phone numbers, addresses, and emergency contacts up to date. It is very important that CLA can contact someone on your child's behalf in the case of an emergency.

Communication / Parent Involvement

Communication is vital to our success. We encourage and expect our parents to be open and honest with their feedback. The faculty and staff strongly encourage your comments and feedback and look forward to addressing any concerns.

Education of Teachers

Teachers are required to have a minimum of two years of college courses. This includes early childhood education. Teacher Assistants are required to have a minimum of a high school diploma. Director qualifications include extensive early childhood education classes and experience. CLA prides itself in having an experienced staff that exceeds the above requirements and state standards.

Carol's Learning Academy

Diversity

Carol's Learning Academy celebrates and respects the ethnic diversity of its staff and students. We openly accept families from all racial, ethnic, and religious backgrounds.

Food / Nutrition

Breakfast (7:30 A.M.-8:30 A.M.)

- Includes assorted cereals and milk/soy milk

Snacks (10-10:30 A.M.)

- Served with juice and includes assorted fruits, yogurt, pudding, cheese, applesauce, bread, butter and jelly
- Occasionally special treats are served (ice cream, cupcake, muffins, cookies, etc.)

Lunch (12:00-12:45 P.M.)

- Hot/cold meals

Snacks (3:00 P.M.)

- Current menus are available upon request. Food allergies and restrictions must be noted to CLA and your child's teacher.

Food Safety

All employees at CLA are certified in Food Service Sanitation. CLA does not distribute homemade treats, in accordance with state law. If you are sending food to school with your child for a special occasion, it must be store-bought.

Age Appropriate Discipline Guidelines

The goal of CLA is to instill positive and respectful behaviors in our students. Discipline will be appropriately used to address unacceptable behaviors (which include, but are not limited to, hitting, biting, spitting, foul language, bullying, etc).

Carol's Learning Academy

Discipline Policy

Discipline involves rules and correcting inappropriate behavior. We believe that discipline is necessary for a child's growth and the positive environment of a classroom. CLA's goal in disciplining a child is to do so with empathy and understanding. We believe in "disciplining" a child rather than "punishing" them. Punishment is defined as any action taken by an adult to change a child's behavior by making him or her suffer physically or emotionally. CLA does not promote or tolerate this definition of punishment in any circumstance. Disciplinary actions taken by CLA may include removing a child from a negative situation but no form of "punishment" will follow.

Parental involvement in the disciplinary process is essential. Parents and teachers are encouraged to discuss the child's behavior and disciplinary procedures in order to gain a level of consistency. This constant reinforcement of appropriate behaviors, both at home and at the daycare, is imperative. To foster the communication process, the child's teacher is encouraged to give verbal reports of the child's behavior to the parent or guardian on a daily basis. Moreover, the child's parent or guardian is encouraged to listen to these reports. This will allow the parent and teacher to correct inappropriate behavior and promote positive growth.

If a child's behavior becomes a consistent problem, a meeting between the director, the child's teacher, and the child's parent or guardian is required. Every effort will be made at this meeting to resolve the problem. If it is necessary to develop a specific plan for dealing with a child's pattern of unacceptable behavior, all staff shall be notified of the plan and assist in implementing it.

State law mandates that, "any child who, after attempts have been made to meet the child's individual needs, demonstrates inability to benefit from the type of care offered by the facility, or whose presence is detrimental to the group, shall be discharged from the facility." Should the need arise, we will assist parents in finding suitable alternatives and will always keep the child's needs paramount.

An integral part of effective discipline is to consider the child's age. For this reason, CLA adheres to the following discipline guidelines based on age:

-Preschool & School-Age Children (ages 3-12)

Preschoolers and School-Age children are able to understand rules. To effectively discipline children, the limits and consequences of inappropriate activity must be clear and easy for the children to understand. These limits and consequences must also be consistently enforced and explained to the child before and as part of any disciplinary action.

-Appropriate discipline consists of the following:

Carol's Learning Academy

1. The adult should alert the child to what he/she is doing and what he or she should do to correct the behavior.
2. Giving the child a chance to correct the behavior.
3. If the child does not correct the behavior, alert him again and illustrate the negative consequences that will follow if he does not correct the behavior
4. If the child is uncooperative, the adult may enforce the given negative consequences.
5. The adult will reduce the negative consequences if the child takes responsibility for his actions, apologizes and takes the steps needed to change the problem.

