

# Universal Children's Learning Academy LLC

"Making A World of Difference!"



**Welcome to Universal Children's Learning  
Academy**

# Introduction & Welcome

## Welcome to UCLA!

The purpose of this handbook is to provide parents and guardians with information about our program, policies and philosophies, and any other important information to make each day as successful and safe as possible. It is a reference for parents who have questions, but of course, does not replace interaction with the child's teacher, or the director. Any questions or concerns you have regarding any aspect of your child's environment or care when at UCLA should be directed to the UCLA administration through the appropriate channels during business hours.

We are thrilled you chose UCLA to make a world of difference in your child's life!

Warm Welcomes,  
*Universal Children's Learning Academy*  
Administration & Staff



# Universal Children's Learning Academy

*Our Philosophy. Our Mission. Our Goal.*

## Our Philosophy

Our philosophy is to ensure our students graduate to the next level with the knowledge to thrive socially and academically during kindergarten and beyond. We strive to equip our students with the tools necessary to maintain healthy, successful lifestyles with confidence. We believe that working with parents in the enrichment and education of their child is key. It truly takes a village when it comes to our children. At UCLA we *are* that village for our students. Working together means everyone achieves more. Universal Children's Learning Academy is designed to be a pillar of the community, and we are very proud of the work the Lord called us to do since our inception in 2005.

## Our Mission

Our mission here at Universal Children's Learning Academy is to *make a world of difference* in our student's lives each day their parents entrust them into our care. We want to make sure our students and their parents have a positive experience while attending UCLA. Our promise is to **always** put the safety, education, and well being of our students **first**.

## Our Goals & Objectives

At UCLA our primary goal is to provide a safe, nurturing, and stimulating environment where your child can grow and thrive physically, emotionally, intellectually, and socially. We aim to foster a love for learning by encouraging curiosity, exploration, and problem-solving in a supportive and inclusive setting.

Our objective is to support each child's individual developmental needs and interests by offering a balanced mix of structured activities and free play, all designed to support cognitive development, language skills, motor coordination, and social competencies.

We prioritize working closely with parents and guardians to ensure that the care and education we provide aligns with families' expectations.

We maintain open and direct communication to help build strong partnerships with parents, to create a positive community for our children. Our ultimate objective is to lay a solid foundation for lifelong learning and to equip children with the skills and confidence they need to succeed in their future education and all life experiences.

## Our Curriculum

UCLA currently provides its students with the Frog Street curriculum from our infant to our pre-k classes. The Frog Street curriculum is designed to strengthen your child's mind and skills no matter what stage they're in at our academy!



# U.C.L.A. Program Details

## Programs Offered

Our program serves children between 6 weeks to 12 years of age.

- Infant program: 6 weeks–11 months
- Wobbler program: 12 months–23 months (must be walking)
- Toddler program: 2 years of age
- Pre-K program: 3–5 years of age (must be potty trained)
- Before and After School program: 5–12 years of age

## School Year Calendar

School calendars are subject to change.

More detailed calendars will be provided before each school year begins. The calendar will include any school and holiday closures. Please note that UCLA also follows the local school system's emergency/weather closures.

- Fall semester begins August of each year
- Spring semester begins January of each year
- Summer program begins June of each year

## Hours of Operation:

### Monday–Friday 6:00am–6:00pm

Please make sure your child is checked-in at school no later than **9:00am** and picked up no later than **6:00pm**. If you are dropping your child off at a time later than 9:00am, please have a signed excuse letter. This is the **only** way they will be admitted to school for that day.

**There is a late fee of \$1/minute if your child is not picked up by 6:00pm.**

# Sign-in, Drop-off, Pick-up & Attendance

## Sign-in & Sign-out Procedures

To ensure the safety and security of all children in our care, we have established strict sign-in and sign-out procedures that must be followed by all parents and authorized guardians.

Upon arrival, parents or authorized guardians are required to sign their child in using our digital system (more on this will be explained below), located at the front entrance.

## Persons Authorized to Pick-Up Child

Only individuals who have been pre-approved by the student's parents and listed in the student's enrollment file will be allowed to pick up them up from school.

For the safety of your child, we will request a government-issued photo ID from any person picking up the child who is not immediately recognized by our staff.

## Sick Policy

Please inform your child's teacher and the administration office as soon as possible when your child needs to stay home from childcare due to an illness.

You can notify us through phone call, voicemail, or by sending an email. However, the best way is to use our in-app direct messaging (you will learn more about this below).

