

PARENT HANDBOOK



The Learning Academy at Sierra Vista

*The Learning Academy
at Sierra Vista*

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Our mission

Welcome to The Learning Academy at Sierra Vista! The information contained in this Parent Handbook will introduce you to the philosophy and organization of the center. It will also serve as a quick reference to the daily operating policies and procedures. The Center was founded on principles that exemplify high standards and to meet the needs for high quality child care for all families. It is our goal to ensure successful growth through learning and to build successful partnerships with families. We look forward to working with your family to provide a healthy and secure educational and social foundation for your child(ren).

Philosophy

We believe that excellent childcare depends upon consistent care-giving. Children grow and learn best in safe environments that provide opportunities to explore, create and communicate with other children and adults. The program is designed to be inclusive of all children, including those with disabilities and special learning and developmental needs

Belief

Our belief here at The Learning Academy is that each child constructs his or her own knowledge. Our Philosophy is that children learn by manipulating and experimenting with concrete material in the environment. We believe that Children learn best by hands on construction and projects that encourage critical thinking and problem solving. Our curriculum provides learning material that fosters all of these beliefs.

Our curriculum and material fosters creativity in both children and our teachers. Being creative means thinking of new ideas, obtaining information by asking questions, learning through trial and error and benefiting from mistakes. Our curriculum strives for children's creativity which is supported by an environment that encourages them to try out ideas and to risk making a mistake. The teacher's creativity is supported by a curriculum framework that encourages us to be innovative and responsive to the children. by focusing on both the teacher and the child. It also provides a blueprint for developing an educational setting in which young children can thrive.

Curriculum

The Learning Academy utilizes the Creative Curriculum. It is our goal to facilitate in the development of young children ages birth through school-age. We provide the necessary tools for children to allow them to learn by utilizing play, planned activities and exploration and the foundation.

Our staff

Our staff is here to assist your child in making their stay enjoyable. Questions pertaining to the facility can be directed to the management of the Childcare Center. All staff are trained and have extensive knowledge in Early Childhood and specific training in developmentally appropriate practices related to the age of the children they provide care for. They also are trained in CPR/ First Aid for infants, children and adults.

Goals and objectives

It is our goal that to serve each child and families with the highest quality of care giving and opportunities for parent involvement. We offer extra-curricular activities that focus on the arts. We also offer programs for mental, social and physical growth.

Enrollment

We enroll all times and every day of the year up until we reach our CCL capacity. Our school welcomes students without regard to their race, ethnicity, national origin, religion, ability, gender, or family structure. You can enroll online at thelearningacademyatsierravista.com or pick up an enrollment form at the center. We will need completed Enrollment form, Shot Record and Medical release.

Tuition

Our payment method here at The Learning Academy is via invoicing thru Square, checks and cash Invoices will be sent on Thursday mornings for the upcoming 2 week of care, Invoices must be paid by Midnight at which time late fees will be assessed. If your payment method does not clear by Friday at Midnight a insufficient funds fee of \$35.00 will be billed. Checks and Cash must be submitted by the close of the day on Friday to avoid late fees. If electronic fees are not paid by Midnight on Friday the \$35.00 insufficient funds fee and \$15 per day until paid in full. On Monday morning prior to child being accepted into the center payment and late fees must be made. Direct Draft info is to be added by parent upon payment thru the Square link. If you do not receive your Square link by Friday morning please contact the center immediately, late fees will still apply and be billed if you have not notified the center.

*Any payment arrangements must be established with the Director prior to the payment due date. Your child will not be allowed to attend daycare on Tuesday following a week of missed payments. At the discretion of the Director, late fees may be waived or payment arrangements made depending upon the circumstances and frequency of lateness. NCI parent fees must be paid weekly per new Worksource guidelines. There will be no reduction in tuition when your child is suspended from care for misconduct. * There will be no reduction in tuition or holding fees if prior notice of absence is not given. 1 week notice is due when holding fees will be used. Full fee will be due in both situations above. Supply Fees are due yearly on enrollment anniversary.*

Withdrawal from care voids discounts.