*Time out or removal of a child from the group to help a child gain control shall not exceed one minute per year of age. The adult should provide positive reinforcement for acceptable behavior. Children shall have reasonable opportunity to resolve their own conflicts.

AT NO TIME WILL A CHILD BE SUBJECTED TO PHYSICAL PUNISHMENT OR SHAMING, FRIGHTENING OR HUMILIATING METHODS, OR ANY TYPE OF VERBAL ABUSE, THREATS, DEROGATORY REMARKS, OR WILL DEPRIVATION OF A MEAL OR ANY PART OF A MEAL BE USED. NO CHILD WILL EVER BE PUNISHED FOR BATHROOM/TOILET ACCIDENTS, EVEN IF AT THE PARENT'S REQUEST.

Biting Policy

We recognize that biting is, unfortunately, not unexpected when children are in group care. We are always upset when a child is bitten in our program, and we recognize how upsetting it is for parents. While we feel that biting is never the right thing to do, we know that children bite for a variety of reasons. Most of these reasons are not related to behavior problems. When biting occurs we respond accordingly. We provide care for the child who was bitten, and help the child who bit to learn other behavior, such as using their words, and work with the child who bit and examine our program so the biting will stop. Our staff expresses the disapproval of biting. They work very hard to keep the children safe as well as help the child who bite to learn a different more appropriate behavior. When there are episodes of ongoing biting, we develop a plan of strategies, techniques and a timeline to address the plan. We do not and will not use any response that harms a child. We give immediate attention and, if necessary, first aid to children who are bitten. We offer ice for the bite if the child is willing to use ice. If the skin is broken, we clean the area with warm water and soap. When children bite, their parents are informed personally and privately the day of the incident and an incident report is given. Parents of the child that receives the bite are also informed and

Carol's Learning Academy

given an incident report the day of the incident while maintaining confidentiality. A form is completed and signed by a teacher and a parent. One copy is given to the parents of each child and the other copy is kept in a file in the office.

Safety

CLA requires all staff to be trained in emergency techniques and CPR. Your child is our number one priority; therefore all entries are locked to maintain a safe environment for your child. Security cameras are present at all times.

You and your family insurance is/are responsible for the cost of all medical help or treatment due to accidents or illness while in child care. CLA is not responsible for any accidents that may happen to your child or for any medical or legal charges, and your signature on the last page of this Handbook is a statement that you have read this policy, and that you agree to both provide your own insurance to cover all costs of medical help or treatment due to accidents or illness while in child care; and that you agree to release, indemnify, and hold harmless CLA, its Staff, employees, and agents from any liability for bot medical help or treatment given to your child due to accidents or illness while in child care, and the full medical and legal costs arising from such treatment and care.

Fire Safety

CLA practices and implements all fire safety. In addition to monthly fire drills, our school is inspected by state and local fire departments to ensure everything is safe and up to code. Our center is directly linked to the fire department. If an alarm is pulled, the fire department is immediately alerted. Fire extinguishers stations are located throughout the building.

Forces Beyond Control

In the event of a natural catastrophe, extreme weather, utility outage, or any unforeseen emergency, CLA may need to temporarily close. Full tuition is still due in the event of an emergency.

Emergency Contacts

Please make sure to keep phone numbers for parents and two other emergency contacts up to date. It is extremely important that we can contact someone on your child's behalf in case of any type of emergency.

Carol's Learning Academy

Emergency Care

In the event of an emergency, our first action will be to call 911 while our staff does its best to remedy the situation. Parents must agree to hold CLA not responsible for the nature, performance, and outcome of any medical treatment in the event of an emergency.

The determination an emergency shall be left at the sole discretion of our best judgment. Parents are responsible for any medical expenses that arise.

Drop Off and Pick Up Procedures

Parents and guardians are required to sign children in-and-out of CLA. We request that parents are mindful of street signs and laws and are attentive to their child's safety near moving vehicles.

We believe that it is important for you to be involved in your child's classroom experience. The more you know about your child's day, the more comfortable you and your child will feel.

When you come to pick up your child, please make sure to gather any projects and papers your child has created during the day. Please remember that your child is very proud to share these with you.