## Clothing & Dress Code

Uniforms are mandatory during the regular school year. During the summer session, regular clothes are permitted. Students are to wear red uniform shirts with the UCLA patch shown below. Khaki pants. Shorts, skirts, dresses are required. No open toed or heeled shoes will be permitted. The only acceptable shoes are tennis shoes. We highly recommend Velcro shoes for safety and convenience.



## Classroom Ratios

According to the State Board of Licensing, it is required to have:

- 1 Teacher for every 5 students ages 6 weeks to 11 months
- 1 Teacher for every 7 students ages 12 months to 23 months
- 1 Teacher for every 10 students ages 24 months to 35 months
- 1 Teacher for every 13 students ages pre-k3 years
- 1 Teacher for every 15 students ages pre-k4 & 5 years
- 1 Teacher for every 21 students that are school aged

# Enrollment, Waitlists & Withdrawals

## Registration & Enrollment Process: New Students

1. with a non-refundable application fee of \$100. This step places your child on the waiting list for admission.
2. In-person interview to better know the family and the child and determine if our program, curriculum and philosophy are a good fit for your child's successful development.
3. If it is agreed by the school and the family that our childcare is a good fit for the child, you will be notified when there is an opening in a classroom, as determined by required classroom ratios.

## Registration & Enrollment Process: Returning Students

There is a non-refundable \$100 annual enrollment fee for returning students.

## Checklist of Forms Needed from Parents for Enrollment

If you are a new student, we will need the following documents and forms. If you are a returning student, please make sure that the documents and forms we have on file are the most recent and up to date.

When enrolling a child in preschool, parents are typically required to submit several important forms to ensure the child's safety, health, and well-being while attending the program.

- Enrollment/Application Form
- Emergency Contact Information
- Medical Information Form
- Immunization Records
- Authorization for Emergency Medical Treatment

- Parental Consent Forms (Example: Field trips, to be photographed or receive emergency medical care if needed)
- Parent Handbook Acknowledgment
- Tuition Agreement

These forms are essential for our school to ensure each child's safety and well-being and to comply with state and local regulations, and ensure we are acting in alignment with the families' wants in specific situations.

### Withdrawals & Dismissal Policy

A 2-week notice is required before withdrawing a child from our center. Your account must be paid in full before withdrawing.

Additionally, the school reserves the right to terminate enrollment if any of the following conditions occur:

- If the parent or guardian does not consistently follow policies and guidelines as outlined in this Parent Handbook.
- If the parent or legal guardian consistently displays a level of disrespect towards administration or staff.
- If the student's behavior or lack of cooperation is deemed unacceptable
- If tuition payments are too far overdue.
- If the child has special needs that we cannot adequately meet with our current staffing patterns.
- Physical and/or verbal abuse of staff or children by parent or child.
- Expired or non-immunizations and/or physical.

## Billing, Payment & Tuition

<u>Class</u>	<u>Tuition</u>	<u>Due</u>	<u>Semesters</u>
<b>Infant</b>	\$175.00	Weekly	All
<b>Wobblers</b>	\$150.00	Weekly	All
<b>Toddlers</b>	\$150.00	Weekly	All
<b>Pre-K</b>	\$150.00	Weekly	All
<b>Before Schooler Only</b>	\$100.00	Monthly	Fall/Spring
<b>After Schooler Only</b>	\$150.00	Monthly	Fall/Spring
<b>Before &amp; After Schooler</b>	\$250.00	Monthly	Fall/Spring
<b>Summer Camp (School Ages)</b>	\$150	Weekly	Summer
<b>Before/After Schooler (Full Day Care)</b>	\$30	Daily	School Closure Days

### Accepted Forms of Payment

- In-app payment (Can be set up as an automatic payment)
  - AmEx, Visa or MasterCard
- Check
- Cash (Drop box located inside facility)

### Payment Due Dates

- Tuition is due on the first operating school day of the week.

If U.C.L.A. is closed on Monday and open Tuesday, tuition would be due on Tuesday. However, in normal cases tuition would be due on Mondays.

## Late Payment Policy

Tuition is considered late on the next business day of your due date. A \$10/day late fee will be applied to your balance for every day your child's tuition is late. This will reflect on your new billing statement.

The school reserves the right to suspend attendance or in some cases, immediately dismiss the enrollee for non-payment of tuition.

There is a \$35 NSF charge for bounced checks.