WE DO NOT GIVE REFUNDS, ONLY DAYCARE CREDITS

Additional Fees

A non-refundable registration fee of \$150 is required at enrollment. Also due at this time is a non-refundable supply fee of \$150 as a supply fee. We offer a 10% sibling discount for each child after the youngest. We do not offer any discounts in our infant (0-18mos) classrooms. We offer Teacher and First Responders Discount of 5% per child.

Calendar

Our program follows the same school schedule as our local school district. Please pick up a copy of the current school calendar which lists yearly closings and holidays at the front desk. We also close additional days during the year which will be posted in advance on the Parent Board and Via Remind App.

Parent communication

It is our goal to keep the doors of communication between the family and the center open. Each parent will receive a monthly calendar which can be picked up from the parent desk, that provides important dates and upcoming activities at the center. Twice a year you will receive the center newsletter that outlines important happenings at the center as well as relative child development information. An archive of these various resources are stored in the parent resource room for your reference. Each of these resources are also placed on the bulletin board in the front lobby as well on the Parent news board in each classroom. In addition parents will receive periodic pictures and updates from the Director via the Remind App.

Hours of operation

We are open Monday-Friday from 6:00 a.m. until 6:30 p.m. All children are required to be at school by 9:00 for AM instruction. Although the center is open for twelve hours a day, we strongly encourage you to not leave your children at the center longer than 10 hours a day when possible.

Inclement weather

In the event of inclement weather and the school is not open, parents will be notified via Remind App to all contact numbers provided, Posted on the front door or through our Facebook page and/or website.

Embracing diversity

We do not discriminate against children, parents, coworkers, for any reason. This includes but is not limited to race, color of skin, religion, creed, gender, disability, military status, or national origin. All are welcomed at our facility.

Nutrition/meals

During the regular school day, the children will be provided with nutritious meals and snacks. Students and parents are educated on proper nutrition during the year. We currently provide breakfast, lunch and afternoon snack. Our menus and food program follow guidelines under the state requirements (milk must be served with breakfast and lunch). Breakfast is provided from 6-8 a.m., Lunch is served 11:00-11:30am. Afternoon snack is served at 2:30 for those that participate in full-day center based program and starts at 3:30 for after school children. Because we serve various schools with varying dismissal times, snack is served to after school students as they arrive. All meals are approved by the CACFP program for their nutritional appropriateness. Meals include milk, fresh fruit and fresh vegetables. Foods and Liquids hotter than 110 degrees are kept out of reach of children. If your child is on a special diet, or has a food allergy the office must have a copy of the doctor's report. An emergency food allergy plan must be completed by an authorized medical official. This is a requirement of the state. No outside food is allowed at our facility. Staff does not reward good behavior with food of any kind, nor do we withhold food for challenging behavior. *During special occasions such as birthdays, holidays, only commercially packaged foods are allowed.

Illnesses

At The Learning Academy we take every precaution to protect children against illness. Should a child experience an illness or irritation where he/she is not able to comfortably function in a group setting, a parent will be notified to pick their child up. An ill child will be excluded from attendance for any of the following reasons:

- Temperature- 100 degree or more accompanied by behavior changes or other symptoms
- Signs of severe illness –lethargy, uncontrolled breathing, uncontrolled diarrhea, vomiting illness, rash or fever, mouth sores with drooling, wheezing etc.
- The child is too sick to go outdoors is considered too sick to be at the center. There will be no exceptions.
- The child is diagnosed with a communicable disease, until it is determined by an authorized medical official that the child is no longer contagious to others and is able to return to normal activities.
- The illness results in greater need for care that the staff can provide without compromising the safety and supervision of the other children.

Medication

If your child needs medication, parents or guardians, must sign an authorization form. The school Director/Teacher is the only one authorized to administer medication. No medicine will be given without written authorization. Any medication given by the Director/Teacher, must have the child's name on the label and must be issued by a physician.