Good Hygiene

We promote frequent hand washing and good personal hygiene. Please help us by encouraging your child to wash his or her hands especially before and after meals, using the bathroom, and outdoor play.

Cleaning Procedures

CLA works to maintain a healthy and sanitary atmosphere. The center is cleaned by a professional service on a weekly basis. Toys and eating surfaces are washed throughout the day. We provide the sheets and blankets for the cots for the students. The sheets on the cots are washed once a week. The teacher is required to make sure that all sheets are clean.

Carol's Learning Academy

Preschool /Kindergarten Conferences & Progress Report

Parent/teacher conferences are held twice a year. In addition, a parent can request a parent/teacher conference at any time. The teacher will prepare a progress report for the parent's review at the time of the parent/teacher conference. This report will be kept in the child's permanent records to assess progress in all school areas.

Hooks and Cubbys

Each child has his or her own hook and cubby for storage.

Clothes

Please provide us with an extra set of clothes for your child. This may be necessary in case your child has an accident. If a child needs assistance in changing his or her attire, two staff members will and must be present to assist.

Naptime

Each day at noon, all classrooms from preschool to kindergarten will have nap time. Naptime is required by law.

Photographs

CLA may take photographs of its faculty and students for projects, promotional, and/or advertising purposes. By your enrollment, parents and guardians give us permission to take photographs for the purposes listed above.

Birthdays

We welcome and celebrate birthdays and special occasions at CLA. We gladly and only welcome store bought treats for these occasions. Due to privacy regulations, we cannot disclose another family's address. If you need to mail something to one of our families, please give it to a director and we will address it and mail it for you.

Carol's Learning Academy

Clothing for Play

We urge parents to provide simple, comfortable, and washable clothes for playtime. There will be plenty of outdoor play and we ask parents and guardians to keep weather conditions in mind. Please remember to label your child's clothing to prevent mix-ups and lost goods.

Outdoor Play

We allow and encourage teachers and students to play outdoors on a daily basis. Outdoor play is not allowed when temperatures are below 20 F, there is excessive rain, and/or extreme heat.

Religious Policy

CLA has no religious affiliation, and we do not discriminate against any religion or religious practices. We observe and celebrate various holidays through school closings, parties, and decorations. We aim to respect and celebrate various religions and cultures in the classroom.

Toys

CLA does not encourage children to bring their own toys from home. However, if they do, CLA is not responsible if the toy is lost or stolen. Children are not permitted to take home toys from the center.

Toilet Training

Children should be potty trained before attending CLA.

Rest Time

State licensing requires that the Center provide a rest or quiet period where a child can lie down to rest. We try to make rest time a relaxing time when children can listen to music or stories, etc. Most children fall asleep. If your child does not nap, please understand we do not insist that he/she fall asleep; we do require the child to play quietly so the other children are not disturbed. Each child is provided with a cot for napping. Cot sheets are provided by Carol's Learning Academy and are laundered weekly. Parents may provide a small blanket labeled with your child's name.

Carol's Learning Academy

Confidentiality/Privacy

All personal information given to Carol's Learning Academy regarding your child and family is confidential. Carol's Learning Academy does not share this information with any unauthorized agencies or individuals without your consent.

As mandated reporters under Illinois law, we are obligated to report any cases of suspected child abuse to appropriate law enforcement and/or child protective agencies including the Illinois Department of Children and Family Services (DCFS) at their state-wide hotline: 1-800-25-ABUSE.

Court Orders

If there is a court order keeping one parent or guardian away from the child, CLA must have a notarized copy of that court order in our files to that effect. Otherwise, CLA cannot legally prevent the non-custodial parent from picking up the child.

Trial Period

There will be a two-week trial period for all children. The contract may be terminated by either CLA or the child's parents during these two-weeks if either party feels there are reasons to do so without the need for a two-week notice.

Terminating Child Care

After the trial period a two-week notice must be given prior to terminating childcare services, or to make changes in the contract (i.e. need to change hours or days care is needed). Parents will be responsible for paying for the two weeks after notice is given regardless of whether parents choose to keep children in care for those two weeks. If CLA determines in its sole discretion that the requirements of the contract are not being met or if there is a conflict in caring for a child, CLA may choose to terminate the contract. CLA will give families a minimum of a two-week notice in this case.