## Sick days & Holidays Payment Policy

We cannot provide refunds for a children's absence due to illness. We know that common colds and bugs can come up at any time, but due to the usual last-minute notice, we cannot give you a refund, as staff schedules and required classroom ratios are already set.

Of course, if there is a long-term illness, we will work together with the family on a case-by-case basis.

## **Parental Involvement & Communication**

### Communication with Parents

We believe that open and effective communication with parents is essential because a strong partnership between teachers and parents benefits the growth and development of the children. We use a variety of channels to ensure parents are well-informed and feel connected to our community, but the best way is through the Bright wheel app which we will explain more in detail below.

Communication within the childcare app:

- **Daily Updates:** Parents will receive daily updates including meals, naps, activities and learning progress. Some of the updates will be

private and only about your child. Other updates can be published for the community in the Newsfeed, such as group photos or updates in a classroom setting.

- **Direct Messages:** Parents are welcome to message staff at any time through the app.
- **Newsletters:** We will post monthly newsletters into the Newsfeed.

Other channels in addition to the childcare app:

- **Social media:** Please follow our Facebook and Instagram accounts. Although these channels are primarily meant for a broader audience of prospective parents, it will still provide a glimpse into our school community and day-to-day.
- **In-person Meetings:** Scheduled meetings throughout the year provide an opportunity for parents to discuss their child's progress and any concerns they may have. Of course, parents are welcome to reach out to their child's teacher whenever they have feedback, questions or concerns.

### Parent-Teacher Conferences

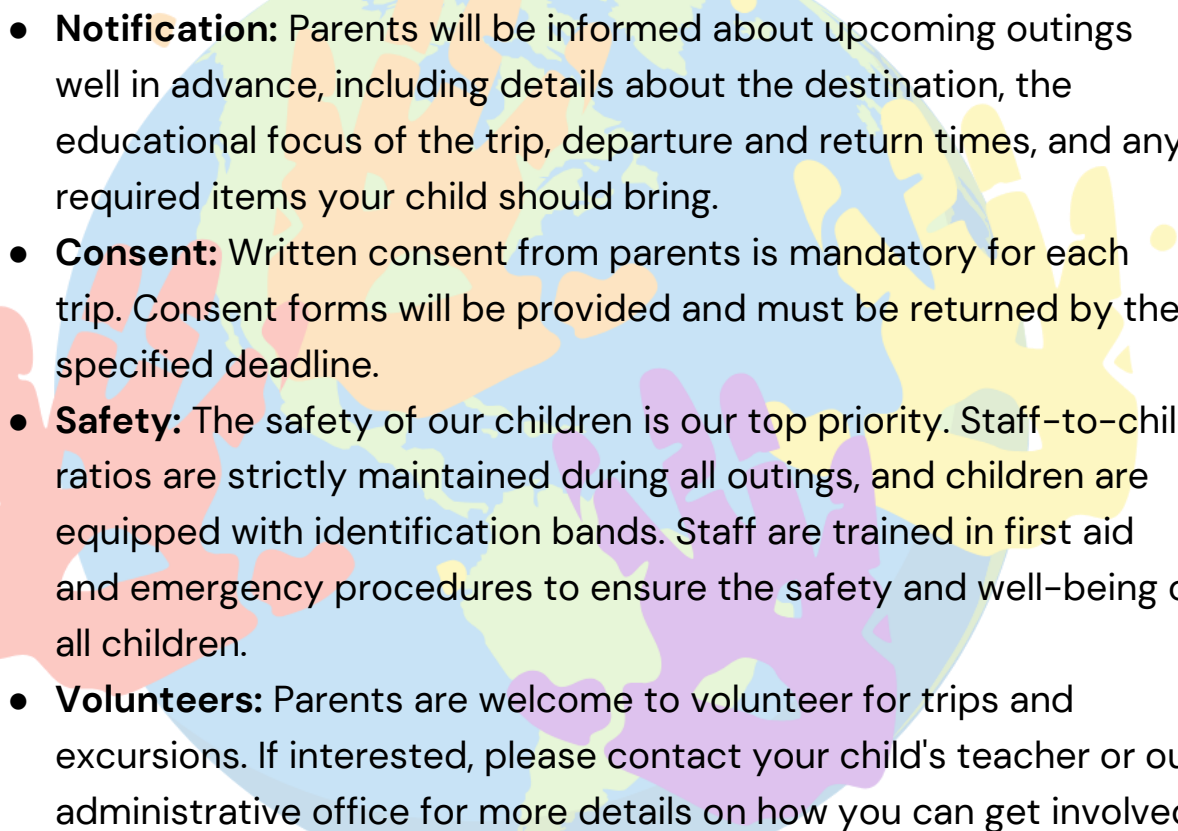
Parent-teacher conferences are a crucial part of our communication strategy, allowing for in-depth discussions about your child's development, behavior, and learning journey.