Open door policy

Parents are welcomed at the center at any time and may enter the classrooms with staff escort for the safety of our kids and security of the building. We celebrate various activities throughout the year. We encourage parents to come and participate in any center activity that The Learning Academy hosts. Please see the "center happenings" board in the lobby for gentle reminders of upcoming events.

Injuries and emergency procedures

In case of severe injury or acute illness, the child will be transported immediately to the closest emergency center. At the same time parents will be notified of the injury/illness. If the parents cannot be reached the emergency contact person listed will be notified. A member of management will accompany and remain with the child until parent/guardian arrives. A written report will be provided for parents and also placed in the child's file.

Immunizations

All children admitted to the facility **must** meet immunization requirements, as specified for the child's age by the state's department of health. A copy of the most recent shot record must be provided for each child at enrollment and kept up to date. It is the responsibility of the parent to provide the center with the most up to date immunization requirements.

Family participation

Family involvement at The Learning Academy is very important to the success of not only our program, but also your child(ren). There are several ways that families can get involved with the center and activities to ensure that your experience while enrolled in our center will be a great one!

Opportunities for parent involvement include:

- Class parties
- Parent/teacher conferences
- Parent meetings
- Holidays (see monthly calendar)
- Annual fundraisers
- Graduation

We will make parent resource material available monthly which will be available in the parent area of our lobby. Parents have the opportunity to receive pertinent information related to the resources in the community as well as information on their child's growth and development. The resource room is open during the centers operating hours.

Drop off/pick up procedures

Upon arrival (drop off), parents must walk their child (ren) into the center and sign them in using the attendance computer or sign in sheets at the front desk and always sign out upon pick up. If someone other than yourself will be picking the child up, please let the front desk know and ensure that designated person is listed on their authorized pick up list. Please inform the designated individual that they will be required to show proper identification before the child is released to them. If there are any changes that would impact this procedure, please inform us in writing.

Emergency information/updating contact information

In the event of an emergency, the center will make an immediate attempt to contact the parent and other emergency numbers. Please ensure that all contact information is up to date. You can update your contact information at any time by filling out the appropriate form at the front desk and placing it in the drop box. The school administrator will input change in the system immediately and notify you for confirmation of receipt. You can also update via email. We will confirm receipt of your email once processes.

Threatening incidents

In the event that the facility's safety is threatened. All center staff have been trained to keep the children safe and secure the environment. Parents will be notified immediately and kept abreast of the situation. If there is a reason that children need to be moved to another safer location, all employees are trained to assist in transporting children by bus to the nearest fire station or Elementary School when deemed safe to do so by administration and law enforcement officials.

Behavior expectations/Challenging Behaviors

The Learning Academy staff fully recognizes the limitations of a young child's ability to manage his emotions and control his reactions. When restrictions are necessary, they will be clearly defined and consistently maintained. At no time will a child be physically punished, threatened, humiliated or intimidated. Instead, we rely on the techniques of diverting the child's attention to constructive activities. We encourage the child to seek alternatives within the boundaries of their ability in resolving differences. In some instances, in order to help a distressed child regain his self control, he will be removed from the environment and allowed a private time to

quiet him/herself before a reassuring adult seeks to help him re-enter his class activity. If a child is unable to gain control and is disruptive to the extent that the rest of the classroom suffers or is risking the safety of the other children in the school, a parent will be called to pick up. Under the above circumstances we reserve the right to immediately discontinue care. The Learning Academy reserves the right to withdraw any child that we feel needs one on one attention from staff as we are not equipped to handle such needs and situations at this time. All staff will receive 25 hours of yearly training which will include Abuse, Neglect and Positive redirection. We understand that biting in infants and toddlers is a means of communicating when words don't flow freely however we reserve the right to withdraw any child that receives more than 3 written notices of biting. We will try all within our ability to redirect a child's behavior before taking these steps.