The child care reserves the right to terminate the service if:

1. Immunizations are not kept current (by IL state regulations)
2. Tuition is not paid in full
3. If the parent is not supportive of the policies and procedures

Carol's Learning Academy

4. The provider is treated in an abusive or derogatory manner
5. Child fails to adjust in the day care after reasonable measures have been taken
6. The child's behavior is unmanageable, and/or harmful to the other children or to the provider.

If immediate termination/dismissal is required for non-payment two weeks payment is required with no further care provided. If payment is not made and your account remains delinquent, legal actions may be taken at the sole discretion of CLA. All collection charges, late charges and legal fees incurred by CLA will be added to your account and are payable by the parent or other responsible adult.

Release/Indemnification/Hold Harmless

By signing this Handbook, the parent or other responsible adult enrolling the child in CLA states and affirms that they have read this Handbook in its entirety and that they fully understand and agree to be bound by each and every Policy set forth in this Handbook in its entirety. No Policy in this Handbook is considered to be legally modified, changed, omitted, or inapplicable in any way by any verbal, oral, or written statement to the contrary. This Handbook and other registration documents constitute the entirety of the agreement between CLA and the family of the child.

By signing the parent or other responsible adult who has enrolled the child with CLA states that on behalf of the child they have made CLA, its owners, operators, employees, and agents of any medical, psychological, emotional, or other condition of special sensitivity or risk that the child may have including but not limited to physical, mental, emotional, dietary, or food allergy conditions that may pose a risk to the child or to other children in CLA's programs.

The parent or other responsible adult who has enrolled the child with CLA by signing this Handbook further affirmatively states that they agree to release and hold harmless forever CLA, its owners, operators, employees, and agents from any and all liability of any kind for any injury or illness that their child may incur while on the premises of CLA or while off the premises of CLA while on a CLA approved activity including outdoor play, field trips, and transportation to and from CLA's facility.

The parent or other responsible adult who has enrolled the child with CLA by signing this Handbook further affirmatively states that they agree to indemnify and hold harmless forever CLA, its owners, operators, employees, and agents from any and all liability of any kind for any injury or illness that their child may cause, directly or indirectly, to any other child enrolled in CLA's programs, CLA's owners, operators, employees, or agents. The parent or other responsible adult who has enrolled the child

Carol's Learning Academy

with CLA by signing this Handbook further agrees to pay any and all legal fees and costs, expressly including attorneys fees, that CLA, its owners, operators, employees, or agents, may incur as a result of any legal proceedings initiated against CLA, its owners, operators, employees, or agents by any injured party or third party.

Official Language

The parent or other responsible adult who has enrolled the child with CLA by signing this Handbook acknowledges that the official language of CLA for contractual purposes is American English. Documents may be provided to the parent or other responsible adult who has enrolled the child with CLA in a language other than American English, but this is understood to be as a courtesy only. Any discrepancy, deviation, or error in translation is not the fault of CLA, and the American English version of all documents including this Handbook shall be controlling in any dispute arising from errors in translation and that the American English version of all policies, and registration documents are the only true, accurate, and official statements of the rules, policies, and regulations of CLA and the agreement between the parties.

Financial Aid

CLA is happy to accept financial aid from any authorized agency willing to assist a family in need. Any remaining balance that is not covered by financial aid must be paid by the parent of the child or other responsible adult. DHS and the State of Illinois Department of Human Services are among the major contributors to families in need. They can be reached at either of the following locations:

Action for Children
Child Care Assistance Program
4554 N Broadway Ave, Suite 320
Chicago, IL 60640
[773-687-4000](tel:773-687-4000)

YWCA Patterson and McDaniel Family Center
2055 West Army Trail Road, Suite 140
Addison, IL 60101
Fax: (630) 629-7801

Carol's Learning Academy

Signatures

Please sign and date this page. A copy will be provided to you by CLA, and CLA shall retain the signed original in its permanent records.

I have read the attached Handbook and Policies in full and agree by my signature to comply with and be bound by these rules and provisions.

By: _____

Parent/Guardian/Responsible Adult

Date: _____

By: _____

Parent/Guardian/Responsible Adult

Date: _____