- **Frequency:** We hold parent-teacher conferences twice a year, but additional meetings can be scheduled if necessary.
- **Scheduling:** Conferences are pre-scheduled, and parents will be notified in advance to choose a time that suits them. We strive to accommodate all parents and offer different time slots to ensure every family has the opportunity to attend.
- **Focus:** During the conference, teachers will discuss your child's progress, showcase their work, and provide insights into their

social interactions, cognitive development, and emotional well-being. We encourage parents to share their insights, ask questions, and discuss any concerns.

## Information Regarding Visits, Trips & Excursions

Our preschool believes in the value of experiential learning and organizes visits, trips, and excursions that complement our curriculum and provide children with the opportunity to explore the world around them.

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- **Notification:** Parents will be informed about upcoming outings well in advance, including details about the destination, the educational focus of the trip, departure and return times, and any required items your child should bring.
  - **Consent:** Written consent from parents is mandatory for each trip. Consent forms will be provided and must be returned by the specified deadline.
  - **Safety:** The safety of our children is our top priority. Staff-to-child ratios are strictly maintained during all outings, and children are equipped with identification bands. Staff are trained in first aid and emergency procedures to ensure the safety and well-being of all children.
  - **Volunteers:** Parents are welcome to volunteer for trips and excursions. If interested, please contact your child's teacher or our administrative office for more details on how you can get involved.

## **Health & Safety Policies**

### Emergency Medical Care, Treatment of Illness & Accidents

All parents want a safe and healthy environment for their children. Therefore, if

your child is ill, please do not bring him/her to the center. We care about the protection of each individual child, in addition to the health and welfare of the entire community.

If a child becomes ill while at childcare, the parent or guardian will be contacted immediately. The child will remain with the Director or a teacher in isolation from the other children and staff members. The child will be offered a cot and anything else he/she requests or needs until the parent or guardian arrives. Please come get your child as soon as possible.

Keep your child home for at least 24 hours, and do not bring them back until they are feeling better.

If your child has a contagious infection or disease, it is critical that you inform the center so that necessary precautions may be taken and the community can be properly alerted and/or treated if necessary.

#### Medication & Treatment Authorization

Medication will be administered by assigned staff or the Director and only under the following circumstances:

1. Prescribed medication and non-prescription drugs must be under doctor's orders.
2. A permission slip must be written and signed by the parent.
3. The original container and label must bear the child's name, directions for administering the medication, date, and doctor's name.

All administration of prescribed medications and non - prescription medication will be recorded in a medication administration log with the date, time, child's name, name of the medication, and the dosage given and the name and signature of the staff member administering the medication.

Allergies to medication must be kept on file for emergency situations. All allergies must be on a signed statement by the physician or a parent's signed statement.