In cases where there is an issue of constant inappropriate behavior, parents will be required to attend a parent conference to outline and agree on a behavior modification plan. Follow-up will be made with the parent as needed until the issue is resolved.

Field trips

Field trips for ages 3-5 are planned throughout the year. A notice will be released via Remind 48 hours prior to the scheduled trip. A field trip permission form, indicating the day, time, location, purpose and items your child will need for the day. The Director will send a detailed list home for the field trip. We will notify parents when Parent Participation is available for trips.

Transition plans

When your child is ready to move to a new classroom, we do all we can to make this transition a smooth and successful one. We will contact you when we feel your child is ready to move. We recognize that transitions can be a challenge therefore we will take into consideration each child's temperament and adjust our transitions time accordingly.

Parent conferences

Please do not use drop/off pick-up time to communicate lengthy concerns with your child's teacher as this can be a distraction to the care of other children in the classroom. Conferences are offered to parents two times a year, but parents can request a conference to discuss any concerns on an as needed basis. During conference time, the Director will discuss your child's behaviors and goals to reach to address center and parent issues.

Absences

If your child is going to be absent, please call or email the office and let us know. It is imperative that if your school age child is absent, you contact us by noon, so the bus driver is aware prior to making the afternoon pick up from the school.

Termination of services

We reserve the right to terminate a child for the following reasons (but not limited to):

- Failure to pay (see tuition)
- Routinely late picking up child
- Lack of parental cooperation
- Serious illness of a child

- Physical or verbal abuse to any person on the property
- Our inability to meet the child's needs
- Lack of compliance with regulations
- Failure of child to adjust to the center after a reasonable amount of time
- Child's behavior problems
- Centers inability to accommodate the needs of a child with special needs

*center administration has the right to give verbal notice of immediate termination where there are extreme circumstances that affect the well-being of the provider or other children in attendance. Termination for any of the above reasons can be immediate on a case by case basis to be determined by the Director/Owner.

Clothing guidelines

Please dress your child in comfortable clothing, appropriate for the weather. Flip-flops or any open toed shoes and sandals can present a tripping hazard. Please have children wear closed toe shoes at all times. During colder months, please provide children with an appropriate jacket/coat for outside time.

Our 3-5 year old class will be in uniforms and will be available upon enrollment. The cost of the uniform shirts is \$20.00. Toddlers can also wear uniform shirts as an option however it is not mandatory. Shirts are Polo style and must be worn with blue jean, blue or Khaki pants. Shirts must be tucked in and belts encouraged.

Electronic Devices

Children MAY NOT bring electronic devices to daycare. No Cell Phones or iPads. They will be retrieved and held for the parent to pick up. If the Director has left for the day, they will be locked in the office and must be picked up the following morning. Please do not allow your child to bring toys to school. This included stuffed animals, cars, McDonald happy meal toys etc. They are not allowed. We ensure you that we have adequate toys and equipment for your child's educational journey at The Learning Academy .

Suspensions

We reserve the right to terminate a child's care immediately if we feel that (Based on the child's actions) the child is a danger to himself, staff or another child. In cases where there is no immediate concern of danger we will allow 2 times for a child to be suspended from care, at this point the child care can be terminated upon any incident afterwards. Suspensions will last anywhere from 1-3 days based on the severity of the incident and will be based on the Owners recommendation. The parent will be notified verbally or in writing and documentation will be made and retained for 6 months concerning each incident. There will be no refunds given when suspension or termination of care occurs. *We will work diligently with children with special needs. If your special needs child is determined by the Director to be a danger or threat to him/herself, staff or other children, you will be given 1 week to seek alternate arrangements for your child.*

Physical activity

Our daily schedule provides opportunities for children to engage in physical activities. Children participate in age appropriate outdoor and indoor activities as part of the daily curriculum. Outdoor time will be based on weather permitting. We will not go outside when the local weather service issues a heat advisory. We will also not go outside when the weather is below 30 degrees. We will have available inside activities that are comparable to outside activities.