### Immunizations, Vaccines & Health Requirements

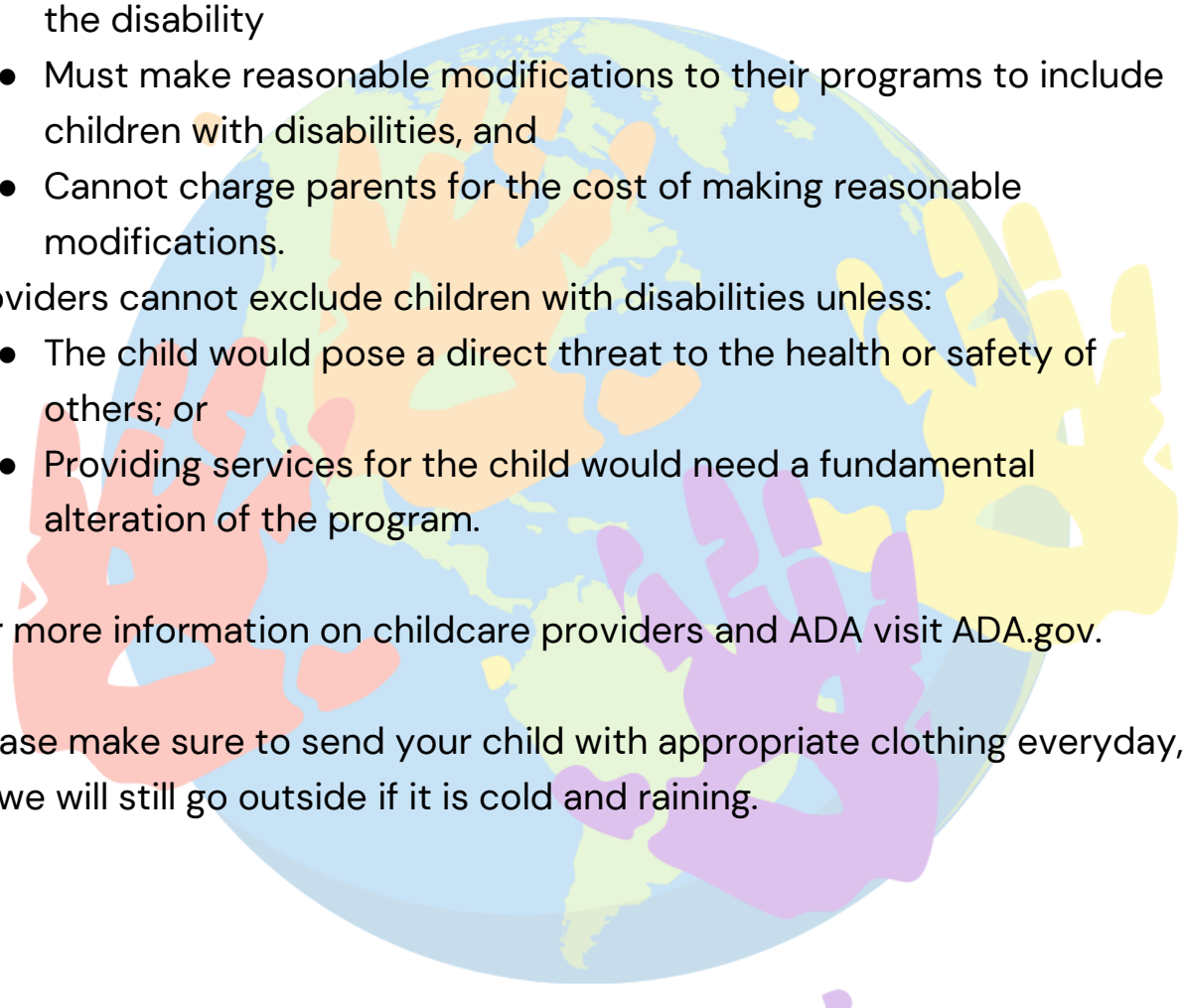
The health and safety of the children at our program is taken very seriously. Therefore, we do not accept unvaccinated children.

There may be an exception in the case that a child cannot be vaccinated based on specific medical reasons and verified by a medical doctor. In such an instance, the director will decide on a case-by-case basis.

All students are required to obtain a flu vaccine each year. All students in the future may be required to obtain a Covid-19 vaccine when available and proven safe and effective.

### Americans with Disabilities Act

Childcare providers must meet the Americans with Disabilities Act (ADA). Childcare providers:

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- Cannot discriminate against children with disabilities because of the disability
  - Must make reasonable modifications to their programs to include children with disabilities, and
  - Cannot charge parents for the cost of making reasonable modifications.

Providers cannot exclude children with disabilities unless:

- The child would pose a direct threat to the health or safety of others; or
- Providing services for the child would need a fundamental alteration of the program.

For more information on childcare providers and ADA visit [ADA.gov](http://ADA.gov).

Please make sure to send your child with appropriate clothing everyday, as we will still go outside if it is cold and raining.



## Privacy, Security & Safety

### Personal Information Policy & Confidentiality\*

All staff will respect confidential information of all students and personal records.

Information pertaining to admission, progress or discharge of each individual child must remain confidential and limited to facility staff designated by the director, unless a legal guardian has granted written permission for disclosure.

Parents must specify in written form to whom the information may be released to. This release form must be kept in a child's file.

### Code of Conduct & Discipline Policy

The center provides a positive environment that fosters the child's capacity for inner control and self-discipline. Our goal is to identify each child's developmental level and to set expectations appropriate at that level.

Techniques used to help children develop self-management and self-direction skills are:

- Providing a nurturing, trusting and positive environment
- Planning an organized environment and schedule to meet children's needs and maintain their interest.
- Providing a gentle and consistent guidance
- Keeping rules and requirements minimal, clear and reasonable.
- Helping children see the consequences of their behavior.
- Modeling and reinforcing acceptable behavior.
- Helping children solve problems and making choices.
- Acknowledging each child's feelings and providing opportunities for discussion with others in the classroom.
- Accepting each child's needs to self-assertion.

### Procedures for Parental Notification

We prioritize maintaining a direct and transparent line of communication with our families. It is our policy to inform parents and guardians promptly about any significant aspects of their child's experience in our care.

Parents and guardians will be notified immediately in the case of emergencies, including illness or accidents and injuries, or if there is a significant concern regarding their child's well-being or behavior.

For less urgent matters, such as updates on day-to-day activities or upcoming events, communication will be provided through our preferred channels, such as email, newsletters, or the parent portal. We also use these channels to share general updates about the center, policy changes, or reminders about upcoming meetings and events.

We encourage parents to ensure their contact information is always up-to-date and to communicate their preferred method of receiving notifications. Our goal is to foster a partnership with our families, ensuring that they are well-informed and engaged in their child's care and education.

### Information Regarding Visits, Trips & Excursions

Our preschool believes in the value of experiential learning and organizes visits, trips, and excursions that complement our curriculum and provide children with the opportunity to explore the world around them.

- Notification: Parents will be informed about upcoming outings well in advance, including details about the destination, the educational focus of the trip, departure and return times, and any required items your child should bring.
- Consent: Written consent from parents is mandatory for each trip. Consent forms will be provided and must be returned by the specified deadline.
- Safety: The safety of our children is our top priority. Staff-to-child ratios are strictly maintained during all outings, and children are

equipped with identification bands. Staff are trained in first aid and emergency procedures to ensure the safety and well-being of all children.

- Volunteers: Parents are welcome to volunteer for trips and excursions. If interested, please contact your child's teacher or our administrative office for more details on how you can get involved.

We request that all other toys be kept at home to avoid distractions and disputes among children. Our center provides all the latest toys and activities that your child will need for playing and learning.

The center is not responsible for broken, lost or stolen toys.

### Building Security

The safety and security of our children, staff, and visitors are of utmost importance. Our building is equipped with security measures including controlled access points, surveillance cameras, and safety drills. Only authorized personnel and pre-approved visitors with valid identification are allowed entry. We conduct regular safety audits and drills to ensure our protocols remain effective and are adhered to by all staff and visitors.

### Staff Requirements

Our staff are carefully selected based on their qualifications, experience, and passion for early childhood education. They are required to undergo comprehensive background checks, continuous professional development, and regular performance evaluations.

Staff are trained in first aid, CPR, Med.Admin. EpiPen, child development, classroom management, and emergency response to ensure they are well-prepared to provide the highest quality care and education for your child.

## Meal Plans & Snacks

Our meal plans are crafted by a nutritionist and include a variety of foods to accommodate different tastes and dietary requirements. Healthy snacks are provided to the children twice a day, once in the morning and once in the afternoon. We focus on offering whole foods, such as fruits, vegetables, and whole grains, to promote healthy eating habits.

We encourage parents to discuss any specific dietary needs or preferences their child has so we can make necessary accommodations.

Meal times also serve as an opportunity for children to develop social skills and table manners.

## Food Allergy Emergency Plan

A food allergy emergency plan is an individualized plan prepared by the child's health care professional. The plan must include a list of each food the child is allergic to, possible symptoms if exposed to food on the list and the steps to take if the child has an allergic reaction. The plan must be signed and dated by the child's health care professional and parent.

A copy of the plan must be kept in the child's file and posted in the child's classroom wherever food is prepared.

## Nap time

There will be a supervised rest period after lunch time for all students less than six years of age. All toddlers nap together in the same room. Children are not required to sleep, but they are required to lie quietly on a mat for at least one hour for rest time. After one hour, the child will be given a quiet activity to do while the other children are sleeping.

## Parent Handbook Acknowledgement Contract

We appreciate you taking the time to read through our Parent Handbook. Understanding and adhering to the policies and procedures outlined in this document is crucial for creating a safe, nurturing, and productive environment for all children and families.

By signing below, you acknowledge that you have reviewed the contents of this handbook and agree to abide by the guidelines and expectations set forth for the duration of your child's enrollment at Universal Children's Learning Academy. Your cooperation and commitment are vital to our community's success, and we look forward to a positive and enriching partnership with your family.

If you have any questions or require further clarification on any of the topics covered, please do not hesitate to contact us.

Parent/Guardian Name:

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Signature:

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Date:

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