Screen time policies

Electronic media is only used for educational purposes and special movie days for ages 2 and up. Screen time for children over 2 years of age is restricted to less than 2 hours/day.

Developmental Milestone

We will use a CLI approved developmental milestone checklists at least annually to help identify developmental delays in children ages 0-5 years.

If based on the checklist, you child seems to be experiencing a delay we send the checklist home with the parent so that the parent can determine how they would like to proceed in having their child assessed. Keep in mind that what we experience at the center and what the parent experiences at home may vary drastically so please go with your feelings as to how to move forward after our assessment. We do not make referrals. Please consult with your child's pediatrician.

Communication Systems

Once a year, at the beginning of the school year, these assessments will be sent home with each child. Parents will be made aware via Remind or Verbally when be begin the assessments.

The Communication system that we use is Remind and Procare. Parents can communicate with us anytime during the day concerning their child, center concerns etc. We periodically send pictures of activities and events occurring during their child's day at the Center.

Non-discrimination clause

We do not discriminate on the basis of race, culture, religion or ability.

Gang-Free Zone

As a result of House Bill 2086 that passed during the 81st Legislature, Regular Session, Chapter 42 of the Human Resource Code will be amended to include Section 42.064 requiring that information about gang free zones be distributed to parents and guardians of children in care at licensed child care centers.

Information about this requirement can be found on the parent information board as well as copies of the information are printed for parents in the parent resource room.

At The Learning Academy we take abuse and neglect very seriously and we are obligated to report any suspicions we may have concerning a Child's welfare to the Department of Protective and Regulatory Services. Our staff will be required to

receive a minimum of 1 hour yearly in recognizing the signs and symptoms of abuse and neglect. We will provide information from the PRS website as it becomes available and will have it available in lobby of the center. Parents who believe their child has been a victim of abuse or neglect or would like more information on preventing abuse and neglect can get more information at the following numbers:

<https://www.childhelp.org/hotline/>
1-800-4-A-Child (1-800-422-4453)
National Domestic Violence Hotline
1-800-799-SAFE (1-800-799-7233)
[Texas Abuse and Neglect Hotline](#)
1-800-252-5400
[Texas Council on Family Violence](#)

To find more help, search for [Programs in Your County](#) or [call 2-1-1](#)

Non-Discrimination Policy

The Learning Academy does not discriminate against race, color, creed, religion, sex or handicap.

Notice to Parents

Our The Learning Academy Parents are welcome to visit our facility anytime during our normal hours of operation to observe their child or our operation and program activities with prior approval. All tours and visits must be escorted by staff. Parents, Contractors, Caseworkers, Therapist Etc. must be escorted thru the building by staff and must submit to a background check if they will regularly be at the center. The above mentioned will also be provided a private area separate from other children in care. Therapist and Caseworkers are not allowed to provide services in classrooms while other children are in care. This is for the safety of your child and our staff.

Our parents may review a copy of the minimum standards upon request.

Our most recent Licensing Inspection Report is posted on the Alphabet Zone Childcare

Parent Information Board for your review.

You can contact:

Childcare Licensing at (713) 940-5200

PRS Child Abuse Hotline@1-800-252-5400

PRS [Website@www.dfps.state.tx.us](http://www.dfps.state.tx.us)

Thank you for choosing The Learning Academy at Sierra Vista for your childcare needs. We look forward to working with you and your child. Please feel free to contact us with any questions, concerns, complaints, recommendations or compliments or you can email us at learning.academysv@gmail.com

Parent Handbook Attestation

My signature verifies that I have read and received a copy of this Parent Handbook and agree to follow the outline policies. Should I not follow the policies outlined, I understand that my services may be terminated.

*Parent Signature
(Confirming Receipt)*

Date

*Staff Signature
(Confirming Issuance)*

Date